



TRAUMA-INFORMED CARE (TIC) FY2023 REPORT

WHAT IS TIC?

Trauma Informed Care (TIC)

The *TIC Self-Reporting Scale* is used by programs to assess their current practices and to track their progress with specific areas of understanding relevant for delivering trauma informed services.

2023 DBH TRAUMA-INFORMED CARE (TIC) REPORT

Executive Summary

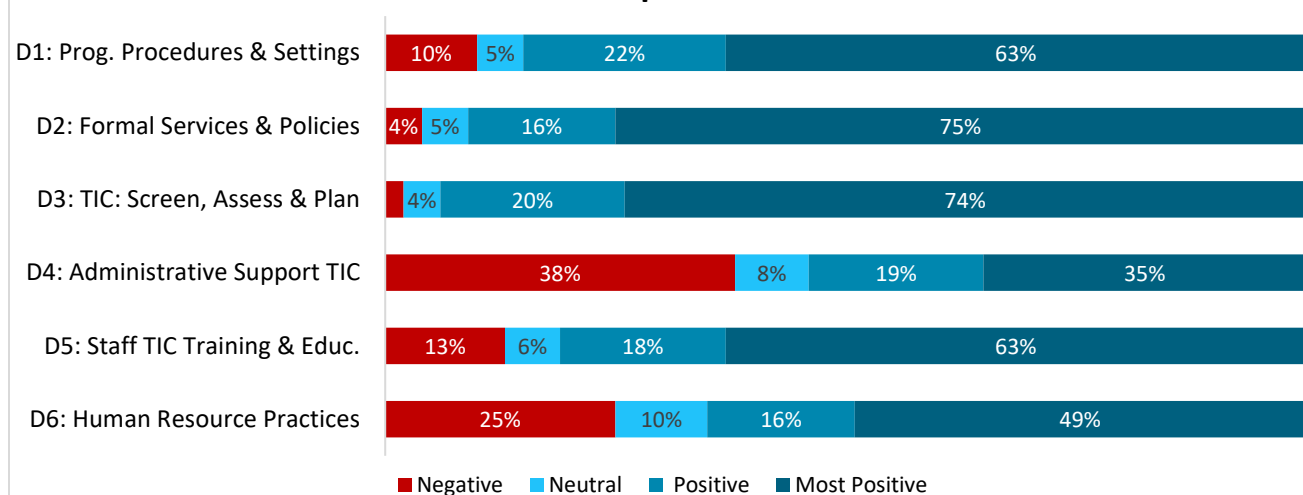
As a continuous quality improvement activity, the Division of Behavioral Health (DBH) engages mental health and substance use providers that are contracted through Regional Behavioral Health Authorities (RBHA) to complete the 2023 Trauma Informed Care (TIC) Self-Assessment Tool every two years. TIC is a self-administered scale to assist organizations, systems, and agencies with meaningful data regarding trauma informed care and tracking their progress. In FY23, 88 providers submitted the TIC scale to their respective RBHAs.

The six self-assessment domains include:

- D1. Program Procedures and Settings
- D2. Formal Service Policies
- D3. Trauma Screening, Assessment, and Service Planning
- D4. Administrative Support for Program-Wide Trauma Informed Services
- D5. Staff Trauma Training and Education
- D6. Human Resources Practices

Data for six domains essential to trauma informed infrastructure and care were analyzed at statewide and regional levels to determine areas of strength and opportunity. Results from 2013 (initial year) and 2021 (previous year) data are used to compare current results relative to prior responses. At the statewide level, each domain's average score for 2023 demonstrated improvement from 2013 (initial year).

TIC Domains: 2023 Statewide Scale Perspectives



The *Trauma Screening, Assessment and Service Planning* domain, which is a key area of focus, continues to be an area of strength with sustained highest average reported score over the same periods.

The domain with the lowest average reported score across the years continue to be *Administrative Support for Program-Wide Trauma Informed Services*. This domain self-assesses to what extent the agency leadership support the integration of knowledge about trauma and recovery into all program practices.

Most improvement from 2013-2023 was in the *Human Resources Practices* domain. However, both related domains: *Administrative Support for Program-Wide Trauma Informed Services* and *Human Resources Practices* continue to be the domains with greatest opportunities for change.



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2023 Trauma-Informed Care (TIC) Report

Purpose:

The Trauma Informed Care Self-Assessment (TIC) Scale is a quality improvement tool that is used by programs to assess their current practices and to track their progress in relation to a specific understanding of trauma informed services. The scale assists in providing clear, consistent guidelines for agencies or programs to facilitate trauma informed modifications in their service systems.

The TIC is relevant across multiple levels: system and program administrators, providers, and survivor-consumers. TIC is appropriate for continuous use in activities related to the development, implementation, evaluation, quality improvement, and ongoing monitoring of trauma informed programs.

Overview:

- The Department of Health and Human Services (DHHS), Division of Behavioral Health (DBH) contracts with and provides funding, oversight, and technical assistance to six Regional Behavioral Health Authorities (RBHAs) across Nebraska.
- The RBHAs subcontract with local programs to provide public community-based mental health and substance services (inpatient, outpatient, and emergency) to people who are uninsured by private health insurance or Medicaid.
- The TIC self-assessment data collection was initiated in 2013 and subsequently completed every other year (2015–2023) as a part of DHHS, DBH, and the RBHAs continuous quality improvement activity.
- The TIC scale concentrates data collection as a comprehensive standardized approach to trauma informed care at clinical and organizational levels, improve engagement, treatment adherence and health outcomes as well as provider and staff wellness.

By July of FY2023, contracted providers of the six RBHAs submitted responses to the TIC scale. The self-assessment scale measures quality of trauma-informed care programs in six domains:

- Program Procedures and Settings
- Formal Service Policies
- Trauma Screening, Assessment, and Service Planning
- Administrative Support for Program-Wide Trauma Informed Services
- Staff Trauma Training and Education
- Human Resources Practices



Domain Descriptions:

Providers were asked to respond to questions that assessed the following domains by indicating a score of 1-5, where 5 is the most positive (highest). The full text for each question is provided in the appendix.

Domain 1. Program Procedures and Settings: To what extent are program activities and settings consistent with the five guiding principles of trauma-informed practice: safety, trustworthiness, choice, collaboration, and empowerment?

- *Domain 1A. Safety—Ensuring Physical and Emotional Safety:* To what extent do the program's activities and settings ensure the physical and emotional safety of consumers and staff?
- *Domain 1B. Trustworthiness—Maximizing Trustworthiness through Task Clarity, Consistency, and Interpersonal Boundaries:* To what extent do the program's activities and settings maximize trustworthiness by making the tasks involved in service delivery clear, by ensuring consistency in practice, and by maintaining boundaries that are appropriate to the program?
- *Domain 1C. Choice—Maximizing Consumer Choice and Control:* To what extent do the program's activities and settings maximize consumer experiences of choice and control?
- *Domain 1D. Collaboration—Maximizing Collaboration and Sharing Power:* To what extent do the program's activities and settings maximize collaboration and sharing of power between staff and consumers?
- *Domain 1E. Empowerment—Prioritizing Empowerment and Skill-Building:* To what extent do the program's activities and settings prioritize consumer empowerment and growth?

Domain 2. Formal Service Policies: To what extent do the formal policies and procedures of the program reflect an understanding of trauma and recovery?

Domain 3. Trauma Screening, Assessment, and Service Planning: To what extent does the program have a consistent way to identify individuals who have been exposed to trauma, and to include trauma-related information in planning services with the consumer?

Domain 4. Administrative Support for Program-Wide Trauma-Informed Services: To what extent do agency administrators support the integration of knowledge about trauma and recovery into all program practices?

Domain 5. Staff Trauma Training and Education: To what extent have all staff members received appropriate training in trauma and its implications for their work?

Domain 6. Human Resources Practices: To what extent are trauma-related concerns part of the hiring and performance review process?

Statewide 2023 TIC Results

Summary Statement

At the statewide level, Domains 5 and 6 mean scores showed improvement in each subsequent measurement since the 2013 baseline assessments were conducted (Figure 1). Though all domain means have increased since the 2013 baseline assessments, Domains 1,3, and 4 showed statewide decreases in domain means since 2021 while Domain 2 had no change. Domains 2 and 3 are consistent areas of strength for the state while Domains 4 and 6 remain as areas of opportunity. At a regional level, each of the six RBHA's varied in their areas of improvement.

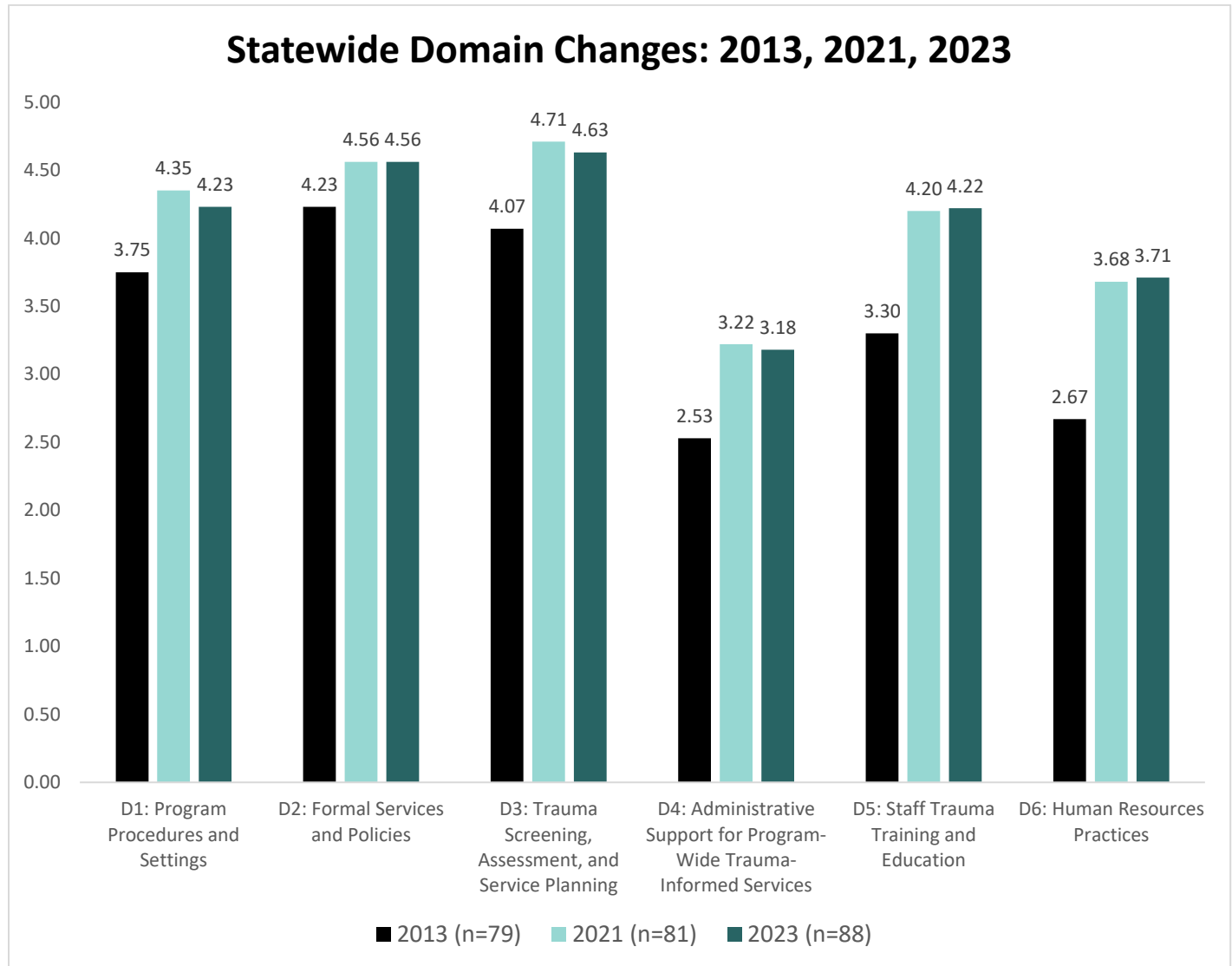


Figure 1: Statewide Domain Changes

Statewide Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2023, Domain 5 (0.92) and Domain 6 (1.04) showed the greatest increase between means.
- Two domains (5, 6) increased between the previous assessment in 2021 to 2023, while all other domains decreased or did not change over this period.
- Between the previous assessment in 2021 and 2023, Domain 6 (0.03) showed the greatest increase between means while Domain 1 (-0.12) showed the greatest decrease between means.

