

Vicarious Trauma Toolkit: Becoming a Vicarious Trauma- Informed Organization

Part 2: Using the VT-ORG Assessment



Technical Overview

- If you are experiencing any technical issues, please let us know in the chat box.

- If you have technical difficulties during the webinar, contact—

Jason Adams

Jadams@OVCTTAC.org

- Today's session will be recorded and made available on the OVC TTAC website.
- If you have questions, type them in the chat box.



The Purpose of This Training

“Getting Started-Getting Buy-In”

Friday, October 18, 12:00–1:00 p.m. eastern time
(11:00 a.m.–12:00 p.m. central time, 10:00–11:00 a.m.
mountain time, 9:00–10:00 a.m. pacific time)

“Using the VT-ORG Assessment”

Friday, November 8, 12:00–1:00 p.m. eastern time
(11:00 a.m.–12:00 p.m. central time, 10:00–11:00 a.m.
mountain time, 9:00–10:00 a.m. pacific time)

“Now What? Moving Forward With Your Vicarious Trauma Action Plan”

Friday, December 6, 12:00–1:00 p.m. eastern time
(11:00 a.m.–12:00 p.m. central time, 10:00–11:00 a.m.
mountain time, 9:00–10:00 a.m. pacific time)

Today's Presenters



Katherine Manners



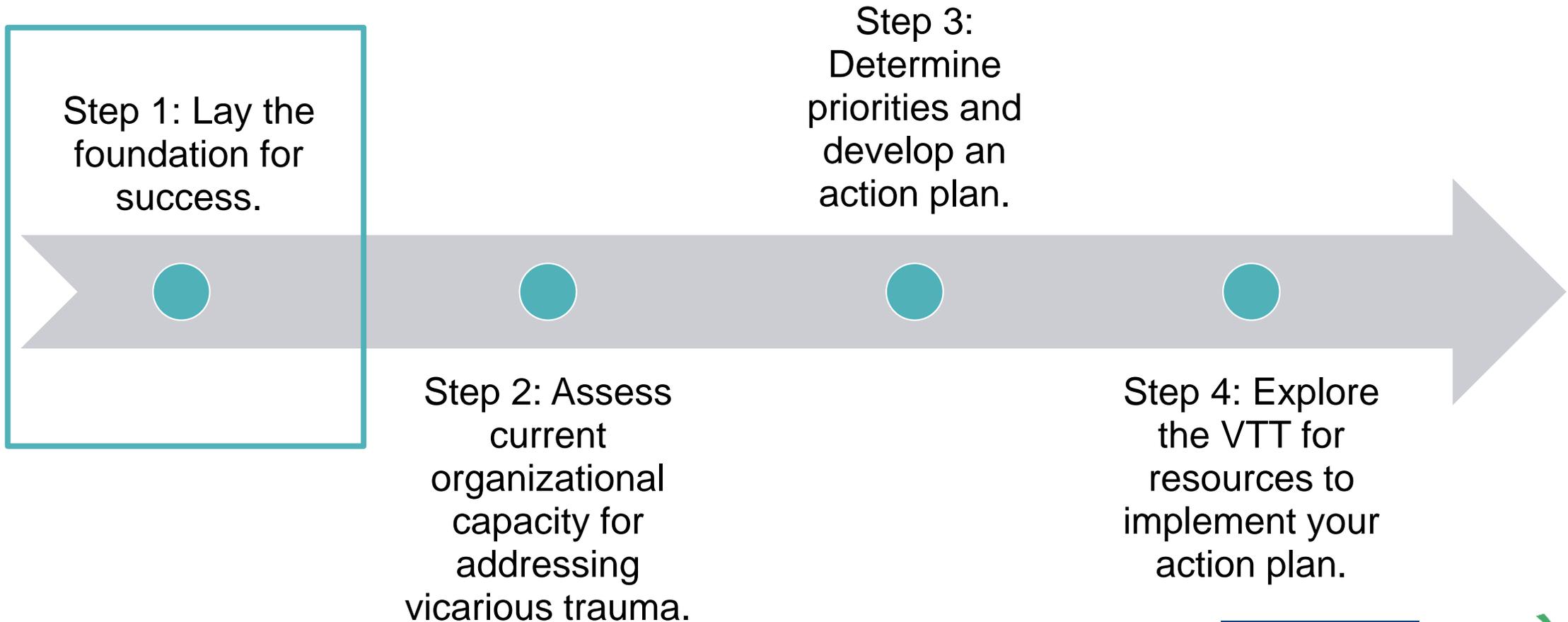
Karen Kalergis

Goals of This Webinar

After completing this webinar, you should be able to—

- Discuss the five pillars of a vicarious trauma-informed organization.
- Describe Step 2 of the Blueprint for a Vicarious Trauma-Informed Organization.
- Administer the VT-ORG assessment.
- Complete the VT-ORG scoresheet.

