



# AIR's Framework for Building Trauma-Informed Organizations and Systems

AIR's **Framework for Building Trauma-Informed Organizations and Systems** offers a process and curriculum for adopting organizational trauma-informed care. Implementing a system-wide approach to addressing trauma requires a commitment to changing the practices, policies, and culture of an entire organization. AIR's framework reflects a decade of developing and implementing effective practices to support organizations serving vulnerable children, adults, and families to become trauma-informed.

## Our Approach

AIR believes that building trauma-informed organizations is a long-term process that requires

- 1) Organizational commitment to changing culture and practice;
- 2) A framework for organization-wide implementation; and
- 3) Support for organizations throughout the change process.

AIR's framework offers a phased approach to adopting organizational trauma-informed care that is grounded in implementation science and systems theory and offers organizations a roadmap for change. AIR provides targeted training and technical assistance (TTA) to support systems change at each stage of implementation.

AIR's framework can be applied to organizations and systems of varied size, structure, and phase in the process of adopting trauma-informed care. AIR recognizes that the process of building trauma-informed organizations and systems includes unique components based on context. AIR's TTA curriculum is adaptable to particular systems and the populations they serve.

AIR's framework includes the following training and technical assistance activities across four phases:

## Expert Contact

For more information on AIR's Framework for Building Trauma-Informed Organizations and Systems or for training and technical assistance for your agency, please contact Kathleen Guarino at [kguarino@air.org](mailto:kguarino@air.org). Learn more about AIR's instrument to measure trauma-informed care at <http://www.air.org/resource/trauma-informed-organizational-capacity-scale>.

### PHASE 1 : EXPLORATION

- Provide access to AIR's Trauma-Informed Organizational Capacity (TIC) Scale to measure current level of organizational trauma-informed care.\*
- Provide introductory training on trauma, trauma-informed care, and the organizational change process for leadership and staff.
- Explore organizational needs and readiness for change.

### PHASE 2 : INSTALLATION

- Support organizations to establish the infrastructure for change, including a multidisciplinary work group and mechanisms for communicating, monitoring, and evaluating progress.
- Support organizations through an implementation planning and goal setting process using AIR's Trauma-Informed Care Curriculum, including an implementation-planning guide tailored by setting and population.

### PHASE 3 : INITIAL IMPLEMENTATION

- Provide customized training and coaching to support adoption of organizational trauma-informed care within and across core domains of AIR's Trauma-Informed Care Curriculum: 1) Build trauma-informed knowledge and skills; 2) Establish trusting relationships; 3) Respect service users; 4) Foster trauma-informed service delivery; and 5) Promote trauma-informed procedures and policies.
- Assist organizations in developing a plan for evaluating the process and impact of adopting organizational trauma-informed care.

### PHASE 4 : FULL ADOPTION AND SUSTAINABILITY

- Support organizations to fully embed and sustain practices.
- TTA may include: developing and supporting a training-of-trainers model for the organization; supporting policy-level change; evaluating outcomes related to adopting a trauma-informed approach; and offering strategies for bringing this approach to the broader system.

\*Conducted with all organizations.