Table 1

Domain		Domain Mean			Change in 2023 from			
#	Description	2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.75	4.35	4.23	0.48	increase	-0.12	decrease
D2	Formal Services and Policies	4.23	4.56	4.56	0.33	increase	0.00	no change
D3	Trauma Screening, Assessment, Service Planning	4.07	4.71	4.63	0.56	increase	-0.08	decrease
D4	Administrative Support for Program-Wide Trauma-Informed Services	2.53	3.22	3.18	0.65	increase	-0.04	decrease
D5	Staff Trauma Training and Education	3.30	4.20	4.22	0.92	increase	0.02	increase
D6	Human Resources Practices	2.67	3.68	3.71	1.04	increase	0.03	increase

2023 Statewide Areas of Strengths and Opportunities at the Domain (Domains - Page 4) Level

Table 2

2023 Highlights at the Domain Level		Mean
Areas of Strength		
D3: Trauma Screening, Assessment, and Service Planning		4.63
D2: Formal Services and Policies		4.56
Areas of Opportunity		
D6: Human Resources Practices		3.71
D4: Administrative Support for Program-Wide Trauma-Informed Services		3.18

2023 Statewide Strengths and Areas of Opportunity at the Item (Items - Table 4) Level

Table 3

2023 Highlights at the Item Level		Mean
Areas of Strength		
D2_6: Confidentiality (B)		4.98
D3_1: Universal Trauma Screening		4.98
Areas of Opportunity		
D4_5: Trauma Survivor-Consumer Involvement (B)		2.43
D4_4: Trauma Survivor-Consumer Involvement (A)		2.19

2023 Statewide TIC Results: All Items

Table 4

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	88	0	5	4.15	1.22
D1A_2: Incident Review	88	0	5	4.62	1.15
D1A_3: Consumer Ratings of Safety	88	0	5	4.11	1.38
D1A_4: Staff Ratings of Safety	88	0	5	3.68	1.71
D1B_1: Program Review	88	1	5	3.90	1.34
D1B_2: Informed Consent	88	3	5	4.97	0.22
D1B_3: Review of Alleged Boundary Violations	88	1	5	4.76	0.80
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	88	0	5	4.17	1.32
D1C_1: Program Review	88	1	5	3.92	1.26
D1C_2: Program Options	88	0	5	4.47	1.07
D1C_3: Consumer Ratings of Choice and Control	88	0	5	4.07	1.27
D1D_1: Program Review	88	0	5	3.78	1.36
D1D_2: Consumer Ratings of Collaboration	88	0	5	4.03	1.26
D1E_1: Program Review	88	0	5	3.89	1.37
D1E_2: Identifying Consumer Strengths	88	2	5	4.91	0.37
D1E_3: Consumer Ratings of Empowerment	88	0	5	4.23	1.17
D2_1: Eliminating Involuntary Treatment	88	1	5	4.31	0.99
D2_2: Consumer Crisis Preferences (A)	88	1	5	4.32	1.10
D2_3: Consumer Crisis Preferences (B)	88	0	5	4.39	1.09
D2_4: De-escalation Policy	88	1	5	4.08	1.42
D2_5: Confidentiality (A)	88	3	5	4.90	0.40
D2_6: Confidentiality (B)	88	4	5	4.98	0.15
D2_7: Consumer Rights and Responsibilities (A)	88	3	5	4.65	0.55
D2_8: Consumer Rights and Responsibilities (B)	88	1	5	4.88	0.62
D3_1: Universal Trauma Screening	88	4	5	4.98	0.15
D3_2: Trauma Screening Content	88	1	5	4.80	0.86
D3_3: Trauma Screening Process	88	1	5	4.36	0.82
D3_4: Trauma Assessment	88	1	5	4.32	0.80
D3_5: Trauma and Service Planning	88	1	5	4.74	0.59
D3_6: Trauma-Specific Services	88	1	5	4.60	0.82
D4_1: Written Policy Statement	88	0	5	3.92	1.44
D4_2: Support for Trauma-Informed Leadership	88	0	5	3.12	1.63
D4_3: Administrative Participation in and Oversight of Trauma-Informed	88	0	5	3.10	1.55
D4_4: Trauma Survivor-Consumer Involvement (A)	88	0	5	2.19	1.56
D4_5: Trauma Survivor-Consumer Involvement (B)	88	0	5	2.43	1.76
D4_6: Needs Assessment and Program Evaluation	88	1	5	3.48	1.46
D4_7: Trauma and Consumer Satisfaction	88	0	5	4.02	1.44
D5_1: General Trauma Education for All Staff (A)	88	1	5	4.31	1.06
D5_2: General Trauma Education for All Staff (B)	88	1	5	4.38	1.20
D5_3: Education for Direct Services Staff (A)	88	1	5	4.24	1.32
D5_4: Education for Direct Services Staff (B)	88	1	5	4.04	1.33
D5_5: Support for Direct Services Staff	88	0	5	4.12	1.33
D6_1: Prospective Staff Interviews	88	0	5	3.74	1.49
D6_2: Staff Performance Reviews	88	0	5	3.68	1.60

2023 Results by Region

Region 1

Summary Statement

In 2023, Region 1 means ranged from 2.55 to 4.65 across domains in a pattern inconsistent with the state. Region 1 was lower than the statewide means for five of the six domains (Figure 2). Since baseline assessments in 2013, Region 1 showed increased means in Domains 3, 4, and 5; and since last assessment in 2021 only Domain 1 increased (Figure 3, Table 5). Areas of strength and opportunity remain consistent with the state (Table 6).

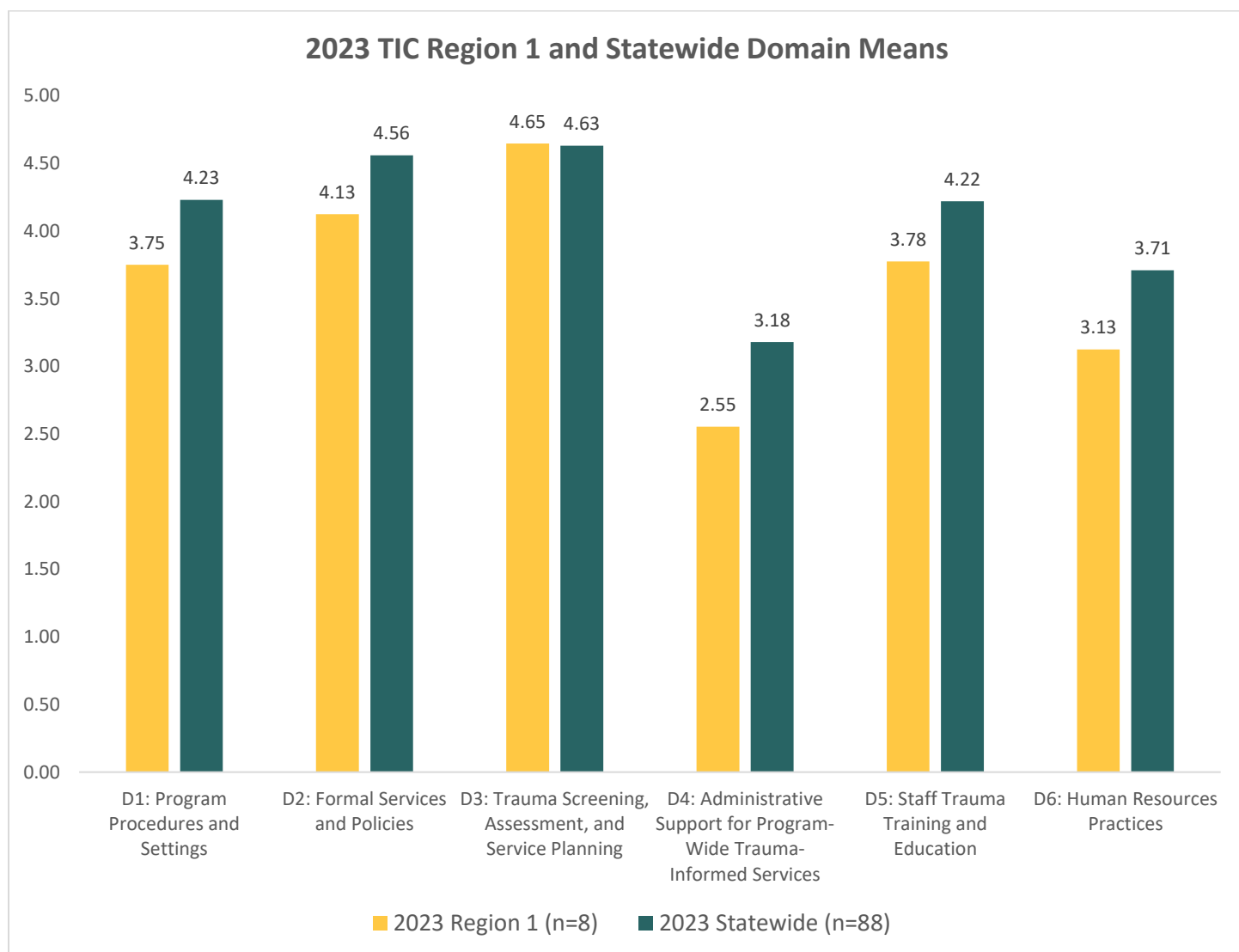


Figure 2: Statewide and Region Domain Means

Region 1 Domain Changes

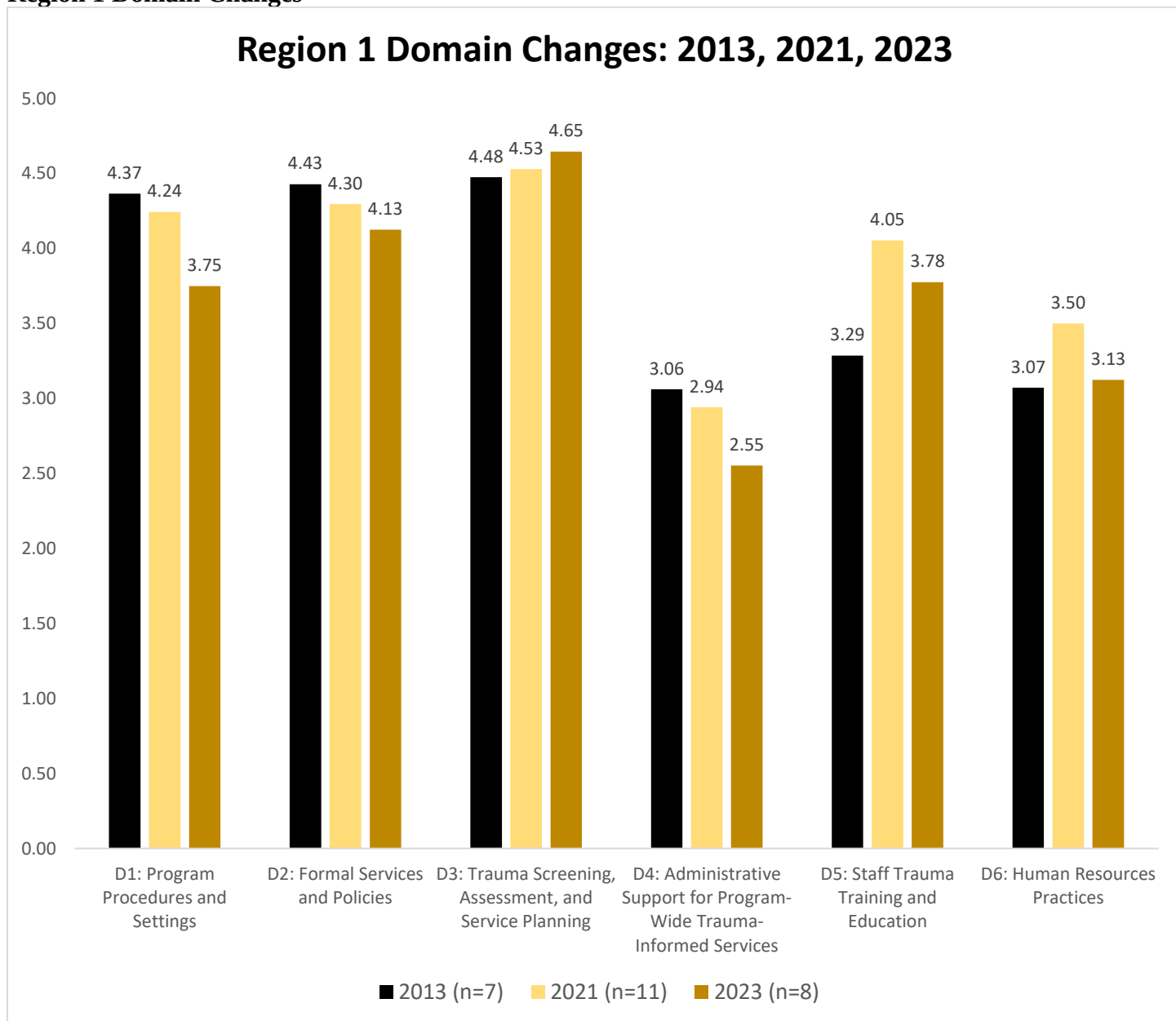


Figure 3: Region 1 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2021, domains 5 (0.49) and 6 (0.05) showed the greatest increase between means.
- One domain (3) saw an increase from 2021 to 2023, while all other domains decreased over this period.
- The largest decreases between the previous measure in 2021 and 2023 were observed for Domains 1 (-0.49) and 4 (-0.39).

