

Trauma-Informed Organizations

Assessment Metrics

National Health Care for the Homeless Council



Aim	Measurement	
Consumer		
Increase in attendance <ul style="list-style-type: none"> If health center: return for follow-up appointments Other programs: return for multiple visits 	Numerator: Number of clients that returned after first visit in the past 6 months	Numerator:
	Denominator: Number of total clients for past 6 months	Denominator:
Staff		
Increase in staff knowledge about the impact of trauma	Numerator: Total score on Trauma 101 for entire random sample.	Numerator:
	Denominator: Total possible points for number sampled. (i.e. 11 multiplied by the sample number)	Denominator:
Organization		
Increase in referrals (external or internal) for trauma-specific treatment	Numerator: Number of trauma-specific treatment referrals for past 6 months	Numerator:
	Denominator: Number of total number of clients seen for past 6 months	Denominator:
Increase in staff retention	Numerator: Number of staff that have continued employment for past six months	Numerator:
	Denominator: Over past six months, highest total number of staff who were employed by organization.	Denominator:
Community		
Increase in community partnerships for trauma (e.g. education, treatment, etc.)	Numerator: Number of total community partners that explicitly work on trauma-related activities	Numerator:
	Denominator: Number of total community partnerships	Denominator:

Name of Organization:

Date Measures Were Collected:

Entered and submitted by (individual first and last name):