



Trauma-Informed Organizational Capacity Scale (TIC Scale)

An Agency-Wide Assessment

What is the TIC Scale?

The Trauma-Informed Organizational Capacity Scale (TIC Scale)* is the first psychometrically validated instrument to gauge the extent to which a human service organization provides trauma-informed care. This 35-item measure includes key indicators of organizational trauma-informed care across five domains: (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. Items within each domain represent essential elements of trauma-informed care based on a sample of 424 respondents in behavioral health, housing and homelessness, child welfare, domestic violence, and community health and hospitals. The TIC Scale provides scores for each domain and an overall score.

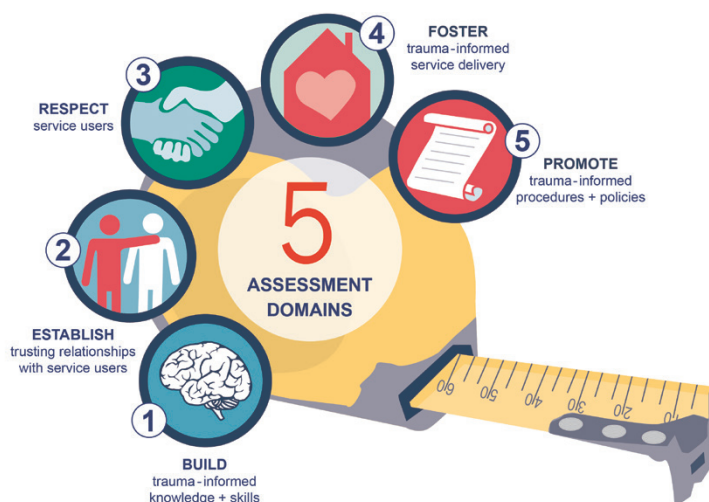
Why Use the TIC Scale?

Exposure to trauma is common among children, youth, and adults in human service settings. These systems must be prepared to identify and address trauma that, if ignored, can impact quality of care, degree of trust in providers, service use, and, ultimately, health outcomes. Organizational trauma-informed care is a systemic approach to service delivery that is grounded in an understanding of the causes and consequences of trauma and fosters healing and resilience.

The TIC Scale provides an unprecedented opportunity to measure the concept of organization-wide, trauma-informed care. The instrument aims to improve organizational capacity and service user outcomes across a range of human service systems.

How Do You Use the TIC Scale?

Organizational trauma-informed care requires a system-wide effort to embed this model of service delivery across an organization. To accurately measure an organization's degree of adoption, it is critical that as many staff as possible within an agency complete the TIC Scale. The instrument is available online and takes approximately 15 minutes to complete. Respondents are asked to rate the extent to which they agree that their organization incorporates each of the measure's 35 items.



Organizations can use the TIC Scale to:

- Determine their baseline for organization-wide, trauma-informed care;
- Target strategic planning and professional development activities;
- Monitor change over time; and
- Assess whether improvements in organizational trauma-informed care influence success for service users.

The instrument also offers a common language and practice for trauma-informed care within and across service systems.

Organizations that are interested in using the TIC Scale can contact AIR to learn more. AIR will provide a representative from your organization with a free consultation session to preview the instrument and discuss steps for broader use.

In all cases, the TIC Scale represents one aspect of a larger change process. Our expert staff is available for training and technical assistance on the assessment and implementation of organizational trauma-informed care. If you are interested in additional information about the TIC Scale, to participate in the free consultation session, or to learn more about AIR's resources, please contact:

Kathleen Guarino at kguarino@air.org

Learn more about AIR's Framework for Building Trauma-Informed Organizations and Systems at <http://www.air.org/resource/framework-building-trauma-informed-organizations-and-systems>.

*AIR invested in the development of this instrument with the Center for Social Innovation. AIR leveraged its prior work, provided methodological expertise, and served in an advisory capacity. AIR has exclusive shared distribution rights to the instrument with the Center for Social Innovation, where the tool is also known by the name "TICOMETER."