



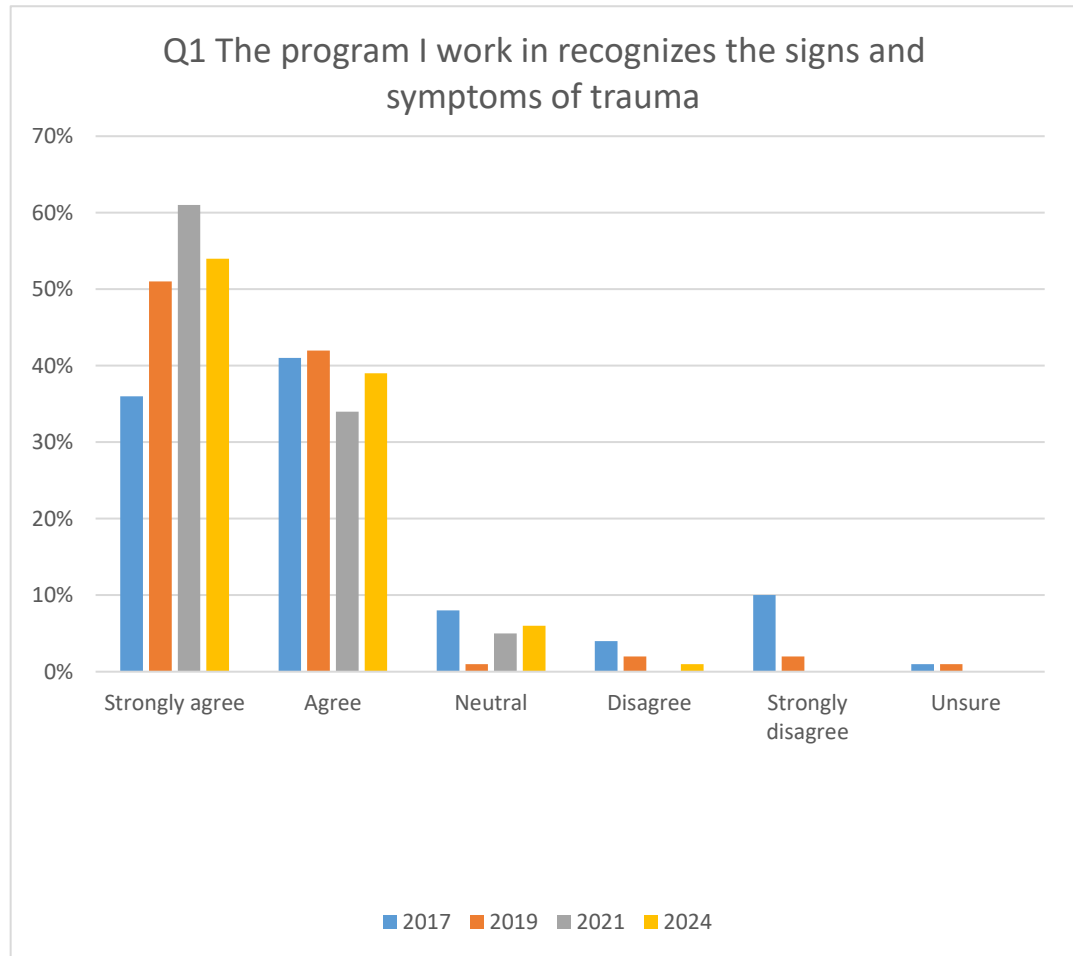
2024 TMHA

Trauma-Informed Care

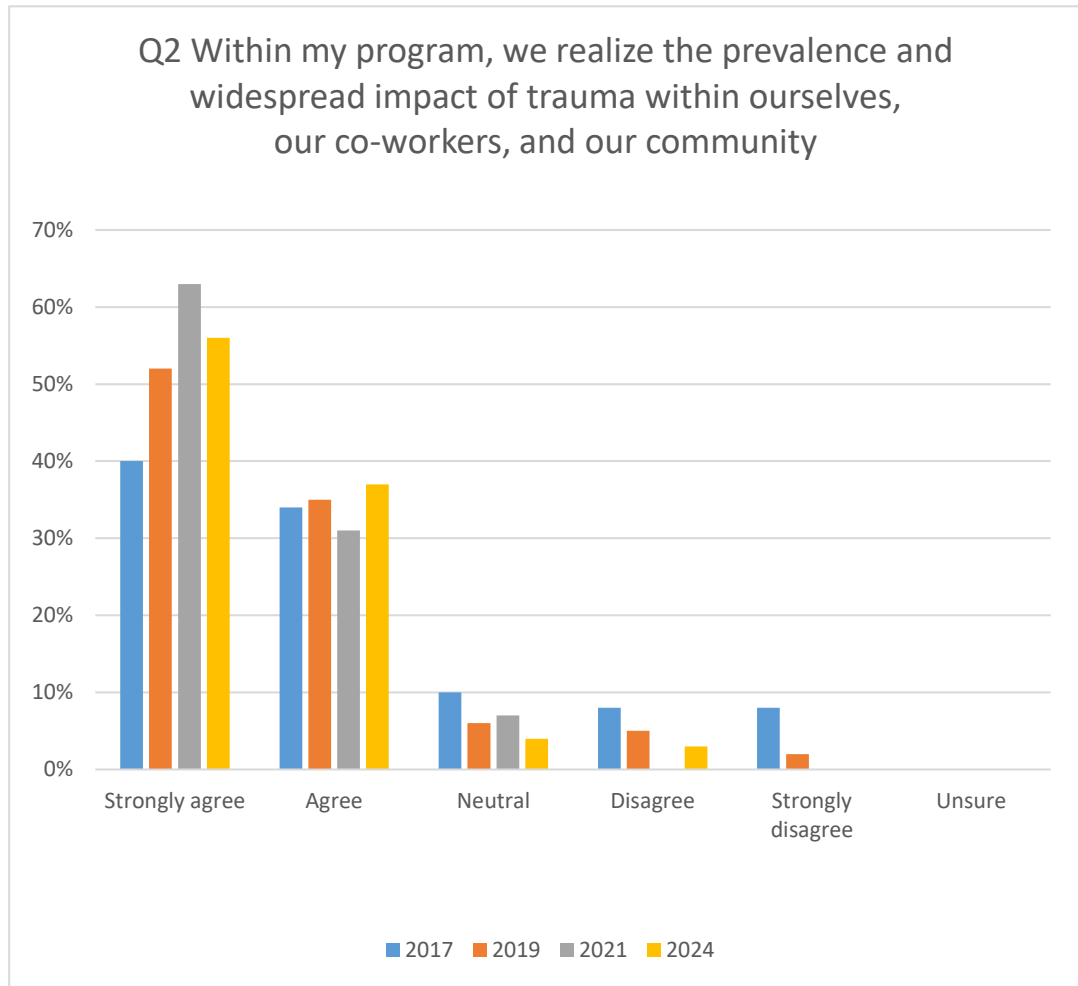
Employee Survey Results

2017: n= 83
 2019: n= 85
 2021: n= 59
 2024: n= 69

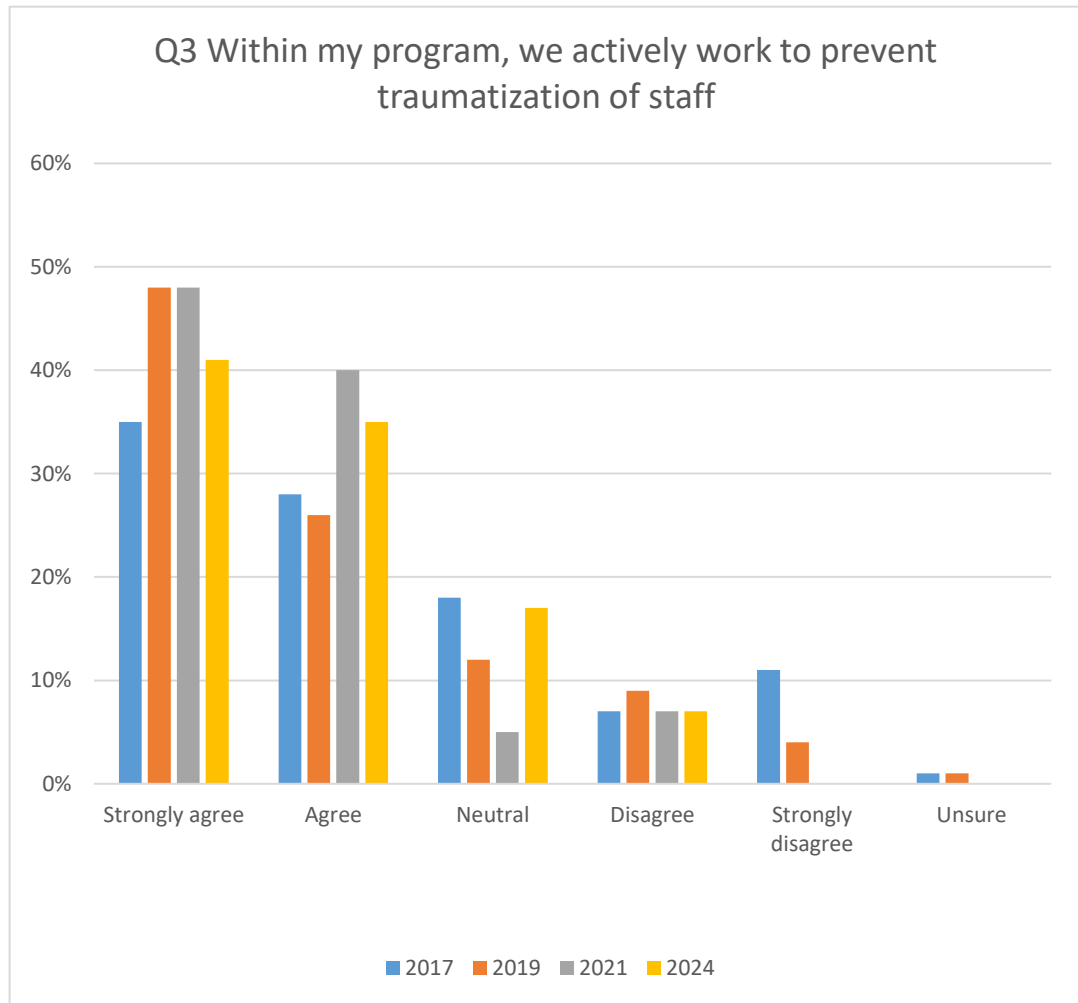
Q1	2017	2019	2021	2024
Strongly agree	36%	51%	61%	54%
Agree	41%	42%	34%	39%