Blueprint for a Vicarious Trauma-Informed Organization



Foundation for Step 2

Leadership is committed.

The team is in place, and has ownership over the process.

Leadership announces effort to address vicarious trauma by using the VTT.

Vicarious Trauma-Informed Organization

1. Recognizes that vicarious trauma is an occupational challenge and has potential negative consequences.

2. Proactively addresses this impact through policies, procedures, practices, and programs.

The Five Pillars of a Vicarious Trauma-Informed Organization



Being Vicarious Trauma- Informed

Leadership and Mission

- Integrate strategies into values, operations, and practices.
- Maintain a clear vision that supports the mission.
- Promote and model respectful communication.

Being Vicarious Trauma- Informed

Management and Supervision

- Foster supportive relationships.
- Promote policies and procedures that lessen negative impact.
- Seek out and support staff.
- Conduct performance evaluations that discuss vicarious trauma.

Being Vicarious Trauma- Informed

Employee Empowerment and Work Environment

- Foster teamwork.
- Encourage feedback and collaboration.
- Create formal and informal opportunities for connection.
- Diversify job tasks.

Being Vicarious Trauma- Informed

Training and Professional Development

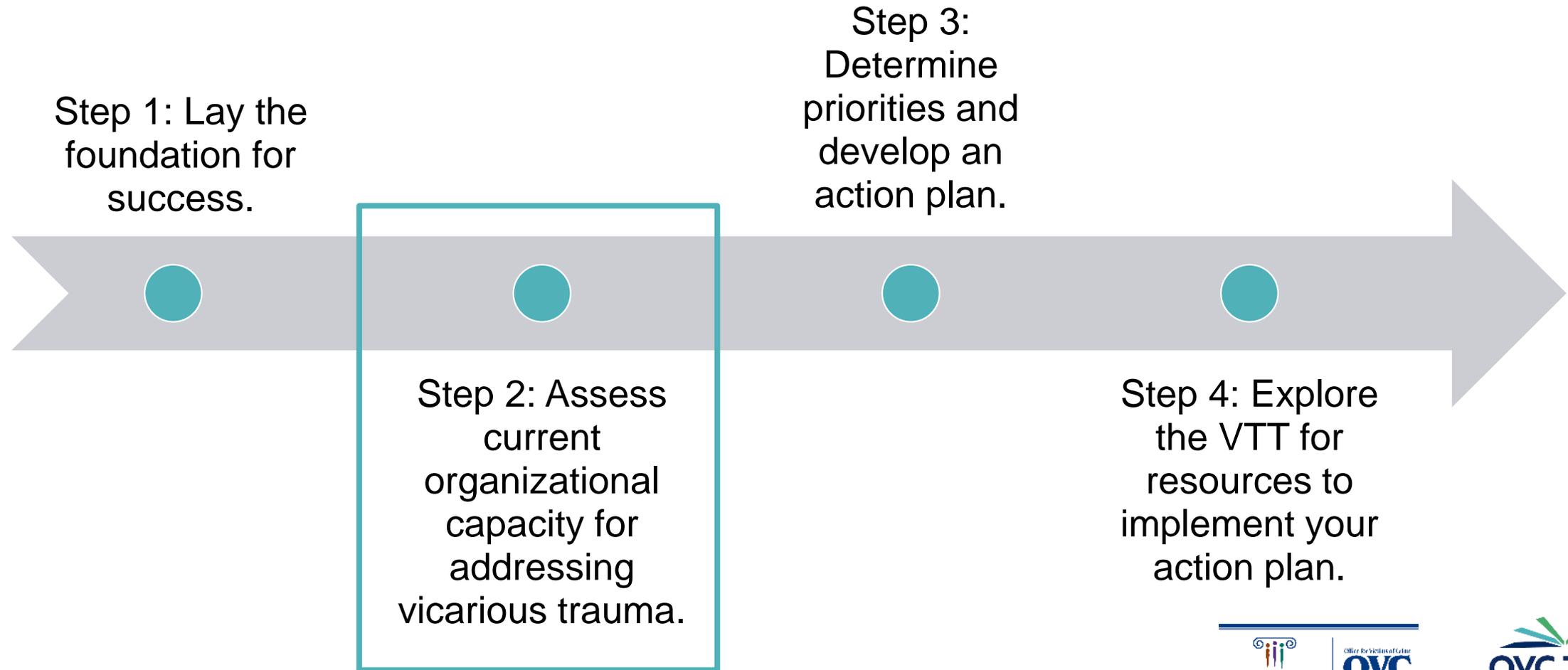
- Promote continuing education, professional development, and networking opportunities.
- Provide thorough orientation and ongoing learning opportunities.
- Enable access to learning resources.