Table 5

Region 1		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	4.37	4.24	3.75	-0.62	decrease	-0.49	decrease
D2	Formal Services and Policies	4.43	4.30	4.13	-0.30	decrease	-0.17	decrease
D3	Trauma Screening, Assessment, and Service Planning	4.48	4.53	4.65	0.17	increase	0.12	increase
D4	Administrative Support for Program-Wide Trauma-Informed Services	3.06	2.94	2.55	-0.51	decrease	-0.39	decrease
D5	Staff Trauma Training and Education	3.29	4.05	3.78	0.49	increase	-0.28	decrease
D6	Human Resources Practices	3.07	3.50	3.13	0.05	increase	-0.38	decrease

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 6

2023 Highlights at the Domain Level	Mean
Areas of Strength	
Trauma Screening, Assessment, and Service Planning	4.65
Formal Services Policies	4.13
Areas of Opportunity	
Human Resources Practices	3.13
Administrative Support for Program-Wide Trauma-Informed Services	2.55

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 7

2023 Highlights at the Item Level	Mean
Areas of Strength	
D1B_2: Informed Consent	5.00
D2_5: Confidentiality (A)	5.00
D2_6: Confidentiality (B)	5.00
D3_1: Universal Trauma Screening	5.00
Areas of Opportunity	
D2_4: De-escalation Policy	2.50
D4_3: Administrative Participation in and Oversight of Trauma-Informed	2.38
D4_2: Support for Trauma-Informed Leadership	2.00
D4_4: Trauma Survivor-Consumer Involvement (A)	2.00

2023 Region 1 TIC Results: All Items

Table 8

TIC Tool Item (see Appendix for full text)	N	MIN	MAX	Mean	S.D.
D1A_1: Program Review	8	1	5	3.88	1.55
D1A_2: Incident Review	8	1	5	3.75	1.83
D1A_3: Consumer Ratings of Safety	8	1	5	3.63	1.69
D1A_4: Staff Ratings of Safety	8	1	5	3.88	1.55
D1B_1: Program Review	8	2	5	3.38	1.41
D1B_2: Informed Consent	8	5	5	5.00	0.00
D1B_3: Review of Alleged Boundary Violations	8	3	5	4.63	0.74
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	8	1	5	3.38	2.00
D1C_1: Program Review	8	1	5	3.00	1.69
D1C_2: Program Options	8	1	5	4.50	1.41
D1C_3: Consumer Ratings of Choice and Control	8	1	5	3.13	1.89
D1D_1: Program Review	8	1	5	3.38	1.60
D1D_2: Consumer Ratings of Collaboration	8	1	5	3.25	1.75
D1E_1: Program Review	8	1	5	3.50	1.60
D1E_2: Identifying Consumer Strengths	8	2	5	4.63	1.06
D1E_3: Consumer Ratings of Empowerment	8	1	5	3.13	1.89
D2_1: Eliminating Involuntary Treatment	8	1	5	3.00	1.77
D2_2: Consumer Crisis Preferences (A)	8	1	5	4.00	1.41
D2_3: Consumer Crisis Preferences (B)	8	1	5	4.25	1.39
D2_4: De-escalation Policy	8	1	5	2.50	2.07
D2_5: Confidentiality (A)	8	5	5	5.00	0.00
D2_6: Confidentiality (B)	8	5	5	5.00	0.00
D2_7: Consumer Rights and Responsibilities (A)	8	4	5	4.75	0.46
D2_8: Consumer Rights and Responsibilities (B)	8	1	5	4.50	1.41
D3_1: Universal Trauma Screening	8	5	5	5.00	0.00
D3_2: Trauma Screening Content	8	5	5	5.00	0.00
D3_3: Trauma Screening Process	8	4	5	4.63	0.52
D3_4: Trauma Assessment	8	4	5	4.75	0.46
D3_5: Trauma and Service Planning	8	1	5	4.50	1.41
D3_6: Trauma-Specific Services	8	1	5	4.00	1.85
D4_1: Written Policy Statement	8	1	5	3.25	1.91
D4_2: Support for Trauma-Informed Leadership	8	1	5	2.00	1.51
D4_3: Administrative Participation in and Oversight of Trauma-Informed	8	1	5	2.38	1.69
D4_4: Trauma Survivor-Consumer Involvement (A)	8	1	5	2.00	1.60
D4_5: Trauma Survivor-Consumer Involvement (B)	8	1	5	2.75	1.91
D4_6: Needs Assessment and Program Evaluation	8	1	5	2.88	1.55
D4_7: Trauma and Consumer Satisfaction	8	1	5	2.63	1.77
D5_1: General Trauma Education for All Staff (A)	8	2	5	3.88	1.36
D5_2: General Trauma Education for All Staff (B)	8	2	5	4.00	1.31
D5_3: Education for Direct Services Staff (A)	8	1	5	3.63	1.92
D5_4: Education for Direct Services Staff (B)	8	1	5	3.50	1.85
D5_5: Support for Direct Services Staff	8	1	5	3.88	1.81
D6_1: Prospective Staff Interviews	8	0	5	3.25	1.83
D6_2: Staff Performance Reviews	8	0	5	3.00	2.00

Region 2

Summary Statement

Region 2 exceeded statewide means across all domains (Figure 4). Consistent with the state, Region 2 increased across all domains since the baseline assessment in 2013 (Figure 5, Table 9). Though since the previous assessment in 2021, only Domain 1 increased while the remaining domains either decreased or had no change (Figure 5, Table 9). Domains 2 and 5 are areas of strength whereas Domains 4 and 6 remain as areas of opportunities (Table 10).

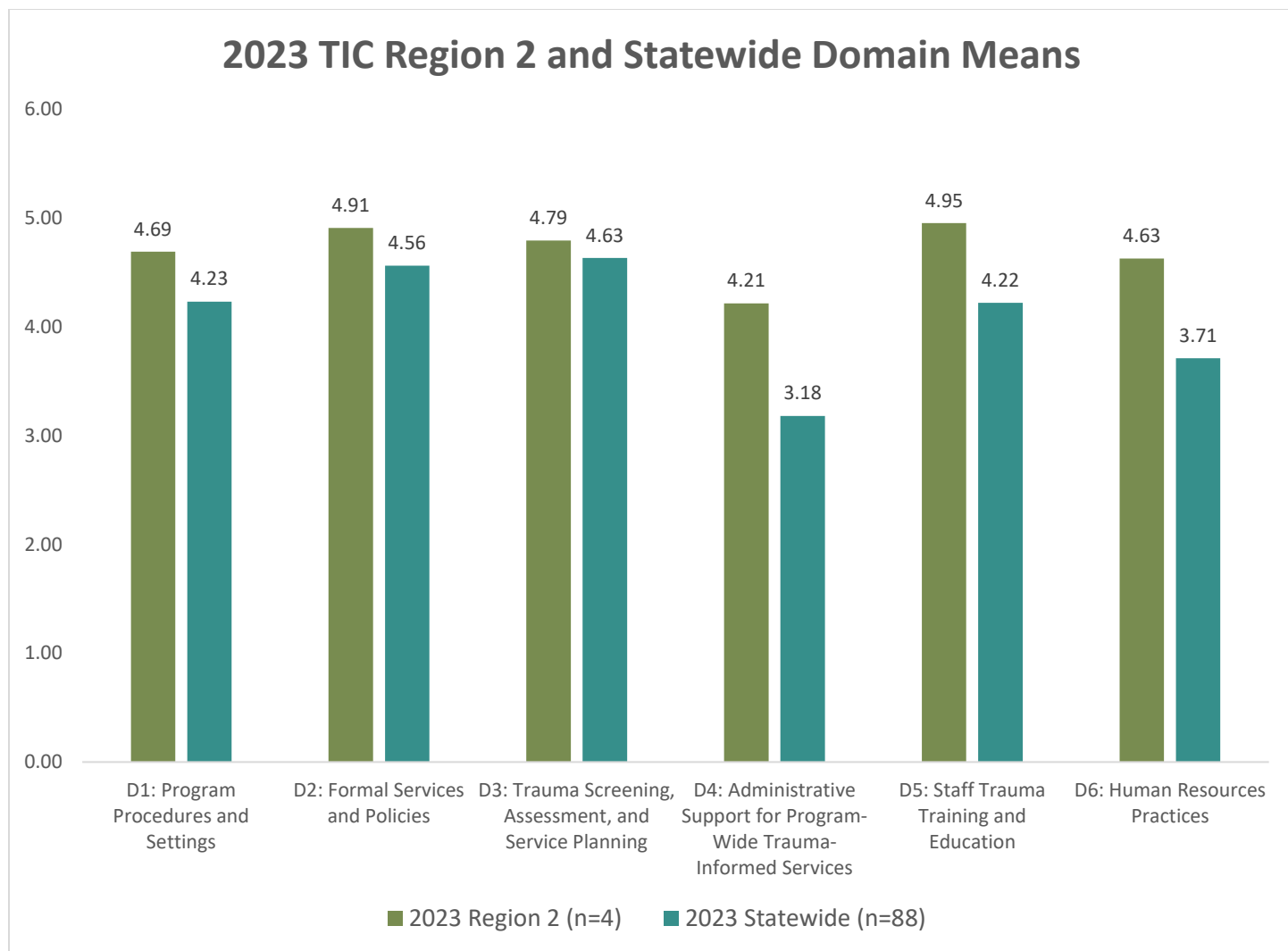


Figure 4: Region 2 and Statewide Domain Means

Region 2 Domain Changes

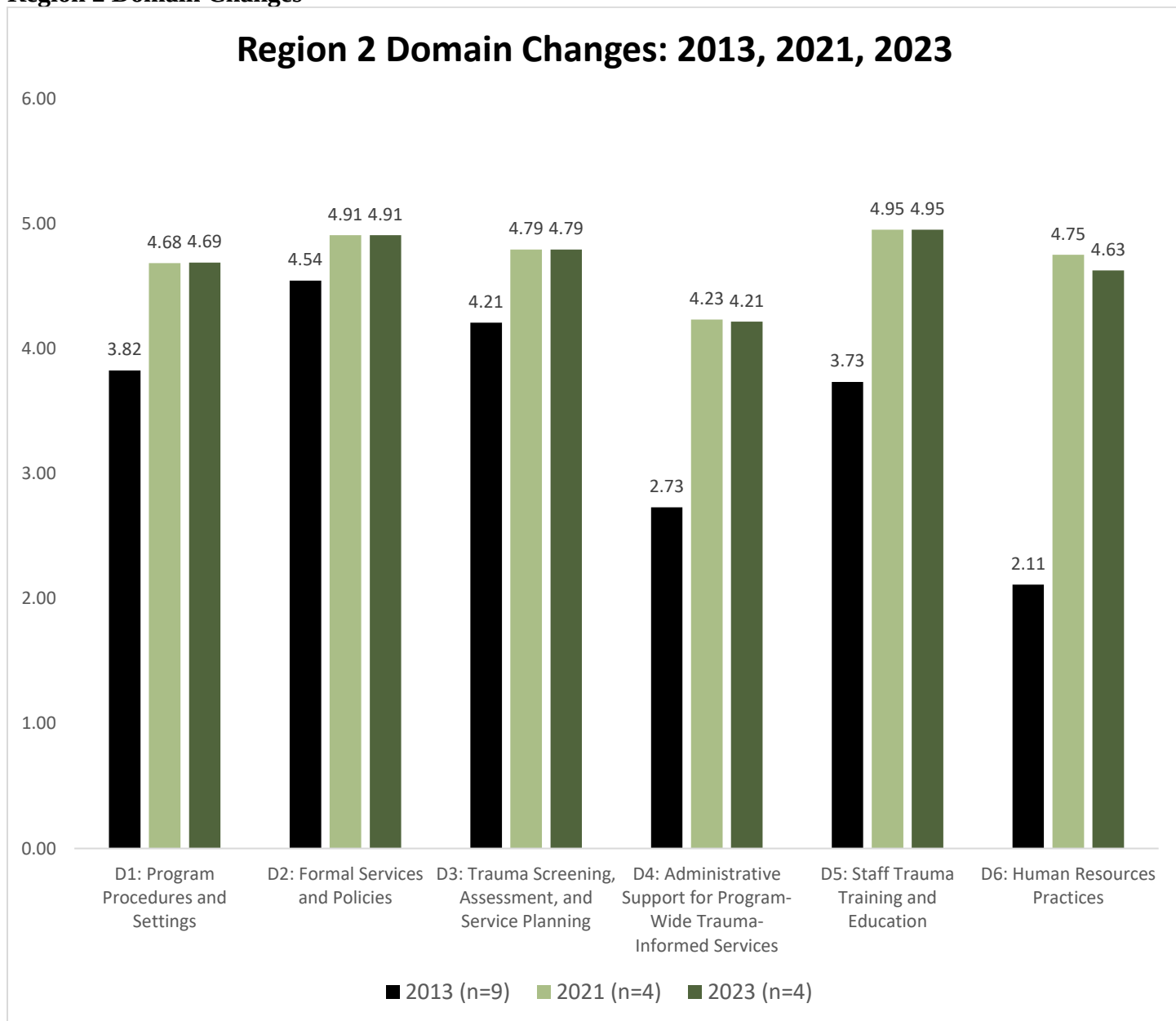


Figure 5: Region 2 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2023, Domains 6 (2.51) and 4 (1.48) showed the greatest increase between means.
- Between the previous measure in 2021 and 2023, Domain one (0.01) had the only increase.
- Domains 4 (-0.02) and 5 (-0.13) decreased between the 2021 and 2023 assessments.
- Domains 2, 3 and 5 showed no change between the 2021 and 2023 assessments.

