Quest.	Comparison of Region 3 Providers' Trauma-Informed Care Assessment from FY17 to FY23	FY17 Mean	FY19 Mean	FY21 Mean	FY23 Mean	Change FY21 to FY23
	Mean of Total Agency Score (Maximum = 220)	**175.8**	**180.5**	**185.4**	**183.4**	**2.0↓**
	Domain 1 Program Procedures and Settings	**81.6%**	**83.5%**	**85.5%**	**84.7%**	**-0.8%↓**
Domain 1A Safety		**79.3%**	**76.3%**	**85.3%**	**85.5%**	**0.2%↑**
1A.1	Program Review: The program has conducted a specific and systematic review of its physical setting and its activities in order to evaluate its physical and emotional safety and to make changes necessary to ensure consumers and staff safety.	73.8%	74.3%	82.7%	81.4%	-1.3%↓
1A.2	Incident Review: The program systematically reviews those incidents that indicate a lack of safety and makes changes to prevent their recurrence.	90.0%	91.4%	92.0%	94.3%	2.3%↑
1A.3	Consumer Ratings of Safety: In program satisfaction surveys, consumers rate program safety at the "agree" point on rating scale or higher.	79.4%	90.8%	89.3%	90.0%	0.7%↑
1A.4	Staff Ratings on Safety: In staff surveys, staff rate program safety at the "agree" or point on rating scale or higher.	71.4%	78.3%	77.3%	75.7%	-1.6%↓
Domain 1B Trustworthiness		**85.5%**	**85.3%**	**90.3%**	**90.4%**	**0.1%↑**
1B.1	Program Review: The program has conducted a specific and systematic review of its physical setting and its activities in order to evaluate factors related to program trustworthiness and to make changes necessary to ensure that trustworthiness is maximized.	71.3%	74.7%	78.7%	81.4%	2.7%↑
1B.2	Informed Consent: The program reviews its services with each prospective consumer, based on clear statements of goals, risks, and benefits of program participation, and obtains informed consent from each consumer.	100%	97.3%	99.3%	100%	0.7%↑
1B.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.	88.8%	85.3%	94.0%	94.3%	0.3%↑
1B.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" point on the rating scale or higher.	81.9%	84.0%	89.3%	87.1%	-2.2%↓
Domain 1C Choice		**81.0%**	**84.9%**	**84.5%**	**78.3%**	**-6.2%↓**
1C.1	Program Review: The program has conducted a specific and systematic review of its physical setting and its activities in order to evaluate consumer choice and control and to make changes necessary to maximize consumer choice.	75.6%	76.0%	81.3%	75.7%	-5.6%↓
1C.2	Program Options: Staff review the program's service options with each consumer prior to the development of an initial service plan.	89.4%	92.0%	89.3%	81.4%	-7.9%↓
1C.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" point on the rating scale or higher.	78.1%	88.6%	82.7%	78.6%	-4.1%↓
Domain 1D Collaboration		**78.1%**	**80.0%**	**79.3%**	**78.9%**	**-0.4%↓**
1D.1	Program Review: The program has conducted a specific and systematic review of its activities in order to assess the quality of collaboration in staff-consumer relationships and to identify opportunities for enhancing this collaboration.	73.1%	76.0%	77.3%	75.7%	-1.6%↓
1D.2	Consumer Ratings of Collaboration: Consumers rate the program and its staff as collaborative -- sharing power and respecting consumer perspectives -- at the "agree" point on the rating scale or higher.	83.1%	84.0%	81.3%	82.9%	1.6%↑

Quest.		FY17 Mean	FY19 Mean	FY21 Mean	FY23 Mean	Change FY21 to FY23
Domain 1E Empowerment		**82.3%**	**80.5%**	**84.2%**	**86.0%**	**1.8%↑**
1E.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.	68.1%	69.3%	68.0%	71.4%	3.4%↑
1E.2	Identifying Consumer Strengths: The program identifies each consumer's strengths and resources as part of routine assessment.	100%	98.7%	96.7%	98.6%	1.9%↑
1E.3	Consumer Ratings of Empowerment: Consumers rate the program and its staff as facilitating empowerment and skill-building at the "agree" point on the rating scale or higher.	80.0%	73.3%	88.0%	88.6%	0.6%↑
Domain 2 Formal Services Policies		**86.1%**	**87.4%**	**88.5%**	**89.8%**	**1.3%↑**
2.1	Eliminating Involuntary Treatment: The program has developed written policies that seek to eliminate involuntary or coercive practices.	78.0%	88.0%	93.3%	92.9%	-0.4%↓
2.2	Consumer Crisis Preferences (A): The program has a written policy and formal procedure for inquiring about and respecting consumer preferences for responding in crisis situation.	75.0%	70.7%	70.7%	77.1%	6.4%↑
2.3	Consumer Crisis Preferences (B): Each consumer has been asked about crisis preferences and their responses are available to all appropriate direct service staff.	85.0%	77.3%	77.3%	77.1%	-0.2%↓
2.4	De-escalation Policy: The program has a written de-escalation policy that minimizes possibility of re-traumatization; the policy includes reference to a consumer's statement of preference for crisis response.	66.3%	72.0%	77.3%	84.3%	7.0%↑