Being Vicarious Trauma- Informed

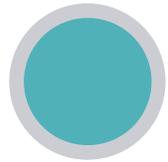
Staff Health and Wellness

- Devote time and resources to promoting staff well-being.
- Encourage and provide health and wellness activities.
- Incorporate wellness into policies and practices.

Blueprint for a Vicarious Trauma-Informed Organization



Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma



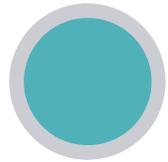
Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma.

- Create a realistic timeline.
- Conduct the VT-ORG assessment.
- Determine current capacity as a vicarious trauma-informed organization.
- Prepare a report to share VT-ORG assessment findings.



Get Your Workgroup Involved!

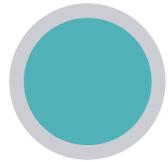
Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma



Create a realistic timeline.

- Launch
- Open the Survey
- Reminders
- Close the Survey
- Analyze Results
- Distribute Findings

Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma



Conduct the VT-ORG assessment.

- Decide who should complete the VT-ORG assessment.
- Determine how the VT-ORG assessment will be done.
- Ensure confidentiality.

Leadership and Mission

Leadership and Mission

To address the impact of vicarious trauma, leaders in vicarious trauma-informed organizations proactively integrate strategies into workplace values, operations, and practices; maintain a clear vision that supports and articulates the agency's mission; and regularly model and promote open and respectful communication.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. Leadership demonstrates a clear and decisive vision that supports and articulates the mission of the organization.						
2. Leadership models, values, and promotes open and respectful communication among staff.						
3. Leadership communicates clear and specific information on decision-making throughout the organization (e.g., resource allocation, scheduling, deadlines, implementation of policies and procedures).						
4. Leadership proactively addresses vicarious trauma in the organization's long-term vision and strategy.						
5. Leadership recognizes and values my role within the organization.						
6. Leaders model a healthy work/life balance.						
7. Leadership communicates and enforces a no-tolerance policy concerning—						
a. sexual harassment;						
b. workplace violence, including bullying/hazing;						
c. intimate partner violence within or outside of the workplace;						
d. discrimination based on age, gender, gender identity, sexual orientation, race, religion, ability, etc.						

Management and Supervision

VT-ORG for Victim Services

Management and Supervision

To fulfill their obligation to lessen the impact of vicarious trauma, managers and supervisors in vicarious trauma-informed organizations foster supportive relationships based on inclusivity, mutual respect, and trust; promote policies and practices that lessen the negative impact of the work; seek out and support staff following critical or acute incidents; and conduct performance evaluations that include discussions of vicarious trauma.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. My organization uses a protocol to address staff affected by—						
a. clients' acute trauma;						
b. clients' cumulative/chronic trauma;						
c. organizational/administrative stress;						
d. specific concerning behaviors (e.g., low morale, substance abuse, absenteeism).						
2. My shift supervisors are readily accessible to support staff members following a critical or acute incident.						
3. I meet individually with my supervisor.						
4. Meetings with my supervisor provide a forum for addressing exposure to trauma.						
5. My supervisor reviews my job responsibilities and workload balance (e.g., variety of tasks, number of high-risk cases, call volume).						
6. I am able to discuss concerns about the organization or my job with my supervisor(s) without fear of negative consequences.						

