



2023

**DELAWARE'S JOURNEY TO
HOPE: OUR FIVE-YEAR
COMMITMENT TO
TRAUMA-INFORMED CARE**



Family Services
Cabinet Council

ACKNOWLEDGEMENT

Thank you to the Family Services Cabinet Council for their continued leadership on the execution of Executive Order 24.

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Rachel Boulden

Department of Safety and Homeland Security

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TRAUMA DEFINITIONS



Trauma-Aware: Organizations understand how trauma impacts their clientele and their staff. All staff are trained in the basics of trauma and are familiar with the values and terminology of trauma-informed care. Leadership recognizes that understanding and responding to trauma is essential to fulfilling the organization's mission and institutes a change process.



Trauma-Sensitive: Organizations begin to apply the concepts and values of trauma-informed care to their environment and to daily work. Self-care becomes a priority. The organization finds ways to hire people with trauma expertise to support ongoing learning. Environments are modified. Staff begin to see the individuals they work with through a trauma lens and seek out opportunities to learn new trauma skills. Trauma-specific interventions are available for those who need them.



Trauma-Responsive: Organizations shift the language used throughout the organization to highlight the role of trauma. At all levels of the organization, staff take the initiative to begin re-thinking the routines and infrastructure of the organization. Trauma-informed models of supervision are introduced; measures of trauma and recovery are incorporated in data systems; record-keeping is revised; and policies and procedures are re-examined. The organization incorporates self-care and peer advocacy, and hires people with lived experience to play meaningful roles throughout the education entity. People outside of the organization understand the organization's mission to be trauma-related.



Trauma-Informed: Organizations have made trauma-responsive practices the organizational norm. All aspects of the organization have been reviewed and revised to reflect a trauma approach. All staff are skilled in using trauma-informed practices. The trauma model has become so accepted and so thoroughly embedded that it no longer depends on a few leaders. People from other organizations and from the community routinely turn to the organization for expertise and leadership in trauma-informed care.



A NOTE FROM THE GOVERNOR

My goal as Governor is to make Delaware the best place to live, work, and raise a family. We know that many Delaware families have barriers to achieving those goals. That's why I reestablished the Family Services Cabinet Council in 2017 to help coordinate critical services for families across Delaware – including workforce and job-related services, early childhood education programs, social service delivery, and programs to improve public safety.

We saw during the COVID-19 pandemic just how critical service delivery is. And we know that many Delawareans are trying to reestablish after the traumatic experience of a global pandemic.

That's why we continue to prioritize trauma-informed care in our state. Trauma-informed care is a cultural shift that empowers our state workers, community partners, and state leaders to embody the compassion required to truly serve Delaware families.

I am eager to share the findings of this report with you. Over the past year, the Family Services Cabinet Council, Trauma Matters Delaware, and partners have accomplished monumental things for Delaware families including providing supports for law enforcement and social workers, built shared libraries of trauma-informed resources, and hosted many public awareness events to increase the public's understanding of trauma-informed care and Adverse Childhood Experiences (ACEs).

We know there is more work to be done. This plan serves as a critical benchmark for the work ahead.


GOVERNOR,
STATE OF DELAWARE



A NOTE FROM THE FIRST LADY

In early 2017, first spouses from around the country had a chance to hear from Dr. Robert Anda, a principal in the original CDC Adverse Childhood Experience (ACE) Study. At that point, many of us had never heard of ACEs or of their impact on neurobiology, epigenetics, and a wide range of health and social problems.

We've come a long way — and, as always in Delaware, we've done it by working together. Promoting a more effective recognition and response to childhood trauma is a pillar of our first spouse initiative, First Chance Delaware. Being welcomed as a partner in efforts to give Delaware's children a "first chance" to succeed has been the privilege of a lifetime.

It's also been a reflection of a lifetime. Back in 2017, I may not have known the science of toxic stress, but I was familiar with the experience. My own life had been upended by unaddressed childhood trauma; and as I've gotten older, the long-term health consequences have become hard to ignore. The risk for people with fewer advantages than I've had is so much greater, and the drain on our public resources — estimated as more than \$450 billion annually — include increases in crime, health-care costs, and drop-out and addiction rates.

The problem is not theoretical, nor is the opportunity to act.

Thank you to all of the partners who have come together to raise awareness of what each of us can do to build a future or promise for Delaware's children, families, communities, workforce, and economy.

We've come a long way — and we are just getting started.

Jacqui Quillen Carney
FIRST LADY,
STATE OF DELAWARE



A NOTE FROM THE LT. GOVERNOR

In my work in public service and as a grief counselor and nurse, it's been a privilege to make connections and hear the everyday stories of people in need – the triumphs, struggles, and everything in between. Those journeys can take many twists and turns and are undoubtedly influenced by experiences as a child. Trauma is powerful. It isn't just a buzzword – it is something that has the capacity to impact all of us individually and deeply – resulting in collateral consequences like incarceration and mental health challenges, and ripple effects across our communities.

I commend the work of the First Lady, Family Services Cabinet Council, and Trauma Matters Delaware for elevating this topic and ensuring that state government responds with compassion and urgency. Trauma responsiveness has also been a tenet of the Behavioral Health Consortium, an action-agent that convenes community advocates, law enforcement, healthcare professionals and state leaders to tackle the broader issues of mental and behavioral health in our state and ensure resources and funds to address the opioid and mental health crisis are meeting the needs. We've made it a focus to consider the social determinants of health, like trauma, and outreach to individuals in the community and listen – really listen – to collect feedback to develop a roadmap that makes our state stronger.

The work is ongoing. I look forward to continuing to partner with the many stakeholders and agencies committed to empowering individuals and families to live happy, healthy, successful lives.

Sincerely,

Bethany Hall-Long
Lt. Governor, State of Delaware

DELAWARE'S 5 YEAR JOURNEY

For well over a decade, stakeholders across the State of Delaware have worked to address trauma, its root causes, and its impact, progressing Delaware along the Trauma Informed Care continuum (adopted from the Missouri Model). The groundwork of leaders in the State's trauma landscape inspired the State of Delaware to prioritize trauma-informed care. Their efforts led to Governor John Carney signing Executive Order #24 (EO24), on October 17, 2018, which launched a formal and official effort to make Delaware a Trauma-Informed State.

In support of EO 24, the Governor's Family Services Cabinet Council (FSCC) and First Lady Tracey Carney's Trauma-Informed Delaware (TID) initiative seek to develop the path for becoming a Trauma-Informed State. This report summarizes the efforts of the Family Services Cabinet Council, Trauma-Informed Agency leads and leaders in Delaware's landscape and Delaware's progress to becoming a more Trauma-Informed State.

2018

Governor Carney signed Executive Order 24

2019

Delaware's Blueprint to become a Trauma-Informed State Released

2020

Agencies on the FSCC released a Trauma-Informed Care Strategic Plan

2021

Trauma Matters Delaware establishes themselves as the external backbone for trauma work in the State; Gov. Carney appoints a Statewide Trauma-Informed Care Coordinator

2022

Delaware launches its first hybrid Trauma Awareness Month and Community Calendar

2023

Delaware celebrates its five-year journey to become Trauma-Informed and hosts the first Youth Mental Health Summit in Delaware



TRAUMA MATTERS DELAWARE

Dear Friends,

Truly a “grassroots” organization, the origins of Trauma Matters Delaware (TMD) began in 2013 when a network of advocates, many of whom are still involved with the organization today, convened to discuss opportunities to collaborate and promote trauma-informed work in Delaware. As Delaware’s backbone organization on trauma, TMD serves as a hub to support coordinated and sustainable progress and grow a trauma-informed culture. Through training, education, organizational coaching, technical assistance, and advocacy, TMD supports communities and organizations as they adopt and implement trauma-informed approaches. The work of TMD is collaborative, flexible, and responsive. It incorporates the voices of many including those with lived experience, a network of over 1,200+ community members and 40+ influencers in mental and behavioral health with the goal of embedding research-based, “trauma-informed” approaches in both public and private service-delivery. During the past decade, TMD has helped various sectors recognize the prevalence and impact of trauma on those they engage with. In service to their mission that “in Delaware, all people can feel safe, grow beyond adversity, and thrive,” Trauma Matters Delaware equips organizations and communities with information to create lasting, meaningful impact. Guided by the principles of integrity, accountability, and cultural humility, Trauma Matters Delaware strives for diversity and inclusiveness in their leadership and across all of their statewide activities. As an organization, TMD recognizes that self-reflection is critical for continuous learning and improvement as they work to elevate community voices and foster a culture of resilience and healing.

