



Transitions-Mental Health Association

DEI Summary Report

August 2023

INTRODUCTION

The DEI Survey was developed collaboratively by the DEI Committee in consultation with consultant, Dr. Joy Pedersen. The survey collected several types of data, including demographics, satisfaction, workplace climate, feeling valued and belonging, agency commitment to DEI, and perception of fair treatment.

The survey was administered via Survey Monkey between June 8 – July 31, 2023.

Overall, there was a strong level of participation across the agency. Approximately 46% of employees responded to the survey. In total, 116 employees took the survey (of 251 total employees).

DEMOGRAPHICS

Role in Organization	Percent of Total	Total Participants
Executive or Director	3.45%	4
Manager/Team Lead	15.52%	18
Supervisor/Assistant Manager/Assistant Supervisor/Coordinator	12.07%	14
Clinical Staff	15.52%	18
Program Staff	49.14%	57
Administrative Staff	4.31%	5
TOTAL		116

Gender Identity	Percent of Total	Total Participants
Male	15.5%	18
Female	75%	87
Transgender	1.72%	2
Non-binary	2.59%	3
Other	.86%	1
Prefer not to answer	4.31%	5

Total		116
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Sexual Orientation	Percent of Total	Total Participants
Bisexual	12.07%	14
Gay/Lesbian	9.48%	11
Heterosexual/Straight	66.38%	77
Other	4.31%	5
Prefer not to answer	7.76%	9
TOTAL		116

Race/Ethnicity	Percent	Total Participants
White	70.69%	82
Non-White*	31%	36
Prefer not to answer	6%	7
TOTAL	NA	NA

*Several respondents selected White and another answer

Disability	Percent	Total Participants
No	62%	72
Yes	33%	38
Prefer not to answer	5%	6
TOTAL		116

SATISFACTION

Overall, 91% of participants said they were “satisfied” or “very satisfied” with the *overall* workplace culture at TMHA. Less than 6% (6 participants) said they were “dissatisfied” or “very dissatisfied.” There were no significant differences between White and Non-White respondents in overall workplace culture.

About the same response, 89% of participants, said they were “satisfied” or “very satisfied” with the workplace culture in their *program*. Less than 6.5% (6 participants) said they were “dissatisfied” or “very dissatisfied.”

WORKPLACE CLIMATE

The survey asked 12 questions related to workplace climate:

What adjectives best represent how you would rate TMHA on your direct experiences on a scale of 1-5.

1. Hostile (1) /Friendly (5)
2. Racist (1) /Non-Racist (5)
3. Homogenous (1)/Diverse (5)

4. Disrespectful (1)/Respectful (5)
5. Contentious (1)/Collegial (5)
6. Sexist (1)/Non-sexist (5)
7. Individualistic (1)/Collaborative (5)
8. Homophobic (1)/Non-homophobic (5)
9. Unsupportive (1)/Supportive (5)
10. Ageist (1)/Non-ageist (5)
11. Unwelcoming (1)/Welcoming (5)
12. Classist (1)/Non-classist (5)

For agency workplace climate, the average score for all questions was 4.00. But there were a few scores that were below 4.00. The three lowest scores were for **Homogenous/Diverse** (3.08); **Individualistic/Collective** (3.71); **Classist/Non-Classist** (3.70).

For program workplace climate, the average score for all questions was slightly higher at 4.32. The two lowest scores were for **Homogenous/Diverse** (3.71); **Individualistic/Collective** (3.97);

Highlighted scores represent less than 3.00.

When the data was disaggregated by roles, the data shows only slight differences by role in the organization.

AGENCY WORKPLACE CLIMATE/PROGRAM WORKPLACE CLIMATE

	Admin. Staff*	Clinical Staff	Executive or Director*	Manager/ Team Lead	Program Staff	Supervisor/Assistant Manager/Assistant Supervisor/Coordinator
1	3.80/3.80	4.75/4.69	4.67/4.00	4.29/4.53	4.42/4.50	4.38/4.17
2	3.40/4.40	4.13/4.46	4.00/4.00	3.88/4.65	4.20/4.36	3.92/4.42
3	3.80/3.40	3.25/3.77	1.33/4.00	2.82/3.94	3.24/3.66	2.69/3.58
4	2.80/3.60	4.31/4.00	4.00/4.50	4.00/4.59	4.38/4.61	4.54/4.08
5	2.80/3.80	4.19/3.92	4.00/3.50	3.88/4.18	4.16/4.45	3.31/4.08
6	3.80/4.00	4.13/4.46	4.00/5.00	3.41/4.53	4.36/4.64	4.31/4.33
7	3.80/3.80	3.88/3.54	3.33/3.50	3.24/4.12	3.88/4.14	3.54/3.75
8	4.20/4.20	4.31/4.38	4.67/5.00	4.24/4.65	4.64/4.84	4.31/4.58
9	3.80/4.20	4.00/4.23	4.00/4.50	3.71/4.53	4.14/4.43	3.85/4.17
10	3.20/4.20	3.88/4.46	2.67/4.50	3.29/4.29	4.28/4.52	3.92/3.92
11	4.20/3.80	4.31/4.38	3.67/3.50	4.29/4.65	4.38/4.52	4.38/4.33
12	3.20/3.60	3.63/4.31	3.67/3.50	3.47/4.47	3.80/4.43	3.92/3.92
Average	3.57/3.90	4.06/4.22	3.67/4.13	3.71/4.43	4.16/4.43	3.92/4.11

