



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 brief, psychometrically validated instrument to measure organizational trauma-informed care across health and human service settings. The TIC Scale includes 35 items 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 represent the strongest indicators of trauma-informed care based on a sample of 424 respondents representing 68 human service agencies including 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.

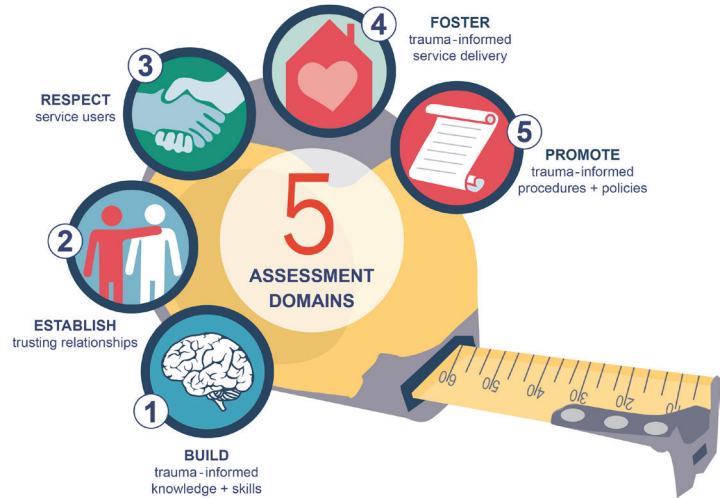
Why Use the TIC Scale?

Exposure to trauma is common among children, youth, and adults in health and human service settings. Service 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 system-wide approach to addressing trauma that ensures the entire service delivery system is grounded in an awareness and understanding of trauma and its impact and designed to foster healing and resilience for everyone in the system. All dimensions of an organization – mission, culture, and practice – are aligned to support wellbeing and success and lessen the detrimental effects of trauma on individuals, communities, and organizations.

The TIC Scale provides an unprecedented opportunity for health and human service organizations to measure the extent to which they provide trauma-informed care agency-wide at single point in time or repeatedly to assess for changes in level of trauma-informed care. The tool provides a common definition and measure of organizational trauma-informed care for a wide range of service systems.

How Do You Use the TIC Scale?

The TIC Scale is administered online and takes approximately 15 minutes to complete. The tool may be completed by all staff at all levels and across all programs or departments within an organization. To accurately assess an organization's degree of adoption, we encourage organizations to ensure that as many staff as possible completes the TIC Scale. Staff members 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 TIC Scale can be administered across health and human service agencies as a common measure of trauma-informed care. Individual organizational scores can be analyzed collectively to determine the extent to which a larger system is trauma-informed.

The American Institutes for Research (AIR) provides organizations and systems access to the instrument, a comprehensive analysis of results tailored to each organization or system, and consultation to review results and next steps. AIR believes that the TIC Scale represents one aspect of a larger change process. Our expert staff is available to support organizations in assessing and implementing organizational trauma-informed care. If you are interested in additional information about the TIC Scale and our training and technical assistance in this area 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 served as sole funder in the development of the Trauma-Informed Organizational Capacity Scale with the Center for Social Innovation and leveraged its prior work, served on the expert panel, provided methodological expertise, and acted in an advisory capacity. AIR shares distribution rights to the instrument with the Center for Social Innovation where the tool is also known by the name "TICOMETER".