

Outcomes Worksheet



This tool was developed by POAH in partnership with Design Impact 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: <https://resilientcommunities.poah.org/>

Purpose

- Use this list of mindsets, actions and conditions as inspiration to define what success looks like to your organization or community
- This work draws on Design Impact's Theory of Change, which defines sustainable social change by the change in conditions over time. In order for conditions to change, we must change our actions and mindsets.
 - Mindsets are beliefs, values and attitudes that drive actions toward social change
 - Actions are behaviors that ultimately impact a change in conditions
 - Conditions are changes in culture, structure, process and resources across individuals, organizations and systems

Tips for Trauma-Informed Practice

- **Abandon the plan if necessary:** Be responsive to the needs and desires of participants. Be willing and able to adapt.
- **Practice transparency:** Explain the purpose and plan for the session. Set clear expectations. Articulate what comes next.
- **Offer choice:** Offer participants choice wherever possible, such as which outcomes to prioritize and which ones to let go of.
- **Give room:** If difficult feedback or painful emotions arise, allow room for expression. Avoid minimizing the experience or proposing solutions that may bypass it.

ACTIVITY

- Use this worksheet as inspiration to define trauma-informed outcomes for your organization or community
- Start by drafting your own outcomes list. You can draw on the POAH outcomes listed below or take inspiration from [Design Impact's Theory of Change](#).
- Present the draft outcomes to your collaborative team. Invite participants to build on your draft:
 - What's missing? Is there anything we care about that is not captured here?
 - Does this language make sense? If not, what language would we use instead?
 - Are there any outcomes we should remove?
 - Are there any key perspectives missing from this conversation? Who else should we talk to?
- Next, narrow down your list by asking participants to pick their top 2-3 outcomes in each category. For larger groups, consider breakouts of smaller groups that work together to select their top outcomes.
- Revisit your outcomes throughout your project. Create opportunities for participants to reflect on the change they see in themselves (How are your own mindsets and actions changing?) and the change they are seeing in others (How are your peers changing? How is the community changing?).

Mindsets

- We recognize that trauma impacts behavior and that all behavior has meaning (including my own)
- We recognize that the housing system (policies, rules, how buildings and space are designed, stigma around affordable housing) and the traditional system of social services (historically, this system has been transactional) can cause or exacerbate trauma
- We value open feedback as opportunities for growth rather than critiques on our self-worth
- We value vulnerability (openness to share feelings even if we are scared) as a strength (tied to actions)
- We recognize that everyone's experiences are valid, even if they differ from our own
- We see our value and strength beyond transactions of money or services
- We value all people as powerful contributors to the whole

Actions

- We recognize fears and triggers to avoid
- We can respond to the impact of historical and community trauma
- We can speak up about concerns and issues without fear of retribution
- We create opportunities and mechanisms where residents and staff can collaborate with each other
- We seek out ways to give choice to staff and residents

Conditions

- Equitable and trauma-informed policies and practices are in place in our organization
- We establish practices and policies that give room to heal
- We reward testing new ideas, failure, and continuous learning
- Our processes are continuously evaluated and responded to when we seek new ideas
- Strengths-based organizational cultures and systems are in place
- State and/or national policies reflect trauma-informed care in affordable housing