**Core Competencies**

* **Engage leadership at the top.** You must have top-down recognition of the importance of trauma for it to become embedded in the system.
* **Make trauma recovery consumer-driven.** The voice and participation of consumer/survivors should be at the core of all activities, from service development and delivery to evaluation.
* **Emphasize early screening.** Make early screening for trauma, assessment of the impact of trauma, and referral for integrated trauma services common practice.
* **Develop your workforce.** Create workforce orientation, training, support, competencies, and job standards related to trauma. Don’t just train clinical staff — train and educate everyone who comes into contact with consumers, from the receptionist to the maintenance staff.
* **Institute practice guidelines.** Centralize clinical practice guidelines for working with people with trauma histories. Develop polices, practices, and standards to support access to evidence-based and emerging best practices in trauma treatment.
* **Avoid recurrence.** Implement procedures to avoid retraumatization and reduce impacts of trauma.

Adapted from The National Council for Community Behavioral Healthcare

<http://www.thenationalcouncil.org/cs/traumainformed_care_a_call_to_arms>