*n ≤ 5

When the data was disaggregated by race/ethnicity, the data shows only slight differences between White and Non-White scores.

AGENCY WORKPLACE CLIMATE

	White	Non-White
1	4.45	4.47
2	4.21	3.88
3	3.36	2.59
4	4.23	4.41
5	4.06	3.88
6	4.20	4.12
7	3.92	3.44
8	4.50	4.47
9	4.03	4.06
10	3.88	4.00
11	4.32	4.50
12	3.83	3.50
Average	4.08	3.94

When agency-focused results were compared to program-focused results, program scores were slightly higher in all areas.

	Agency	Program
1	4.42	4.44
2	4.06	4.43
3	3.08	3.71
4	4.24	4.40
5	3.94	4.23
6	4.13	4.53
7	3.71	3.97
8	4.46	4.68
9	3.99	4.38
10	3.91	4.38
11	4.33	4.44
12	3.70	4.29
Average	4.00	4.32

FEELING VALUED AND BELONGING

85% (88 participants) said they “Strongly Agreed” or “Agreed” that they feel valued as an individual at TMHA. (13 participants did not respond)

	White (66% of TMHA total)	Non-White (33% of TMHA total)
I feel valued as an individual at TMHA.	7 - “Disagree” or “Strongly Disagree”	3 - “Disagree” or “Strongly Disagree”
I feel I belong at TMHA.	4 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
I have considered leaving TMHA because I felt isolated or unwelcomed.	12- “Agree” or “Strongly Agree”	3 - “Agree” or “Strongly Agree”
I am treated with respect at TMHA.	4 - “Disagree” or “Strongly Disagree”	1 - “Disagree” or “Strongly Disagree”
I feel others don’t value my opinions at TMHA.	9 – “Agree” or “Strongly Agree”	3 – “Agree” or “Strongly Agree”
TMHA is a place where I can perform up to my full potential.	10 - “Disagree” or “Strongly Disagree”	4 - “Disagree” or “Strongly Disagree”
I have opportunities at TMHA for my professional success that are similar to those of my colleagues.	8 - “Disagree” or “Strongly Disagree”	6 - “Disagree” or “Strongly Disagree”
I have found one or more communities or groups where I feel I belong at TMHA.	10 - “Disagree” or “Strongly Disagree”	5 - “Disagree” or “Strongly Disagree”
I have to work harder than others to be valued equally at TMHA.	9 - “Disagree” or “Strongly Disagree”	8 - “Disagree” or “Strongly Disagree”
My experience at TMHA has had a positive influence on my personal growth.	6 - “Disagree” or “Strongly Disagree”	0 - “Disagree” or “Strongly Disagree”
I feel comfortable sharing about my identity at work or with my co-workers.	9 - “Disagree” or “Strongly Disagree”	4 - “Disagree” or “Strongly Disagree”
TOTAL	88	39

The following reflects the demographics of the 13 respondents who “disagree” or “strongly disagree” to the question, “I feel comfortable sharing about my identity at work or with my coworkers.”

10 Female 2 Male 1 Prefer not to answer	9 Straight 2 Bisexual 2 Prefer not to answer
9 White 4 Non-White	3 Admin. Staff 3 Clinical Staff 2 Manager 4 Program Staff 1 Supervisor Director

AGENCY COMMITMENT TO DEI

81% (94 participants) “agreed” or “strongly agreed” that TMHA has a strong commitment to diversity, equity, and inclusion. Of the 7 participants who “disagreed” or “strongly disagreed,” 5 were White and 2 were Non-White.

Further investigation shows differences on either side of the question regarding how resources should be allocated to DEI initiatives.

19% (22 participants) “disagreed” or “strongly disagreed” that TMHA provides sufficient programs and resources to foster the success of a diverse staff. Of those who “disagreed” or “strongly disagreed,” 12 were White and 13 were Non-White.

14% (16 participants) “agreed” or “strongly agreed” there is too much emphasis put on issues of diversity, equity, and inclusion at TMHA. Of those who “agreed” or “strongly agreed,” 9 were White and 11 were Non-White.