Employee Empowerment and Work Environment

VT-ORG for Victim Services

Employee Empowerment and Work Environment

To promote and maintain a healthy work environment, vicarious trauma-informed organizations foster teamwork; encourage collaboration both within and outside the organization; create formal and informal opportunities for staff to connect with one another; and offer opportunities to diversify job tasks.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. My organization provides opportunities for all staff members to provide input into the—						
a. development of programs, practices, and policies;						
b. evaluation of programs, practices, and policies.						
2. My organization shows appreciation for employee efforts in meaningful ways (e.g., public recognition, note in personnel file, promotions).						
3. My organization evaluates staff satisfaction, including job duties, organization policies, etc.						
4. When needed, my organization uses a written procedure that provides guidance for quick, effective, and confidential resolution of staff conflict.						
5. My organization shows that respect for each person is highly valued.						
6. Diversity is welcomed, respected, and valued.						
7. Disparaging comments and other demonstrations of disrespect are not tolerated.						

Training and Professional Development

VT-ORG for Victim Services

Training and Professional Development

To strive for professional competency, capacity, and staff retention, vicarious trauma-informed organizations promote continuing education, professional development, and networking opportunities; provide thorough orientation and ongoing training; enable access to resources; and support staff participation in on- and offsite learning opportunities.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. My organization orients new staff members to their job role and tasks.						
2. My organization provides training and education to all staff on—						
a. work-related vicarious trauma and its impact on work performance;						
b. strategies on how to address work-related stress and vicarious traumatization.						
3. My organization provides onsite opportunities for training and professional development.						
4. My organization supports attendance at outside meetings and trainings.						
5. I am prepared to cover for coworkers who are absent.						
6. My organization informs staff about expectations, opportunities, and steps necessary for advancement, including additional training and/or certification requirements.						
7. I am encouraged to network and collaborate with coworkers and other organizations.						

Staff Health and Wellness

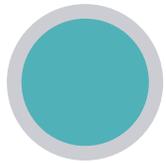
VT-ORG for Victim Services

Staff Health and Wellness

To maintain the health and wellness of their staff, vicarious trauma-informed organizations recognize links between health/wellness and staff satisfaction and productivity; devote time and resources to promoting staff well-being; encourage and provide health and wellness activities; and incorporate wellness into policies and practices.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. During the hiring and orientation of new staff, supervisors demonstrate their understanding of the risk for vicarious trauma and the importance of both individual and organizational strategies to address it by—						
a. asking final job applicants to articulate their own coping strategies;						
b. making final applicants aware of the organization's strategies to reduce the negative impact of the work.						
2. My organization offers services that support individual staff members (e.g., employee assistance program, chaplain services, mental health providers).						
3. My organization provides opportunities for peers to support one another.						
4. My organization conducts exit interviews that include questions related to vicarious trauma and the organization's response.						
5. Differentiation between work and non-work hours is recognized and respected.						

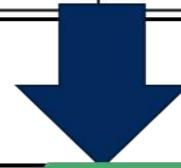
Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma



Determine current capacity as a vicarious trauma-informed organization.

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. Leadership demonstrates a clear and decisive vision that supports and articulates the mission of the organization.			X			
2. Leadership models, values, and promotes open and respectful communication among staff.				X		
3. Leadership communicates clear and specific information on decision-making throughout the organization (e.g., resource allocation, scheduling, deadlines, implementation of policies and procedures).		X				
4. Leadership proactively addresses vicarious trauma in the organization's long-term vision and strategy.		X				
5. Leadership recognizes and values my role within the organization.			X			
6. Leaders model a healthy work/life balance.						

In answering the following questions, consider the past 6 months in your organization.	1 = Never	2 = Rarely	3 = Some- times	4 = Often	5 = Always	N/A
1. Leadership demonstrates a clear and decisive vision that supports and articulates the mission of the organization.			X			
2. Leadership models, values, and promotes open and respectful communication among staff.				X		
3. Leadership communicates clear and specific information on decision-making throughout the organization (e.g., resource allocation, scheduling, deadlines, implementation of policies and procedures).		X				

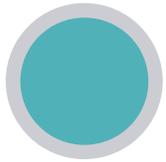


LEADERSHIP AND MISSION	R1	R2	R3	R4	R5
1. Leadership demonstrates a clear and decisive vision that supports and articulates the mission of the organization.	3				
2. Leadership models, values, and promotes open and respectful communication among staff.	4				
3. Leadership communicates clear and specific information on decisionmaking throughout the organization (e.g., resource allocation, scheduling, deadlines, implementation of policies and procedures, etc.).	2				

