

Trauma-Informed Care Organizational Assessment: Staff Interview Guide



This tool was developed by POAH in partnership with University Health’s Center for Trauma-Informed Innovation as part of a larger effort to make housing more trauma-informed. To learn more about POAH’s work and see how this exercise might fit into your own organization’s efforts to become more trauma-informed, visit POAH’s Trauma-Informed Housing Toolkit at traumainformedhousing.poah.org

Purpose

- Identify strengths that already align with trauma-informed practices
- Identify early recommendations for implementation of trauma-informed practices
- Surface insights into the broader organization culture that may impact the work of the site team

Tips for Trauma-Informed Practice

- **Practice transparency:** Explain to the interviewee how this information will be used and what measures are in place to protect their privacy.
- **Offer choice:** Offer the interviewee choice on the interview time, location, format (virtual/in-person, camera on/off), wherever possible.
- **Give room:** If difficult feedback or painful emotions arise in the interview, allow room for expression. Avoid minimizing the experience or proposing solutions that may bypass it.

INTRODUCTION (5 min)

Background

- Introduce yourself and the organization(s) you represent, including roles, mission, and any other background you think may be relevant about who you are.
- Introduce participants to the goals of your broader effort, how staff are involved in that effort, and how the current exercise relates to that effort.
 - For example, “this is part of a broader effort within the organization to work with staff to explore how we might reimagine more compassionate property management and resident services practices. We’re having this conversation today to help us all understand the culture at this property, and explore some of the assumptions, beliefs, and emotional connections related to this work.”

Framing the Discussion

- We ask that you **speak from your own experience**, but also think about your community-at-large.
 - Community can be your family, neighborhood, racial group, city, property staff, etc.
- **We may not all agree, that’s ok.** We want various perspectives.
- **There are no right or wrong answers.** Speak your truth.
- **Another important thing to note:** We are hosting this conversation because we want you to be open and honest. You won’t hurt our feelings. We are here to learn from you.
- **How will this information be used?**
 - What’s said here stays here, what’s learned here leaves here.
 - We will share what we learn, but we won’t share names or anything like that outside of this conversation. We’ll share what we learn from this conversation (and other conversations like this) to help us **understand how best to approach this work and create more compassionate experiences for our staff and residents.**
 - We want to know more about what makes your site and your team unique.
- If there is a consent form, be sure they have filled it out.

INTERVIEW (50 min)

Warm-up (5 min)

- Share your name.
- How long have you been working at this property or another one of the organization’s properties? Have you changed roles within the organization?
- Why did you choose to work here?
- Tell me about your role. What are some of the responsibilities you have? Do you manage any people?

Understanding the Organization's Strengths (10 min)

- We want to know a little bit more about the organization and your experience here. What do you like best about working here?
- What does your organization do really well?
- How would you describe the residents who live in the communities served by your organization?

Presentation of the Principles of Trauma Informed Care

Share the principles of trauma-informed care with the interviewee. Offer 3-5 minutes for the interviewee to read the principles on their own and ask any questions.

- When you look at these principles, what resonates with you as important or relevant to your organization? Why?
- What doesn't make sense to you or doesn't seem relevant to your organization? Why?
- When you think about working here, what gets in the way of being able to carry out these principles?

Staff Check-in

Ask the interviewee to consider the wellbeing of the staff they supervise.

- How are your staff doing at this moment in time? Do you have any concerns about their wellbeing? Can you give a specific example?
- What types of organizational self-care strategies do you have in place? Where can staff go when they are having a difficult time or need support?

Lastly, do you have any questions for us/me?

THANK YOU!

