

Transitions-Mental Health Association

DEI Summary Report

August 2024

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 July 15 – July 31, 2024.

Overall, there was a strong level of participation across the agency. Approximately 33% of employees responded to the survey. In total, 96 employees took the survey (of 287 total employees).

DEMOGRAPHICS

Role in Organization	Percent of Total	Total Participants
Executive or Director	6.25%	6
Manager/Team Lead	11.46%	11
Supervisor/Assistant Manager/Assistant Supervisor/Coordinator	18.75%	18
Clinical Staff	16.67%	16
Program Staff	42.70%	41
Administrative Staff	4.17%	4
TOTAL		96

Gender Identity	Percent of Total	Total Participants
Male	20.83%	20
Female	71.88%	69
Transgender	2.08%	2
Non-binary	2.08%	2
Gender fluid	1.04%	1
Other	0.00%	0
Prefer not to answer	2.08%	2
Total		96

Sexual Orientation	Percent of Total	Total Participants
Bisexual	12.50%	12
Gay/Lesbian	5.21%	5
Heterosexual/Straight	67.71%	65
Queer	3.13%	3
Asexual	3.13%	3
Pansexual	3.13%	3
Demisexual	0.00%	0
Other	2.08%	2
Prefer not to answer	3.13%	3
TOTAL		96

Race/Ethnicity	Percent	Total Participants
White	70.83%	68
Non-White*	30.21%	29
Prefer not to answer	4.16%	4
TOTAL	NA	NA

*Respondents were able to select White and another answer

Disability	Percent	Total Participants
Yes	27.08%	26
No	64.58%	62
Prefer not to answer	8.33%	8
TOTAL		96

SATISFACTION

There were 90 responses to the question, how satisfied are you with the overall workplace culture that you have experienced at Transitions-Mental Health Association. 92.23% (83 participants) said they were “satisfied” or “very satisfied” with the *overall* workplace culture at TMHA. Less than 4.5% (4 participants) said they were “dissatisfied,” and 0% said they were “very dissatisfied.” Of the four who said they were “dissatisfied,” three identified as Hispanic/Latinx and all four identified as female.

There were 83 responses to the question, how satisfied are you with the overall workplace culture that you have experienced in your *program*. 86.75% (72 participants) said they were “satisfied” or “very satisfied” with the workplace culture in their *program*. 12.05% (10 participants) said they were “dissatisfied” or “very dissatisfied.” Of the ten who said they were “dissatisfied” or “very dissatisfied,” all ten identified as female.

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 4.10. But there were a few scores that were below 4.00. The three lowest scores were for **Homogenous/Diverse** (3.48); **Individualistic/Collective** (3.69); **Ageist/Non-ageist** (3.90); **Classist/Non-Classist** (3.89).

For program workplace climate, the average score for all questions was slightly higher at 4.38. The lowest score was for **Homogenous/Diverse** (3.86).

Highlighted scores represent less than 4.

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	5/4.75	4.47/4.8	4.5/4.8	4.6/4.4	4.13/4.27	4.18/4.19
2	4.75/5	4.2/4.87	4.33/5	4.3/4.7	4.39/4.55	4/4.69
3	5/4.5	3.47/4.2	3.33/4	3.2/4.1	3.47/3.48	3.35/3.94
4	4.5/4.5	4.33/4.4	4.33/4.4	4.4/4.7	4.21/4.33	4.29/4.25
5	4.5/4.5	4.13/4.27	4/4.4	4.1/4.7	3.89/4.12	4/4.19
6	4/4.25	4.33/4.8	4.67/4.8	3.6/4.8	4.32/4.58	4.06/4.25
7	4.5/4.5	4.13/4.33	3.83/4.4	3.9/4.6	3.63/3.85	3.06/3.69
8	5/5	4.13/4.6	5/4.6	4.3/5	4.71/4.73	4.47/4.5
9	4.75/4.5	4.27/4.4	4.33/4	4.1/4.8	3.95/4.15	4.06/4.19
10	4.25/4.25	3.8/4.33	3.50/4.2	3.8/4.7	4.03/4.36	3.82/4.31
11	5/4.75	4.33/4.73	4.17/4.8	4.7/4.5	4.47/4.3	4.35/4.31
12	4.75/4.5	3.8/4.53	3.83/3.8	3.9/4.9	4.11/4.58	3.29/4.44
Average	4.67/4.58	4.12/4.52	4.15/4.43	4.08/4.66	4.11/4.28	3.91/4.24

*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	4.35	4.23
2	4.47	3.96
3	3.64	3.31
4	4.25	4.42
5	4.09	4.00
6	4.40	4.00
7	3.69	3.69
8	4.62	4.42
9	4.09	4.12
10	4.11	3.81
11	4.44	4.46
12	4.04	3.62
Average	4.18	4.00

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

	Agency	Program
1	4.31	4.42
2	4.29	4.70
3	3.48	3.86
4	4.29	4.39
5	4.01	4.27
6	4.20	4.58
7	3.69	4.06
8	4.56	4.70
9	4.10	4.29
10	3.90	4.37
11	4.46	4.46
12	3.89	4.53
Average	4.10	4.38

FEELING VALUED AND BELONGING

89% (80 participants) said they “Strongly Agreed” or “Agreed” that they feel valued as an individual at TMHA.

When disaggregated by race/ethnicity, the percentage of White and Non-White participants who indicated negative responses were closely aligned with the percentage of the respective populations in the agency, with Non-White responses being slightly higher than White.

