

Serving Women—What to Consider

If you can say any of the following about the women you serve, you are providing services to people who experience trauma:

- They are/have been homeless.
 - They are poor.
- They have been in foster care.
- They are/have been addicted to substances.
- They are/have been physically, sexually or psychologically abused.
 - They are/have been incarcerated or institutionalized.
- They are being/have been treated for a major illness or life-threatening condition.
 - They have experienced the death(s)/loss(es) of loved one(s).
 - What else may have a major impact on a woman's life?

Consider Trauma-Informed Services

- Safety—Physical and Emotional
 - Trustworthiness
 - Empowerment
- Choice & Self Determination
 - Collaboration
 - Support from Peers

Where to start

- Self Assess
 - Pretend you are a woman being served by your organization.
 - Seek services at your organization .
 - Go through the intake, orientation, assessment and service planning processes.
- Get input from the people you serve about how they experienced the following:
 - How they were greeted/received
 - How the questions on your intake form(s) made them feel
 - How was access to your services—easy, cumbersome, easy, welcoming, open
 - What words would they use to describe your organization

Use what you learn to create a welcoming, trauma-informed program.