Table 9

Region 2		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.82	4.68	4.69	0.86	increase	0.01	increase
D2	Formal Services and Policies	4.54	4.91	4.91	0.36	increase	0.00	no change
D3	Trauma Screening, Assessment, and Service Planning	4.21	4.79	4.79	0.58	increase	0.00	no change
D4	Administrative Support for Program-Wide Trauma-Informed Services	2.73	4.23	4.21	1.48	increase	-0.02	decrease
D5	Staff Trauma Training and Education	3.73	4.95	4.95	1.22	increase	0.00	no change
D6	Human Resources Practices	2.11	4.75	4.63	2.51	increase	-0.13	decrease

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 10

2023 Highlights at the Domain Level	Mean
Areas of Strength	
Staff Trauma Training and Education	4.95
Formal Services and Policies	4.91
Areas of Opportunity	
Human Resources Practices	4.63
Administrative Support for Program-Wide Trauma-Informed Services	4.21

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 11

2021 Highlights at the Item Level					Mean
Areas of Strength					
There were 23 items with full scores					5.00
D1A_2	D1C_2	D2_3	D3_2		
D1A_3	D1C_3	D2_5	D3_5	D5_2	
D1B_2	D1E_2	D2_6	D3_6	D5_3	
D1B_3	D1E_3	D2_8	D4_7	D5_5	
D1B_4	D2_2	D3_1	D5_1		
Areas of Opportunity					
D4_5: Trauma Survivor-Consumer Involvement (B)					3.50
D4_1: Written Policy Statement					3.00

2023 Region 2 TIC Results: All Items

Table 12

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	4	4	5	4.50	0.58
D1A_2: Incident Review	4	5	5	5.00	0.00
D1A_3: Consumer Ratings of Safety	4	5	5	5.00	0.00
D1A_4: Staff Ratings of Safety	4	0	5	3.75	2.50
D1B_1: Program Review	4	2	5	4.25	1.50
D1B_2: Informed Consent	4	5	5	5.00	0.00
D1B_3: Review of Alleged Boundary Violations	4	5	5	5.00	0.00
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	4	5	5	5.00	0.00
D1C_1: Program Review	4	2	5	4.25	1.50
D1C_2: Program Options	4	5	5	5.00	0.00
D1C_3: Consumer Ratings of Choice and Control	4	5	5	5.00	0.00
D1D_1: Program Review	4	2	5	4.25	1.50
D1D_2: Consumer Ratings of Collaboration	4	4	5	4.75	0.50
D1E_1: Program Review	4	2	5	4.25	1.50
D1E_2: Identifying Consumer Strengths	4	5	5	5.00	0.00
D1E_3: Consumer Ratings of Empowerment	4	5	5	5.00	0.00
D2_1: Eliminating Involuntary Treatment	4	4	5	4.75	0.50
D2_2: Consumer Crisis Preferences (A)	4	5	5	5.00	0.00
D2_3: Consumer Crisis Preferences (B)	4	5	5	5.00	0.00
D2_4: De-escalation Policy	4	4	5	4.75	0.50
D2_5: Confidentiality (A)	4	5	5	5.00	0.00
D2_6: Confidentiality (B)	4	5	5	5.00	0.00
D2_7: Consumer Rights and Responsibilities (A)	4	4	5	4.75	0.50
D2_8: Consumer Rights and Responsibilities (B)	4	5	5	5.00	0.00
D3_1: Universal Trauma Screening	4	5	5	5.00	0.00
D3_2: Trauma Screening Content	4	5	5	5.00	0.00
D3_3: Trauma Screening Process	4	4	5	4.25	0.50
D3_4: Trauma Assessment	4	4	5	4.50	0.58
D3_5: Trauma and Service Planning	4	5	5	5.00	0.00
D3_6: Trauma-Specific Services	4	5	5	5.00	0.00
D4_1: Written Policy Statement	4	0	5	3.00	2.45
D4_2: Support for Trauma-Informed Leadership	4	4	5	4.75	0.50
D4_3: Administrative Participation in and Oversight of Trauma-Informed	4	4	5	4.75	0.50
D4_4: Trauma Survivor-Consumer Involvement (A)	4	1	5	3.75	1.89
D4_5: Trauma Survivor-Consumer Involvement (B)	4	1	5	3.50	1.91
D4_6: Needs Assessment and Program Evaluation	4	4	5	4.75	0.50
D4_7: Trauma and Consumer Satisfaction	4	5	5	5.00	0.00
D5_1: General Trauma Education for All Staff (A)	4	5	5	5.00	0.00
D5_2: General Trauma Education for All Staff (B)	4	5	5	5.00	0.00
D5_3: Education for Direct Services Staff (A)	4	5	5	5.00	0.00
D5_4: Education for Direct Services Staff (B)	4	4	5	4.75	0.50
D5_5: Support for Direct Services Staff	4	5	5	5.00	0.00
D6_1: Prospective Staff Interviews	4	4	5	4.50	0.58
D6_2: Staff Performance Reviews	4	4	5	4.75	0.50

Region 3

Summary Statement

Region 3 exceeded overall state means in three of the six domains (Figure 6). All domains increased since baseline assessments in 2013 (Figure 7, Table 13) though no domains showed an increase since the most previous assessment in 2021. Domains 3 and 5 are areas of strength while Domains 4 and 6 are areas of opportunity for Region 3 (Table 14).

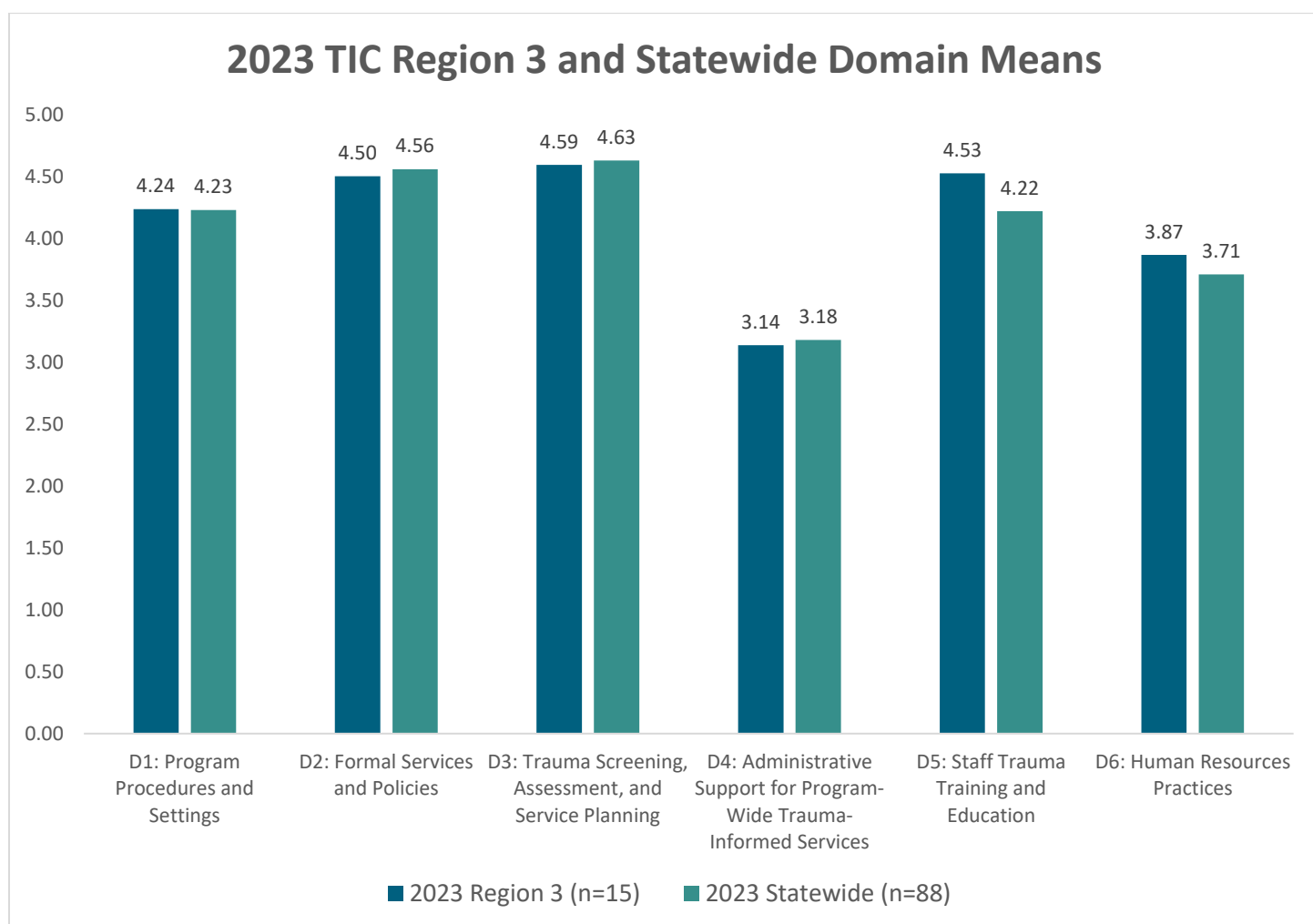


Figure 6: Region 3 and Statewide Domain Means

Region 3 Domain Changes

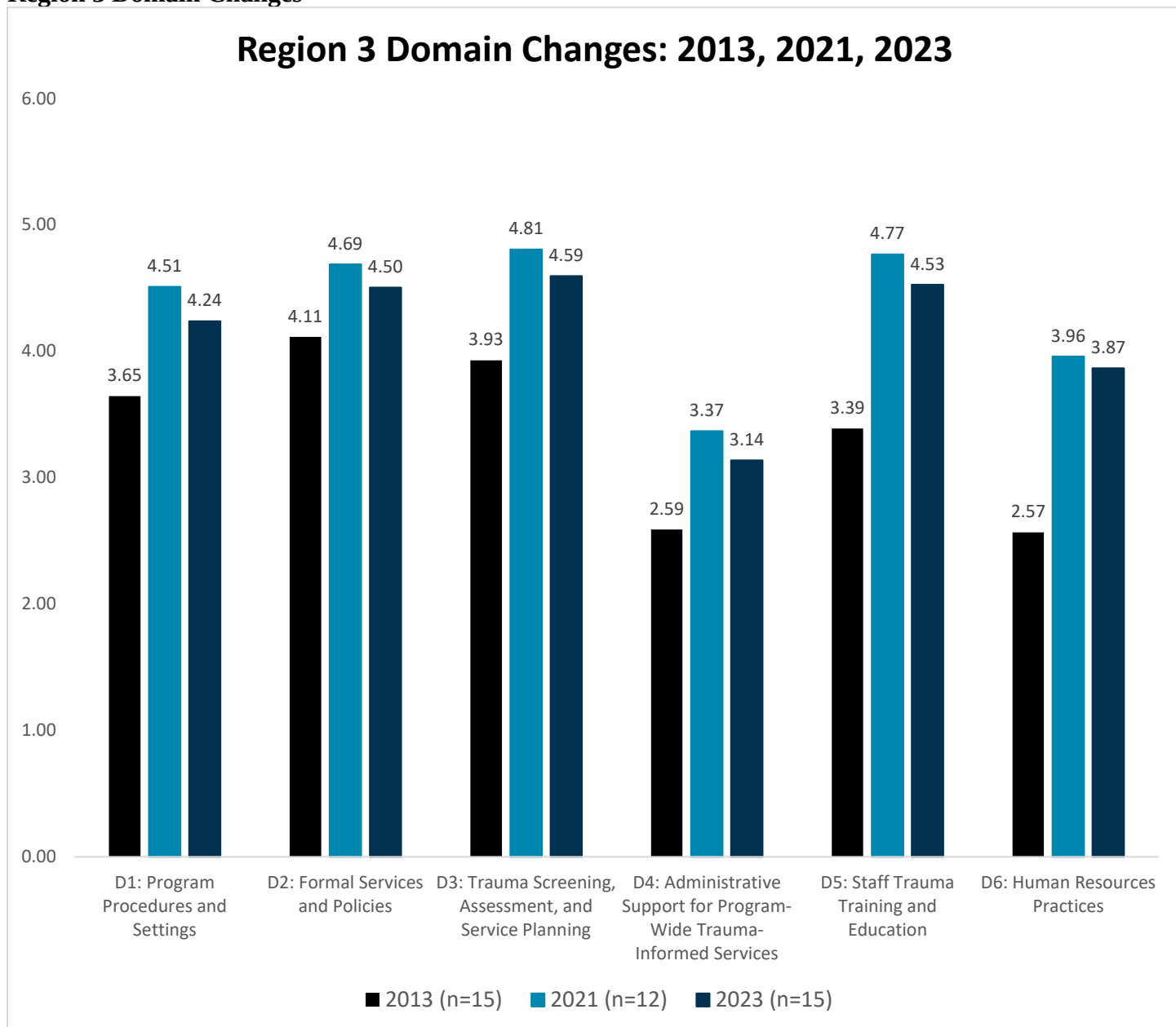


Figure 7: Region 3 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2023, Domains 5 (1.14) and 6 (1.3) showed the greatest increases.
- All six domains decreased over the period from 2021 to 2023.
- Between the previous measure in 2021 and 2023, Domains 1 (-0.27) and 4 (0.23) showed the greatest decrease.