Neutral	8%	1%	5%	6%
Disagree	4%	2%	0%	1%
Strongly disagree	10%	2%	0%	0%
Unsure	1%	1%	N/A	N/A



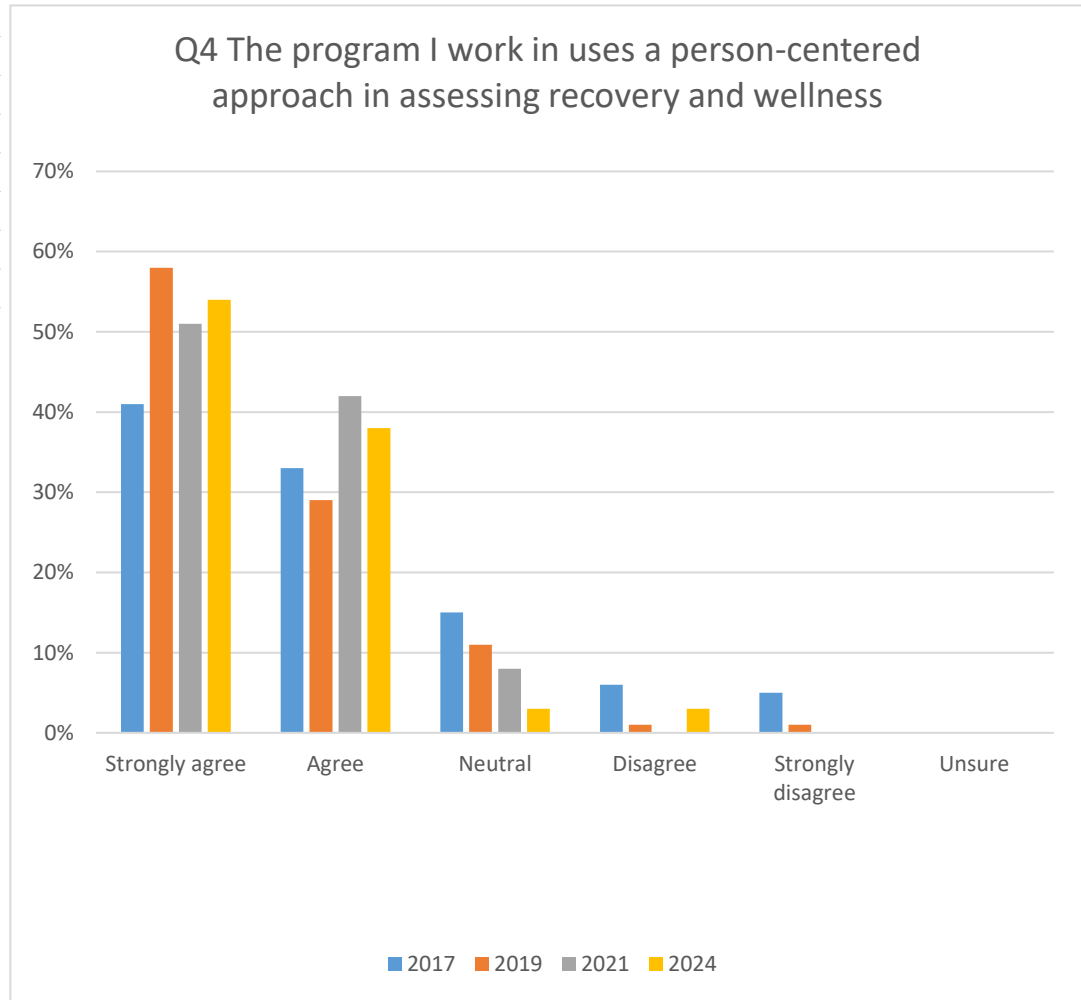
Q2	2017	2019	2021	2024
Strongly agree	40%	52%	63%	56%
Agree	34%	35%	31%	37%
Neutral	10%	6%	7%	4%
Disagree	8%	5%	0%	3%
Strongly disagree	8%	2%	0%	0%
Unsure	0%	0%	N/A	N/A



