



Healing Ourselves, Our Communities and Our City

FAQ: Trauma-Informed Systems

What is *Trauma Informed Systems (TIS)*? TIS is an organizational change model to support organizations in creating contexts that nurture and sustain trauma-informed practices. Through TIS we facilitate organizational healing by improving organizational functioning, increasing resilience, improving workforce experience, and ultimately supporting organizations in responding to and reducing the impact of trauma.

Why do we need TIS? Trauma is a pervasive, long-lasting public health issue that affects our workforce and service delivery systems. Like people, organizations are susceptible to trauma in ways that contribute to fragmentation, numbing, reactivity and depersonalization. When our systems are traumatized, it prevents us from responding effectively to each other and the people we serve. Through TIS, we support organizations in transforming into trauma-reducing, healing organizations characterized by practices that are reflective, relational, collaborative, and growth-oriented.

What is the *Trauma Informed Systems 101 (TIS 101)* training? The full name of our foundational 3.5-hour training is *Transforming Stress and Trauma: Fostering Wellness and Resilience*. By introducing a shared language and understanding of trauma across our work force, the training serves as the entry point for organizational healing and change.

What are the other components of TIS? TIS utilizes principles of implementation science to ensure that knowledge acquisition leads to change in organizational practices and policy. Beyond the universal training, the other components of TIS in San Francisco include:

- Leadership development and system change promotion at the program and policy level
- Programs to build skills necessary for organizational transformation including *Mindfulness & Emotional Intelligence* and a foundational leadership course in *TIS Leadership Competencies*
- Train-the-Trainer program to harness trauma expertise within our workforce
- TIS Champions and Catalysts embedded in the workforce to spearhead TIS change efforts
- Ongoing evaluation

How can I get more information about TIS? Please visit the following websites www.sfdph.org/tis and www.traumatransformed.org or contact one of our San Francisco DPH team members:

For TIS implementation within the San Francisco Department of Public Health, contact Lisa.Reyes@sfdph.org

For TIS implementation in other San Francisco City Departments or within Community-Based organizations in San Francisco, contact Stacey.Blankenbaker@sfdph.org

