Fostering Futures Self-Assessment Rubric

> ***Without reflection, we go blindly on our way creating more unintended consequences and failing to achieve anything useful***
>
> *– Margaret J. Wheatley (Author, Management Consultant)*

Introduction and Purpose:

The Fostering Futures (FF) Self-Assessment Rubric has been designed to help teams understand how Fostering Futures defines the guiding principles of a trauma-informed approach in action – what the principles "look like" in organizations. The goal of the self-assessment process using this rubric, is to provide teams with an opportunity to reflect on their work as it relates to implementing a trauma-informed approach and begin the process of planning for and guide change.

This rubric was also developed to help clarify the idea that becoming trauma informed is a developmental process – approaching mastery is the highest "score" because healthy organizations will always be learning, growing and striving to improve outcomes. Being trauma informed is not a destination on a map – it is a continuous improvement process that will differ based on goals for the organization, staff, consumers, partners and factors of the environment in which they do business or conduct their work.

Using the self-assessment will allow teams to reflect on concrete indicators for how organizations can demonstrate the practical applications of the 7 guiding principles of a trauma informed approach as defined by the Fostering Futures initiative. It will provide a baseline of understanding for where an organization is at the point in time when the self-assessment is completed – showing strengths and areas for growth.

Guiding Principle 1: Ensure Safety for All

Rating	1 – not started	2 – some evidence	3 – moderate evidence	4 – strong evidence	5 – approaching mastery
I cannot rate this item □					
Internal indicators	There are elements of the work environment that are not safe for employees. Safety outside of the workplace (e.g. for home visitors) is not addressed	Obvious elements of safety are addressed – such as the safety in the physical environment and protection of property. Environmental safety focuses on the needs of employees. There may be may be little or no evidence of consumer or employee input in creating or customizing for individual needs (or personalizing) the environment	There are some areas of the work environment where visitors, consumers and the workforce feel safe. There is evidence of active and intentional efforts to reduce harm to one another and to visitors Safety extends beyond the physical space and can be witnessed in caring interactions. Respectful communication leads to enduring relationships between employees and with consumers or guests from time to time	Most employees, visitors and consumers experience the work environment as physically, emotionally and relationally safe The organization has used the input of employees in decisions that impact the safety of the environment Some members of the staff (e.g. teams with specific roles) demonstrate attuned, responsive relationships and can articulate the impact of this attunement on their interactions with colleagues and work success	The work environment is physically, relationally and emotionally safe for all employees and consumers (or visitors) The creation of safe environments includes the input/ideas and feedback of employees, consumers and visitors Safe, stable relationships are facilitated by and between all staff Leadership and staff demonstrate knowledge of the parallel process in creating environments that are safe for all
Looking at service delivery – collaborations and partnerships	There are elements of the environment that are not safe for consumers or visitors. Safety and convenience of the workforce is	Environmental safety focuses on the needs of employees. There may be little or no evidence of consumer input in creating or customizing the environment	Safety extends beyond the physical space and can be witnessed in caring interactions with consumers, partners or visitors	The organization has used the input of consumers (partners and/or visitors) in decisions that impact the safety of the physical and relational environment.	There is evidence of mutually respectful relationships with external partners. Partnerships /consumer relationships demonstrate a balance of

	prioritized over the safety of consumers, guests or visitors.		Engaging of partners focuses on respectful communication that leads to enduring relationships		power and respect for differences.

Principle 1 GUIDANCE

Consider This. . . Creating safe environments requires a flexible approach – there is no "one size fits all." Safety is not simply physical safety – but emotional as well. Consistency is important in building relationships and making staff, clients and visitors feel safe. This may be particularly important for individuals with ACEs or trauma histories. It is worth noting that where there is mutual trust and respect it's rare to find an active, vibrant "grapevine" in an organization. In an organization that is approaching mastery every person (those served and those providing service) will feel as if someone has "got their back." Meeting people where they are may require pacing your interactions more slowly than you initially intended.

Core Concepts that are embedded within this principle are

Attunement - considering what you bring to the interaction and what others bring. Modifying/regulating your affect in order to support another's self-regulation. It involves both verbal and non-verbal communication based on your understanding of what the other person needs. The practice of attunement promotes the creation of safe relationships in the work environment.

Environment – this includes the physical elements that are commonly associated with safety (being able to protect personal property). Also those elements that enhance calm and make visitors or consumers feel welcomed (use of color and lighting).

Power, Control & Transparency - moral and emotional safety are created when power and control are shared and communication is transparent. This is vital for creating safety in the work place. People will not feel safe when they feel decisions that effect them are made "behind the scenes." Senior leaders must demonstrate an awareness of the impact of the power they hold in an organization, working to gain trust may take additional efforts.

EXAMPLES

Internal Indicators

Aspects of the physical space are calming and comfortable for both consumers and staff including developmentally appropriate furnishings, toys and games for children (if needed).

Staff and Consumers are supported in creating their own self-care plans. Management provides appropriate resources for staff to complete this (but does not do it for them). The agency uses and EAP and other appropriate supports for staff such as critical incident debriefing within 24 hours of the event.

Looking at service delivery, collaborations and partnerships

Healing Trauma Healthy Communities Handout September 27, 2018

Organizations may choose to use a TIC environmental scan to get feedback on how people experience the environment.

Practices are in place such as prioritizing and ensuring consistent case managers for consumers to support relationship building. The practice of inviting constructive feedback is free from fear of repercussions.

QUESTIONS – when thinking about how to score this principle, ask…

- Who defines safety?
- Who has power in the organization?
- Are professionals able to articulate/describe the power they have and how it contributes to other feeling safe?
- What does safety mean for us/our staff?
- What does safety mean for consumers (such as children and families), visitors and partners?

ADDITIONAL RESOURCES

- Emotional Safety–Here's what we mean by that.

- Being Safe vs. Feeling Safe.

- Seeking Safety model and resources for purchase.

- Psychological Supportive Design elements

- Risk Management Guidelines for Service Delivery

- Dr. Linda Gilkerson's workbook on Reflective Supervision.

- Health and Medicine Policy Research Group Environmental Scan

- An Introduction to Safety Organized Practice (collaborative practice for child welfare staff)

- Healing Neen a documentary about Tonier "Neen" Cain's work on the devastating impact of childhood abuse.

- In Their Own Words: Trauma survivors and trusted professionals share on the experience of safety and what helps when someone has experienced trauma.