Are you Trauma-Informed?

Trauma Informed

Trauma Responsive

Trauma Sensitive

Trauma Aware

The Principles of Trauma Informed Care

For child welfare services to actually help families where there has been trauma, we need to attend to the five core principles of Trauma Informed Care:

• Safety: Ensuring physical and emotional safety

• Trustworthiness: Maximizing trustworthiness, making tasks clear and maintaining appropriate boundaries

• Choice: Prioritizing developmentally appropriate choice and control for children, youth, families and adults

• Collaboration: Maximizing collaboration and sharing of power with children, youth, families, and adults

• Empowerment: Prioritizing child, youth, family and adult empowerment and skill-building

SOLUTION-FOCUSED TRAUMA-INFORMED CARE (SF-TIC): AN INTEGRATION OF MODELS

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Solution-Focused -TIC Concepts and Skills (Koury, Green & Krause, 2016)

	Trauma-Informed Care (TIC)	**Solution-Focused Approach**	**SF Skill/Examples**
Safety	Both physical and emotional dimensions—includes considerations around where and when services are being offered, what security measures are in place, the physical appearance of waiting rooms and other parts of the agency, etc. Interactions between staff and clients and staff and colleagues are welcoming, respectful and engaging. Staff recognize and are attentive to the discomfort and unease of clients.	**Creates emotional safety by:** 1. "leading from one step behind," which allows the other to drive the conversation/session at their own pace 2. Taking the position of "not knowing," by being respectfully curious and non-judgmental about the other's perceptions and experiences **Can be used to create physical safety by:** Inquiring about what the other would need to see/experience in order to feel an increased sense of safety	**Goal formation questions** *"What needs to happen here today in order for this meeting to be helpful to you?"* *"What is your best hope for our time together today?"* **Difference questions** *"What difference will that make for you?"* *"What would you need to see different that would let you know you are safe?"* **Competency questions** *"What tells you that... will be useful?"* *"You must have a good reason to...Tell me more."*
Trustworthiness	Information and expectations for clients and staff are provided clearly (who, what, when, where, under what circumstances). The staff and agency are consistent and uphold interpersonal boundaries with each other and clients.	The solution-focused approach always starts with building a shared understanding of what the other wants, which involves clarification and being respectfully curious. Focusing on what the other wants and what is important to them, especially in mandated situations, also enhances engagement and thus builds trust.	**Goal formation questions** *"What would you like to be different as a result of these sessions?"* *"How will you know when you reach your goal?"* **Relationship questions** *"What do you suppose...would have to see that would let*

			them know you don't need to come here anymore?" **Coping questions** *"How have you managed to…?"* *"How did you know…?"*
Choice	Clients have control and choice over the services they receive. Client priorities and goals are incorporated into service delivery. Staff also have some autonomy and choice in their work and factors impacting their job (i.e. caseload, vacation time, etc.)	The position of "leading from one step behind" and inquiring what the other wants gives them choice in what the focus of the session/conversation /meeting is. The goal and the next small step to get there stem from the other, thus they have choice in where they want to go and how they get there.	**Miracle question** *"Suppose you are asleep tonight and a miracle happens […] What would be the first thing you would notice when you woke up that would let you know things were different?"* **Exception questions** *"What have you already tried that's been helpful, even if only a little?"* *"What is already working?"* *"How could you make that happen more often?"* **Scaling questions** *"What will you be doing differently when you are one point higher on the scale?"* *"What do you suppose is the next small step to get one point higher?"* *"At what number do you need to be so you don't have to come back here anymore?"*
Collaboration	The agency embodies a model of doing "with" rather than "to" or "for" in staff interactions with clients and leadership interactions with staff. All individuals in the agency are treated as	Solution building, the core process in the solution-focused approach, is the co-construction of what the other wants to be different, what's important to them and what capacities/strengths they have for change.	**Miracle/goal formation questions** *"What are your best hopes for our time together?"* *"What has to happen to make this session worthwhile to you?"* *"Suppose you are asleep tonight and a*

	the expert of their own experiences and history.	The other is the expert of their own experiences and knows what they want and what is helpful—thus the approach takes a position of "not knowing," and explores the other's perceptions and past successes.	*miracle happens [...] What would be the first thing you might notice when you wake up that would let you know things were different?"* **Exception questions** *"Have there been times in the last couple of weeks when the problem didn't happen, or was less of a problem?"* *"What do you think you did to make that happen?"* *"What have you already tried, and which of those things helped, even if only a little?"*
Empowerment	Interactions and procedures recognize and build on growth, skills and strengths. Interactions are validating and affirming, and communicate a realistic sense of hope for the future.	Empowerment is key to the solution-focused approach through building on strengths/capacities, increasing hope, and helping the other to find and create their own solutions.	**Coping/competency questions** *"How do you manage to...?"* *"How did you know you were able to...?"* *"How come things aren't worse?"* *"What gives you hope that things will be different?"* **Exception questions** *"What did you think you did to make that happen?"* *"What's already going better since you made the appointment for this session?"* *"At what times do you already see parts of the miracle happening?"* **Scaling questions** *"What are you already doing that helps you be at a...?"* *"What are you already doing that's on track to*

			being [one number higher]?"
Shift of Perspective	An approach that asks "what has happened to this person" rather than "what is wrong with this person?"	An approach that focuses on what a person wants to see different rather than what is wrong/the problem.	*"What will you be doing instead?"* *"What will be different when... is no longer a problem?"*
Language	The use of "everyday" language as opposed to clinical or legal jargon. There is a focus on what someone is allowed to do/what is expected instead of what is not allowed. There is awareness and sensitivity to the negative cognitions those with trauma histories often have and how language can trigger them.	An individual using a solution-focused approach will adopt the other's words and build questions from their answers to the last question. Solution-focused language is positive—focused on the presence of behavior, strengths, solutions and hope. Acknowledges the power of language through the use of tentative language, avoiding "why" questions, the difference between "if" and "when," using indirect compliments, etc.	**Tentative language** *"What do you suppose...?"* *"It seems like..."* *"Imagine things do get better..."* **Avoiding "why"** *"How is it helpful for you to...?"* instead of *"Why do you you...?"* **Using "when"** *"When you finish the program..."* instead of *"If you finish the program..."* **Indirect compliments** *"How did you manage to come in today despite not wanting to get out of bed?"* instead of *"I'm glad you made it in today!"*