Table 13

Region 3		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.65	4.51	4.24	0.59	increase	-0.27	decrease
D2	Formal Services and Policies	4.11	4.69	4.5	0.39	increase	-0.18	decrease
D3	Trauma Screening, Assessment, and Service Planning	3.93	4.81	4.59	0.67	increase	-0.21	decrease
D4	Administrative Support for Program- Wide Trauma-Informed Services	2.59	3.37	3.14	0.55	increase	-0.23	decrease
D5	Staff Trauma Training and Education	3.39	4.77	4.53	1.14	increase	-0.24	decrease
D6	Human Resources Practices	2.57	3.96	3.87	1.30	increase	-0.09	decrease

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 14

2021 Highlights at the Domain Level	Mean
Areas of Strength	
Trauma Screening, Assessment, and Service Planning	4.59
Staff Trauma Training and Education	4.53
Areas of Opportunity	
Human Resources Practices	3.87
Administrative Support for Program-Wide Trauma-Informed Services	3.14

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 15

2021 Highlights at the Item Level	Mean
Areas of Strength	
D2_6: Confidentiality (B)	5.00
D3_1: Universal Trauma Screening	5.00
D1B_2: Informed Consent	4.97
D2_8: Consumer Rights and Responsibilities (B)	4.97
Areas of Opportunity	
D4_4: Trauma Survivor-Consumer Involvement (A)	2.07
D4_5: Trauma Survivor-Consumer Involvement (B)	1.90

2023 Region 3 TIC Results: All Items

Table 16

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	15	1	5	4.03	1.14
D1A_2: Incident Review	15	1	5	4.73	1.03
D1A_3: Consumer Ratings of Safety	15	3	5	4.60	0.63
D1A_4: Staff Ratings of Safety	15	1	5	3.87	1.64
D1B_1: Program Review	15	1	5	3.93	1.44
D1B_2: Informed Consent	15	4.5	5	4.97	0.13
D1B_3: Review of Alleged Boundary Violations	15	1	5	4.70	1.03
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	15	1	5	4.40	1.06
D1C_1: Program Review	15	2	5	3.67	1.23
D1C_2: Program Options	15	2	5	4.10	0.97
D1C_3: Consumer Ratings of Choice and Control	15	1	5	4.13	1.19
D1D_1: Program Review	15	1	5	3.63	1.32
D1D_2: Consumer Ratings of Collaboration	15	1	5	4.20	1.08
D1E_1: Program Review	15	1	5	3.47	1.46
D1E_2: Identifying Consumer Strengths	15	4	5	4.90	0.28
D1E_3: Consumer Ratings of Empowerment	15	3	5	4.47	0.74
D2_1: Eliminating Involuntary Treatment	15	3	5	4.60	0.63
D2_2: Consumer Crisis Preferences (A)	15	1	5	3.93	1.49
D2_3: Consumer Crisis Preferences (B)	15	1	5	3.93	1.39
D2_4: De-escalation Policy	15	1	5	4.20	1.33
D2_5: Confidentiality (A)	15	3	5	4.87	0.52
D2_6: Confidentiality (B)	15	5	5	5.00	0.00
D2_7: Consumer Rights and Responsibilities (A)	15	3	5	4.53	0.64
D2_8: Consumer Rights and Responsibilities (B)	15	4.5	5	4.97	0.13
D3_1: Universal Trauma Screening	15	5	5	5.00	0.00
D3_2: Trauma Screening Content	15	1	5	4.73	1.03
D3_3: Trauma Screening Process	15	1	5	4.20	1.01
D3_4: Trauma Assessment	15	2	5	4.27	0.88
D3_5: Trauma and Service Planning	15	4	5	4.77	0.42
D3_6: Trauma-Specific Services	15	3	5	4.60	0.60
D4_1: Written Policy Statement	15	1	5	3.87	1.41
D4_2: Support for Trauma-Informed Leadership	15	1	5	3.47	1.60
D4_3: Administrative Participation in and Oversight of Trauma-Informed	15	1	5	3.13	1.55
D4_4: Trauma Survivor-Consumer Involvement (A)	15	1	5	2.07	1.58
D4_5: Trauma Survivor-Consumer Involvement (B)	15	1	5	1.90	1.39
D4_6: Needs Assessment and Program Evaluation	15	1	5	3.20	1.52
D4_7: Trauma and Consumer Satisfaction	15	1	5	4.33	1.29
D5_1: General Trauma Education for All Staff (A)	15	2	5	4.67	0.82
D5_2: General Trauma Education for All Staff (B)	15	1.5	5	4.63	0.93
D5_3: Education for Direct Services Staff (A)	15	1	5	4.67	1.05
D5_4: Education for Direct Services Staff (B)	15	1	5	4.33	1.11
D5_5: Support for Direct Services Staff	15	1	5	4.33	1.11
D6_1: Prospective Staff Interviews	15	1	5	3.73	1.58
D6_2: Staff Performance Reviews	15	1	5	4.00	1.41

Region 4

Summary Statement

Region 4 was lower than the overall state means across all domains (Figure 8). All domains increased since baseline assessments in 2013; though between 2021 and 2023 assessments all domains decreased (Figure 7, Table 13). Region 4 showed areas of strength in Domains 2 and 3 while showing areas of opportunity in Domains 4 and 6 (Table 18).

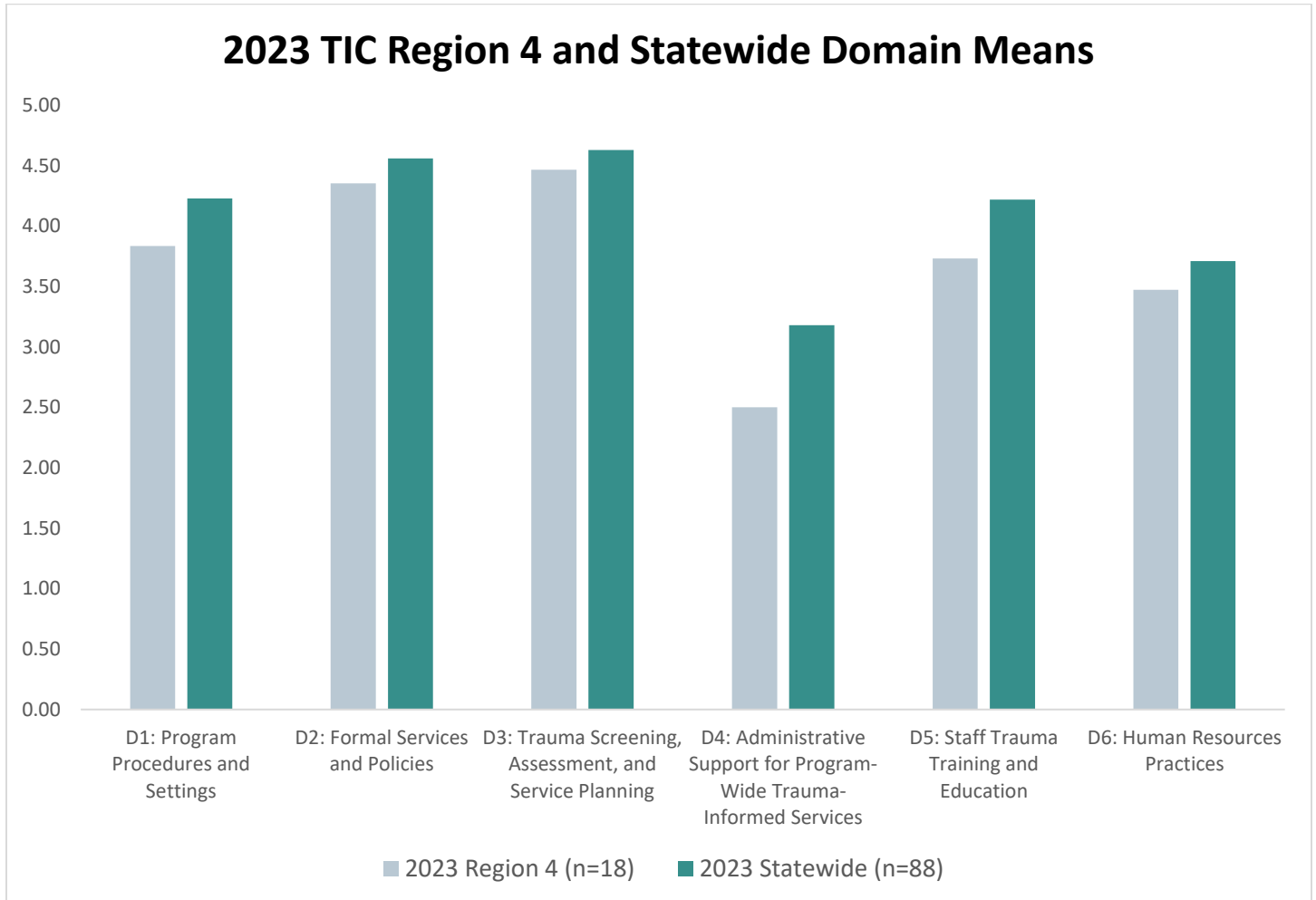


Figure 8: Region 4 and Statewide Domain Means

Region 4 Domain Changes

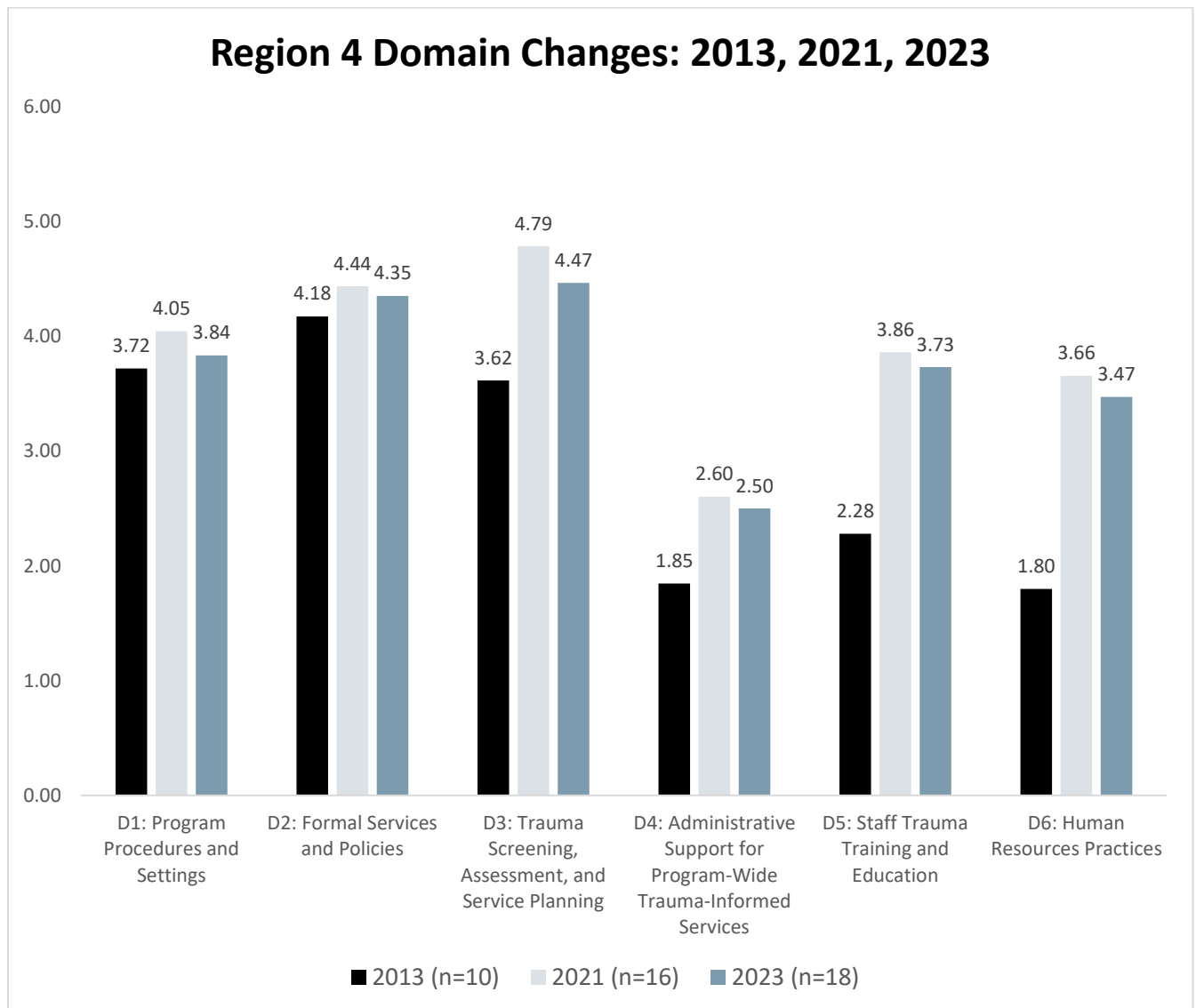


Figure 9: Region 4 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2021, Domain 6 (1.67) and 5 (1.45) showed the greatest increases.
- All domains decreased between 2021 and 2023.
- Domains 3 (-0.32) and 1 (-0.21) showed the greatest amount of change between 2021 and 2023.

