

## Evaluating Trauma-Informed Care Training and Consulting Services

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*As the call for trauma-informed care (TIC) services surges including TIC legislative mandates, organizations are learning that TIC refers to system-level change, ideally using vetted models or TIC frameworks, as opposed to trauma-specific interventions to change individuals or families.*

*Organizations are increasingly looking for help on how to advance TIC in their setting and, now particularly, there are many training and consultation options. So, it is vitally important for organizations to know the kinds of questions to ask vendors to find a good match for their needs.*

### Key Questions to Ask:

- Are the services short-term or one-time offerings or do they include vetted TIC models or frameworks to address the need for whole system change?
- Are the services part of a coherent and comprehensive TIC change model or are they offered in an a la carte manner?
- Do the services or TIC change model have a track record? Are they widely used nationally and/or internationally?
- Is there literature in peer-reviewed journals to support use of the services or TIC change model?
- Do the services or TIC change model include a trauma training curriculum that reflects current knowledge in the trauma and TIC field?
- How do the services support sustainability of TIC within the organization? For example, do they use a training-of-trainers system? Is there a certification process for TIC trainers, TIC champions, or the entire organization?
- Do the services include work with senior leadership at the organization and the Board of Directors?
- Are the trainers and consultants familiar with your specific population and setting? How will they adapt what they offer to your population?
- Do the services or TIC change model provide ongoing support and coaching for the change process?
- Does the TIC change model build in support from peer organizations going through the same TIC change process?
- Do the services or TIC change model include program evaluation to measure outcomes of the TIC change process?
- What is the price? To what extent will what you pay result in long term sustainable change?