## Principles & Practices of Trauma-Informed Evaluation



### SAFETY

Respect preferred modes of contact (e.g., phone only, no phone, etc.)

Consider location of data collection: privacy, visibility, distractions; but also places that will feel safe, comfortable, culturally appropriate

Consider staffing (e.g., avoid male interviewer for female DV survivors)

Avoid any value-based language in instruments, questions (e.g., implying that there is a good or "right" response)

Help participants understand that you're not judging them for what they say: neutral-positive default

Have resources for further help/support available. Share with participants: as needed, or for all, depending on project

Have written emergency protocol. Encourage professional help, if in distress



### TRUSTWORTHINESS AND TRANSPARENCY

Practice informed consent

Confirm confidentiality or anonymity; note any potential risks to participants

Explain process, next steps

Acknowledge research goals, agenda (e.g., why you're asking for participation, what you'll do with info shared: support service organization? inform policymakers? publication?)

Don't ask for information you don't really need

Acknowledge a lack of lived experience: show humility

When introducing yourself: be a real, relatable person, not just a professional robot

Follow through on sharing final reports/results, if requested, so people can see what their input went toward



# COLLABORATION AND MUTUALITY

Where possible, include staff with lived experiences, from community on projects

Create advisory board (AB), including subsample of client population

Involve AB in study/protocol design, as actually feasible (where not prescribed); incorporate feedback

Potentially identify themes within focus group data collection session itself, then ask group if your interpretation is correct: do these key ideas match up to what you've said today?

Present interim findings to AB; involve in interpretation



## EMPOWERMENT, VOICE, AND CHOICE

Check in with participants during data collection to make sure they still agree to participate

Allow clients to skip a question/pause/stop, or choose to continue. Remind them that they can be in control of pacing

Practice active listening

Allow participants to choose location/timing, as possible

Respect that participants are "the experts of their own experiences." Thank them for sharing

Normalize experiences and choices (e.g., "Yes, that response makes sense," "I hear that a lot," etc.)

Acknowledge strengths, resiliencies as possible



#### EQUITY & CULTURAL HUMILITY

Compensate people for their time, input. Consider kind of compensation that would be most accessible (digital vs physical gift cards; particular stores)

Actively work to encourage participation from underserved, underrepresented groups (non-English speakers, lower reading level, individuals with disabilities, lower SES, lower technology access, not White), EVEN if it requires different strategies, more time, resources

Translate materials, hire translators for focus groups

Offer to administer surveys over phone (instead of only written)

Respect cultural norms (e.g., turn-taking in focus groups)

Allow non-video/audio-only Zoom participation, if appropriate

Respect different levels of participation (e.g., English Language Learners might be limited in what they can contribute, but input is still valuable)