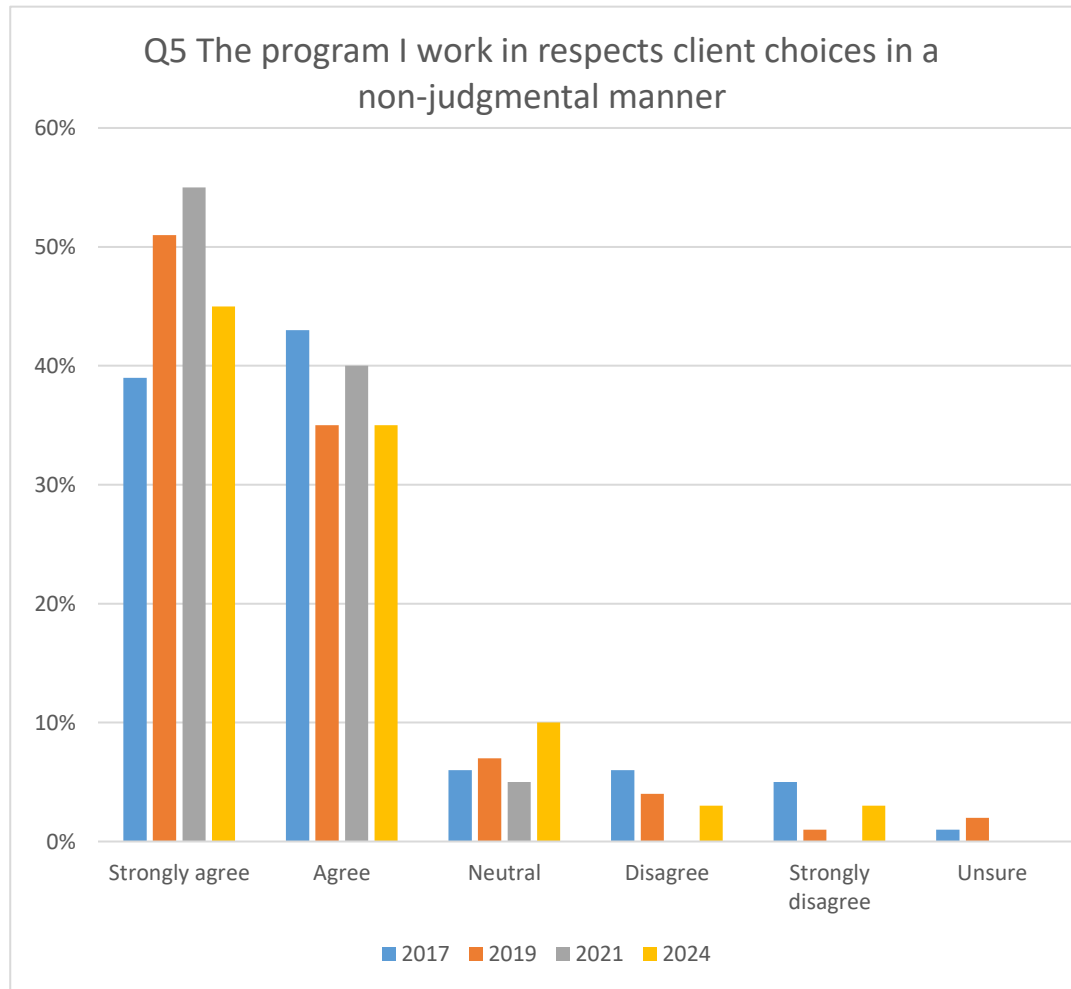
Q3	2017	2019	2021	2024
Strongly agree	35%	48%	48%	41%
Agree	28%	26%	40%	35%
Neutral	18%	12%	5%	17%
Disagree	7%	9%	7%	7%
Strongly disagree	11%	4%	0%	0%
Unsure	1%	1%	N/A	N/A



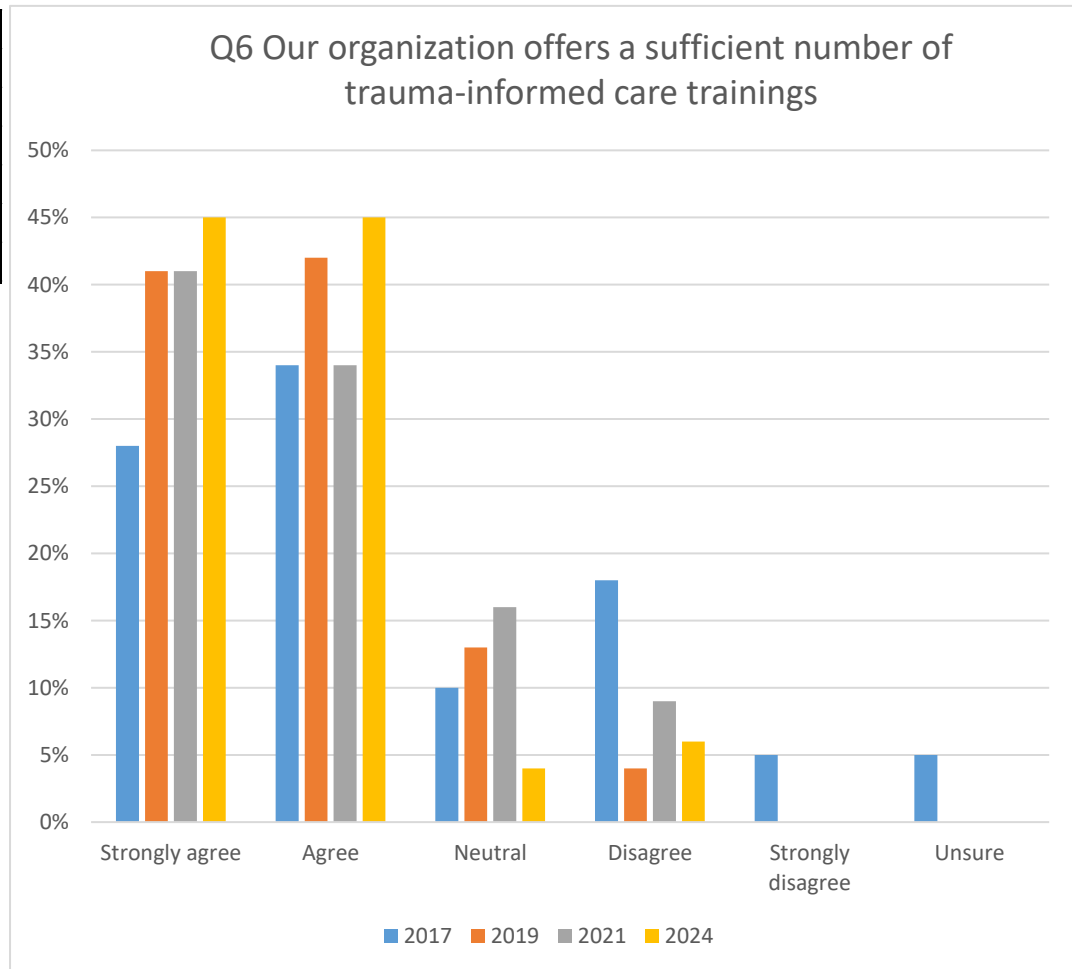
Q4	2017	2019	2021	2024
Strongly agree	41%	58%	51%	54%
Agree	33%	29%	42%	38%
Neutral	15%	11%	8%	3%
Disagree	6%	1%	0%	3%
Strongly disagree	5%	1%	0%	0%
Unsure	0%	0%	N/A	N/A
This does not apply	N/A	N/A	0	3



