

**Creating Cultures of Trauma-Informed Care:  
Services Implementation Plan  
*Community Connections; Washington, DC***

Program: \_\_\_\_\_ Date: \_\_\_\_\_

**DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS**

**DOMAIN 1A: SAFETY – Ensuring Physical and Emotional Safety**

*The program’s activities and settings ensure the physical and emotional safety of consumers.*

**For each identified issue with *ensuring physical and emotional safety*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Safety Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Safety Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Safety Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1B: TRUSTWORTHINESS – Maximizing Trustworthiness through Task Clarity, Consistency and Interpersonal Boundaries**

*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.*

For each identified issue with *maximizing trustworthiness*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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Trustworthiness Issue A: \_\_\_\_\_

Action to Resolve Issue A: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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Trustworthiness Issue B: \_\_\_\_\_

Action to Resolve Issue B: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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Trustworthiness Issue C: \_\_\_\_\_

Action to Resolve Issue C: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1C: CHOICE -- Maximizing Consumer Choice and Control**

*The program's activities and settings maximize consumer experience of choice and control.*

For each identified issue with *maximizing choice and control*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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Choice Issue A: \_\_\_\_\_

Action to Resolve Issue A: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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Choice Issue B: \_\_\_\_\_

Action to Resolve Issue B: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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Choice Issue C: \_\_\_\_\_

Action to Resolve Issue C: \_\_\_\_\_

Timeframe and Person Responsible: \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1D: COLLABORATION -- Maximizing Collaboration and Sharing Power**

*The program's activities and settings maximize collaboration and sharing of power between staff and consumers.*

For each identified issue with *maximizing collaboration and sharing of power*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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**Collaboration Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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**Collaboration Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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**Collaboration Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1E: EMPOWERMENT -- Prioritizing Empowerment and Skill-Building**

*The program's activities and settings prioritize consumer empowerment and skill-building.*

For each identified issue with *prioritizing consumer empowerment and skill-building*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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**Empowerment Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Empowerment Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Empowerment Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1F: SAFETY – Ensuring Physical and Emotional Safety**

*The program's activities and settings ensure the physical and emotional safety of staff.*

**For each identified issue with *ensuring physical and emotional safety*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Safety Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Safety Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Safety Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1G: TRUSTWORTHINESS – Maximizing Trustworthiness through Task Clarity, Consistency and Interpersonal Boundaries**

*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.*

**For each identified issue with *maximizing trustworthiness*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Trustworthiness Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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**Trustworthiness Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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**Trustworthiness Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1H: CHOICE -- Maximizing Staff Choice and Control**

*The program's activities and settings maximize staff's experiences of choice and control.*

For each identified issue with *maximizing choice and control*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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Choice Issue A: \_\_\_\_\_

Action to Resolve Issue A: \_\_\_\_\_

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Timeframe and Person Responsible: \_\_\_\_\_

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Choice Issue B: \_\_\_\_\_

Action to Resolve Issue B: \_\_\_\_\_

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Timeframe and Person Responsible: \_\_\_\_\_

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Choice Issue C: \_\_\_\_\_

Action to Resolve Issue C: \_\_\_\_\_

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Timeframe and Person Responsible: \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*



## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1I: COLLABORATION -- Maximizing Collaboration and Sharing Power**

*The program's activities and settings maximize collaboration and sharing of power between staff, their supervisors, administrators, and consumers.*

**For each identified issue with *maximizing collaboration and sharing of power*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Collaboration Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Collaboration Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Collaboration Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 1: PROGRAM PROCEDURES AND SETTINGS

### **DOMAIN 1J: EMPOWERMENT -- Prioritizing Empowerment and Skill-Building**

*The program's activities and settings prioritize staff empowerment and skill-building.*

For each identified issue with *prioritizing staff empowerment and skill-building*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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**Empowerment Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Empowerment Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Empowerment Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 2: FORMAL SERVICE POLICIES

### DOMAIN 2: Formal Services Policies

*The formal policies of the program reflect an understanding of trauma survivors' needs, strengths and challenges.*

**For each identified issue with *formal service policies*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Policy Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Policy Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Policy Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

**DOMAIN 3: TRAUMA SCREENING, ASSESSMENT, SERVICE PLANNING, AND TRAUMA-SPECIFIC SERVICES**

**DOMAIN 3: Trauma Screening, Assessment, Service Planning and Trauma-Specific Services**

*The program has a consistent way to identify individuals who have been exposed to trauma and to include trauma-related information in planning services with the consumer.*

**For each identified issue with *trauma screening, assessment, service planning, and trauma-specific services* specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Assessment/Planning/Services Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Assessment/Planning/Services Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Assessment/Planning/Services Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

**DOMAIN 4: ADMINISTRATIVE SUPPORT FOR PROGRAM-WIDE TRAUMA-INFORMED SERVICES**

**DOMAIN 4: Administrative Support for Program-Wide Trauma-Informed Services**

*Program or agency administrators support the integration of knowledge about violence and abuse into all program practices.*

For each identified issue with *administrative support*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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**Administrative Support Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Administrative Support Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Administrative Support Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 5: STAFF TRAUMA TRAINING AND EDUCATION

### DOMAIN 5: Staff Trauma Training and Education

*All staff members have received appropriate training in trauma and its implications for their work.*

**For each identified issue with *staff trauma training and education*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.**

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**Training Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Training Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Training Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

## DOMAIN 6: HUMAN RESOURCES PRACTICES

### DOMAIN 6: Human Resources Practices

*Trauma-related concerns are part of the hiring and performance review process.*

For each identified issue with *human resources practices*, specify the required action to resolve the issue, the timeframe, and the person responsible for that resolution.

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**Human Resources Issue A:** \_\_\_\_\_

**Action to Resolve Issue A:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Human Resources Issue B:** \_\_\_\_\_

**Action to Resolve Issue B:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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**Human Resources Issue C:** \_\_\_\_\_

**Action to Resolve Issue C:** \_\_\_\_\_

**Timeframe and Person Responsible:** \_\_\_\_\_

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*Append extra sheets as needed (see page 16).*

*Append copies of this sheet to each domain in which additional issues are identified.*

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\_\_\_\_\_ **Issue** \_\_\_\_: \_\_\_\_\_

**Action to Resolve Issue** \_\_\_\_: \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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\_\_\_\_\_ **Issue** \_\_\_\_: \_\_\_\_\_

**Action to Resolve Issue** \_\_\_\_: \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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\_\_\_\_\_ **Issue** \_\_\_\_: \_\_\_\_\_

**Action to Resolve Issue** \_\_\_\_: \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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\_\_\_\_\_ **Issue** \_\_\_\_: \_\_\_\_\_

**Action to Resolve Issue** \_\_\_\_: \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_

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\_\_\_\_\_ **Issue** \_\_\_\_: \_\_\_\_\_

**Action to Resolve Issue** \_\_\_\_: \_\_\_\_\_

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**Timeframe and Person Responsible:** \_\_\_\_\_