Table 17

Region 4		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.72	4.05	3.84	0.11	increase	-0.21	decrease
D2	Formal Services and Policies	4.18	4.44	4.35	0.18	increase	-0.08	decrease
D3	Trauma Screening, Assessment, and Service Planning	3.62	4.79	4.47	0.85	increase	-0.32	decrease
D4	Administrative Support for Program-Wide Trauma-Informed Services	1.85	2.60	2.50	0.65	increase	-0.10	decrease
D5	Staff Trauma Training and Education	2.28	3.86	3.73	1.45	increase	-0.13	decrease
D6	Human Resources Practices	1.80	3.66	3.47	1.67	increase	-0.18	decrease

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 18

2023 Highlights at the Domain Level	Mean
Areas of Strength	
Trauma Screening, Assessment, and Service Planning	4.47
Formal Services and Policies	4.35
Areas of Opportunity	
Human Resources Practices	3.47
Administrative Support for Program-Wide Trauma-Informed Services	2.50

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 19

2021 Highlights at the Item Level	Mean
Areas of Strength	
D2_6: Confidentiality (B)	5.00
D1E_2: Identifying Consumer Strengths	4.97
D3_1: Universal Trauma Screening	4.94
Areas of Opportunity	
D4_5: Trauma Survivor-Consumer Involvement (B)	1.33
D4_4: Trauma Survivor-Consumer Involvement (A)	1.28

2023 Region 4 TIC Results: All Items

Table 20

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	18	0	5	3.39	1.64
D1A_2: Incident Review	18	0	5	3.97	1.80
D1A_3: Consumer Ratings of Safety	18	0	5	3.56	1.79
D1A_4: Staff Ratings of Safety	18	0	5	2.83	2.07
D1B_1: Program Review	18	1	5	3.08	1.54
D1B_2: Informed Consent	18	3	5	4.86	0.48
D1B_3: Review of Alleged Boundary Violations	18	1	5	4.36	1.33
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	18	0	5	4.22	1.26
D1C_1: Program Review	18	1	5	3.31	1.38
D1C_2: Program Options	18	1	5	4.08	1.44
D1C_3: Consumer Ratings of Choice and Control	18	0	5	3.92	1.46
D1D_1: Program Review	18	1	5	3.28	1.40
D1D_2: Consumer Ratings of Collaboration	18	0	5	3.97	1.31
D1E_1: Program Review	18	1	5	3.36	1.43
D1E_2: Identifying Consumer Strengths	18	4.5	5	4.97	0.12
D1E_3: Consumer Ratings of Empowerment	18	0	5	4.19	1.34
D2_1: Eliminating Involuntary Treatment	18	3	5	4.17	0.79
D2_2: Consumer Crisis Preferences (A)	18	1	5	3.83	1.34
D2_3: Consumer Crisis Preferences (B)	18	1	5	4.11	1.08
D2_4: De-escalation Policy	18	1	5	3.81	1.70
D2_5: Confidentiality (A)	18	3	5	4.67	0.69
D2_6: Confidentiality (B)	18	5	5	5.00	0.00
D2_7: Consumer Rights and Responsibilities (A)	18	3	5	4.33	0.69
D2_8: Consumer Rights and Responsibilities (B)	18	4	5	4.92	0.26
D3_1: Universal Trauma Screening	18	4	5	4.94	0.24
D3_2: Trauma Screening Content	18	1	5	4.33	1.53
D3_3: Trauma Screening Process	18	1	5	4.17	1.04
D3_4: Trauma Assessment	18	3	5	4.22	0.81
D3_5: Trauma and Service Planning	18	3	5	4.58	0.60
D3_6: Trauma-Specific Services	18	2	5	4.56	0.84
D4_1: Written Policy Statement	18	1	5	3.22	1.31
D4_2: Support for Trauma-Informed Leadership	18	0	5	2.44	1.69
D4_3: Administrative Participation in and Oversight of Trauma-Informed	18	0	5	2.50	1.54
D4_4: Trauma Survivor-Consumer Involvement (A)	18	0	5	1.28	1.02
D4_5: Trauma Survivor-Consumer Involvement (B)	18	0	5	1.33	1.19
D4_6: Needs Assessment and Program Evaluation	18	1	5	2.94	1.55
D4_7: Trauma and Consumer Satisfaction	18	1	5	3.78	1.40
D5_1: General Trauma Education for All Staff (A)	18	1	5	3.89	1.37
D5_2: General Trauma Education for All Staff (B)	18	1	5	3.81	1.69
D5_3: Education for Direct Services Staff (A)	18	1	5	3.67	1.71
D5_4: Education for Direct Services Staff (B)	18	1	5	3.67	1.68
D5_5: Support for Direct Services Staff	18	1	5	3.64	1.68
D6_1: Prospective Staff Interviews	18	1	5	3.39	1.61
D6_2: Staff Performance Reviews	18	1	5	3.56	1.79

Region 5

Summary Statement

Region 5 exceeded the statewide mean in all domains (Figure 10). All domain averages increased since baseline assessments in 2013; and between the 2021 and 2023 assessments all domains showed increases with slight decrease in Domain 3 (Figure 11, Table 21). Region 5 showed areas of strength in Domains 2 and 3 while having areas of opportunities in Domains 4 and 6 (Table 22).

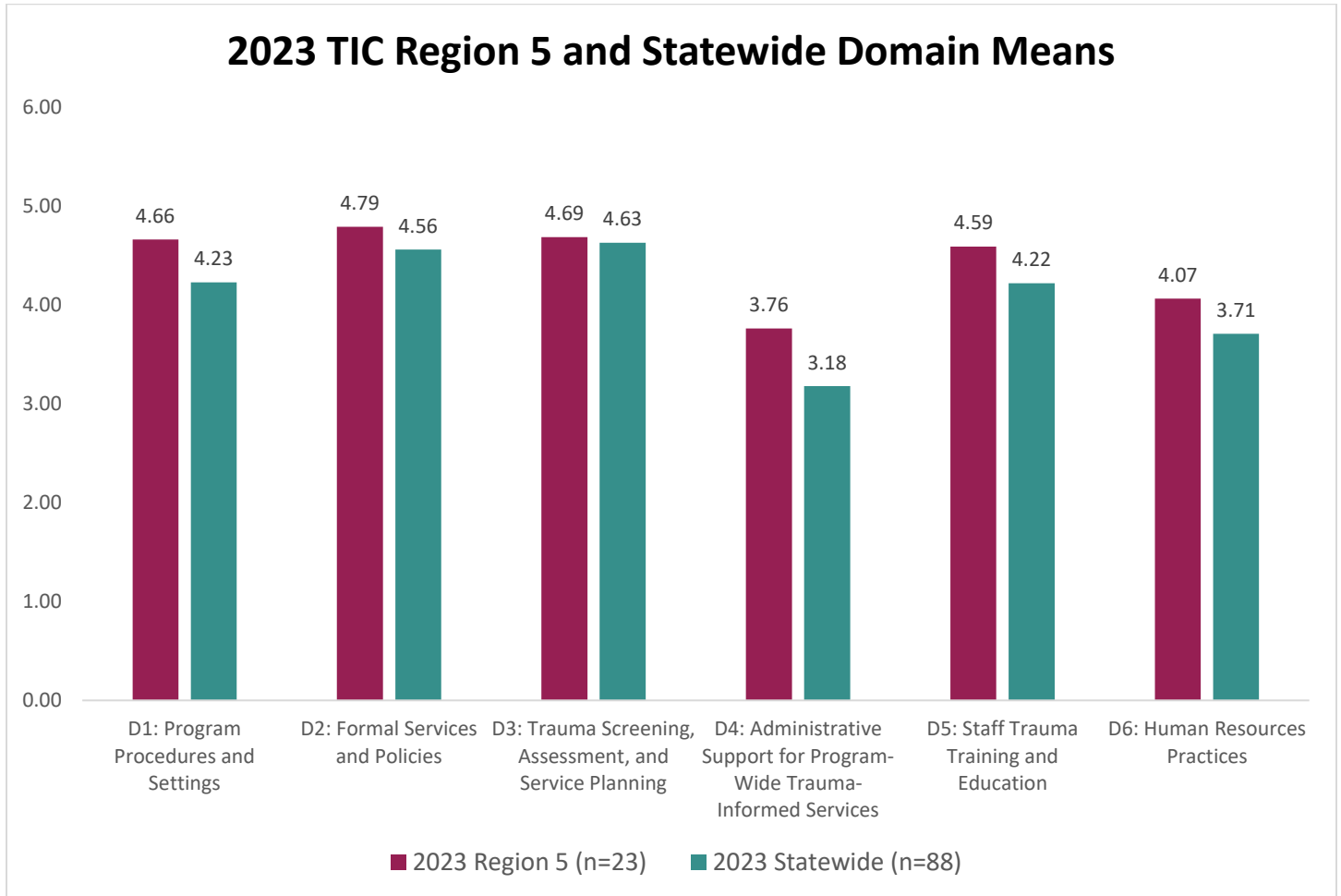


Figure 10: Region 5 and Statewide Domain Means

Region 5 Domain Changes

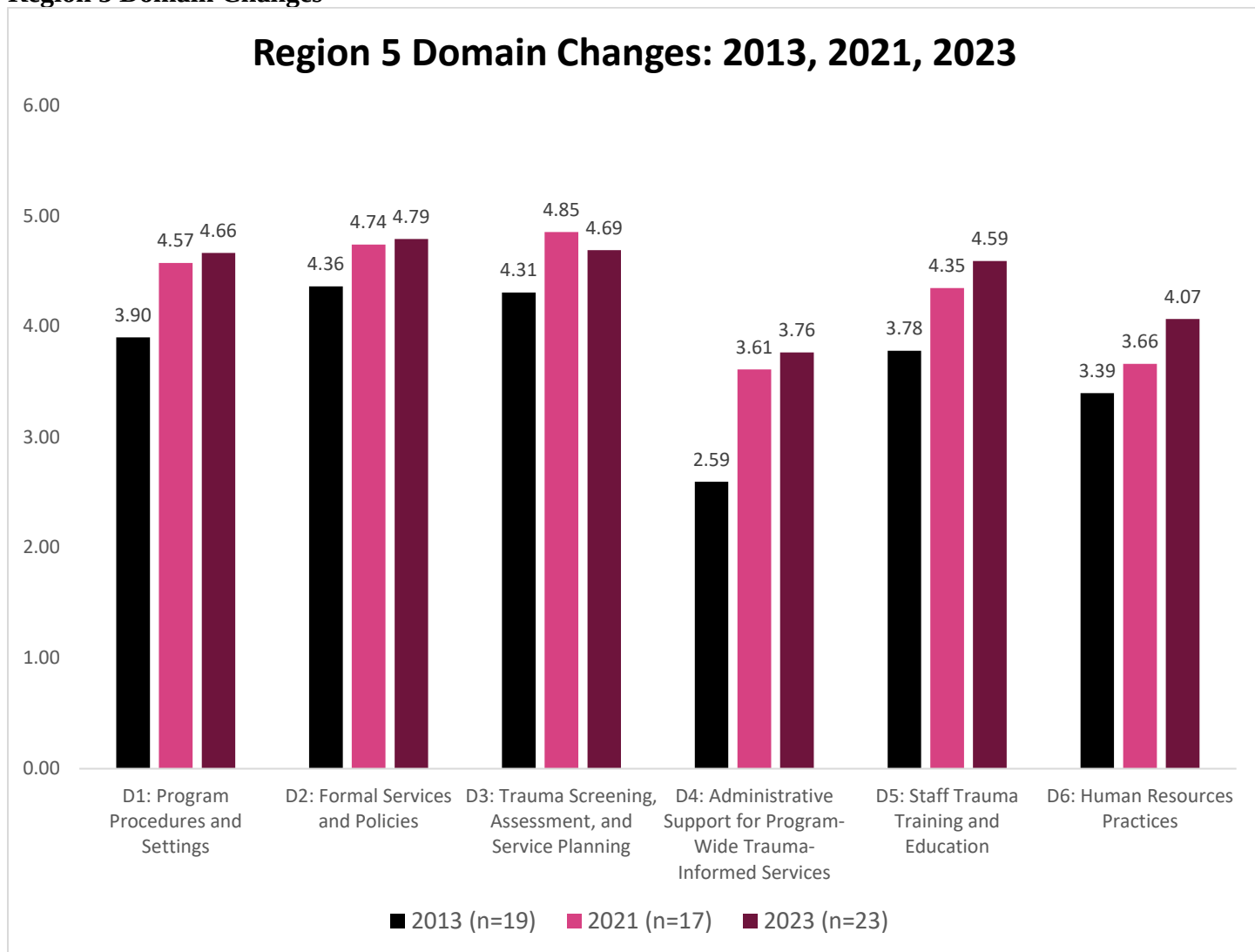


Figure 11: Region 5 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2023, Domains 4 (1.17) and 5 (0.81) showed the greatest increase over time.
- Between 2021 and 2023, five domains increased with Domains 4 (0.24) and 5 (0.4) showing the greatest improvement.
- Domain 3 was the only domain to show a decrease between 2021 and 2023 (-0.16).

