TRAUMA-INFORMED UTAH

Personal Well-being: Making the Workplace Work!



Utah Trauma Academy – August 1, 2025
Presented by: Mary Beth Vogel-Ferguson, PhD



One third (or more) of our adult life is spent working within an organization!



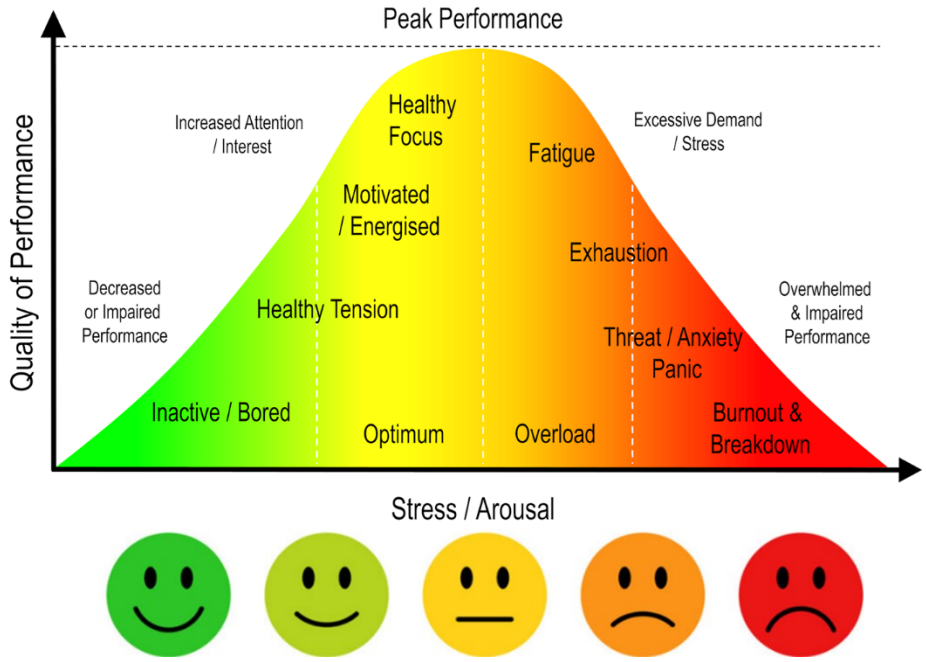
New Worker
"Wow – I love helping people!
This is a dream!
I can't believe they even pay me to do this great work!

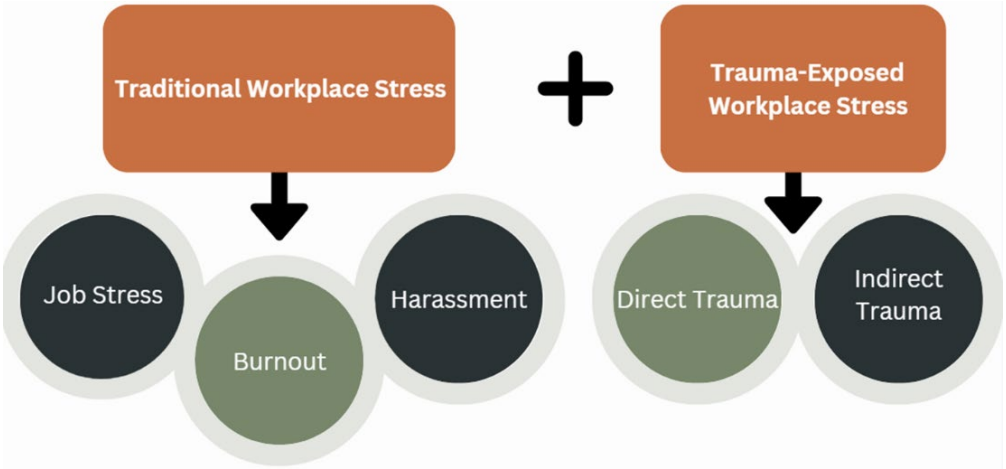




What are some common workplace stressors?

Stress Curve





Why does this matter?

