

Staff Interviews / Focus Groups

Staff Training / Support

How much does staff experience stressful events?

- Client behaviors that are upsetting?
- Afraid for their physical safety?

Does staff feel safe in the physical environment?

- What would help staff feel safer?

What kind of support do staff on your team get from supervisors?

- How often do you meet one on one with your supervisor?
- How often does your supervisor talk about how employees respond to stress and how to manage it?

How often do you have team meetings? Do any of the team meetings address trauma, stress, and self-care?

What do you think your employees need to best manage their stress?

Do you think your staff would benefit from having access to a clinician with expertise in trauma and trauma related interventions?

Would you say that HCH leadership committed to a safe and healthy work environment and staff self-care?

What do you think the employees need to do their job well in general?

What is the process for staff feedback about program practices and policies? How much are staff members involved in evaluating or developing programming and policies?

- How well does the agency respond to this feedback?
- How do you think the agency should improve in terms of getting and responding to staff feedback?

How cohesive is this agency? How much do the different departments talk to each other so that you can appropriately communicate about clients and assist each other?

- What do you think would help agency cohesion?

Client Safety / Support

What kind of training has your staff received in trauma?

- How it affects a person's thought and behavior?
- How it affects a person's health?
- How working with trauma survivors impacts staff?

- How people from different cultures respond to trauma?
- How to maintain professional boundaries?

What kind of trauma do you think clients have experienced?

Do clients feel safe in the physical environment?

- What would help clients feel safer?

How comfortable is the lobby for clients?

- What would help the lobby become a more structured / predictable place?
- How flexible is HCH with the rules depending on client needs and individual circumstances?

How well would you say the agency communicates to clients?

How does your team respond to clients who are getting upset in the lobby?

- What are the main reasons that clients tend to get upset?
- What do you think would help prevent clients from getting upset?

Does your team practice supportive listening?

Is your team comfortable working with clients from different backgrounds and cultures?

- Different sexualities?
- Transgender clients?

How private are the staff members with client's information? (not discussing personal issues publically / with other clients)

Do clients know what to do if they think their privacy has been violated?

Do clients know how to file grievances? What does that process look like?

How much are clients involved in giving feedback to the agency?

- Evaluating interventions?
- Designing interventions?

Policies

What kind of policies does HCH have in terms of a commitment to understanding trauma?

- Diversity?
- Addressing threats to client and staff safety?
- Involving clients?
- How the program works to prevent and respond to crisis?