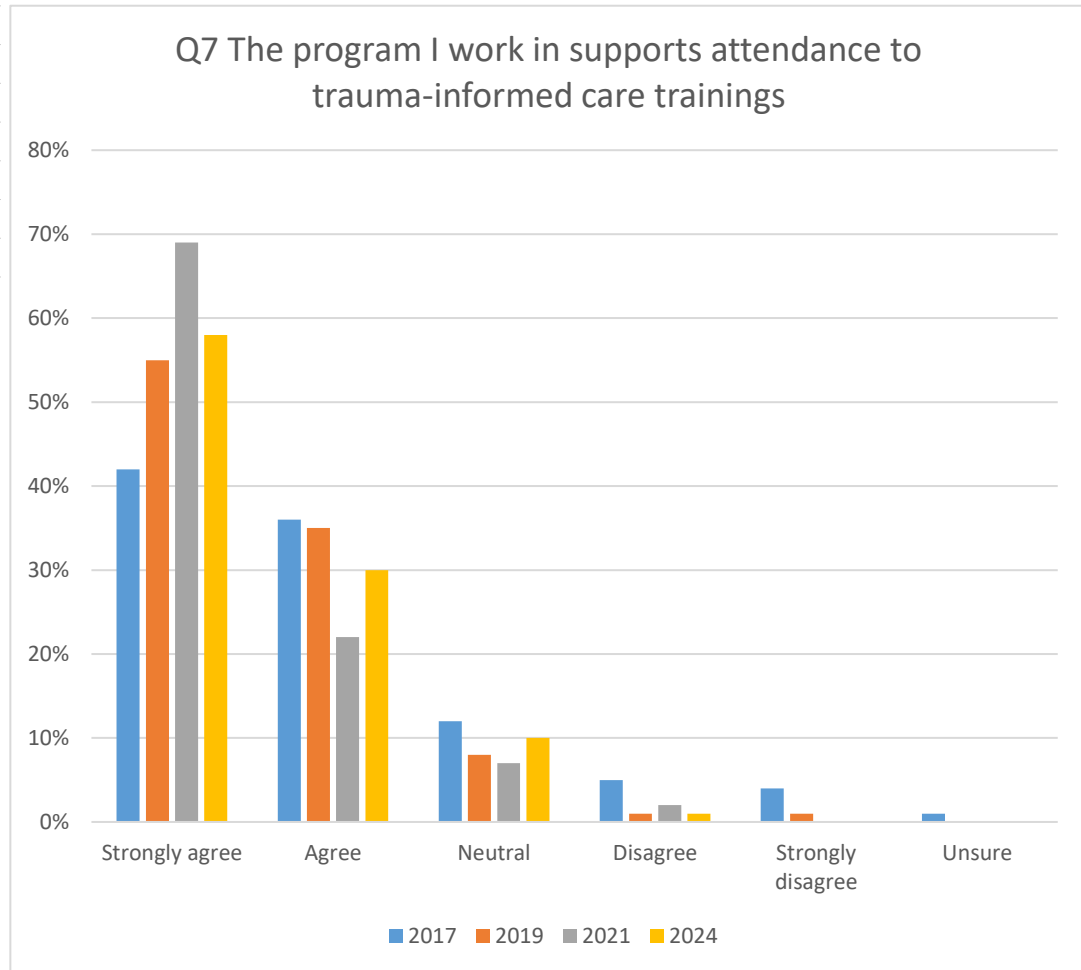
Q5	2017	2019	2021	2024
Strongly agree	39%	51%	55%	45%
Agree	43%	35%	40%	35%
Neutral	6%	7%	5%	10%
Disagree	6%	4%	0%	3%
Strongly disagree	5%	1%	0%	3%
Unsure	1%	2%	N/A	N/A
This does not apply	N/A	N/A	0	4%



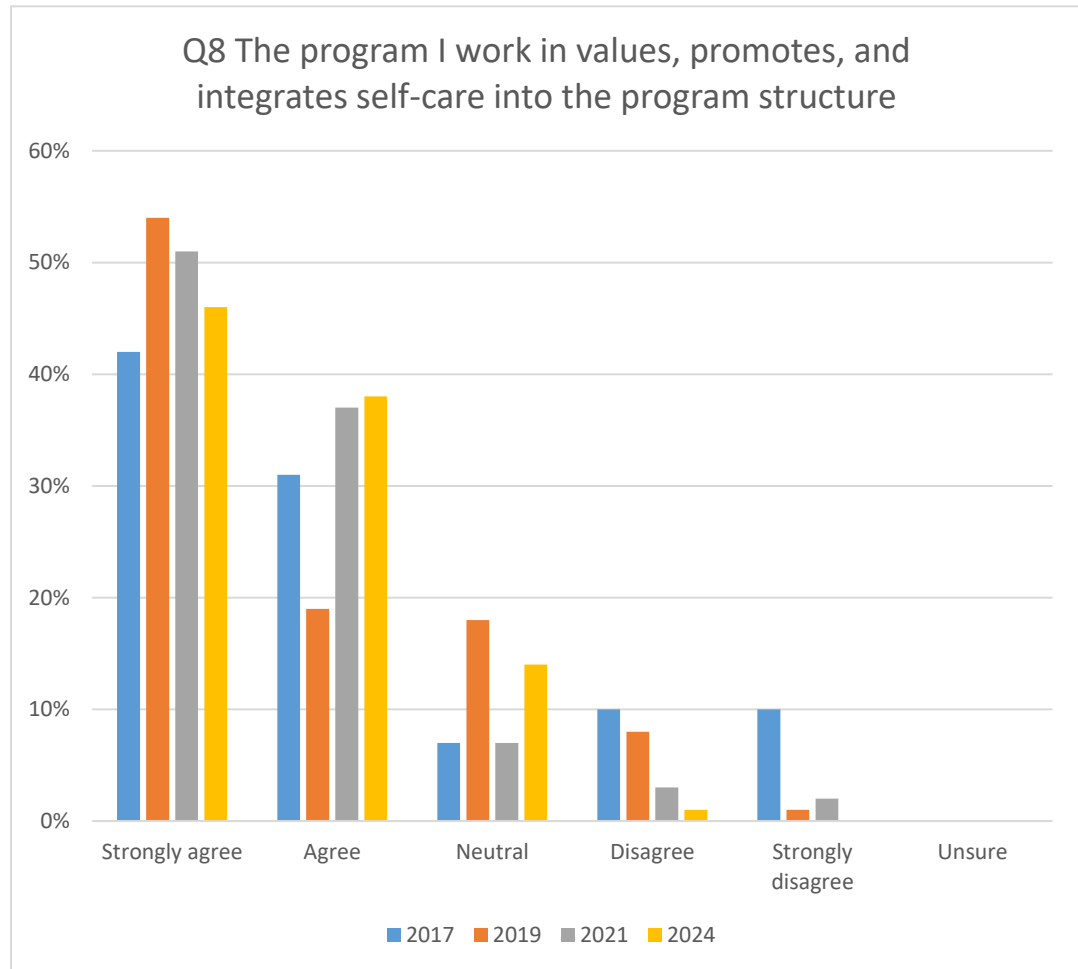
Q6	2017	2019	2021	2024
Strongly agree	28%	41%	41%	45%
Agree	34%	42%	34%	45%
Neutral	10%	13%	16%	4%
Disagree	18%	4%	9%	6%
Strongly disagree	5%	0%	0%	0%
Unsure	5%	0%	N/A	N/A



