

OCYF Trauma Team



How can human services organizations respond to staff burnout?

Burnout among child welfare and public sector staff leads to loss of valuable skills and impacts service quality. Preventing burnout requires organizations to address unhealthy workplace systems and eliminate unnecessary policies that undermine staff wellness. Actively including diverse staff in decision-making and ensuring psychological safety helps maintain morale and supports staff retention.

Supporting staff means giving them a voice in decisions, offering safe spaces for feedback without fear of retaliation, and recognizing their strengths. This builds a culture of trust and respect.

THERE IS NO UNIVERSAL SOLUTION FOR BEST PRACTICES. AGENCIES SHOULD ADAPT INTERVENTIONS TO FIT THE UNIQUE NEEDS OF THEIR TEAMS AND COMMUNITIES.

Finally, leadership teams in child welfare and public sector organizations should actively collaborate with frontline staff when shaping agency policies and practices.

Recommended strategies include:

- (1) modeling self-care and trauma-informed leadership by understanding and addressing the unique challenges faced by frontline staff.
- (2) involving staff in planning meetings, including those related to budgets and policy decisions; and
- (3) maintaining open, ongoing channels for communication, allowing staff to freely share their perspectives and skills.

Adapted from: [Using Trauma-Informed Care to Support Public Sector Equity Champions - CHCS Blog](#)

TRAINING OPPORTUNITIES: OCYF continues to offer free trauma training for the Pennsylvania child welfare community. *Developing Trauma Sensitivity for Resource and Adoptive Parents* course has been released through the E-LEARN system at <https://www.e-learn.pitt.edu/> This is offered free to all PA licensed child welfare providers.

Developing Trauma Sensitivity for Resource and Adoptive Parents explores what it means to be trauma-sensitive when engaging with children, youth, families, system partners, and for oneself. This module is the second in a series designed to transition Pennsylvania's Child Welfare organizations into being Trauma-Informed and Healing-Centered. The sections within this module focus on fundamentals of trauma sensitivity; attachment, relationships, and the brain; signs and symptoms of trauma; implementing trauma-informed principles and responding to trauma; self-care; and resources. This training is designed for resource and adoptive parents and those who work in therapeutic foster care.