With gratitude,

Erin Mitchell

Founding Executive Director, Trauma Matters Delaware



Recommendation #1

Establish a Backbone



ESTABLISHING TRAUMA MATTERS DELAWARE

Through a public-private partnership, the Office of the Governor supported the launch of Trauma Matters Delaware

Mission: Trauma Matters Delaware serves as a hub in advancing the collective effort to prevent and heal trauma.

Vision: Our Vision is that in Delaware, all people can feel safe, grow beyond adversity, and thrive.

TMD has offered 20+ webinars and events since April 2022, just shy of 1,000 registrations.

- Gun violence 101
- Podcasts as a Tool to Educate Others About Trauma-informed Higher Education
- A Lunch & Learn: How to be An Ally to LGBTQ+ People?
- What is evidence-based trauma intervention?
- "I WISH YOU KNEW" film PSA and presentation
- Trauma-Informed Higher Education: Coffee and Conversation
- Trauma-Informed Leadership for Post Pandemic Success
- "Resilience & Self-care" panel discussion
- How to utilize Healing circles
- How to Help Children Adjust after Something Scary or Stressful Happens
- What are problematic sexual behaviors in youth?
- Supporting your child with autism spectrum disorder during the holidays
- Grooming & Enhancing Online Safety
- Human Trafficking & Trauma: Lessons to be Learned
- Virtual screenings of Portraits of Professional CAREgivers
- The Role of Toxic Stress and Empathy in Law Enforcement
- Shining the Light on the Healing Power of Community Takes U and ME
- Autism Spectrum Disorder and mental health webinar
- Moving from trauma-aware to trauma-responsive conference

Recommendation #2

Enable Anchor Institutions to Make Progress Along a Trauma-Informed Continuum



ENABLING BEEBE HEALTHCARE

In June 2022, Beebe Healthcare was recognized by the Governor's Office and Trauma Matters Delaware as a **compassionate champion**.

for the educational opportunities and outcomes provided in our first year of becoming Trauma Aware. That recognition is directly linked to the compassionate, patient-centric care, service, and support all Beebe team members provide every day. It takes a village to do this kind of work, and everyone plays an integral role in how Beebe cares for our friends, our families, our neighbors, and our community.

As we enter the month of May, we are also entering our Year 2 – Trauma Sensitive phase of our multi-year **trauma-informed journey**.

The feedback received through our Year 1 – Trauma Aware educational modules and post-evaluations is informing the development of our Year 2 curriculum and resource expansion. In partnership with Wilmington University, we are conducting an organizational assessment which will go through a data analysis and be presented to the Executive Staff. Additionally, an observational assessment tool will be developed by Dr. Berke and implemented by our Trauma-Informed Guides when rounding on teams and work environments throughout the organization. The purpose of this tool is to bring a trauma-aware and trauma-sensitive lens to the workflows and procedures within each area so that improvements can be made to enhance both patient care and team member wellbeing.

Adhering to the State's developmental framework, our Year 2 curriculum will seek to support the development and integration of new trauma skills for our team members while also continuing to communicate the mental, emotional, and physical health resources that are available to them as a Beebe team member. Self-care was identified as a top priority in our Year 1 post-evaluations and much work is being done by a focused committee to continue bringing forward these opportunities and programs.

Recommendation #3
Invest in Community Members as Designers and Facilitators of Effective Trauma Initiatives



THE COMMUNITY HEALING WORKGROUP

To demonstrate support of these efforts, the Beebe Medical Center Board of Directors unanimously approved a Proclamation endorsing the approach known as Trauma-Informed Care, recognizing that the effects of Adverse Childhood Experiences and Adverse Community Events (ACEs) can potentially have physical, mental, and emotional impact across a person's lifetime.

In furtherance of this support, the Board proclaims the month of May as **Trauma-Informed Care Month** and encourages a spirit of awareness and openness to the difficulties faced by so many caregivers and patients.

"While we're all here serving our communities, we are also team members taking care of team members. Everyone walking through our doors has a story. By honoring theirs, we honor our own." We currently have close to 40 Guides throughout the organization, who can be identified by our Trauma-Informed Guide badges, in addition to a very dedicated committee of 10 with representation from various departments, plus Dr. Berke.

We have a weekly Trauma-Informed Tuesday post on our internal communication platform and highlight one of our Guides every month with a brief story on their Why for being Guide. We continue to build out our resources for the Guides to access when supporting a team member who reaches out to them. All Guides are being offered the opportunity to be trained in Mental Health First Aid as well.

The community healing workgroup is one of four anchor committees of Trauma Matters Delaware. The goal of The Community Healing Workgroup is to coalesce community healing efforts, particularly of smaller non-profits and community agencies. Though collective impact, participating individuals and communities will expand fund development capacities, as well as service deliveries. The Workgroup strives to work WITH communities; not FOR nor TO – but WITH. In 2020, The CHW distributed over 50k of funds to community organizations providing self-care programming during the COVID crisis – serving 20 organizations. Creating other opportunities to serve as a conduit of fiscal and organizational resources to small but mighty organizations is a touchstone of the workgroup. Currently, the Workgroup provides training to communities and community organizations on the following foundational topics: Trauma 101, The Brain Architecture Game, and Healing Circles.

Recommendation #4

Enable Employers and Institutions of Higher Education to Cultivate a Trauma-Informed Workforce



THE HIGHER EDUCATION WORKGROUP

This workgroup is under the umbrella of Trauma Matters Delaware is a community of practice that has membership from most institutions of higher education in Delaware. The mission of the Higher Education Workgroup is two-fold. First, we want to help shape institutes of higher education in the state of Delaware to be trauma-informed organizations. Second, we want to help institutes of higher education (IHEs) to prepare a workforce (current and future) that is trauma-informed. This workgroup, established in May of 2020, meets monthly and has worked on multiple projects over the past several years including annual webinars during Trauma Awareness Month, a white paper titled ["Transforming Higher Education: A Rationale and Framework for a Trauma-Informed Institution,"](#) and ["A Trauma-Informed Framework for Higher Education."](#)

Wilmington University (WU) continues to provide trauma-informed workforce development for both the current and future workforces. To date, WU has provided education and training for over 4,500 individuals at such agencies as the Delaware Department of Health and Social Services; the Delaware Department of Labor; Beebe Healthcare; Catholic Charities; DE BEST, and AmeriCorps in addition to WU students, faculty and staff. Using the Delaware Developmental Framework in complement with the University's [Developmental Framework for Trauma-Informed Individuals](#), which details expectations for growth and development for trauma-informed individuals, WU provides non-credit professional development opportunities that include "Train the Trainer" instruction, tailored training for specific organizations, and individualized coaching and evaluation services for public and private organizations. The University has also led a Higher Education Working Group under the auspices of Trauma Matters Delaware.