Table 21

Region 5		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.9	4.57	4.66	0.76	increase	0.09	increase
D2	Formal Services and Policies	4.36	4.74	4.79	0.43	increase	0.05	increase
D3	Trauma Screening, Assessment, and Service Planning	4.31	4.85	4.69	0.38	increase	-0.16	decrease
D4	Administrative Support for Program-Wide Trauma-Informed Services	2.59	3.61	3.76	1.17	increase	0.15	increase
D5	Staff Trauma Training and Education	3.78	4.35	4.59	0.81	increase	0.24	increase
D6	Human Resources Practices	3.39	3.66	4.07	0.67	increase	0.40	increase

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 22

2021 Highlights at the Domain Level	Mean
Areas of Strength	
Formal Services and Policies	4.79
Trauma Screening, Assessment, and Service Planning	4.69
Areas of Opportunity	
Human Resources Practices	4.07
Administrative Support for Program-Wide Trauma-Informed Services	3.76

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 23

2021 Highlights at the Item Level	Mean
Areas of Strength	
D1A_2: Incident Review	5.00
D1B_2: Informed Consent	5.00
D3_1: Universal Trauma Screening	5.00
D2_5: Confidentiality (A)	4.96
Areas of Opportunity	
D4_5: Trauma Survivor-Consumer Involvement (B)	2.96
D4_4: Trauma Survivor-Consumer Involvement (A)	2.65

2023 Region 5 TIC Results: All Items

Table 24

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	23	4	5	4.72	0.45
D1A_2: Incident Review	23	5	5	5.00	0.00
D1A_3: Consumer Ratings of Safety	23	4	5	4.78	0.42
D1A_4: Staff Ratings of Safety	23	0	5	4.30	1.33
D1B_1: Program Review	23	2	5	4.57	0.79
D1B_2: Informed Consent	23	5	5	5.00	0.00
D1B_3: Review of Alleged Boundary Violations	23	4	5	4.91	0.29
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	23	4	5	4.65	0.49
D1C_1: Program Review	23	2	5	4.59	0.72
D1C_2: Program Options	23	4	5	4.83	0.36
D1C_3: Consumer Ratings of Choice and Control	23	3.5	5	4.59	0.54
D1D_1: Program Review	23	0	5	4.30	1.18
D1D_2: Consumer Ratings of Collaboration	23	0	5	4.35	1.11
D1E_1: Program Review	23	2	5	4.54	0.72
D1E_2: Identifying Consumer Strengths	23	4	5	4.89	0.30
D1E_3: Consumer Ratings of Empowerment	23	4	5	4.59	0.49
D2_1: Eliminating Involuntary Treatment	23	1	5	4.48	0.95
D2_2: Consumer Crisis Preferences (A)	23	4	5	4.78	0.42
D2_3: Consumer Crisis Preferences (B)	23	4	5	4.87	0.34
D2_4: De-escalation Policy	23	3	5	4.54	0.58
D2_5: Confidentiality (A)	23	4	5	4.96	0.21
D2_6: Confidentiality (B)	23	4	5	4.96	0.21
D2_7: Consumer Rights and Responsibilities (A)	23	4	5	4.78	0.42
D2_8: Consumer Rights and Responsibilities (B)	23	4	5	4.96	0.21
D3_1: Universal Trauma Screening	23	5	5	5.00	0.00
D3_2: Trauma Screening Content	23	3	5	4.91	0.42
D3_3: Trauma Screening Process	23	4	5	4.57	0.51
D3_4: Trauma Assessment	23	1	5	4.22	0.90
D3_5: Trauma and Service Planning	23	4	5	4.74	0.45
D3_6: Trauma-Specific Services	23	4	5	4.70	0.47
D4_1: Written Policy Statement	23	2	5	4.65	0.88
D4_2: Support for Trauma-Informed Leadership	23	1	5	3.63	1.32
D4_3: Administrative Participation in and Oversight of Trauma-Informed	23	1	5	3.74	1.18
D4_4: Trauma Survivor-Consumer Involvement (A)	23	1	5	2.65	1.59
D4_5: Trauma Survivor-Consumer Involvement (B)	23	0	5	2.96	1.86
D4_6: Needs Assessment and Program Evaluation	23	1	5	4.15	1.26
D4_7: Trauma and Consumer Satisfaction	23	1	5	4.57	0.95
D5_1: General Trauma Education for All Staff (A)	23	3	5	4.61	0.56
D5_2: General Trauma Education for All Staff (B)	23	4	5	4.83	0.39
D5_3: Education for Direct Services Staff (A)	23	3	5	4.67	0.67
D5_4: Education for Direct Services Staff (B)	23	2	5	4.46	0.81
D5_5: Support for Direct Services Staff	23	0	5	4.39	1.20
D6_1: Prospective Staff Interviews	23	1	5	4.17	1.23
D6_2: Staff Performance Reviews	23	1	5	3.96	1.39

Region 6

Summary Statement

Region 6 exceeded the statewide averages in three of the six domains (Figure 12). All domains increased since baseline assessment in 2013, while four of the six domains increased between 2021 and 2023 (Figure 13, Table 25). Region 6 showed areas of strength in Domains 2 and 3, while showing areas of opportunity in Domains 4 and 6 (Table 22).

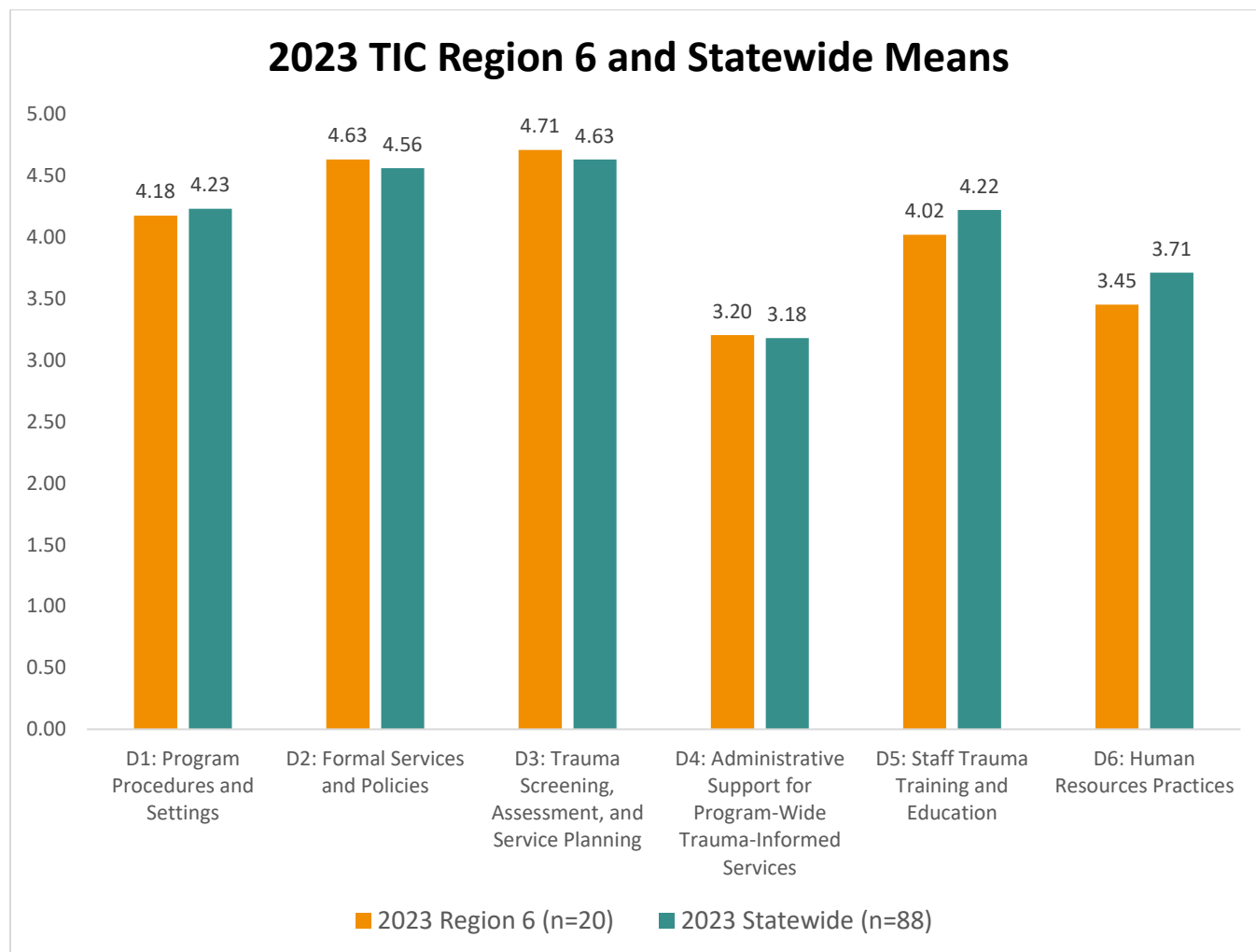


Figure 12: Region 6 and Statewide Domain Means

Region 6 Domain Changes

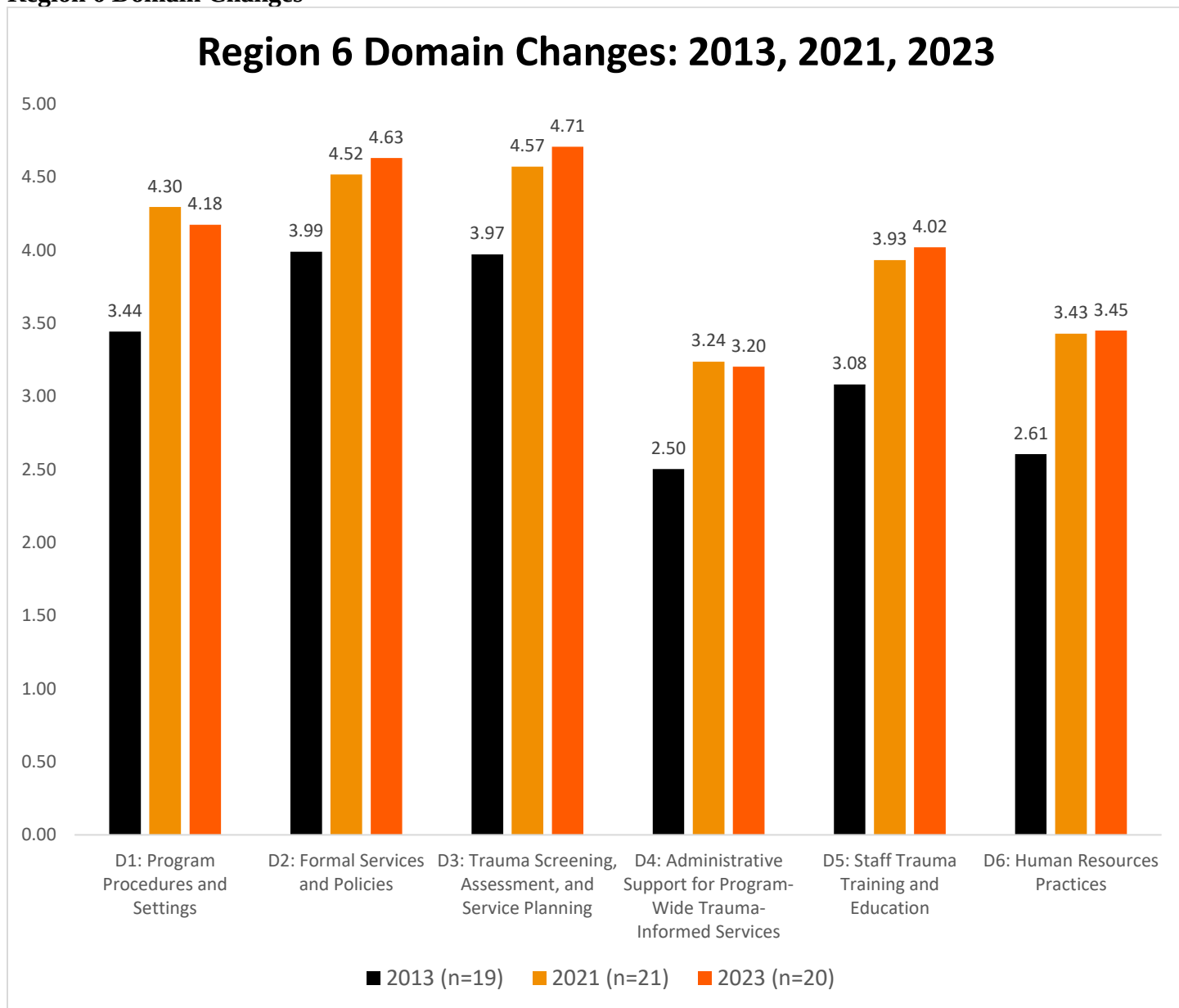


Figure 13: Region 6 Domain Changes

Level of changes between measurement years:

- From the baseline in 2013 to 2021, Domains 5 (0.94) and 6 (0.84) showed the greatest increase.
- Between the previous measure in 2021 and 2023, four domains had increases with Domains 3 (0.14) and 2 (0.11) having the greatest increases.
- Domains 1 (-0.12) and 4 (-0.03) showed decreases between 2021 and 2023.