PERCEPTION OF FAIR TREATMENT

When asked if they had reported discrimination at TMHA over the past 12 months, 4 participants (of 116) responded Yes. Of the respondents who reported Yes, all stated they felt “dissatisfied” or “very dissatisfied” with how management handled the incident.

When asked if they had experienced discriminatory events at TMHA, participants reported the following types of discrimination:

Ability/disability status – 7
Racial or ethnic identity – 5
Sex – 4
Sexual orientation – 1
Gender identity or gender expression – 0
Veteran status – 0
Marital status – 1
National origin – 0
Age – 10
Religion – 1
Height or weight – 6
Political orientation – 3
Social class – 5

See Appendix A for responses from participants who said they experienced discrimination and did not report it, regarding why it was not reported.

When asked if they experienced discrimination, participants reported the following offender type:

TMHA staff outside program – 4
Team member (inside program) – 13
Client – 6
Vendor – 0
Other community member – 2
Prefer not to answer - 22

YEAR-TO-YEAR CHANGES

A significant increase in the number of staff who reported housing insecurity. Last year, 20% (19 responses) indicated "Yes" they are housing insecure (experiencing housing issues due to affordability, safety, quality, insecurity, or loss of housing. This year, 37% (43 responses) indicated "Yes" to the same question.

Of the respondents who answered that their household income was less than \$90,000 (77 responses), 47% (36 responses) indicated they are housing insecure.

Gap closed between *agency* and *program* satisfaction. Last year, the gap was 92% "satisfied" or "very satisfied" with the overall workplace culture at TMHA vs. 85% "satisfied" or "very satisfied" with the overall workplace culture in their program. This year, 91% "satisfied" or "very satisfied" with the overall workplace culture at TMHA vs. 89% "satisfied" or "very satisfied" with the overall workplace culture in their program.

Gap closed between White and Non-White agency workplace climate scores. Last year, the average score for White respondents was 4.10, while the average score for Non-White respondents was 3.88 – a gap of .22. This year, the average score for White respondents was 4.08, while the average score for Non-White respondents was 3.94 – a gap of .14.

Overall, workplace climate scores increased for both agency and programs. Agency score increased from 3.88 to 4.00. Program score increased from 3.95 to 4.32.

Significant changes in White and Non-White responses to feeling valued and belonging. White respondents scores increased in dissatisfaction in all areas. While Non-White respondent scores decreased in dissatisfaction in all but one area. However, the percentage of those who were more likely to be dissatisfied was still higher for Non-White respondents.

Decrease in percentage of staff who said they felt valued as an individual at TMHA. Last year, 95% (86 participants) said they "Strongly Agreed" or "Agreed" that they feel valued as an

individual at TMHA. This year, 85% (88 participants) said they “Strongly Agreed” or “Agreed” that they feel valued as an individual at TMHA.

This year a lower percentage (81%) of staff agreed that TMHA has a strong commitment to diversity, equity, and inclusion compared to last year (88%). However, a lower percentage (19% vs. 27%) disagreed that TMHA provided sufficient programs and resources to foster the success of diverse staff. And, a lower percentage (14% vs. 22%) agreed that too much emphasis is put on issues of diversity, equity, and inclusion. These shifts indicate there may be more agreement with the amount of resources allocated to DEI, but overall TMHA’s commitment is perceived to be lower than last year.

CONCLUSION

In conclusion, the response to the DEI survey surpassed the engagement of the previous year with a 46% response rate. This increased engagement signifies a growing commitment to DEI issues within the agency.

The results of the DEI survey highlight concerning trends in housing insecurity, with 47% of staff in households making less than \$90,000 reporting being housing insecure. These results require urgent attention and comprehensive strategies for support. By addressing housing insecurity and its accompanying issues, we can take meaningful steps towards alleviating one of the most pressing challenges faced by our staff.

There was a slight increase in Non-White respondents reporting they feel valued as an individual at TMHA. Non-White respondent scores increased in satisfaction in all but one area. However, there was an overall decrease in feeling valued and belonging from 95% (2022) to 85% (2023) of respondents reporting they “strongly agreed” or “agreed” that they feel valued as an individual at TMHA. This indicates that concerted efforts are needed to make all staff feel valued at TMHA.

Data continues to suggest that discrimination is occurring across the agency. This underscores the need for 1) ongoing training and education to decrease incidents of discrimination and other microaggressions, 2) the importance of continuing to promote the Expect Respect campaign and further educating staff on the value of reporting, and 3) further inquiry into how the agency can increase satisfaction with the outcome of reporting. The outcomes of the survey serve as a reminder of the agency’s responsibility to address discrimination head-on. Through continuous training, promotion of the identity-based reporting tool, and enhanced reporting outcomes, the agency can cultivate a workplace that truly embodies its values of respect, inclusion, and fairness for all its members.