

# FAMILY SERVICES CABINET COUNCIL



## TOOLKIT FOR **TRAUMA-INFORMED APPROACHES**



Family Services  
Cabinet Council

# A TRAUMA-INFORMED TOOLKIT FOR STATE EMPLOYEES

This toolkit was designed to increase your knowledge of ACEs and toxic stress, and to help you have better interactions with service recipients as well as others working within your agency. The resources provided can help improve the short and long-term health outcomes for Delawareans, and may even help you to build resilience within your own family and community.

Trauma-informed approaches apply to all settings where people come together to provide or receive needed services and supports. A trauma-informed approach is not a program or service. Rather, it is a profound paradigm shift in knowledge, perspective, attitudes and skills that unfolds and deepens over time. Implementation of a trauma informed approach is an ongoing organization change process. The Trauma-Informed Framework can be used to:

- Create an environment where people are respectful, competent, sensitive and culturally aware
- Implement evidence-based trauma informed principles and approaches that address the effects associated with trauma
- Develop common language and framework for dialogue and discussion to enhance communication and progress
- Assess the implementation of basic principles of trauma informed approaches in various settings
- Increase effectiveness of services and assistance
- Reduce the likelihood of traumatizing or re-traumatizing service recipients and staff

Delaware’s Developmental Model for Trauma Informed Approaches (adapted from the Missouri Trauma Informed Care Framework) involves a developmental progression as follows

	<b>TRAUMA AWARE</b>	<b>TRAUMA SENSITIVE</b>	<b>TRAUMA RESPONSIVE</b>	<b>TRAUMA INFORMED</b>
Employees	<ul style="list-style-type: none"> <li>• Know the basics of trauma and are familiar with the values of terminology of trauma informed approaches</li> <li>• They understand that trauma influences service recipients as well as themselves</li> </ul>	<ul style="list-style-type: none"> <li>• Are able to view service recipients with a trauma lens and look for opportunities to develop new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Have the knowledge and skills to assess and provide personalized care that addresses their unique history</li> </ul>	<ul style="list-style-type: none"> <li>• Are skilled in using trauma-informed practices</li> <li>• Minimize the stigma related to the effects of trauma and accepting help</li> <li>• Become advocates and champions for trauma-informed decision making at all levels</li> </ul>
Agency	<ul style="list-style-type: none"> <li>• Recognize that understanding and responding to trauma is essential for agency operation</li> <li>• Ensure that their employees know the basics of trauma and are familiar with trauma terminology</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that service recipients are able to access trauma specific interventions, that trauma informed concepts and values are applied to the environments and daily work and recognize the importance of employee self-care</li> </ul>	<ul style="list-style-type: none"> <li>• Apply trauma knowledge to the routines and infrastructure of the organization</li> <li>• Use trauma informed models of supervision</li> <li>• Actively promotes the self-care of its staff</li> <li>• Engages individuals with lived experience of trauma in meaningful roles within the organization (e.g. as staff, on advisory groups, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Have reviewed and revised all aspects of their operations to reflect a trauma informed approach</li> <li>• Ensure that staff are skilled in using trauma informed practices with service recipients and co-workers</li> </ul>

# Statement of Purpose



On the following pages you will find resources to help you increase your awareness of trauma, adversity and resilience and to build your ability to recognize and respond to individuals who have experienced adversity and trauma using a trauma informed framework. The resources are organized according to the developmental framework. It is recommended that staff and agencies that are newer to trauma informed care start with the resources highlighted on the Trauma Aware and Trauma Sensitive pages. As staff and agencies progress in adoption of trauma informed approaches, the resources on the Trauma Responsive and Trauma-Informed pages provides a deeper dive and will help staff and agencies to develop comprehensive strategies to infuse and embed trauma informed practice throughout their agency.

The resources in the following pages were identified to help employees working with children, adults, families and communities to recognize and respond to the exposure to adversity and trauma that occurs in both child and adulthood. In addition, there is a special section in the toolkit with resources for employees that can help to build their own resilience as they also work to build the resilience of the people they serve.

# TRAUMA AWARE

## **VISIT THESE WEBSITES**

[Centers for Disease Control and Prevention](#)

[ACEs Too High](#)

[National Child Traumatic Stress Network:  
\(Trauma Types\)](#)

[ACEsConnection](#)

[National Child Traumatic Stress Network](#)

## **WATCH THESE VIDEOS**

[ACEs Primer](#)

[Georgetown University Technical Assistance  
Center for children's Mental Health, Trauma  
Informed Care Perspectives](#)

[Nadine Burke Harris: How Childhood  
Trauma Affects Health Across a Lifetime](#)

[Toxic Stress Derails Healthy Development](#)

## **TRAINING RESOURCES**

[What are ACEs? ACES 101](#)

[Preventing ACEs](#)