Recommendation #5

Increase Protective Factors and Supports for Staff Exposed to Primary, Secondary, and Vicarious Trauma



THE PRIMARY, SECONDARY AND VICARIOUS TRAUMA WORKGROUP

Based on stakeholder recommendation #5, the small workgroup with the large name, Primary, Secondary, Vicarious Trauma & Resilience (PSVT-R) aligned with the Delaware Trauma-blueprint, intentionally cultivating community-based lead conversations that highlight the reach of trauma in our daily lives. These cross systems interactions have included education, healthcare, caretakers, clinicians, direct child welfare and human service staff, those who serve as allies with the LGBTQIA+ community and survivors of trauma.

Recommendation #6

Increase Access to Culturally Responsive Trauma-Specific Interventions and Healing Practices



Since April 2022, the PSVT-R workgroup has held two “Portraits of Professional CAREgiver” screenings and nearly a dozen web-based workshops to increase trauma-informed practices as well as educate the community of the power of resilience and protective factors that can be employed to mitigate the impact of trauma on our lives inclusive of evidenced based practices, community resources and self-care toolkits.

Looking ahead, the PSVT-R workgroup will be prioritizing practices and policies that care for frontline staff based on the initial findings of our most recent workforce survey. As we continue this important work, we will continue to highlight the initiatives Delaware employers are taking to develop a trauma-informed workplace and identify priority areas where we can offer proactive content that is responsive to employers' needs.

DELAWARE STATE UNIVERSITY'S TRAUMA ACADEMY

Delaware State University, Delaware's only HBCU, launched the DSU Trauma Academy in 2020. It's mission is to provide the skills necessary to impart healing and primary prevention that will address adverse childhood experiences, race-based trauma, and community violence by offering trainings, conferences, webinars, certificate programs, and community outreach.

The goal of the Healing Trauma from an African Centered Healing Approach Certificate program is to establish a training model based on the African-centered healing approach to develop a cadre of professionals who can deliver culturally sensitive care to individuals experiencing trauma; to provide participants with the skills necessary for helping professionals to explore unconscious biases, as well as creating a climate to have healthy and constructive conversations when identifying the underlying causes of one's traumatic experience; and to minimize the impact of toxic stress by teaching clients how to be psychologically resilient through a cultural approach.

The Academy has hosted several conferences addressing trauma related community concerns: Bridging Faith, Trauma and Mental Wellbeing and Sexual Assault Prevention. In the Spring of 2021, The Academy launched a peer-lead mental health support program: DSU Mental Health Ambassadors. These ambassadors are charged with challenging the stigma of mental health support in the BIPOC community and promoting wellbeing amongst their peers.

Recommendation #7
Create an Evaluation
System and
Standards to Monitor
Progress to Goals



**TRACKING OUR PROGRESS: THE DELAWARE
DEPARTMENT OF HUMAN RESOURCES**

Since 2019, over 15,000 State employees have completed over 79,000 trauma-related training statewide. In 2022, we launched the Trauma-Awareness for State Employees video series to over 15,500 Executive Branch employees. The training series consists of five videos and is also required for all newly hired employees in the Executive Branch. It provides awareness by introducing employees to Trauma Informed Delaware, terminology related to trauma and adverse childhood experiences, explains the importance and characteristics of a trauma-aware workplace, and strategies for self-care to build resilience in employees.

OUR SUCCESSES

- Hosted fifth annual **Compassionate Champion Awards** with winners from across Delaware, representing a variety of sectors including education, health care, first responders and law enforcement, community organizations, as well as state agencies.
- Hosted **fifth annual Trauma Awareness Month** in May of 2023. Held a kickoff event in partnership with the Blue Rocks by hosting a trauma themed game in late April. Hosted a Trauma Awareness Month Conference with industry leaders, educators and state employees and educated over 100 Delawareans.
- Continued **Trauma Informed Care training** at various state agencies including Department of Social Services and Department of Corrections.
- Continued to apply the **Delaware Developmental Framework for Trauma Informed Care** practices throughout state agencies and community organizations
- Participated in **national advocacy on Youth Mental Health**.



Photos courtesy of White House Photo Office



"Being Trauma-Informed has allowed me to transform the work that I do surrounding Youth and Mental Health. After visiting Washington, DC for a youth Mental Health Summit, I realized the importance of educating not only myself but other fellow advocates. The work surrounding trauma is critical to the growth of the next generation of leaders, our youth." - **Mayda Berrios**



DEPARTMENT OF SAFETY & HOMELAND SECURITY

Our mission is to promote and protect the safety of people and property in Delaware.

The Department of Safety and Homeland Security (DSHS) is continuing to foster a trauma-informed care work environment to support our employees as they transition from recognizing the impacts of trauma to applying these concepts into their daily work and personal lives. Knowing that our employees have received trauma aware training through the Delaware Learning Center, enabled a smooth transition to the next phase.

Working through the height of the pandemic, presented a host of trauma-related challenges for our staff. To help staff cope with the weight of these, several divisions provided critical incident stress management services for our first responders. Other divisions encouraged staff, many of whom were working remotely, to incorporate self-care practices into their daily routines.

This year, one division, the Delaware State Police (DSP) utilized technology to provide resources for its staff. DSP introduced a wellness app that details resources for all employees, (sworn and civilian), their families and retirees. In addition, DSP offered Resiliency Training through its Academy, and in-service environments to sworn and civilian staff.

As members of the public safety community, we will keep striving to find ways to support our staff as they address the impact of trauma.

Sincerely,

Nathaniel McQueen Jr.
Cabinet Secretary
Department of Safety and Homeland Security



DEPARTMENT OF SAFETY & HOMELAND SECURITY

Objectives for December 2023

- Provide staff with resources and training needs to support and create a trauma-informed workplace
- Create department wide trauma informed resource list with professional learning opportunities
- Conduct trauma sensitivity training for 100% of agency staff
- Offering resources to address staff initial or secondary trauma

Objectives for June 2024

- Provide staff with resources and training needs to support and create a trauma-sensitive workplace
- Expand resource offerings in DSHS to address staff initial or secondary trauma
- Expand DSP Wellness Program which would include, among other things, financial, stress management and counseling services for its members. Currently, pursuing legislation to extend confidentiality protections to Critical Incident Stress Members (CISM) to allow for peer-to-peer support.

Our Successes

- DSHS offers Critical Incident stress Management (CISM) support for our enforcement agencies as well as our Division of Forensic Science
- DSP implemented a wellness app that details resources for all employees (sworn and civilian), their families and retirees
- DSP offered Resiliency Training through the Academy and in-service for sworn and civilian staff
- DSP Wellness Program with defined Trained Peer Support Members in underway
- DSP participates in the Pre-Arrest Diversion Program
- DSP participates in the LEISS Take Care Delaware Program which provide automatic notice to a juvenile's school for any possible trauma causing event
- DSP conducts scenario based Emotionally Disturbed Persons (EDP) training through the Academy and in-service setting
- DivComm started issuing newsletter to provide self-care tips, promote team building and to keep staff informed



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed



DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH, AND THEIR FAMILIES

Our mission is to engage families and communities to promote the safety and well-being of children through prevention, intervention, treatment, and rehabilitative services.

Since Governor Carney's Executive Order 24 began in 2018, our department has been committed to developing an empathetic and supportive response to trauma. Our goal is to always ensure that the help we deliver doesn't cause more hurt. We understand that many of the children and families who participate in our services have experienced adversity and trauma. This is also true for many department employees who, in addition to their own personal experiences, may be exposed to trauma through their work with children and families. This understanding drives us to continually seek to increase our knowledge and skill, ensure our policies support trauma-informed practice, and create an environment where children, families, and employees feel safe and supported.