	White (66% of TMHA total)	Non-White (33% of TMHA total)
I feel valued as an individual at TMHA.	3 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
I feel I belong at TMHA.	3 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
I have considered leaving TMHA because I felt isolated or unwelcomed.	8 - “Agree” or “Strongly Agree”	5 - “Agree” or “Strongly Agree”
I am treated with respect at TMHA.	3 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
I feel others don’t value my opinions at TMHA.	7 - “Agree” or “Strongly Agree”	2 - “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.	12 - “Disagree” or “Strongly Disagree”	7 - “Disagree” or “Strongly Disagree”
I have found one or more communities or groups where I feel I belong at TMHA.	8 - “Disagree” or “Strongly Disagree”	6 - “Disagree” or “Strongly Disagree”
I have to work harder than others to be valued equally at TMHA.	5 - “Disagree” or “Strongly Disagree”	6 - “Disagree” or “Strongly Disagree”
My experience at TMHA has had a positive influence on my personal growth.	4 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
I feel comfortable sharing about my identity at work or with my co-workers.	1 - “Disagree” or “Strongly Disagree”	2 - “Disagree” or “Strongly Disagree”
TOTAL	64	40

The following reflects the demographics of the 3 respondents who “disagree” or “strongly disagree” to the question, “I feel comfortable sharing about my identity at work or with my coworkers.”

3 Female	3 Straight
1 White 2 Non-White	3 Program Staff

AGENCY COMMITMENT TO DEI

91% (82 participants) “agreed” or “strongly agreed” that TMHA has a strong commitment to diversity, equity, and inclusion. Of the 4 participants who “disagreed” or “strongly disagreed,” 2 were Non-White, 1 was White, and 1 identified as Other.

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

20% (18 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,” 6 were Non-White, 9 were White, 1 identified as Other, and 2 preferred not to answer.

18.89% (17 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,” 7 were Non-White, 8 were White, and 2 preferred not to answer.

PERCEPTION OF FAIR TREATMENT

When asked if they had reported discrimination at TMHA over the past 12 months, 1 participant responded “yes.”

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

Ability/disability status – 3
Racial or ethnic identity – 3
Sex – 4
Sexual orientation – 0
Gender identity or gender expression – 2
Veteran status – 0
Marital status – 1
National origin – 0
Age – 5
Religion – 0
Height or weight – 2
Political orientation – 1
Social class – 1

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 – 2
Team member (inside program) – 9
Client – 4
Vendor – 1
Other community member – 2
Prefer not to answer - 19

YEAR-TO-YEAR CHANGES

Demographics –

Compared to last year, there were slight changes in demographics of respondents' role in the organization. There were slightly more Supervisor/Assistant Manager/Assistant Supervisor/Coordinator participants (18 v. 14) and slightly fewer Program Staff (41 v. 57).

Compared to last year, the percentage of male respondents was slightly higher (20.85% v. 15.5%)

Reports of housing insecurity reduced to 30.85% (29 responses) compared 37% last year (43 responses). It is still higher than 2022, 20% (19 responses).

Satisfaction -

Of the four respondents who said they were “dissatisfied” at TMHA, 3 identified as Hispanic/Latinx.

Workplace Climate –

Workplace Climate scores were higher. This year, there were no average scores less than 3. Admin Staff had higher scores for workplace climate than previous two years. This year, there were no average scores less than 4.

Feeling Valued and Belonging -

This year, there was decrease in number of participants who “disagreed” or “strong disagreed” with the statement, “I feel comfortable sharing about my identity at work or with my co-workers.” In previous years, there were more negative responses (in 2022 and 2023, there were 13 negative responses) compared to this year (3 negative responses). Of the three, two identified Spanish as their primary language.

Agency Commitment to DEI -

Compared to the past two years, the highest percentage (91%) of staff agreed that TMHA has a strong commitment to diversity, equity, and inclusion. In 2023, the response was 88% and in

2022 the responses was 88%. There continues to be approximately 20% who think the agency is doing too much DEI work, while another 20% thinks the agency isn't doing enough.

Perception of Fair Treatment -

The number of discriminatory events experienced in the past 12 months decreased slightly. The biggest decrease was reported age discrimination. In 2022 and 2023, there were 10 reports of age discrimination. This year, there were 5 reports of age discrimination. However, age continues to be the highest type of discrimination reported.

CONCLUSION

In conclusion, the response rate to the DEI survey was slightly lower than previous years. This could be because the survey was only open for two weeks. The participation this year reflected a slight change in demographics. There was a slight increase in Supervisor/Assistant Manager/Assistant Supervisor/Coordinator participants and a decrease in Program Staff compared to last year. The percentage of male respondents also saw a modest rise. Reports of housing insecurity decreased but remain higher than in 2022.

While satisfaction levels increased, there were negative responses among Hispanic/Latinx staff, with three out of four dissatisfied respondents identifying as such. Workplace climate scores improved, with no average scores falling below 3, and administrative staff reported higher satisfaction compared to the previous two years. Additionally, feelings of being valued and belonging showed improvement, with fewer negative responses regarding comfort in sharing personal identities at work.

The agency's commitment to diversity, equity, and inclusion (DEI) continues to be recognized by staff, with 91% affirming this commitment, an increase from the previous two years. However, opinions remain divided on whether the agency is doing too much or not enough DEI work. Notably, reports of discriminatory events, particularly age discrimination, decreased slightly, but age discrimination remains the most frequently reported issue. Overall, while progress is evident in several areas, there are still specific challenges that need to be addressed to further enhance staff satisfaction and inclusivity.