Scoresheet

		<u>Overall Item Scores</u>	
		LEADERSHIP AND MISSION	
		1. Leadership demonstrates a clear and decisive vision that supports and articulates the mission of the organization.	4.00
		2. Leadership models, values, and promotes open and respectful communication among staff.	4.17
		3. Leadership communicates clear and specific information on decisionmaking throughout the organization (e.g., resource allocation, scheduling, deadlines, implementation of policies and procedures, etc.).	3.50
		4. Leadership proactively addresses vicarious trauma in the organization's long-term vision and strategy.	1.50
		5. Leadership recognizes and values my role within the organization.	3.17
		6. Leaders model a healthy work/life balance.	3.00
		7. Leadership communicates and enforces a no-tolerance policy concerning—	
		a. sexual harassment;	4.83
		b. workplace violence, including bullying/hazing;	4.83
		c. intimate partner violence within or outside of the workplace;	5.00
		d. discrimination based on age, gender, gender identity, sexual orientation, race, religion, ability, etc.	5.00
		MANAGEMENT AND SUPERVISION	
		1. My organization uses a protocol to address staff affected by—	
		a. clients' acute trauma;	4.33
		b. clients' cumulative/chronic trauma;	4.83
		c. organizational/administrative stress;	3.50
		d. specific concerning behaviors (e.g., low morale, substance abuse, absenteeism).	3.67
		Summary Sheet Leadership and Mission Management and Supervision Employee Empowerment and Work.	
<u>Average Scores for Areas of Organizational Health</u>			
LEADERSHIP AND MISSION	3.90		
MANAGEMENT AND SUPERVISION	3.22		
EMPLOYEE EMPOWERMENT AND WORK ENVIRONMENT	3.30		
TRAINING AND PROFESSIONAL DEVELOPMENT	3.53		
STAFF HEALTH AND WELLNESS	3.00		

Step 2: Assess Current Organizational Capacity for Addressing Vicarious Trauma



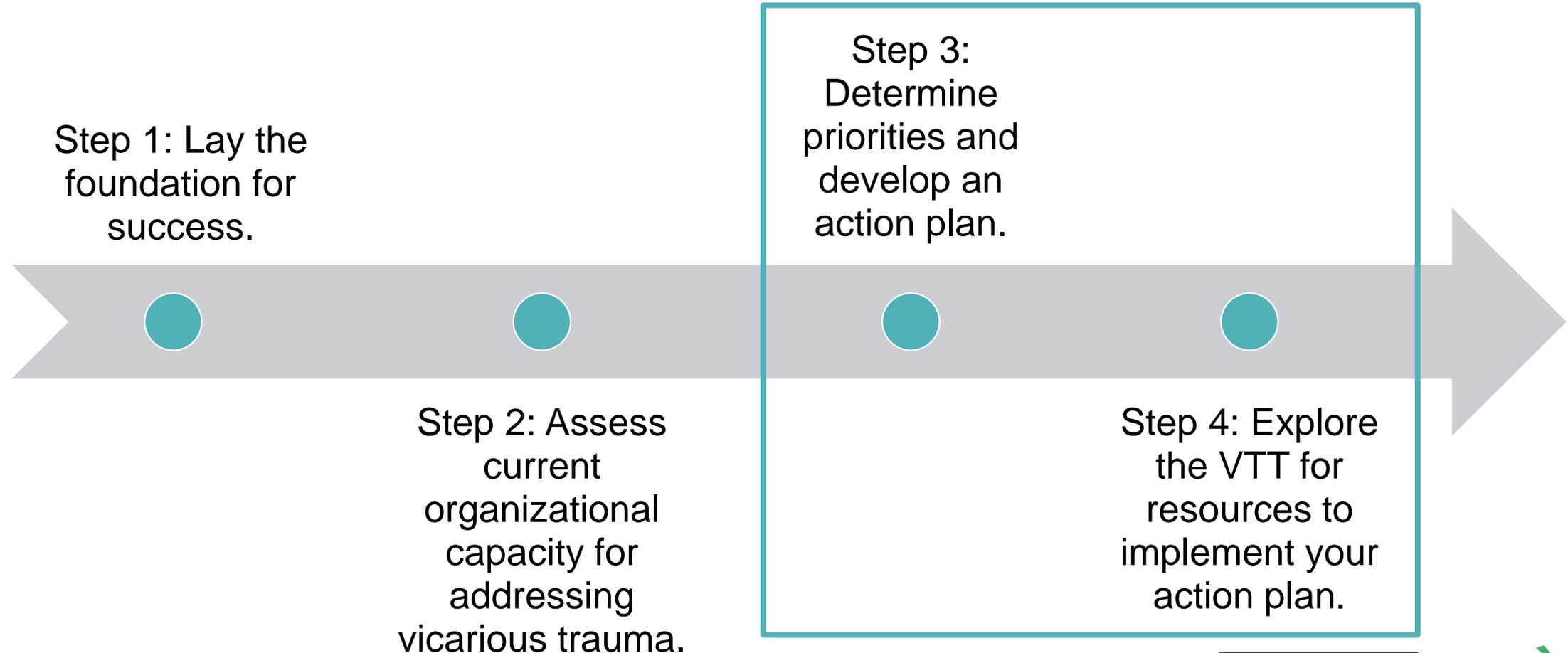
Prepare a report to share the VT-ORG assessment findings.