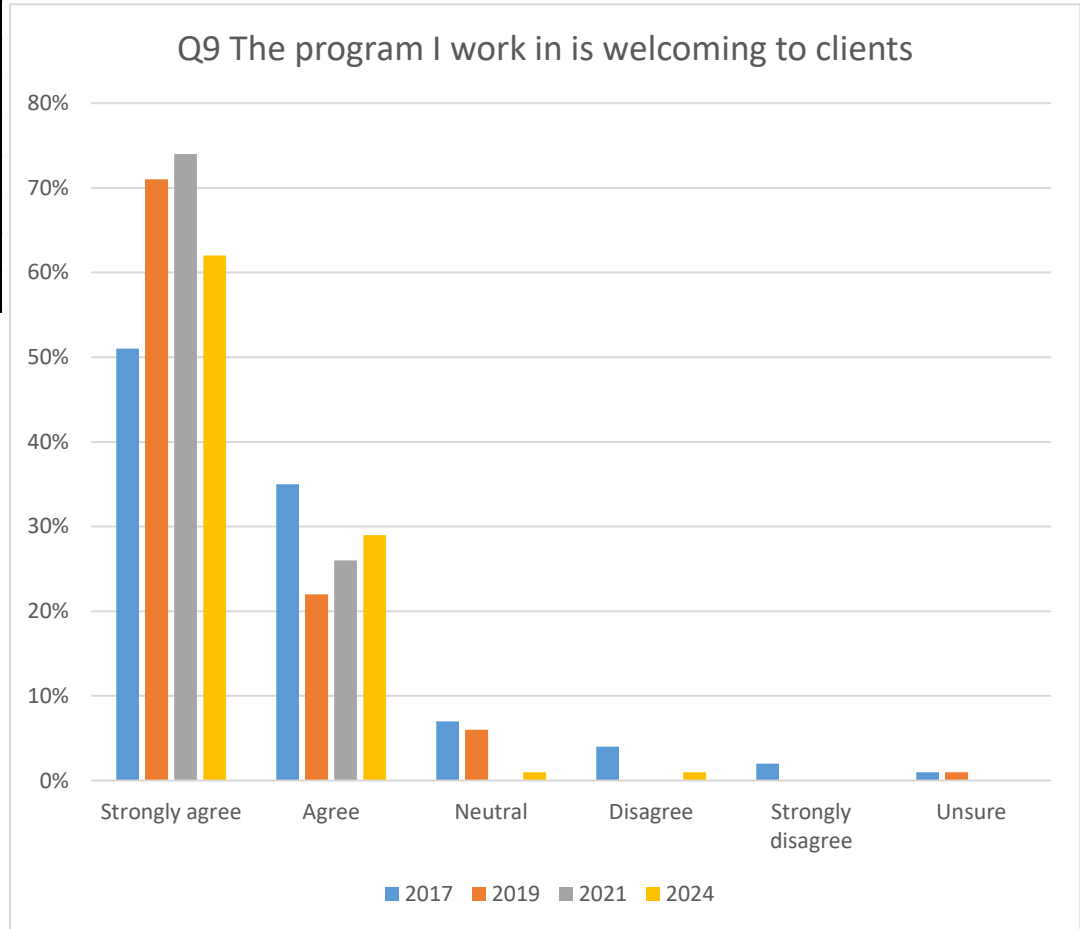
Q7	2017	2019	2021	2024
Strongly agree	42%	55%	69%	58%
Agree	36%	35%	22%	30%
Neutral	12%	8%	7%	10%
Disagree	5%	1%	2%	1%
Strongly disagree	4%	1%	0%	0%
Unsure	1%	0%	N/A	N/A



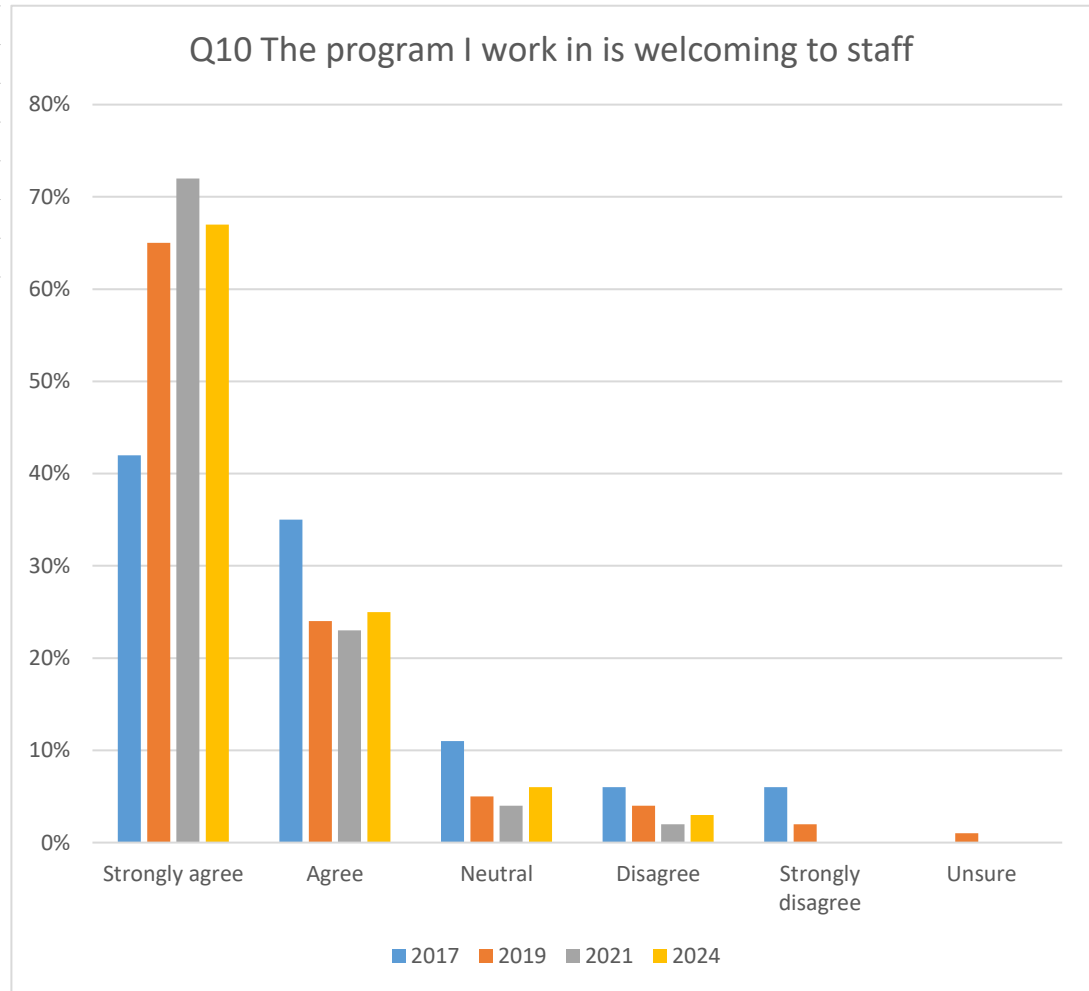
Q8	2017	2019	2021	2024
Strongly agree	42%	54%	51%	46%
Agree	31%	19%	37%	38%
Neutral	7%	18%	7%	14%
Disagree	10%	8%	3%	1%
Strongly disagree	10%	1%	2%	0%
Unsure	0%	0%	N/A	N/A



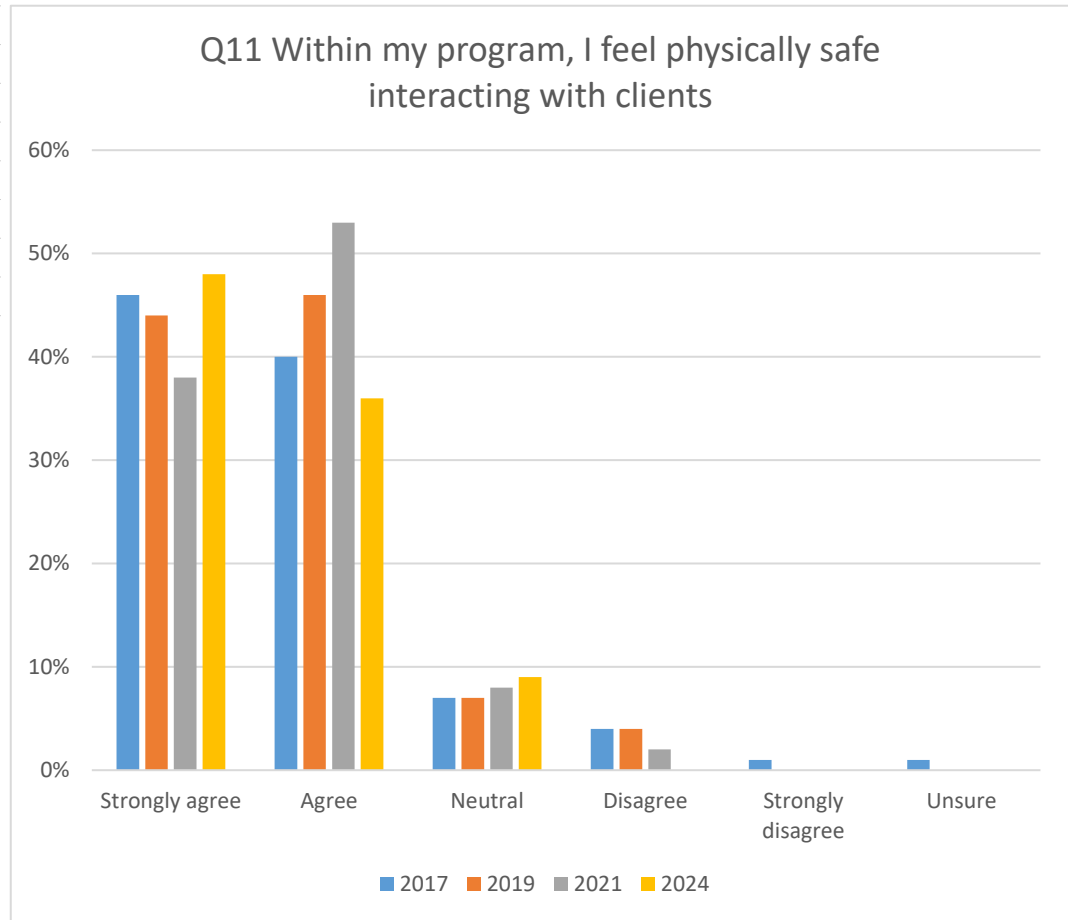
Q9	2017	2019	2021	2024
Strongly agree	51%	71%	74%	62%
Agree	35%	22%	26%	29%
Neutral	7%	6%	0%	1%
Disagree	4%	0%	0%	1%
Strongly disagree	2%	0%	0%	0%
Unsure	1%	1%	N/A	N/A
Does not apply	N/A	N/A	0	6%



