



Process & Infrastructure

Integrating trauma-informed and healing-centered approaches at the division/bureau, organizational, or clinic levels takes time and requires commitment and dedication. A process that supports these ongoing efforts through policy and practice is imperative. An organization that is actively working through the Process & Infrastructure module is at *Trauma-Sensitive* on the Roadmap to Healing.

CONSIDERATIONS

- » Support internal leadership and/or champion(s) to integrate trauma-informed and healing-centered approaches.
- » Consultants/contractors can lead training, coaching, technical assistance, and ongoing monitoring and evaluation.

ACTIONS

- Identify a [workgroup\(s\)](#) to shepherd this effort. Consider capacity and appropriateness of existing teams, such as a quality management team, employee satisfaction or wellness committee, client advisory board, or racial equity workgroup, and incorporate clients or people with lived experience.
- Ensure membership on the workgroup is representative of the agency and includes staff from different levels and programs. If using an existing group, new people may need to be invited, and meeting schedules need to be adjusted to ensure everyone can regularly attend.
 - o If working in a health department, you might consider staff from your ADAP, Housing Opportunities for Persons with AIDS (HOPWA) programs, and other RWHAP recipients around your jurisdiction.
 - o Within a clinic or AIDS service organization, you might include managers, intake staff, nurses or other medical providers, case managers, and janitorial or administrative staff.
- Workgroup members should be responsible for the following:
 - o Serve as healing champions within the organization.
 - o Assess the agency for current trauma-informed and healing-centered approaches.
 - o Prioritize and recommend opportunities for trauma-informed and healing-centered approaches.
 - o Communicate progress to the rest of the agency.
 - o Create opportunities to gather feedback.
- Create or revise (if incorporating into existing workgroup) a charter that identifies:
 - o Membership representation
 - o Roles and responsibilities of membership
 - o Purpose of group
 - o How decisions are made (e.g., consensus or voting)
 - o Length of commitment
 - o Process for note taking, facilitation, and agenda planning

STATE EXAMPLE

WISCONSIN

Wisconsin's Communicable Diseases Harm Reduction Section (CDHR) houses a full-time position focused on trauma and resilience. The position leads Resilient Wisconsin, a program promoting resilience across the state, and generates a weekly newsletter highlighting trauma-informed practices and related resources. Additionally, the HIV Care Unit within the CDHR Section built a TIA Community of Practice with supervisors/ leadership across the state of Wisconsin at their HIV Care RWHAP-Part B funded agencies.