We are extremely proud of the progress we've made as a department, moving from a trauma-aware organization to a trauma-sensitive organization, with the goal of becoming trauma-responsive by 2025. We have modified policies and developed new ones, increased flexibility, improved workforce knowledge through training and information sharing, and developed resources and tools that support trauma-informed practice, employee self-care and wellness.

We are committed to creating an inclusive organizational culture consistent with our values of safety, compassion, respect, and collaboration where everyone is treated fairly and has equitable access to supports that help them achieve positive outcomes. Both our department strategic plan and our trauma-informed care strategic framework outline the next steps in our continuous improvement journey to realize our vision of safe and healthy children, resilient families, and strong communities.

Sincerely,

Steven Yeatman
Cabinet Secretary
Department of Services for Children, Youth, and their Families



DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH, AND THEIR FAMILIES

Objectives for December 2023

- Promote DSCYF workforce knowledge and skill by offering TIC training and webinars
- Enhance session options to support trauma-informed communication and training and for various job roles and experience levels
- Share external professional development opportunities
- Partner with the EAP to provide topics that promote employee self-care and interpersonal skills development
- Communicate information that supports a trauma-informed framework internally and externally
- Increase use of messaging that is both informative and welcoming
- Emphasize the importance of self-care and share information about available well-being supports and resources
- Collaborate with Diversity & Inclusion workgroup to promote psychological safety
- Implement Take Care Delaware in partner with police agencies and education to promote a trauma informed lens
- Engage in state TIC groups/initiatives
- Promote TIC framework with community-based agencies

Objectives for June 2024

- The DSCYF workforce has the knowledge and skills to engage with youth, families, and colleagues using trauma-informed lens and strength-based strategies to promote resilience and self-efficacy.
- Workforce wellness and satisfaction are improved.
- Communication promotes a trauma-informed environment and fosters a sense of safety, trust, and transparency
- Partnerships are leveraged to support a trauma informed DSCYF and Delaware



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed

DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH, AND THEIR FAMILIES

Our Successes

- TIC committee members facilitated 48 training sessions in 8 course topics.
- TIC course topics include information about trauma and adversity, communication and workplace strategies, resilience and self-care, and hope-based theory.
- 460 employees completed at least one TIC course.
- 6 TIC on-demand quick courses were developed based on Mental Health America's Tools to Thrive.
- The TIC page on the DSCYF website includes information on ACEs and resource links.
- 15 self-care tips were shared with employees, plus additional resources to promote employee health and wellness.
- The TIC wellness team shared information to promote heart health in February 2023 and healthy eating in March of 2023.
- The TIC wellness team hosted a Step It Up wellness challenge that include 92 participants who joined as solo steppers or on one of the 17 participating teams.
- 8 TICC newsletters were issued that include information to support self-care, work with families, diversity and inclusion, workforce issues, learning opportunities, etc.
- A guide to trauma-informed supervision and management was developed and shared with department staff.
- 4 community agency train-the-trainer sessions were held to promote trauma-informed and healing-centered practices with community providers. Participants receive ongoing follow-up technical assistance and support.
- 22 law enforcement agencies, 15 school districts, and 2 charter schools are Take Care Delaware partners. During the 22-23 school year, 2,253 incidents resulted in 3,695 notices to schools to respond compassionately to children who may have experienced trauma in their home or community.



DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Our mission is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.

At the Department of Health and Social Services, we understand that our public-facing employees – as well as many others – cannot begin to support people living with trauma until we all understand how prevalent trauma is and the impact that it has every day on the people we serve. Beginning in 2018, DHSS partnered with Wilmington University on an initiative that led to a more than 1,000 front-line staff being trained in taking a trauma-informed approach.

During the past 2 ½ years of the COVID-19 pandemic, we learned how important our trauma awareness training was. We saw the toll from COVID-19 extend far beyond people's physical health to the financial, emotional, and mental health of Delawareans of all ages. The trauma-informed training was crucial as our DHSS employees supported Delawareans who had lost their jobs or their homes, saw loved ones get sick with COVID and, in the worst cases, die, or experienced various other societal disruptions, big and small. As the impact of COVID continued, our employees also understood the importance of self-care. For all of those reasons and more, I am especially grateful for the ongoing work of Wilmington University and First Lady Tracey Quillen Carney in raising the level of trauma awareness across our state.

The trauma awareness training that began with DHSS employees in 2018 was the first step in making our entire workforce at the Department of Health and Social Services trauma-informed. Our goal is to create a workforce that understands what trauma is and how it affects people across their lifespans. We are committed to training our employees to use effective methods to assess and meet our clients' needs. To us, it's all about meeting the needs of people impacted by trauma in a way that helps our clients feel safe so they can begin to heal. With healing, they can learn to grow beyond their adversity. And, with growth, they can learn to thrive in their communities.

Trauma awareness is helping our staff increase effectiveness in our service delivery, which is producing improved engagement, partnership and outcomes for the individuals and families we serve. Using empathy and other skills learned during training, our staff are helping clients find a path to recovery and learn to build resilience for themselves and their communities.

Respectfully,

*Josette Manning
Cabinet Secretary
Department of Health and Social Services*



DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Objectives for December 2023

- Provide a focus within Trauma-Informed on peer support and self-care through training and access to resources
- Integration of trauma-informed principles into staff behaviors and practices, including but not limited to
 - Staff performance evaluations
 - Addressing staff trauma
 - Supportive supervision models
 - Operational personnel policies
- Agency ensures that nearly 100% of employees are consistently trained in trauma-sensitive, moving towards trauma-responsive along the developmental continuum
- Establish trauma informed leadership who incorporate trauma responsive policies and practices with staff and peers
- Update and utilize the Developmental Framework for Trauma-Informed Individuals (core competencies) developed by DHSS with Wilmington University

Objectives for June 2024

- Incorporate all levels of Trauma-Informed training into Delaware Learning Center, aligned with core competencies
- Maintain trauma-informed leadership who incorporate trauma-responsive policies and practices with staff and peers
- Coordinate across state agencies to ensure Delaware is a trauma-informed state, with opportunities to stay current with evidence-based practices
- Promote and participate in the trauma-informed care initiatives of the Family Services Cabinet Council, Trauma Matters Delaware, Pathways to resilience, and other pertinent organizations

Continued on following page.



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed

DEPARTMENT OF HEALTH & SOCIAL SERVICES

Our Successes

- Agency moving towards 100% of DHSS staff to be trained in trauma awareness, and training is increasing along the continuum to trauma sensitive and trauma responsive.
- Agency ensures that all new employees enter the organization trauma aware through trauma-informed onboarding policies and interview practices
- Agency maintains a steering committee on trauma-informed care, and each Division has its own Trauma Informed Strategic Plan and point persons to carry out the plan.
- Promote and participate in the Trauma Informed initiatives of the Family Services Cabinet Council, and link with events and resources by Trauma Matters Delaware, especially resources that connect trauma and Covid-19 pandemic.
- Build shared resources and training within DHSS thru the DHSS Library Trauma Informed Resources.



DEPARTMENT OF LABOR

Our mission is to connect people to jobs, resources, monetary benefits, workplace protections, and labor market information to promote financial independence, workplace justice and a strong economy.

I am pleased to present the Department of Labor's preliminary Strategic Plan for implementing a trauma informed strategy. This plan is designed to integrate trauma-informed care into the related employment services provided by DOL. This plan represents our desire to transform our current service delivery system into one that is responsive to the needs of our clients. One that, as outlined by the Substance Abuse and Mental Health Services Administration (SAMHSA):

- Realizes the widespread impact of trauma and understands potential paths for recovery;
- Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- Responds by fully integrating knowledge about trauma into policies, procedures and practices;
- Seeks to resist re-traumatization.

While not traditionally thought of as a social service agency, the Department of Labor serves a diverse clientele facing many challenges. Most of our clients have experienced some employment related trauma.