Table 25

Region 6		Domain Mean			Change in 2023 from			
Domain Description		2013	2021	2023	2013 (Baseline)	Direction	2021 (Previous)	Direction
D1	Program Procedures and Settings	3.44	4.30	4.18	0.73	increase	-0.12	decreas
D2	Formal Services and Policies	3.99	4.52	4.63	0.64	increase	0.11	increase
D3	Trauma Screening, Assessment, and Service Planning	3.97	4.57	4.71	0.74	increase	0.14	increase
D4	Administrative Support for Program-Wide Trauma-Informed Services	2.50	3.24	3.20	0.70	increase	-0.03	decreas
D5	Staff Trauma Training and Education	3.08	3.93	4.02	0.94	increase	0.09	increase
D6	Human Resources Practices	2.61	3.43	3.45	0.84	increase	0.02	increase

2023 Region Areas of Strengths and Opportunity at the Domain Level

Table 26

2021 Highlights at the Domain Level	Mean
Areas of Strength	
Trauma Screening, Assessment, and Service Planning	4.71
Formal Services and Policies	4.63
Areas of Opportunity	
Human Resources Practices	3.45
Administrative Support for Program-Wide Trauma-Informed Services	3.20

2023 Region Areas of Strengths and Opportunities at the Item Level

Table 27

2021 Highlights at the Item Level	Mean
Areas of Strength	
D1B_2: Informed Consent	5.00
D1B_3: Review of Alleged Boundary Violations	5.00
D1E_2: Identifying Consumer Strengths	5.00
Areas of Opportunity	
D4_3: Administrative Participation in and Oversight of Trauma-Informed	2.85
D4_4: Trauma Survivor-Consumer Involvement (A)	2.35

2021 Region 6 TIC Results: All Items

Table 28

TIC Tool Item (see Appendix for full text)	N	Min	Max	Mean	S.D.
D1A_1: Program Review	20	1	5	4.30	1.13
D1A_2: Incident Review	20	4	5	4.95	0.22
D1A_3: Consumer Ratings of Safety	20	0	5	3.50	1.61
D1A_4: Staff Ratings of Safety	20	0	5	3.50	1.54
D1B_1: Program Review	20	1	5	4.00	1.21
D1B_2: Informed Consent	20	5	5	5.00	0.00
D1B_3: Review of Alleged Boundary Violations	20	5	5	5.00	0.00
D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries	20	0	5	3.55	1.70
D1C_1: Program Review	20	1	5	4.20	1.01
D1C_2: Program Options	20	0	5	4.55	1.15
D1C_3: Consumer Ratings of Choice and Control	20	0	5	3.75	1.33
D1D_1: Program Review	20	1	5	3.80	1.36
D1D_2: Consumer Ratings of Collaboration	20	0	5	3.75	1.29
D1E_1: Program Review	20	0	5	4.00	1.52
D1E_2: Identifying Consumer Strengths	20	5	5	5.00	0.00
D1E_3: Consumer Ratings of Empowerment	20	0	5	3.95	1.32
D2_1: Eliminating Involuntary Treatment	20	3	5	4.45	0.69
D2_2: Consumer Crisis Preferences (A)	20	3	5	4.50	0.76
D2_3: Consumer Crisis Preferences (B)	20	0	5	4.35	1.23
D2_4: De-escalation Policy	20	1	5	4.20	1.36
D2_5: Confidentiality (A)	20	5	5	5.00	0.00
D2_6: Confidentiality (B)	20	4	5	4.95	0.22
D2_7: Consumer Rights and Responsibilities (A)	20	4	5	4.80	0.41
D2_8: Consumer Rights and Responsibilities (B)	20	1	5	4.80	0.89
D3_1: Universal Trauma Screening	20	4	5	4.95	0.22
D3_2: Trauma Screening Content	20	5	5	5.00	0.00
D3_3: Trauma Screening Process	20	2	5	4.35	0.88
D3_4: Trauma Assessment	20	3	5	4.35	0.75
D3_5: Trauma and Service Planning	20	4	5	4.90	0.31
D3_6: Trauma-Specific Services	20	3	5	4.70	0.66
D4_1: Written Policy Statement	20	1	5	4.20	1.32
D4_2: Support for Trauma-Informed Leadership	20	1	5	3.00	1.72
D4_3: Administrative Participation in and Oversight of Trauma-Informed	20	1	5	2.85	1.63
D4_4: Trauma Survivor-Consumer Involvement (A)	20	1	5	2.35	1.53
D4_5: Trauma Survivor-Consumer Involvement (B)	20	1	5	2.88	1.82
D4_6: Needs Assessment and Program Evaluation	20	1	5	3.40	1.31
D4_7: Trauma and Consumer Satisfaction	20	0	5	3.75	1.65
D5_1: General Trauma Education for All Staff (A)	20	1	5	4.10	1.17
D5_2: General Trauma Education for All Staff (B)	20	1	5	4.20	1.36
D5_3: Education for Direct Services Staff (A)	20	1	5	4.05	1.28
D5_4: Education for Direct Services Staff (B)	20	1	5	3.75	1.37
D5_5: Support for Direct Services Staff	20	1	5	4.00	1.12
D6_1: Prospective Staff Interviews	20	1	5	3.60	1.54
D6_2: Staff Performance Reviews	20	1	5	3.30	1.69

Appendix

TIC Tool Full Question Text

D1A_1: Program Review: The program has conducted a specific and systematic review of its physical setting and its activities to evaluate its physical and emotional safety and to make changes necessary to ensure consumer and staff safety.

D1A_2: Incident Review: The program systematically reviews those incidents that indicate a lack of safety (e.g., verbal and physical confrontations, assaults) and makes changes to prevent their recurrence.

D1A_3: Consumer Ratings of Safety: In program satisfaction surveys, consumers rate program safety at the “agree” (or comparable, better than neutral) point the rating scale or higher.

D1A_4: Staff Ratings of Safety: In staff surveys, staff rate program safety at the “agree” or comparable point on the rating scale or higher.

D1B_1: Program Review: The program has conducted a specific and systematic review of its physical setting and activities to evaluate factors related to program trustworthiness (esp. clear tasks, consistent practices, and staff-consumer boundaries) and to make changes necessary to ensure that trustworthiness is maximized. (Peer-run programs usually have different boundary concerns than those with professional staffs; they need to adjust the understanding of trustworthiness accordingly. See Self-Assessment and Planning Protocol.)

D1B_2: Informed Consent: The program reviews its services with each prospective consumer, based on clear statements of the goals, risks, and benefits of program participation, and obtains informed consent from each consumer.

D1B_3: Review of Alleged Boundary Violations: The program has a clear procedure for the review of any allegations of boundary violations, including sexual harassment and inappropriate social contacts.

D1B_4: Consumer Ratings of Trust and Clarity of Tasks and Boundaries: Consumers rate the program and its staff as trustworthy—offering clear information and maintaining appropriate professional relationships—at the “agree” (or comparable, better than neutral) point on the rating scale or higher.

D1C_1: Program Review: The program has conducted a 4 specific and systematic review of its physical setting and its activities to evaluate consumer choice and control and to make changes necessary to maximize consumer choice.

D1C_2: Program Options: Staff review the program’s service options (e.g., types of services offered, locations, housing possibilities, choices regarding clinicians) with each consumer prior to the development of an initial service plan.

D1C_3: Consumer Ratings of Choice and Control: In program satisfaction surveys, consumers rate their experience of choice and control in the program at the “agree” (or comparable, better than neutral) point on the rating scale or higher.

D1D_1: Program Review: The program has conducted a specific and systematic review of its activities to assess the quality of collaboration in staff-consumer relationships and to identify opportunities for enhancing this collaboration.

D1D_2: Consumer Ratings of Collaboration: Consumers rate the program and its staff as collaborative—sharing power and respecting consumer perspectives—at the “agree” (or comparable, better than neutral) point on the rating scale or higher.

D1E_1: Program Review: The program has conducted a specific and systematic review of its activities in order to assess the extent to which the program facilitates consumer empowerment and skill-building and to identify opportunities for enhancing this priority.

D1E_2: Identifying Consumer Strengths: The program identifies each consumer's strengths and resources as part of routine assessment.

D1E_3: Consumer Ratings of Empowerment: Consumers rate the program and its staff as facilitating empowerment and skill-building at the "agree" (or comparable, better than neutral) point on the rating scale or higher.

D2_1: Eliminating Involuntary Treatment: The program has developed written policies that seek to eliminate involuntary or coercive practices (seclusion and restraint, involuntary hospitalization or medication, outpatient commitment).

D2_2: Consumer Crisis Preferences (A): The program has a written policy and formal procedure for inquiring about and respecting consumer preferences for responding in crisis situations.

D2_3: Consumer Crisis Preferences (B): Each consumer has been asked about crisis preferences and their responses are available to all appropriate direct service staff.

D2_4: De-escalation Policy: The program has a written de-escalation policy that minimizes possibility of retraumatization; the policy includes reference to a consumer's statement of preference for crisis response.

D2_5: Confidentiality (A): Policies regarding confidentiality (including limits) and access to information are clearly written and maximize legal protection of consumer privacy.

D2_6: Confidentiality (B): Program confidentiality policies, including limits of confidentiality, are communicated to each consumer.

D2_7: Consumer Rights and Responsibilities (A): The program has a clearly written and easily accessible policy outlining consumer rights and responsibilities.

D2_8: Consumer Rights and Responsibilities (B): The program's policy regarding consumer rights and responsibilities has been communicated to each consumer.

D3_1: Universal Trauma Screening: Within the first month of service participation, every consumer has been asked about exposure to trauma.

D3_2: Trauma Screening Content: The trauma screening includes questions about lifetime exposure to sexual and physical abuse.

D3_3: Trauma Screening Process: The trauma screening is implemented in ways that minimize consumer stress; it reflects considerations given to timing, setting, relationship to interviewer, consumer choice about answering, and unnecessary repetition.

D3_4: Trauma Assessment: Unless specifically contraindicated due to consumer distress, the program conducts a more extensive assessment of trauma history and needs and preferences for trauma-specific services for those consumers who report trauma exposure.

D3_5: Trauma and Service Planning: The program ensures that those individuals who report the need and/or desire for trauma-specific services are referred for appropriately matched services.

D3_6: Trauma-Specific Services: The program offers, or has identified other programs that offer, trauma-specific services with four "criterion" characteristics: effective, accessible, affordable, and responsive to the preferences of the program's consumer.

D4_1: Written Policy Statement: The program has adopted a formal policy statement that refers to the importance of trauma and the need to account for consumer experiences of trauma in all aspects of program operation.

D4_2: Support for Trauma-Informed Leadership: The program has named a trauma specialist or workgroup(s) to lead agency activities in trauma-related areas and provides needed support for trauma initiatives.

D4_3: Administrative Participation in and Oversight of Trauma-Informed Approaches: Program administrators monitor and participate actively in responding to the recommendations and activities of the trauma leadership.

D4_4: Trauma Survivor-Consumer Involvement (A): Administrators work with a Consumer Advisory Board (CAB) that includes consumers who have had lived experiences of trauma.

D4_5: Trauma Survivor-Consumer Involvement (B): Consumers who have had lived experiences of trauma are actively involved in all aspects of program planning and oversight.

D4_6: Needs Assessment and Program Evaluation: Program gathers data addressing the needs and strengths of consumers who are trauma survivors and evaluates the effectiveness of the program and trauma-specific services.

D4_7: Trauma and Consumer Satisfaction: Administrators include at least five key principles of trauma-informed services in consumer satisfaction surveys: safety, trustworthiness, choice, collaboration, and empowerment (see Domain 1).

D5_1: General Trauma Education for All Staff (A): All staff (including administrative and support personnel) have participated in at least three hours of "basic" trauma education that addresses at least the following: a) trauma prevalence, impact, and recovery; b) ensuring safety and avoiding re-traumatization; c) maximizing trustworthiness (clear tasks and boundaries); d) enhancing consumer choice; e) maximizing collaboration; and f) emphasizing empowerment.

D5_2: General Trauma Education for All Staff (B): All new staff receive at least one hour of trauma education as part of orientation.

D5_3: Education for Direct Services Staff (A): Direct service staff have received at least three hours of education involving trauma-informed modifications in their content areas (e.g., care coordination, housing, substance use).

D5_4: Education for Direct Services Staff (B): Direct service staff have received at least three hours of education involving trauma-specific techniques (e.g., grounding, teaching trauma recovery skills).

D5_5: Support for Direct Services Staff: Direct service staff offering trauma-specific services are provided adequate resources for self-care, including supervision, consultation, and/or peer support that addresses secondary traumatization.

D6_1: Prospective Staff Interviews: Interviews include trauma-related questions. (What do applicants know about trauma, including sexual and physical abuse? About its impact? About recovery and healing? Is there a "blaming the victim" bias? Is there potential to be a trauma "champion?")

D6_2: Staff Performance Reviews: Staff performance reviews include trauma-informed skills and tasks, including the development of safe, trustworthy, collaborative, and empowering relationships with consumers that maximize consumer choice.

Nebraska's Division of Behavioral Health

If you or someone you know need services to address a *mental health* or *substance use* issue, *you are not alone!*

Nebraska has resources available to you:

- call 9 8 8
- call the hotline or helpline
- use the *Network of Care* webpage to find relevant service providers online
- reach out to your local Behavioral Health Authority



800.464.0258



888.866.8660



<https://portal.networkofcare.org/NebraskaBehavioralHealth>