Registering for an Account

- Go to ticosat.ccsi.org
- Select “click here to register” (Under the header “DON’T HAVE A LOGIN?”)

- Select “Organization Administrator” to set up the account. The Organization Administrator will manage the account for the organization. They can create programs, send out surveys, and view survey information across the entire organization. *Note: you will be able to assign “Program Administrators” (individuals who can send out surveys for specific programs only) after the account set up process.*
- Fill out the information asked for. Fields marked with a red asterisk (*) are required to submit the form.
- Click Submit

- After creating an account, it will be reviewed (this may take up to 5 business days). If the account is approved, the person whose email address was entered for the Organization Administrator will receive an approval email with a link to set a password for the account.
TIC OSAT QUICK START GUIDE

- Click on the link from the approval email.
- The link will direct you to set up a password for the account.
- Click on “Change Password.” You will be required to log back in with your username and new password.

Adding a program

- To distribute the TIC OSAT survey, a program must be added. A program may be the same as the organization—this is often the case if an organization does not have multiple programs. Alternatively, an organization may create one or multiple programs—this allows the admin to send out surveys to different programs and receive results by program. Programs can be actual programs, or cohorts of staff, or different departments within an organization.
  - For example:
Sesame Agency (organization) can also create a program with the same details as the organization

Or Sesame Agency can create several programs: Housing, Rehabilitation, and Child Services

Or Sesame Agency can create “programs” that are staffing cohorts or departments: Nursing, Home Health Aides, and Practitioners

- On the Home screen click on “Add New Program” and fill out the information requested.

- The Organization Administrator fills out the information for the program and submits the form.

- If a program serves multiple counties, use the information for the program’s primary address.

Adding a program admin:

- After creating a program, the Organization Administrator can assign Program Administrators by clicking “Add New Program Admin.” Program Administrators can only view and manage surveys for programs they have been assigned to. The Organization Administrator can set a Program Administrator to oversee multiple programs.

- If the Organization Administrator and the Program Administrator are the same person nothing needs to be done, as the Organization Administrator already has access to all of the organization’s programs and surveys.
The Organization Administrator can continue adding a new programs, assign new program admins or send out survey(s) after the program has been created.
Creating a survey generates a unique link attached to the program that can be distributed to users. The link takes users to the official TIC OSAT survey.

- From the Home screen, click on “Create/View Surveys” on the line of the program that you wish to send out surveys to.

- Fill out the form for the survey. The type will default to Trauma-Informed Care-Survey V1.

- The length of time the survey will be available to recipients will default to 1 month. Both the start and end date for the survey can be changed. The maximum length of time the survey can be live is one month, but admins can choose to make the duration shorter.

- After submitting the form, you will get a unique URL to link participants to the survey.

The system will also generate email text which includes a hyperlink to the survey. The text can be copied by click on “Copy Text”. You will need to paste thine link or copied text into your own email server. There is no option to distribute the surveys to recipients from TIC OSAT.
Generating a survey report

Five completed surveys are required to generate a report.

- To view a report for a specific program, from the Home screen, click on “Create/View Surveys” on the line of the program that you wish to view.

- You can also select “Reports” on the taskbar and select which report you wish to view. This also allows you to view all reports from an organization or program.
There are several ways to run a report. Your organization’s name will show under “Organization”. Under “Program” you may choose to run a report for one program or all programs if you are an organization admin. If you are a program admin, you may only run reports for the programs that you’ve been assigned.

- After you select the desired program(s), select the name of the survey campaign under “Survey.” The “Survey Type” defaults to Trauma-Informed Care Survey V.1.
- You can view the report online by clicking on “Run Report”
- If you’d like a downloadable PDF of the report, click on “Generate Report PDF”
Viewing a report

You will see the overall results of the survey first. The Legend will tell you how to interpret the survey results.
You can also see the breakdown of results based by domain and staff type. If fewer than five of a staff type have taken the survey, the results for that type won’t appear for privacy reasons.

- On the left-hand panel a different domain can be selected.

Clicking on a domain on the left-hand panel will bring up another page with more detail relating to that domain. You will be able to view the mean score for this domain and get recommendations based on the mean score.

- Below the recommendations are links to resources related to the domain.
- Below the links is the distribution of answers on the survey related to the selected domain (not viewed)

**Governance and Leadership**

*Overall Mean: 3.23*

**Recommendations**

Your organization’s governance and leadership could work to improve support for and investment in implementing and sustaining a trauma-informed approach. For example, governance and leadership can use the overall assessment results to identify areas where improvements are needed, and they can allocate resources to support those improvements. This work can help move your organization toward its trauma-informed readiness goals. To develop a trauma-informed care framework within your organization, it is important that a trauma-informed lens guide leadership in organizational and strategic planning—this approach often begins with revisiting the organization’s mission, values, and vision. Your organization may also review policies that may conflict or interfere with implementing TC practices. This could mean assessing team resources such as time and funding to determine if reallocation is necessary to support a TC service delivery or work environment.

We suggest additional ways in which your organization can bolster its trauma-informed practice: Leadership can work to identify a key or senior team member to advocate for a system change process, i.e., a trauma champion with the authority and resources to move the process forward. This person might be a member of the board, leaders and administrators can forge ways to include health members voices in organizational planning and policy decision-making. It is important to get buy-in at all levels of the organization. Once an organization-wide TC approach has been implemented, it is important to re-evaluate progress and regular staff meetings to ensure that moving the culture towards a trauma-responsive approach stays on the agenda.

Further, to realize a trauma-responsive environment, organizations can work towards addressing power differentials between leadership and team members and those of consumers and provider. Leaders can also aim to create positive practices that could result in re-traumatization for individuals the organization serves.

If you would like additional resources and to learn more about how to implement and pull trauma-informed care into practice, we encourage you to visit the following links:

SAMHSA’s Concept of Trauma and Guidance for a Trauma-Informed Approach (see pages 5-16 on governance and leadership)

DBHDS Trauma Informed Care (see section “Guidelines for Self-Assessment of Staff Competencies”)

An Overview of Trauma-Informed Care