A sudden job loss, hostile work environments, pervasive discrimination, or hidden, and commonly overlooked causes such as a disability can all cause stress-related trauma. DOL works with individuals facing some or several of these stressors. Our ability to successfully serve our clients means enhancing our ability to meet their needs.

Our goal is to provide trauma-informed employment support. We accomplish this by discussing common responses to trauma, its impact on health and well-being, identification of triggers in the workplace, promoting the development of skills for dealing with negative feelings, creating partnerships with community providers specializing in the treatment of trauma and finally examining our own service delivery system to ensure that it does not further traumatize those who engage with it. DOL is just beginning this journey but in working with staff, sister state agencies and community partners we will obtain better, more sustained outcomes for those we serve.

Best,

*Karryl Hubbard
Cabinet Secretary
Department of Labor*



DEPARTMENT OF LABOR

Objectives for December 2023

- Continue to ensure that our staff completes their mandatory trauma training and work on offering additional training with a trauma-informed lens.
- Advertise classes offered by DSAMH, so our staff can deepen their understanding of trauma awareness and mental health issues.
- Support our staff by promoting awareness about self-care and well-being.

Objectives for June 2024

- Committed to continuing our efforts to bring Trauma Awareness education to our staff. We will also ensure that contractors working within our agency have a fundamental understanding of trauma. To further support this initiative, we will update our trauma brochure and make it more readily available to both our consumers and staff.
- Will continue to share external training opportunities with our staff.
- Continue to emphasize the importance of self-care by sharing information, resources, and training opportunities with our staff on this topic.

Our Successes

- The Department of Labor has taken several steps to promote Trauma Awareness among its staff. By 2022, all staff members received Trauma Awareness training through in-person and virtual classes. Now, on-demand virtual training is assigned to all new staff members.
- Trauma Awareness posters have been put up at all agency locations, and “Understanding Vicarious Trauma in the Workplace” brochures are available at all locations.
- In an effort to enhance customer support, the agency has introduced ‘Greeters’ at all locations to provide a warm welcome, assistance, and guidance.
- The agency has also complied with state policy by providing lactation rooms at all locations.
- To promote transparency and communication, the agency holds recurring town halls to report information to staff. These town halls also feature achievements of employees and provide an opportunity for staff to ask questions.
- The agency has offered flexible work schedules and the option to telecommute for its staff, promoting a better balance between work and personal life.



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed



DELAWARE STATE HOUSING AUTHORITY

The mission of the Delaware State Housing Authority is to efficiently provide, and assist others to provide, quality, affordable housing opportunities and appropriate supportive services to low and moderate-income Delawareans.

The Delaware State Housing Authority (DSHA) is continuing to commit to creating a trauma-informed environment for every Delawarean, through our work to provide safe, stable, and affordable housing. As a result of bringing awareness to the impacts and effects of trauma to the programs and services DSHA provides, we will strive towards a better-informed responsiveness in our interactions with the community and our business partners.

We know that housing insecurity can lead to many traumatic impacts for some of our most vulnerable populations in Delaware. The pandemic has highlighted the critical necessity for increased attention on housing concerns in an effort to address additional issues in education, healthcare, criminal justice, and beyond.

We look forward to applying the values and perspective of trauma-informed care in our work across DSHA. Through increased education and conversations about the effects of trauma, both internally at DSHA and with our shared community, we will work towards a better understanding of ourselves and how we can best serve our neighbors.

Sincerely,

*Eugene R. Young, Jr.
Director, Delaware State Housing Authority*



DELAWARE STATE HOUSING AUTHORITY

Objectives for December 2023

- Form agency working group with representation from each division and “trauma-leads” from each agency
- Create trauma-informed care training manual for HR and all supervisors; require trauma-informed training at employment onboarding
- Require trauma informed care training at employment onboarding
- Create smaller group-focused trauma informed care training and establish training timelines based on job descriptions

Objectives for June 2024

- Training DSHA staff with the goal of having several staff members able to assist continuous trauma-informed care training opportunities across agency sections.
- Provide trauma informed care training to agency staff so that the onus is not just on our HR staff to train folks.
- The creation of an agency-wide trauma-centered event every May to observe Trauma Awareness Month.

Our Successes

- Our Resident Services Case Management team continued to seek out and attend trainings relating to TIC approaches via both online and in person trainings such as the national American Association of Service Coordinators Conference which offered multiple sessions relating to TIC
- Our HR department hired an agency training coordinator to assess our training and education needs and assist as we move forward with TIC approach implementation
- Our agency has continued to offer employees a hybrid work model (remote/in office) in order to assist employees with work/life balance to reduce employee trauma’s resulting from COVID
- At the start of COVID and throughout, our RS Case Managers contacted all of our MTW clients to assess their needs and provide over 1600 referrals to available resources (food, health, employment, etc). In addition, they assisted all elderly/disabled residents at our PH sites with referrals as possible.



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed



DEPARTMENT OF EDUCATION

Our mission is to empower every learner with the highest quality education through shared leadership, innovative practices and exemplary services.

The Delaware Department of Education (DDOE) is committed to fostering a work environment reflective of trauma-informed care (TIC). Our employees demonstrate an awareness of and sensitivity to the impact of trauma on Delaware's students and staff as well as the DDOE team members who support what happens in schools across the state. Dedicated to providing safe, supportive learning environments, we embarked on our trauma-connected journey in August of 2017 by introducing the entire DDOE team to the adverse childhood experiences that impact the lives of both students and adults with whom we routinely interact. Subsequent whole-staff professional development sessions have been devoted to the neuroscience of adversity and toxic stress, mindfulness-based stress reduction, and self-care. To assure trauma-informed practices and social-emotional learning (TIPSEL).

DDOE hosts quarterly awareness training to onboard new staff. We host annual trainings for trainers that have produced a cadre of more than 200 training facilitators to amplify the work across the state. We have partnered with the Delaware Department of Services for Children, Youth and their Families (DSCYF) to build a cadre of community-based trainers so support are wrapped around youth. As a result, thousands of teachers, administrators, early childhood professionals as well as families and community members have participated in culture of care training. We have collaborated with other youth-serving agencies and law enforcement to implement Take Care Delaware in all three counties. We are in year four of a \$7.5 million grant to provide trauma-specific mental health support to uninsured, school-age students. We have provided all educators subscriptions to the Headspace app since June 2019. In addition, Delaware's Trauma-Informed Practices and Social and Emotional Learning Strategic Plan has been developed for use throughout the state and includes a scope and sequence for capacity building that has become a national exemplar.

Continued on following page.





DEPARTMENT OF EDUCATION

During the upcoming year, we anticipate the opportunity to further advance our trauma-informed care initiatives. Our goal is to move workgroups from trauma-sensitive to trauma-responsive status. Another is to embed strategies for whole-child wellness throughout the state's multi-tiered systems of support (MTSS). Monthly staff communications include strategies for building resilience as we strive to reduce the impact of adverse experiences and how they can shape the lives of both our team members and those whom we serve. Our efforts are changing trajectories for students, creating positive school climates and retaining strong, high-quality teachers. We are changing Delaware communities one child and one school at a time.

Sincerely,

Dr. Mark Holodick

Director, Delaware Department of Education

DEPARTMENT OF EDUCATION

Objectives for December 2023

- To strategically engage institutions of higher education to prepare and retain a highly qualified educator workforce
- Invest in deep capacity building with education support professionals who are often frontline support for engaging students and families (i.e, bus drivers, clerical staff, nutrition, etc.)
- Continue to engage staff to this effort

Objectives for June 2024

- The overarching goal is to support DDOE staff in expanding their self-care and wellbeing repertoires to increase educator retention

Our Successes

- As of October 2022, the agency has provided TIC training sessions for 11,123 Delaware educators and state employees.
- Agency trained over 145 after-school and community partners representing 11 promise communities and trained 826 community partners, including Delaware State University student teachers and Christiana Hospital Wellness Center staff, at various conferences and events.