Leadership and Mission	Management and Supervision	Employee Empowerment and Work Environment	Training and Professional Development	Staff Health and Wellness
4.2	3.23	2.1	3.35	3.17



Questions for the Workgroup

Blueprint for a Vicarious Trauma-Informed Organization



Webinar 3

“Now What? Moving Forward With Your Vicarious Trauma Action Plan”

Friday, December 6, 12:00–1:00 p.m. eastern time
(11:00 a.m.–12:00 p.m. central time, 10:00–11:00 a.m.
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REGISTER



VTT Home

The Vicarious Trauma Toolkit

Introduction

Message From The Director

About the Toolkit

Where Do We Begin?

The VT-ORG and Compendium

What Is the VT-ORG?

What Is the Compendium?

What Is Vicarious Trauma?

Tools for Victim Services

Tools for EMS

[View Transcript](#) [View Presentation](#) [Download](#)



Addressing Vicarious Trauma in Victim Service Professionals



Addressing Vicarious Trauma in First Responders



Related Resources

The Compendium of Resources includes nearly 500 items, including

- resources from the field, such as policies, procedures, practices, and programs;
- research literature in abstract and full text format on issues such as prevalence, impact, risk factors, and intervention studies;
- new tools for the field; and
- websites, podcasts, and videos.



VTT Home

The Vicarious Trauma Toolkit

Show Main Menu

Tools for Victim Services

Leadership and Mission

Management and Supervision

Employee Empowerment and Work Environment

Training and Professional Development

Staff Health and Wellness

TOOLKIT

- Victim Services
- EMS
- Fire Services
- Law Enforcement

Compendium of Resources



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TOOLS FOR VICTIM SERVICES

Tools in this section have been gathered and vetted for usefulness and relevance to a wide range of victim service organizations, including government agencies, community nonprofit agencies, grassroots organizations, child and adult protective services, court-appointed special advocates programs, and children's advocacy centers. After completing the [VT-ORG for Victim Services](#), use the [VT-ORG Scoresheet and Action Plan](#) to analyze the results and prioritize the areas of organizational health you identified as challenges. Then, use the resources and research literature in the toolkit to implement strategies to build your capacity as a vicarious trauma-informed

- ### Featured Tools
- For a step-by-step guide to strengthening your organization's response to vicarious trauma by using this toolkit, see the [Blueprint for a Vicarious Trauma-Informed Organization](#)
 - [Victim Services VT-ORG Scoresheet and Action Plan](#)
 - [Vicarious Trauma—Organizational Readiness Guide for Victim Services](#)



VTT Home

The Vicarious Trauma Toolkit

Show Main Menu

Tools for Victim Services

Leadership and Mission

Management and Supervision

Employee Empowerment and Work Environment

Training and Professional Development

Staff Health and Wellness

TOOLKIT

Victim Services

EMS

Fire Services

Law Enforcement

Compendium of Resources



VICTIM SERVICES

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Featured Tools

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Review of Webinar Goals

You should now be able to—

- Discuss the five pillars of a vicarious trauma-informed organization.
- Describe Step 2 of the Blueprint for a Vicarious Trauma-Informed Organization.
- Administer the VT-ORG assessment.
- Complete the scoresheet.

Conclusion

Final Questions?



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