- One of the hazards of working in human services.
- Identified as one of main contributing factors to turnover in organizations.
- Treat as a potential occupational hazard rather than a reflection on strength or capacity of an employee.
- Character traits that draw someone to the helping fields and make good employees are often risk factors for developing secondary traumatic stress.



Risk Factors for Secondary Traumatic Stress

- Working in trauma-exposed fields
- High caseloads
- Personal trauma history
- Empathetic by nature
- Isolation
- Lack of training
- Lack of professional development
- Preexisting mental health issues
- Personal recovery process
- Difficulty processing strong emotions
- Lack of non-work-related activities





What about us?



Write down five events or aspects of your work or workplace create challenging levels of stress:

1)

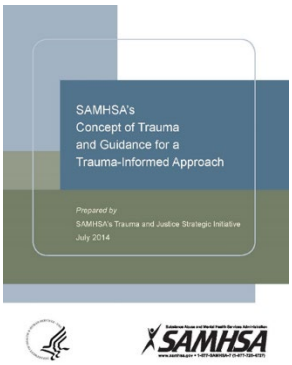
2)

3)

4)

5)

Definition: Trauma-Informed Approach (SAMHSA)



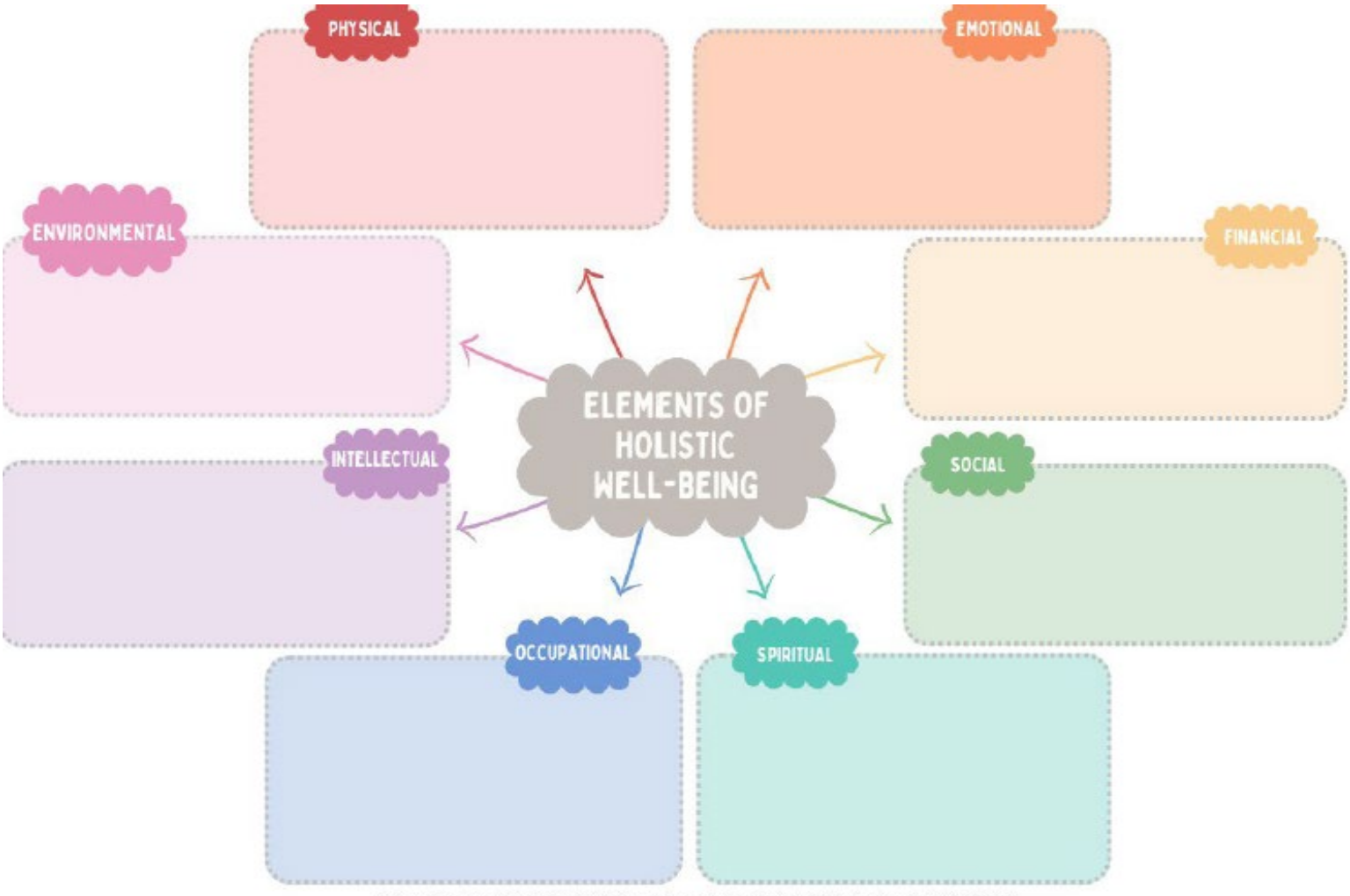
A strengths-based service delivery approach that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and *emotional safety for BOTH providers and survivors*……