2.5	Confidentiality (A): Policies regarding confidentiality and access to information are clearly written and maximize legal protection of consumer privacy.	97.5%	97.3%	98.7%	97.1%	-1.6%↓
2.6	Confidentiality (B): Program confidentiality policies, including limits of confidentiality, are communicated to each consumer.	100%	100%	100%	100%	0.0%
2.7	Consumer Rights and Responsibilities (A): The program has a clearly written and easily accessible policy outlining consumer rights and responsibilities.	88.1%	93.3%	92.0%	91.4%	-0.6%↓
2.8	Consumer Rights and Responsibilities (B): The program's policy regarding consumer rights and responsibilities has been communicated to each consumer.	98.8%	100%	98.7%	100%	1.3%↑
Domain 3 Trauma Screening, Assessment, and Service Planning		**92.9%**	**94.9%**	**95.2%**	**91.8%**	**-3.4%↓**
3.1	Universal Trauma Screening: Within the first month of service participation, every consumer has been asked about exposure to trauma.	100%	100%	97.3%	100%	2.7%↑
3.2	Trauma Screening Content: The trauma screening includes questions about lifetime exposure to sexual and physical abuse.	100%	100%	98.7%	94.3%	-4.4%↓
3.3	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.	84.4%	88.0%	93.3%	84.3%	-9.0%↓
3.4	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.	84.0%	85.3%	92.0%	85.7%	-6.3%↓
3.5	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.	96.3%	98.7%	97.3%	95.7%	-1.6%↓
3.6	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 consumers.	92.5%	97.3%	92.7%	92.9%	0.2%↑

Quest.		FY17 Mean	FY19 Mean	FY21 Mean	FY23 Mean	Change FY21 to FY23
	Domain 4 Administrative Support for Program-Wide Trauma-Informed Services	**62.5%**	**63.3%**	**64.3%**	**63.0%**	**-1.3%↓**
4.1	<u>Written Policy Statement:</u> 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.	73.1%	73.3%	74.7%	80.0%	5.3%↑
4.2	<u>Support for Trauma-Informed Leadership:</u> 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.	60.0%	65.3%	68.0%	68.6%	0.6%↑
4.3	<u>Administrative Participation in and Oversight of Trauma-Informed Approaches:</u> Program administrators monitor and participate actively in responding to the recommendations and activities of the trauma leadership.	62.5%	62.7%	58.7%	61.4%	2.7%↑
4.4	<u>Trauma Survivor-Consumer Involvement (A):</u> Administrators work with a Consumer Advisory Board (CAB) that includes consumers who have had lived experiences of trauma.	41.3%	52.0%	45.3%	42.9%	-2.4%↓
4.5	<u>Trauma Survivor-Consumer Involvement (B):</u> Consumers who have had lived experiences of trauma are actively involved in all aspects of program planning and oversight.	52.5%	49.3%	54.0%	40.0%	-14.0%↓
4.6	<u>Needs Assessment and Program Evaluation:</u> 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.	70.6%	61.3%	64.0%	62.9%	-1.1%↓
4.7	<u>Trauma and Consumer Satisfaction:</u> Administrators include at least five key principles of trauma-informed services in consumer satisfaction surveys; safety, trustworthiness, choice, collaboration, and empowerment.	77.5%	78.7%	85.3%	85.7%	0.4%↑
	Domain 5 Staff Trauma Training and Education	**80.6%**	**92.5%**	**92.3%**	**90.4%**	**-1.9%↓**
5.1	<u>General Trauma Education for All Staff (A):</u> All staff have participated in at least three hours of "basic" trauma education that addresses at <u>least</u> the following: a) trauma prevalence, impact, and recovery; b) ensuring safety and avoiding re-traumatization; c) maximizing trustworthiness; d) enhancing consumer choice; e) maximizing collaboration; and f) emphasizing empowerment.	87.5%	97.3%	98.7%	92.9%	-5.8%↓
5.2	<u>General Trauma Education for All Staff (B):</u> All new staff receive at least one hour of trauma education as part of orientation.	83.8%	93.3%	89.3%	92.9%	3.6%↑
5.3	<u>Education for Direct Services Staff (A):</u> Direct service staff have received at least three hours of education involving trauma-informed modifications in their content areas.	76.9%	94.7%	96.0%	92.9%	-3.1%↓
5.4	<u>Education for Direct Services Staff (B):</u> Direct service staff have received at least three hours of education involving trauma-specific techniques.	73.8%	86.7%	90.7%	87.1%	-3.6%↓
5.5	<u>Support for Direct Services Staff:</u> 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.	81.3%	90.7%	86.7%	87.1%	0.4%↑
	Domain 6 Human Resources Practices	**73.4%**	**73.3%**	**75.3%**	**75.7%**	**0.4%↑**
6.1	<u>Prospective Staff Interviews:</u> Interviews include trauma-related questions.	68.1%	74.7%	76.0%	72.9%	-3.1%↓
6.2	<u>Staff Performance Reviews:</u> 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.	78.8%	72.0%	74.7%	78.6%	3.9%↑