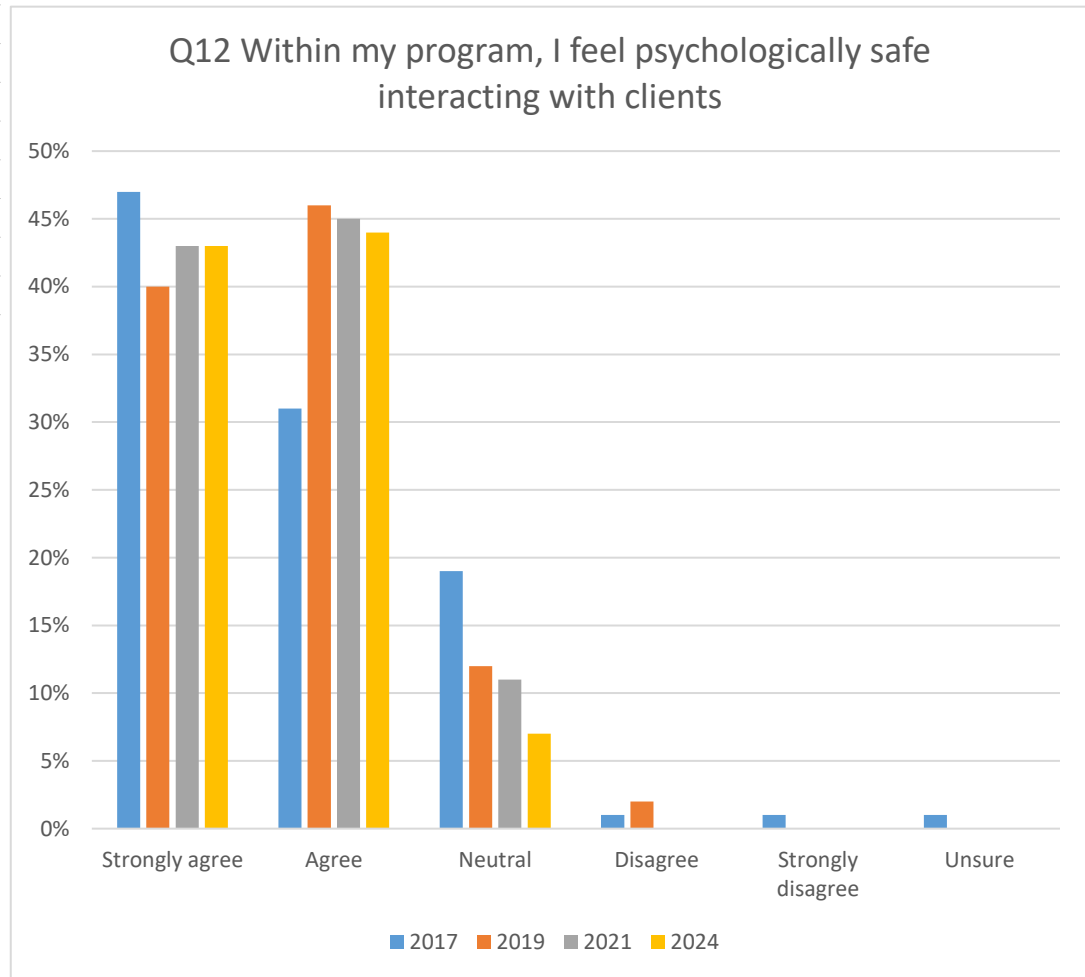
Q10	2017	2019	2021	2024
Strongly agree	42%	65%	72%	67%
Agree	35%	24%	23%	25%
Neutral	11%	5%	4%	6%
Disagree	6%	4%	2%	3%
Strongly disagree	6%	2%	0%	0%
Unsure	0%	1%	N/A	N/A



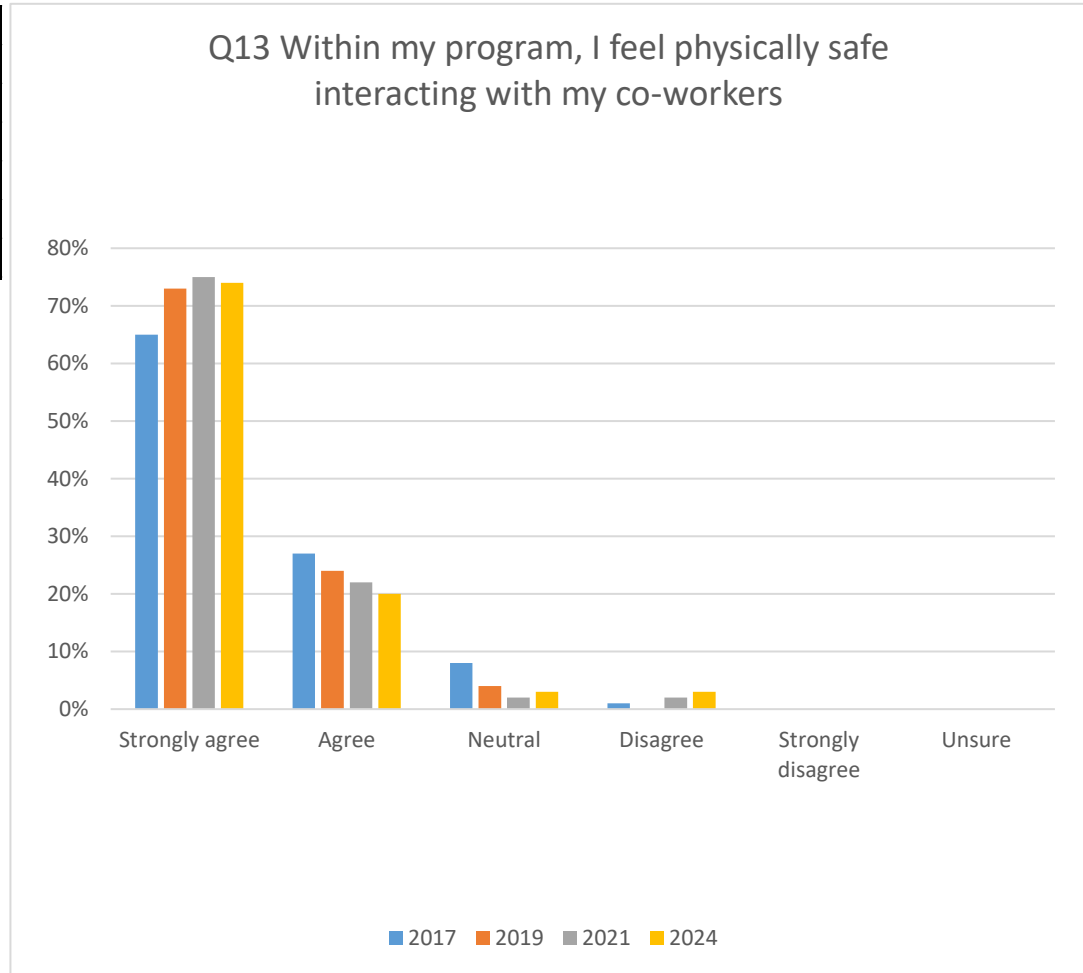
Q11	2017	2019	2021	2024
Strongly agree	46%	44%	38%	48%
Agree	40%	46%	53%	36%
Neutral	7%	7%	8%	9%
Disagree	4%	4%	2%	0%
Strongly disagree	1%	0%	0%	0%
Unsure	1%	0%	N/A	N/A
Does not apply	N/A	N/A	0	7%



