**ATTACHMENT 1**

**TRAUMA-INFORMED SERVICES**

A cornerstone of victim services has been to support victims’ choices; believing that victims know their situation best. While providers undoubtedly operate from this philosophy, there is more providers can do to ensure services do not unintentionally re-traumatize victims through policies and programming that don’t consider the impact of trauma on a person’s thinking, feelings, and behaviors. Use of trauma-informed services is encouraged. Core principles of trauma-informed services include the following:

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| **Core Principles** | **Examples** |
| Understanding Trauma and Its Impact | |  | | --- | | Understanding traumatic stress and recognizing that many current behaviors and responses are ways of adapting to and coping with past traumatic experiences. | |
| Promoting Safety | Establishing a safe physical and emotional environment where basic needs are met; safety measures are in place; and provider responses are consistent, predictable, and respectful. |
| Supporting Consumer Control, Choice and Autonomy | Helping people regain a sense of control over their daily lives. Keeping people informed about all aspects of the system and allowing them to drive goal planning and decision-making. |
| Sharing Power and Governance | Sharing power and decision-making across all levels of an organization, whether related to daily decisions or when reviewing and establishing policies and procedures. |
| Ensuring Cultural Competence | Respecting diversity within the program, providing opportunities for consumers to engage in cultural rituals, and using interventions specific to cultural backgrounds. |
| Integrating Care | Maintaining a holistic view of consumers that acknowledges the interrelated nature of emotional, physical, relational, and spiritual health and facilitates communication within and among service providers and systems. |
| Healing Happens in Relationship | Believing that establishing safe, authentic, and positive relationships can be corrective and restorative to trauma survivors. |
| Understanding that Recovery is Possible | Understanding that recovery is possible for everyone regardless of how vulnerable he or she may appear, instilling hope by providing opportunities for consumer involvement at all levels of the system, and establishing future-oriented goals. |

Source: Guarino, Soares, Konnath, Clervil, & Bassuk, 2009