

TRAUMA-INFORMED CARE WORKGROUP

Trauma-Informed State Agencies

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OVERVIEW

The goal of our project is to equip state agencies to take an active role in preventing adversity, responding to trauma and promoting healing and resilience for their employees.



By recognizing that individuals who have experienced trauma are more likely to perceive threat or negative intention because of their impacted self view and worldview, we can choose to intentionally respond in ways that ensure physical and emotional safety, trustworthiness, choice, collaboration, and empowerment.

RESEARCH

Research shows that use of Employer Assistance Programs (EAP) has been historically low across industries and throughout the nation. The State of Georgia utilizes Kepro as the provider of their EAP services across the different departments. Annual reports from Kepro revealed that the Department of Behavioral Health and Disabilities had an individual utilization of 5.7% for FY2023 and the Department of Juvenile Justice had an individual utilization of 9.8% YTD for FY 2024. The top concern listed for the primary problem at the time of intake was Emotional Well-Being for both departments.

Georgia Department of Administrative Services 2023 RETENTION STUDY:

Top 5 Reasons to Leave:

#3 Work/Life Balance

Participant would leave due to lack of ability to maintain work/life balance resulting in burnout.

52.5% of participants ranked Work/Life Balance in their top 5 reasons for attrition.

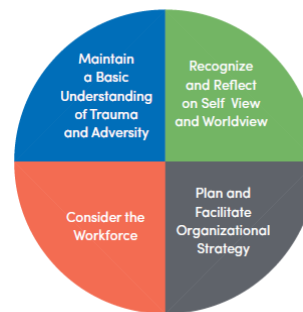
#4 Negative Work Environment

Participant would leave due to a negative/toxic work environment and no sense of belonging.

49.3% of participants ranked Negative Work Environment in their top 5 reasons for attrition.

RECOMMENDATIONS

1. Receive formal education, training and experience in using a trauma-informed approach
2. Administer a screening and assessment of the agency's current organizational culture related to trauma.
3. Create a position to be responsible for overseeing the trauma-informed change process.
4. Have policies to address inequities.
5. Model the trauma-informed organization approach that is anchored in the five guiding values/principles.



SOURCES

- The Institute on Trauma and Trauma-Informed Care University at Buffalo Buffalo Center for Social Research School of Social Work
- <https://hbr.org/2022/03/we-need-trauma-informed-workplaces>
- <https://ascend.aspeninstitute.org/2gen-approach/>
- <https://www.ctipp.org/post/toolkit-trauma-informed-workplaces>