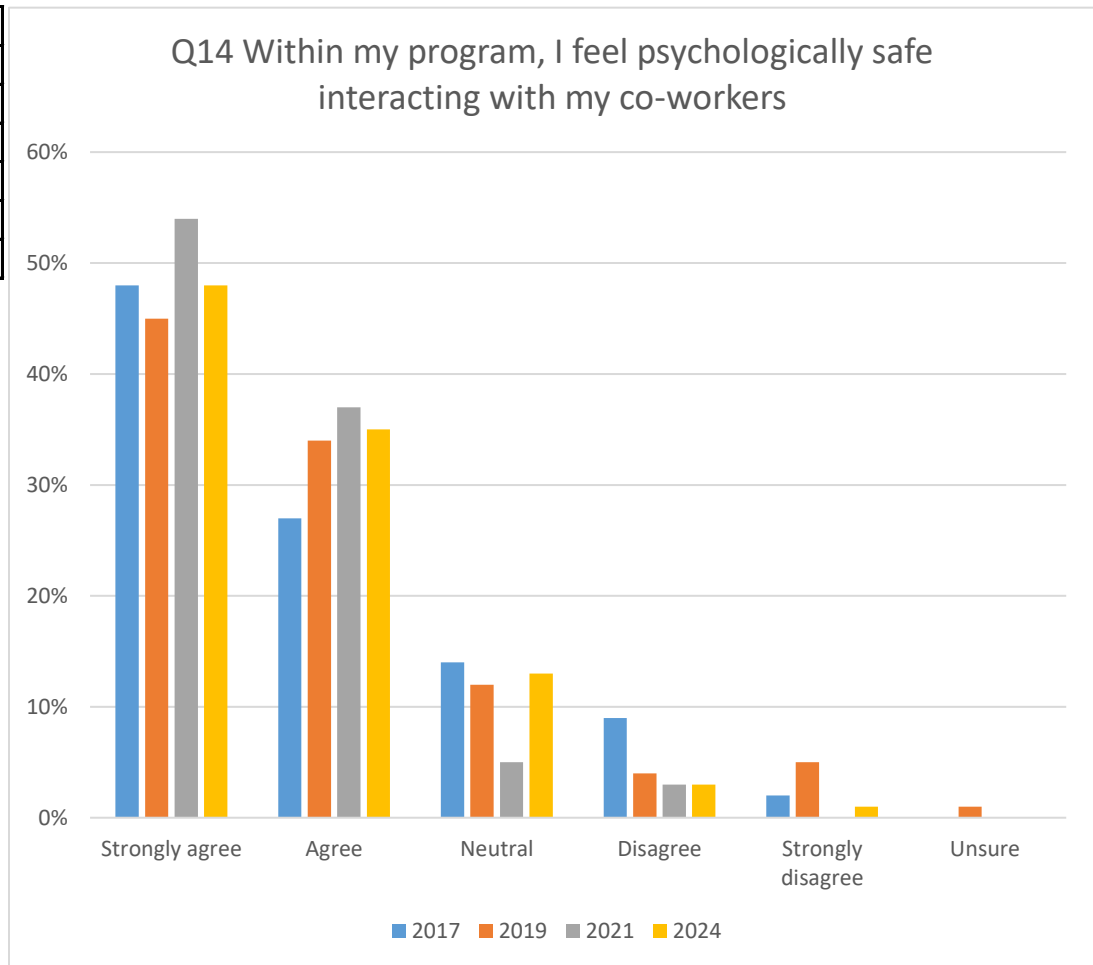
Q12	2017	2019	2021	2024
Strongly agree	47%	40%	43%	43%
Agree	31%	46%	45%	44%
Neutral	19%	12%	11%	7%
Disagree	1%	2%	0%	0%
Strongly disagree	1%	0%	0%	0%
Unsure	1%	0%	N/A	N/A
Does not apply	N/A	N/A	0	6%



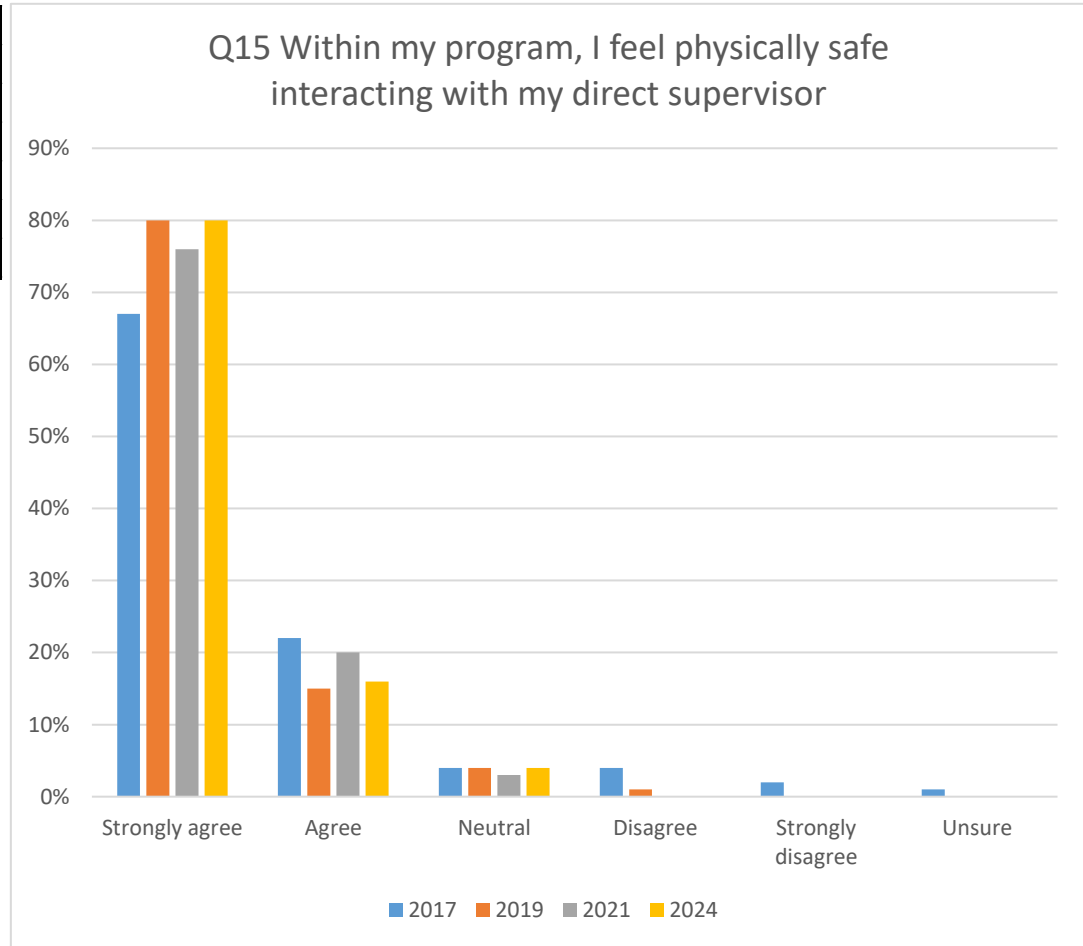
Q13	2017	2019	2021	2024
Strongly agree	65%	73%	75%	74%
Agree	27%	24%	22%	20%
Neutral	8%	4%	2%	3%
Disagree	1%	0%	2%	3%
Strongly disagree	0%	0%	0%	0%
Unsure	0%	0%	N/A	N/A



