



Community Supervision

Staff Trauma and Organizational Stress Summary of Findings



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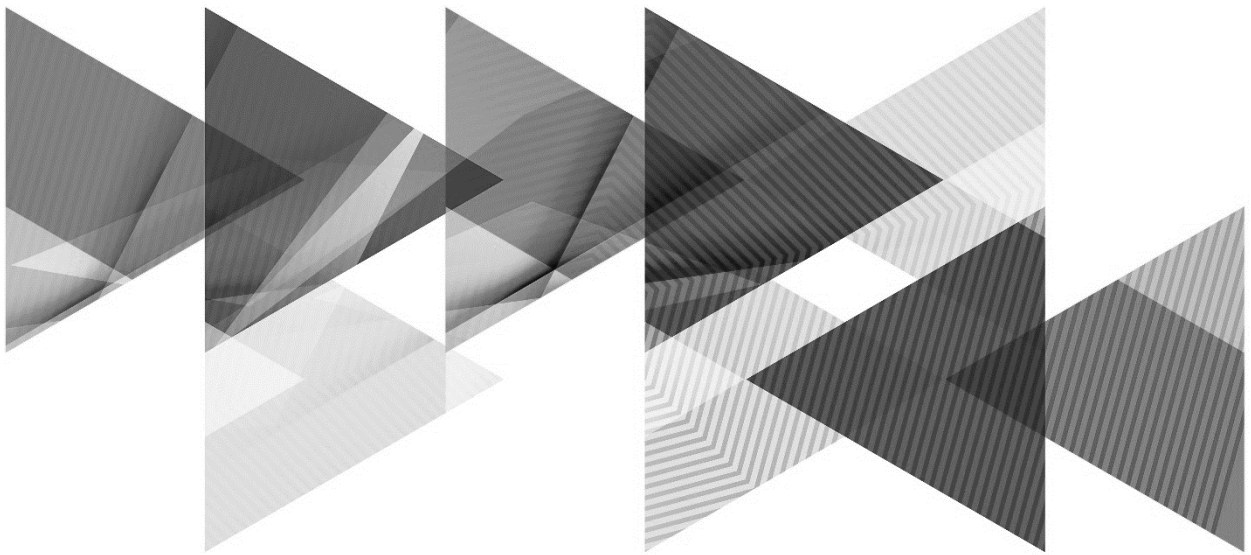
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Accession # 033337

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This document was funded by the National Institute of Corrections, U.S. Department of Justice under cooperative agreement number 20CS15GLF1. Points of view or opinions stated in this document are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice. The National Institute of Corrections reserves the right to reproduce, publish, translate, or otherwise use and to authorize others to publish and use all or any part of the copyrighted material contained in this publication.

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This project would not have been possible without the support and expertise provided by a range of community supervision professionals working in local, state, and federal agencies who took the time to participate in the needs assessment.

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Summary of Findings

In 2021, Rulo Strategies, in collaboration with the National Center for State Courts, completed a literature review, the results of which were summarized in a white paper submitted to the National Institute of Corrections (NIC) in August 2021.

In addition to writing the white paper, the team conducted a needs assessment in April 2021. The needs assessment was designed to accomplish the following:

- a) determine what strategies community supervision agencies are using to mitigate and respond to staff trauma, organizational stress, and the building of staff resiliency;
- b) identify innovative and promising practices that can be replicated;
- c) identify training or technical assistance needs that could be addressed with the support of NIC.

Feedback was sought from agency staff, supervisors, and executives working in community supervision agencies, as well as staff working in training academies that support community supervision agencies. The needs assessment was sent to approximately 60 community supervision professionals throughout the nation in April 2021 with an invitation for the recipient to further distribute the assessment to staff within his or her agency.

One hundred forty-three individuals across agencies participated in this needs assessment. Respondents represented a balance of individuals in agency chief/executive/director roles (26.6%), supervisor/middle management roles (27.3%), community supervision officer/agent roles (line staff) (23.8%), and individuals in administrative/support staff roles (12.6%). The remainder of respondents included individuals in other roles not listed (9.1%) (e.g., a project coordinator, a care coordination case manager, and a pre-sentence investigator), as well as one individual in a trainer role (0.7%).

Respondents identified a variety of training and technical assistance needs related to primary and secondary trauma and employee well-being. The highest need areas (in which more than half of respondents rate training and technical assistance as “strongly needed”) in order from highest to lowest need include training for supervisors, training for frontline workers, model curriculum related to responding to stress and secondary trauma, train-the-trainer programs related to responding to stress and secondary

trauma, and training for directors/chiefs (*see table 1*).Table 1: Training and Technical Assistance Needs (N=143)

	Strongly needed	Somewhat needed	Not needed	No opinion/ Don't know
Training for supervisors	65.7%	26.6%	1.4%	6.3%
Training for frontline officers	63.6%	25.2%	1.4%	9.8%
Model curriculum related to responding to stress and secondary trauma	58.7%	30.8%	2.8%	7.7%
Train-the-trainer programs related to responding to stress and secondary trauma	55.2%	32.9%	3.5%	8.4%
Training for directors/chiefs	52.4%	30.1%	7.0%	10.5%



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