Our Successes, cont.

- Agency leadership team engaged in a state-wide trauma awareness training and conducted a self-assessment to identify existing strengths, resources and barriers to change.
- Agency created a strategic plan for capacity building
- Agency created a database for analyzing participation in trainings to better respond to the needs of districts.
- Agency is continuously using program evaluation to assess progress, better target support, and make data-informed decisions.
- Agency has identified 39 mental health providers who can provide trauma-specific mental health support to students.
- Agency has pursued community partnerships, such as UWDE 211, to provide access to mental health support through as many paths as possible.
- Agency has worked to integrate principles of TIC within the schools' tiered support systems to ensure sustainability
- Implemented a wellness committee focused on institutionalizing self-care and wellbeing for DDOE



Trauma
Aware



Trauma
Sensitive

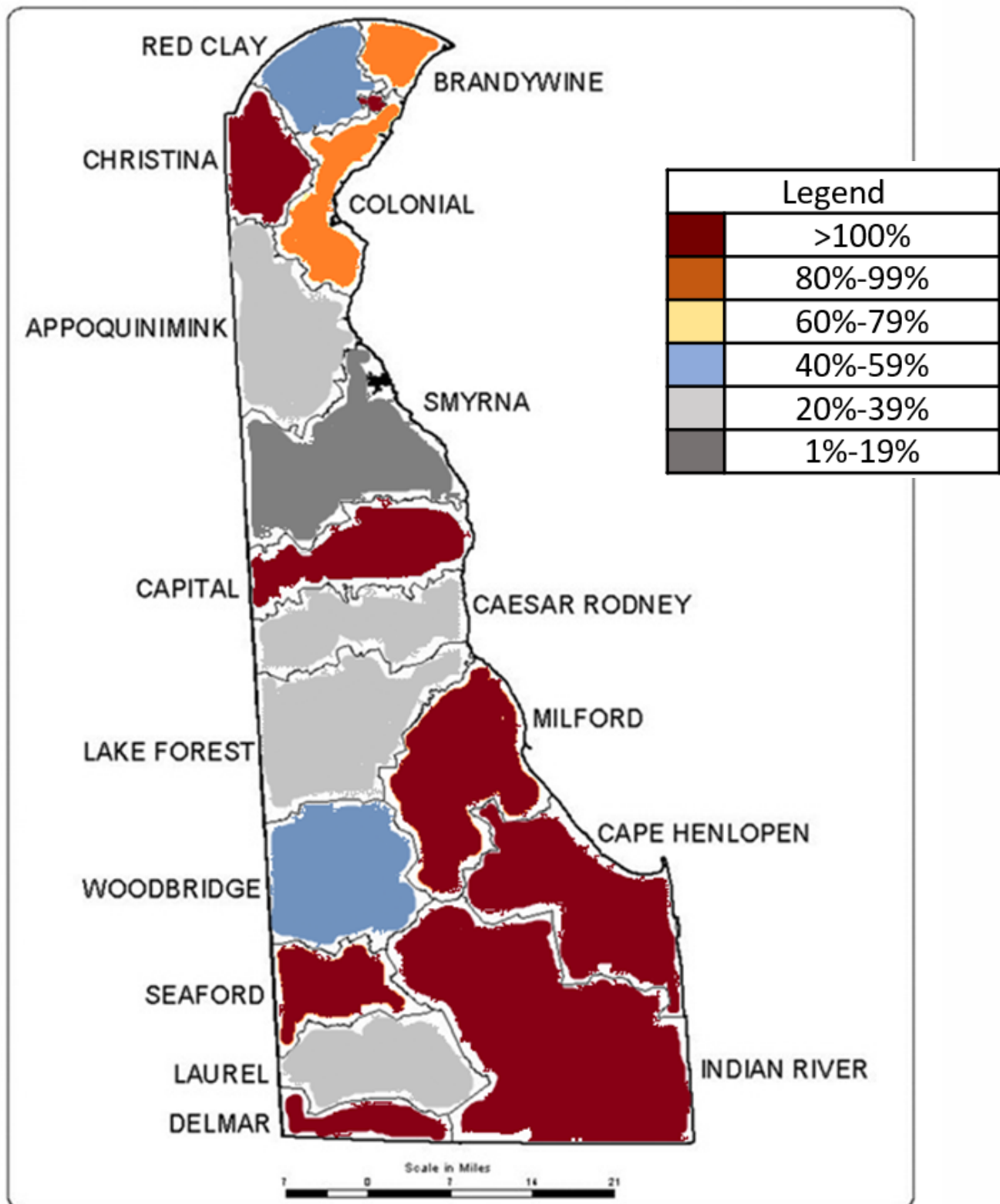


Trauma
Responsive

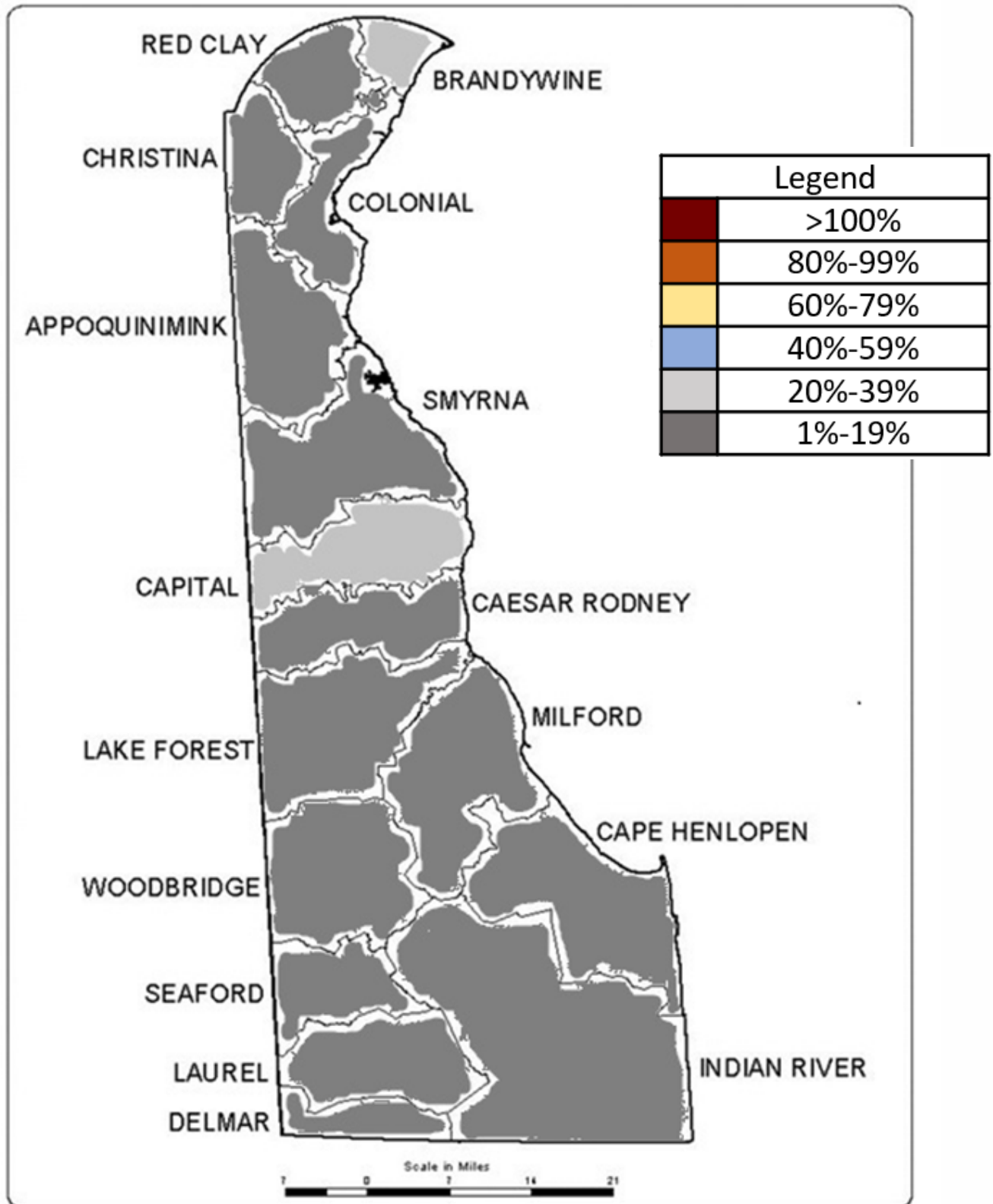


Trauma
Informed

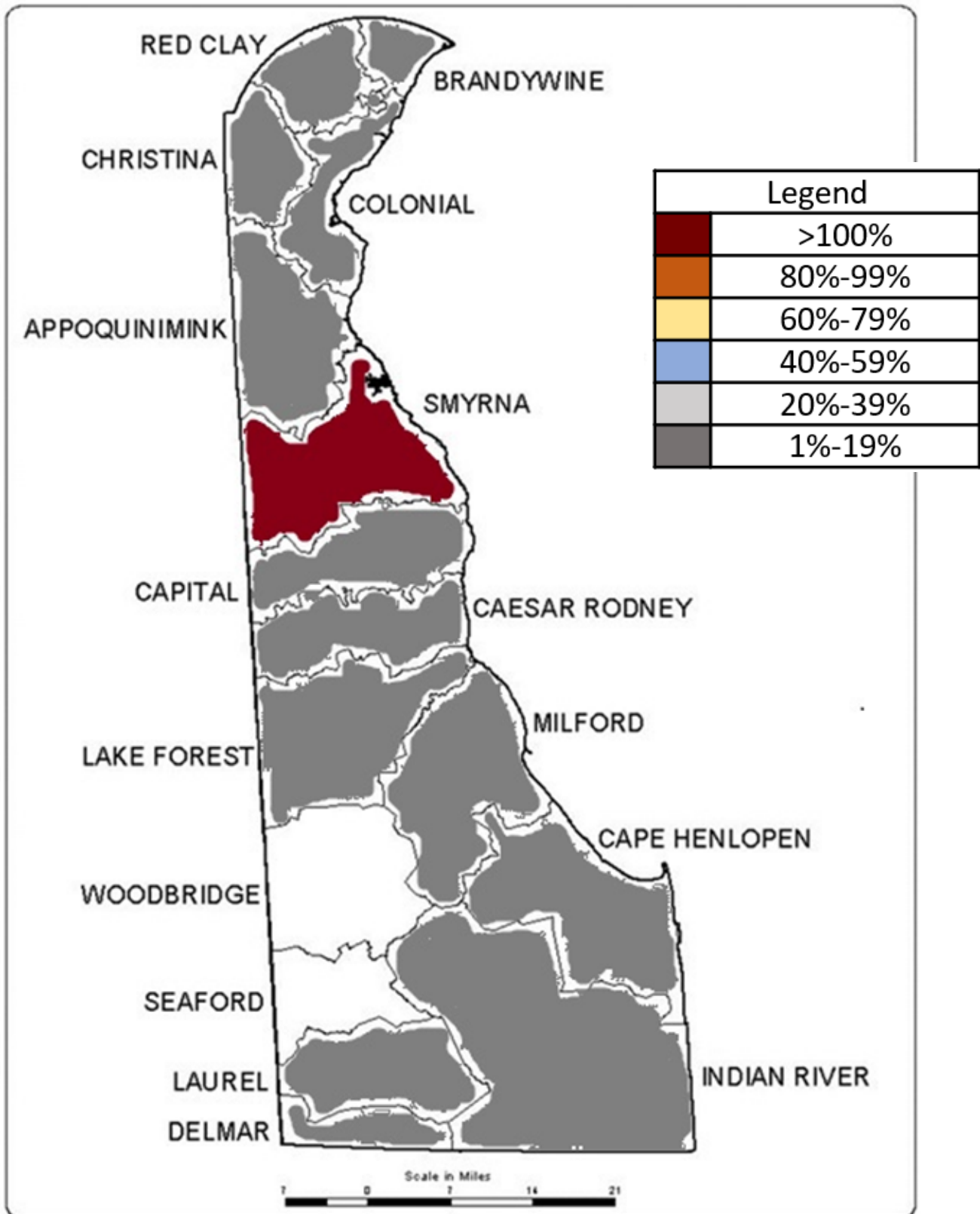
PARTICIPATION IN TIC AWARENESS TRAINING MARCH 2023



PARTICIPATION IN TIC SENSITIVE TRAINING MARCH 2023



PARTICIPATION IN TIC RESPONSIVE TRAINING MARCH 2023





DEPARTMENT OF CORRECTION

Our mission is to protect the public by supervising adult offenders through safe and humane services, programs and facilities.

The Delaware Department of Correction (DDOC) remains deeply committed to responding effectively to the impact of trauma in our correctional system. That begins by building recognition that trauma affects staff and justice-involved individuals, realizing that it impacts each person in different ways, and promoting a culture that fosters a safe, respectful, and trusting relationship with our staff, the individuals under DDOC supervision, and our community.

Over the past two years the DDOC has incorporated trauma-informed training for all staff through new employee training and recurring training for existing employees. We have expanded our Critical Incident Stress Management Team to provide support to staff who have experienced trauma. We have promoted trauma-related resources on the employee information web portal. Training Academy instructors have completed specialized trauma-informed training focused on effective best-practice approaches to training, engaging with the public, and collaborating with law enforcement partners. Additionally, officers assigned to high needs inmate housing areas have completed a nationally recognized Crisis Intervention Training to increase awareness of behaviors relating to past trauma. These and other programs reflect policies and practices that encourage staff to look through a trauma-informed lens when interacting with others.

Over the coming year DDOC will take continued steps to counter the stigma around trauma and encourage impacted individuals to ask for assistance. We will leverage additional training opportunities to educate officers, counselors, healthcare providers, and administrative staff on trauma-informed practices and strategies and engage more individuals with lived experience to provide training and services. To reduce the impact of trauma on our staff DDOC will invest in employee wellness initiatives and work to reduce overtime to reduce stress and support a sustainable work-life balance.