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach (2014)

SAMHSA's Six Key Principles



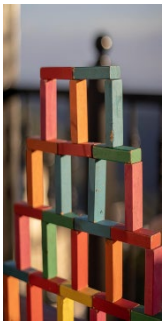
- Safety
- Collaboration Peer
- Support
- Empowerment/Voice/Choice
- Transparency/Trustworthiness Cultural,
- Historical & Gender Issues



Adapted from Swarbrick, M. (2006). A Wellness Approach. Psychiatric Rehabilitation Journal, 29(4), 311–314.

SAMHSA'S Ten Implementation Domains

1. Governance and Leadership
2. Policy
3. Physical Environment
4. Engagement and Involvement
5. Cross Sector Collaboration
6. Screening, Assessment, Treatment Services
7. Training and Workforce Development
8. Progress Monitoring and Quality Assurance
9. Financing
10. Evaluation



GOVERNANCE AND LEADERSHIP

Leadership and governance give attention to staff needs in all areas of well-being as guided by 6 key principles and includes:

- Peer voice (clients and staff)
- Supervision promotes safety, transparency, trust
- Language which is inclusive and respectful
- Communicates openly and consistently
  Openness to and seeks feedback



POLICY

Staff have significant involvement, voice, and meaningful choice at all levels and all areas of organizational functioning through:

- Program design
- Implementation
- Service delivery, quality assurance
- Cultural competence honored
- Access to peer support/mentoring
- View values through evaluation
- Unique skills recognized, used and appreciated
  Perspectives sought and valued



PHYSICAL ENVIRONMENT

Organization ensures that physical environment communicates the values of the organization:

- How does it support safety - both physical and psychological?
- How does it address needs of staff, clients and their families?
- What message does the environment communicate?
- What's on the walls? Can I see myself?
- Does it reduce or create stress?



FINANCING



Financing decisions consider well-being of staff and support trauma-informed approaches

- Staff training on trauma
- Staff training on key principles of a trauma-informed approach
- Development of appropriate and safe facilities
- Establishment of peer-support programs
- Training in specialized trauma-informed, evidenced-based treatment
- Employee wellness initiatives, including benefits, flex-time, etc.
- Staffing expenses for increased workload of those serving on new committees

ENGAGEMENT AND INVOLVEMENT / EVALUATION

Staff have significant involvement, voice, and meaningful choice at all levels and all areas of organizational functioning through:

- Program design
- Implementation
- Service delivery, quality assurance
- Cultural competence honored
- Access to peer support/mentoring
- View values through evaluation
- Unique skills recognized, used and appreciated
- Perspectives sought and valued



CROSS SECTOR COLLABORATION &
SCREENING, ASSESSMENT, AND SERVICE DELIVERY &
TRAINING and WORKFORCE DEVELOPMENT &
PROGRESS MONITORING AND QUALITY ASSURANCE

