

# Trauma-Informed Organizations

## Assessment Metrics

National Health Care for the Homeless Council



Aim	Measurement	
Consumer		
Increase in attendance <ul style="list-style-type: none"> <li>• If health center: return for follow-up appointments</li> <li>• Other programs: return for multiple visits</li> </ul>	<b>Numerator:</b> Number of clients that returned after first visit in the past 6 months	<b>Numerator:</b>
	<b>Denominator:</b> Number of total clients for past 6 months	<b>Denominator:</b>
Staff		
Increase in staff knowledge about the impact of trauma	<b>Numerator:</b> Average score on Trauma 101 for random sample.	<b>Numerator:</b>
	<b>Denominator:</b> Total possible points for number sampled. i.e. 100 pts multiplied by 50 total sampled	<b>Denominator:</b>
Organization		
Increase in referrals (external or internal) for trauma-specific treatment	<b>Numerator:</b> Number of trauma-specific treatment referrals for past 6 months	<b>Numerator:</b>
	<b>Denominator:</b> Number of total number of clients seen for past 6 months	<b>Denominator:</b>
Increase in staff retention	<b>Numerator:</b> Number of staff that have continued employment for past six months	<b>Numerator:</b>
	<b>Denominator:</b> Over past six months, highest total number of staff who were employed by organization.	<b>Denominator:</b>
Community		
Increase in community partnerships for trauma (e.g. education, treatment, etc.)	<b>Numerator:</b> Number of total community partners that explicitly work on trauma-related activities	<b>Numerator:</b>
	<b>Denominator:</b> Number of total community partnerships	<b>Denominator:</b>

Name of Organization:

Date Measures Were Collected:

Entered and submitted by (individual first and last name):