Sincerely,

*Terra Taylor
Acting Commissioner
Department of Correction*



DEPARTMENT OF CORRECTION

Objectives for December 2023

- Focus on staff wellness and fitness and creating a more sustainable work life balance
- Explore expansion of Animal-Assisted Therapy to all prison facilities
- Establish a Trauma, Addiction, Mental Health and Recovery (TAMAR) pilot program to provide support and a safe space for incarcerated individuals with lived trauma to experience trust, promote self-expression and empowerment, and facilitate recovery and healing
- Increase staff enrollment in existing voluntary training related to trauma, wellness, and stress reduction
- Seek out grant opportunities to fund additional trauma initiatives for employees
- Create quick reference cards that provide easy access to wellness and resiliency resources for employees
- Enhance services of the Department's Critical Incident Stress Management Team for individuals and groups

Objectives for June 2024

- Explore ways to reduce mandatory overtime to promote employee wellness including leveraging the Correctional Officer hiring bonus and higher starting salaries to boost recruitment
- Implement an Animal Assisted Therapy pilot program for employees
- Establish a training partnership with a Delaware institution of higher education to further leverage increased trauma-informed training capacity
- Promote and participate in trauma-informed care initiatives of the Family Services Cabinet Council and Trauma Matters Delaware
- Integrate trauma-informed principles into staff performance measures
- Develop training for supervisors to recognize and effectively respond to signs of trauma among their employees



Trauma
Aware



Trauma
Sensitive



Trauma
Responsive



Trauma
Informed

DEPARTMENT OF CORRECTION

Our Successes

- Launched an internal trauma resource website for staff
- Facilitated a one-year pilot officer wellness and resiliency initiative in partnership with the University of Delaware
- Implemented an online introductory trauma course for all new hires and supplemental trauma awareness courses for all staff through the Delaware Learning Center
- Expanded the Department's Critical Incident Stress Management team in March 2022 with new members to support staff impacted by trauma
- Facilitated specialized trauma-informed crisis intervention training for Officers who work with incarcerated individuals in prison high-needs housing units.
- Incorporated trauma awareness into mandatory staff training. Over the past five years:
 - More than 11,000 participants completed recurrent training courses for existing staff that incorporate trauma-informed content. Class topics include Trauma Awareness, Mental Health First Aid, Domestic Violence, Managing Work Stress, Correctional Fatigue, Officer and Staff Resiliency, Crisis Intervention, Working with Female Offenders, and Suicide Prevention and Intervention
 - More than 1,000 newly hired officers and civilian staff assigned to correctional facilities received substantial trauma-informed training that has been incorporated into the curriculum of the Correctional Officer, Probation Officer, and Non-Security Basic Training Academies



DEPARTMENT OF HUMAN RESOURCES

Our mission is to attract, develop, and retain an engaged and diverse workforce while fostering a healthy, respectful, safe and productive work environment for those whom we serve.

As we enter our fourth year dedicated to securing a trauma-informed workplace, DHR renews our commitment to providing an inclusive, respectful, and safe environment for all state employees. We live these values through the shared experiences of our employees, our focus on interactive training, and by building a respectful workplace, physically, emotionally and virtually.

We recognize that trauma-informed care takes more than implementing a single policy; it requires each of our employees to actively consider how we can be responsive and sensitive to the experiences of those we serve.

DHR has continued to meet the appropriate indicators of trauma-informed care outlined in the Delaware Developmental Framework. Please continue reading to learn more about our accomplishments, and our objectives for the future. We continue to prioritize this important statewide initiative.

*Sincerely,
Claire DeMatteis
Cabinet Secretary
Department of Human Resources*



DEPARTMENT OF HUMAN RESOURCES

Objectives for December 2023

- Explore creating trauma-awareness recognition badges in the Delaware Learning Center.
- Continue to implement Delaware's Trauma-Informed Developmental Framework, working towards being Trauma-Responsive, including reviewing policies, procedures, and practices with a trauma-aware lens.
- Advance trauma-awareness with the development of a TIC toolkit for HR staff, beginning with strategies to address secondary or vicarious trauma.
- Create physical workplace environments for staff that are welcoming, accommodating, and safe.

Objectives for June 2024

- Continue reviewing statewide human resources policies, procedures, and practices with a trauma-informed lens.
- Create trauma-awareness recognition badges in the Delaware Learning Center.
- Complete development of DHR Continuity of Operations Planning for DHR divisions to enable ready response for crisis management.
- Integrate DHR's Trauma-Informed Workgroup activities and resources with Workplace Wellness activities.

Our Successes

- Included trauma-awareness competencies into DHR's employee performance plans.
- Trauma-Informed Care is incorporated into the Statewide policies, procedures, and practices during the review process.
- Implemented the 'Standards of Conduct Policy', which includes language that supports safety, choice, collaboration, trustworthiness, and empowerment in our state agencies.
- Trained 15,500 employees in trauma-awareness in 2022 with a five-video training series. Trauma-awareness is also required for all new hires statewide. The videos cover what is trauma, what is Trauma-Informed Delaware, why is trauma awareness important, what it means to deliver services with a trauma-aware approach and promoting self-care and resiliency.



DEPARTMENT OF HUMAN RESOURCES

Our Successes, cont.

- Expanded resources to managers and supervisors with an EAP Executive Curriculum training series beginning in June 2022 with topics such as mental health awareness, preventing employee burnout, managing stressful situations, mindfulness, and self-care.
- Provided “ADA: Making Reasonable Accommodations in the Workplace” training to DHR employees beginning in 2021 and required for all new hires.
- Announced a statewide ‘Workplace Wellness Policy and Procedures’ in June 2022 to provide guidance on the foundation and infrastructure for Executive Branch agencies to establish and maintain workplace wellness initiatives that promote a healthy lifestyle, including stress management, mental health, and trauma-informed care. To go along with the policy, a Workplace Wellness Toolkit was developed which offers best practices, tips, tools, and resources related to workplace wellness. Trauma-Informed Care resources are included in the toolkit.
- Implemented ‘Alternative Work Arrangement (AWA) Policy and Procedures’ in April 2022 and provided “Managing Hybrid Teams” training for managers and supervisors in June 2022.
- Provided two gender identity training courses, “Respect Gender & Sexual Differences & Assert Yourself” and “Gender Identity Harassment in the Workplace” to 14+K employees in July and August 2022, along with a Gender Identity Policy
- Revised the “Respectful Workplace” training to include the Standards of Conduct Policy and provided the training to 14,900 employees in September 2022.
- Expanded the Behavioral Health / Emotional Wellbeing website with free resources for employees’ self-care and wellness.
- Reported on results of the 2021 statewide Climate Survey for Executive Branch employees that included trauma-awareness questions to leadership and Trauma-Informed Care workgroup. The data suggests opportunities to improve employees’ feelings of workplace safety.
- Continued to highlight the Employee Assistance Program’s (EAP) free resources provided by ComPsych® GuidanceResources® to benefit eligible employees and expanded availability to temporary, casual seasonal, and employees not enrolled in a health plan. Webinars are offered quarterly to employees throughout the year.

DELAWARE COURTS

The Delaware Judiciary is proud to have implemented a response to trauma within all Courts.

Beginning in late 2020, Chief Judge Michael Newel, Michelle Hoffman (Family Court Administrator) and Dr. Ava Carcirieri (Director of Special Court Programs) formed a vicarious trauma workgroup for Family Court to begin to address trauma among Court staff. With the support of Chief Justice Seitz, Gayle Lafferty, and Allison Gallo at the Administrative Office of the Courts, this initiative was expanded to the entire Delaware Judiciary in late 2022.

Through the trauma workgroups, the Delaware Judiciary sent monthly emails containing resources and information about various aspects of trauma (including psychological reactions, verbal de-escalation, implicit biases, and resilience), and partnered with community agencies to facilitate several trainings throughout 2022 and into 2023.

The Delaware Judiciary is excited to continue to work to ensure that our workplace is one that is not only trauma-informed, but trauma-responsive as well for Court staff and by extension, the Delaware public.



**DELAWARE
COURTS**
JUDICIAL BRANCH

RESOURCES

Delaware Hope Line: **1-833-9-HOPEDE**

National Suicide and Crisis Lifeline: **988**

Community Services Line: **211**

Crisis Intervention Services

- Northern Delaware **1-800-652-2929**
- Southern Delaware **1-800-345-6785**

National Alcohol/Drug Use and Behavioral Health Hotline:
1-800-662-4357

Delaware State Police Domestic Violence Victims Services:
1-800-842-8461

National Domestic Violence Hotline: **1-800-799-7233** or text
"start" to **88788**

National Human Trafficking Hotline: **1-888-373-7888**