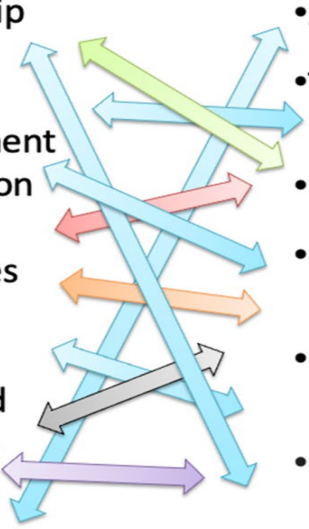


These areas are more team and organizationally focused yet can still support personal wellbeing by:

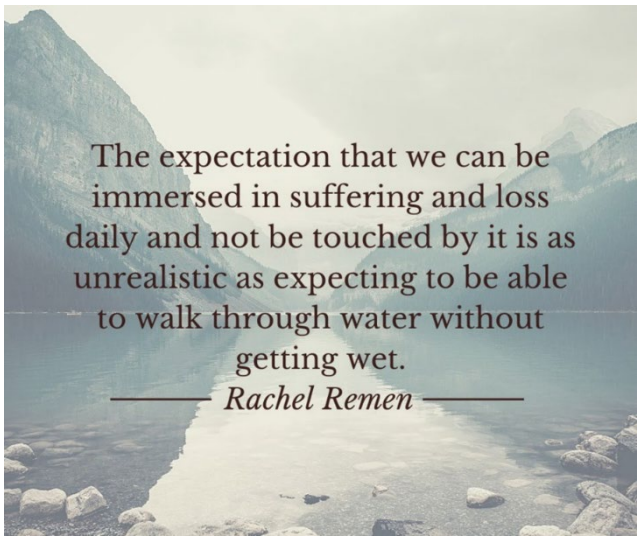
- Reducing isolation - support by referral
- Increase access to resources and support
- Creating community beyond organization
- Support greater client success, increasing personal job satisfaction
- Improved outcomes increase opportunities for promotion
- Increases belief in organizations care for staff

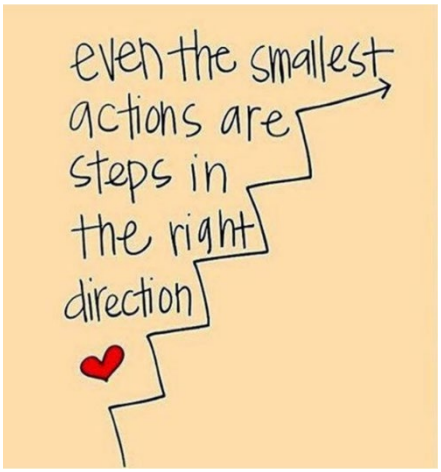
Crosswalk of Domains and Key Principles

- Governance & Leadership
- Policy
- Physical Environment
- Engagement & Involvement
- Cross Sector Collaboration
- Screening, Assessment, Treatment Services
- Training and Workforce Development
- Progress Monitoring and Quality Assurance
- Financing
- Evaluation



- Safety
- Trustworthiness & Transparency
- Peer Support
- Collaboration & Mutuality
- Empowerment, Voice & Choice
- Cultural, Historical, and Gender Issues





Thanks!

As soon as healing takes place, go out and heal somebody else."
Maya Angelou



MARY BETH VOGEL-FERGUSON
MARYBETH@TIUTAH.ORG
TRAUMAINFORMEDUTAH.ORG

IMPLEMENTING A TRAUMA-INFORMED APPROACH

Implementation Domains: Governance/Leadership, Policy, Physical Environment, Engagement and Involvement, Cross Sector Collaboration, Screening, Assessment, Treatment Services, Training and Workforce Development, Progress Monitoring/Quality Assurance, Financing, Evaluation

	Continue	Start	Stop
Safety			
Transparency/ Trustworthiness			
Collaboration			
Empowerment Voice / Choice			
Peer Support			
Cultural, Historical & Gender Issues			