[Substance Abuse and Mental Health  
Services Administration Concept of Trauma  
and Guidance for A Trauma Informed  
Approach](#)

## **PRINT AND POST**

[The Truth About ACEs](#)

[ACEs Presentation Graphics](#)

[Center on the Developing Child at  
Harvard University, "ACEs and Toxic Stress:  
Frequently Asked Questions"](#)

[Stress and Early Brain Growth:  
Understanding Adverse Childhood  
Experiences \(ACEs\)](#)

[Understanding the effects of Trauma on  
Health](#)



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# TRAUMA SENSITIVE

## **VISIT THESE WEBSITES**

[National Center for Post Traumatic Stress Disorder](#)

[Trauma Informed Care Project](#)

[Harvard Center on the Developing Child: Resource Library](#)

[National Child Traumatic Stress Network: \(Populations at Risk\)](#)

[Trauma Specific Treatments for Adult](#)

[Trauma Specific Treatments for Children](#)

## **WATCH THESE VIDEOS**

[The Resilience Effect](#)

[Head Start Trauma Smart: What intervention look Like](#)

[Brenee Brown on Empathy](#)

[Hand Model of the Brain](#)

## **TRAINING RESOURCES**

[Philadelphia ACE Project: Toolkit: Incorporating Trauma Informed Practice and Aces into Professional Curricula](#)

## **PRINT AND POST**

[How to Manage Trauma](#)

[Tips for Talking with and Helping Children and Youth Cope After a disaster or Traumatic Event: A guide for Parents, Caregivers and Teachers](#)



# TRAUMA RESPONSIVE

## **VISIT THESE WEBSITES**

[National Center on Family Homelessness  
Trauma Informed Organizational Toolkit](#)

[University of Iowa Community Connections  
Creating Cultures of Trauma-Informed Care:  
A Self-Assessment and Planning Tool](#)

[Policy Guidance for Trauma-Informed  
Human Resource Practices \(Developed by  
the Missouri Trauma Roundtable\)](#)

[Manitoba Trauma Information Centre:  
Organizational Self-Assessment](#)

## **WATCH THESE VIDEOS**

[Building Adult Capabilities](#)

[Substance Abuse and Mental Health  
Services: “Hope that Helps-Trauma Informed  
Care”](#)

## **TRAINING RESOURCES**

[Partnering with Youth and Families Toolkit  
\(NCTSN\)](#)

[Polaris: Recognize the Signs of Human  
Trafficking](#)

[The Road to Resilience](#)

## **PRINT AND POST**

[Growing a Trauma Informed Organization  
\(Adapted from San Francisco Department  
of Public Health\)](#)

[Crisis Prevention Institute-Trauma Informed  
Care Resources Guide](#)

[Guide to Reviewing Existing Policies  
\(Trauma Informed Oregon\)](#)

# TRAUMA INFORMED

## VISIT THESE WEBSITES

[NASMHPD's Center for Innovation in Behavioral Health Policy and Practice](#)

[American Institutes of Research: Trauma Informed Care](#)

[Trauma Informed Oregon](#)

[National Council for Behavioral Health: Trauma Informed Care Interview Questions](#)

## WATCH THESE VIDEOS

[SHARE: Trauma Informed and Trauma Specific Services](#)

[How Does a Community Become Trauma Informed](#)

## TRAINING RESOURCES

[Trauma Informed Care Training](#)

[Resource Guide to Trauma Informed Human Services](#)

[SOAR Online Human Trafficking Training](#)

[Brain Story Certification](#)

## PRINT AND POST

[10 Key Ingredients for Trauma Informed Care](#)

[Trauma Informed Care: There is Hope Beyond Hurt \(English\)](#)

[Trauma Informed Care: There is Hope Beyond Hurt \(Spanish\)](#)



# EMPLOYEE WELLNESS AND RESILIENCE

## RECOGNIZING AND RESPONDING TO TRAUMA/ACE EXPOSURE

### VISIT THESE WEBSITES

[Health Advocates](#)

[Tend Academy](#)

[Professional Quality of Life \(self-screen for resilience and Secondary Trauma\)](#)

[Devereux Adult Resilience Survey \(DARS\)](#)

[University of Buffalo School of Social Work Self-Care Starter Kit](#)

### APPS

[SuperBetter](#)

[National Center for Telehealth and Technology](#)

[Virtual Hope Box](#)

[Head Space](#)

[Stop, Breathe and Think](#)

### TRAINING RESOURCES

[What about You? A workbook for those Who Work with Others from the National Center on Family Homelessness](#)

[Secondary Traumatic Stress core Competencies in Trauma Informed supervision](#)

### PRINT AND POST

[Attunement and Self-assessment in Supervision \(Trauma Informed Oregon\)](#)

[Secondary Traumatic Stress: A Fact Sheet for Child-Serving Professionals](#)

[A Trauma Informed Workforce: An introduction to workforce wellness](#)

