

FAMILY CENTEREDNESS

- Program development and implementation
 - Safety, Collaboration
- Accessible and welcoming to families
 - Safety
- Outreach to families, sustains constructive relationships
 - Safety, Choice, Collaboration
- Models family centeredness with staff members and in administrative practices
 - Safety, Trust, Choice, Collaboration, Empowerment

FAMILY STRENGTHENING

- **Emphasize strengths and resilience, and are responsive to family concerns and priorities**
 - **Safety, Choice, Collaboration, Empowerment**
- **Support the healthy cognitive, social, emotional, and physical development of their family members**
 - **Safety, Choice, Empowerment**
- **Families are significant resources for their own family members and each other**
 - **Safety, Trust, Choice, Collaboration, Empowerment**

EMBRACING DIVERSITY

Acknowledge and respect diversity, help families participate in a diverse society, and learn to adopt to diversity.

- Acknowledges and respects the diversity of families, including their cultural traditions, languages, values, socio-economic status, family structures, sexual orientation, religion, individual abilities, and other aspects.
 - Safety, Choice, Collaboration, Empowerment
- Enhances the ability of families and staff to participate in a diverse society and to navigate the dynamics of difference.
 - Safety, Trustworthiness, Choice, Collaboration, Empowerment
- Program engages in ongoing learning and adaptation of its practices to address diversity
 - Safety Trust, Choice, Collaboration

COMMUNITY BUILDING

Program helps build a strong and healthy community by facilitating families' social connections, developing their leadership skills, and by collaborating with other Programs.

- Engages families in, the larger community building process.
 - Safety Trust, Choice, Collaboration
- Supports the development of community-based leadership
 - Safety, Trustworthiness, Choice, Collaboration, Empowerment
- Builds relationships with other organizations to strengthen families and communities.
 - Safety, Trustworthiness, Collaboration, Empowerment

EVALUATION

Look at Program strength, as well as areas for development, to guide continuous quality improvement and achieve positive results for families

- Program collects and analyzes information related to program participation
 - Safety
- Program collects and analyzes information related to program quality
 - Safety, Trustworthiness
- Program collects and analyzes information related to program outcomes
 - Safety, Trustworthiness, Choice
- Incorporates evaluation as a core component of programming
 - Safety, Trust, Choice, Collaboration, Empowerment

BENEFITS OF TRAUMA INFORMED SERVICE DELIVERY

Increased client participation and engagement

Assessment of client level of readiness of services

Increase in staff self care

Decrease in staff burnout and turnover

SECONDARY TRAUMA AND SELF CARE

Primary tenant of trauma informed service delivery.

It's not personal. When clients are angry, upset, inconsistent with follow through, and it's an impact of their trauma, it's not personal

THE POWER OF THE POSE



Cuddy, et al, 2010

Trauma is the most common, the most preventable, and the most treatable factor affecting recipients of social services

Gabriella Grant, California Center for Excellence