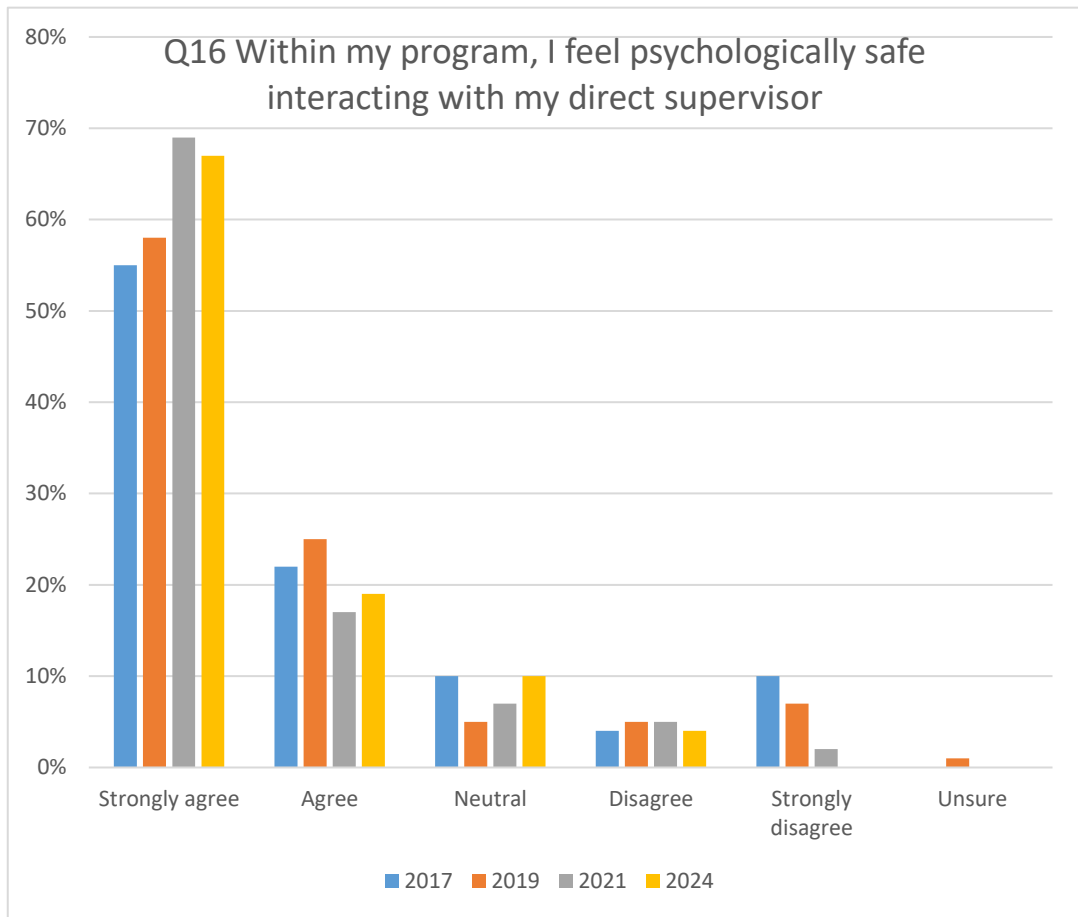
Q14	2017	2019	2021	2024
Strongly agree	48%	45%	54%	48%
Agree	27%	34%	37%	35%
Neutral	14%	12%	5%	13%
Disagree	9%	4%	3%	3%
Strongly disagree	2%	5%	0%	1%
Unsure	0%	1%	N/A	N/A



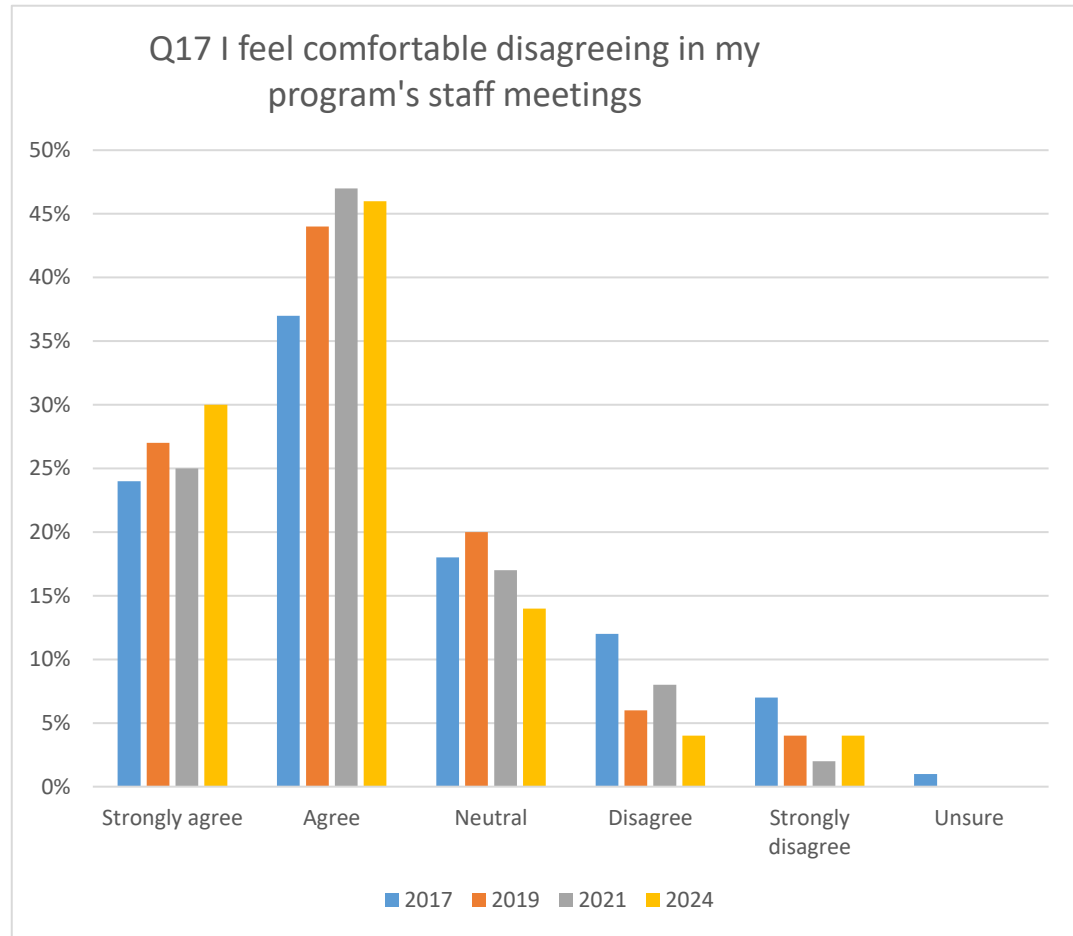
Q15	2017	2019	2021	2024
Strongly agree	67%	80%	76%	80%
Agree	22%	15%	20%	16%
Neutral	4%	4%	3%	4%
Disagree	4%	1%	0%	0%
Strongly disagree	2%	0%	0%	0%
Unsure	1%	0%	N/A	N/A



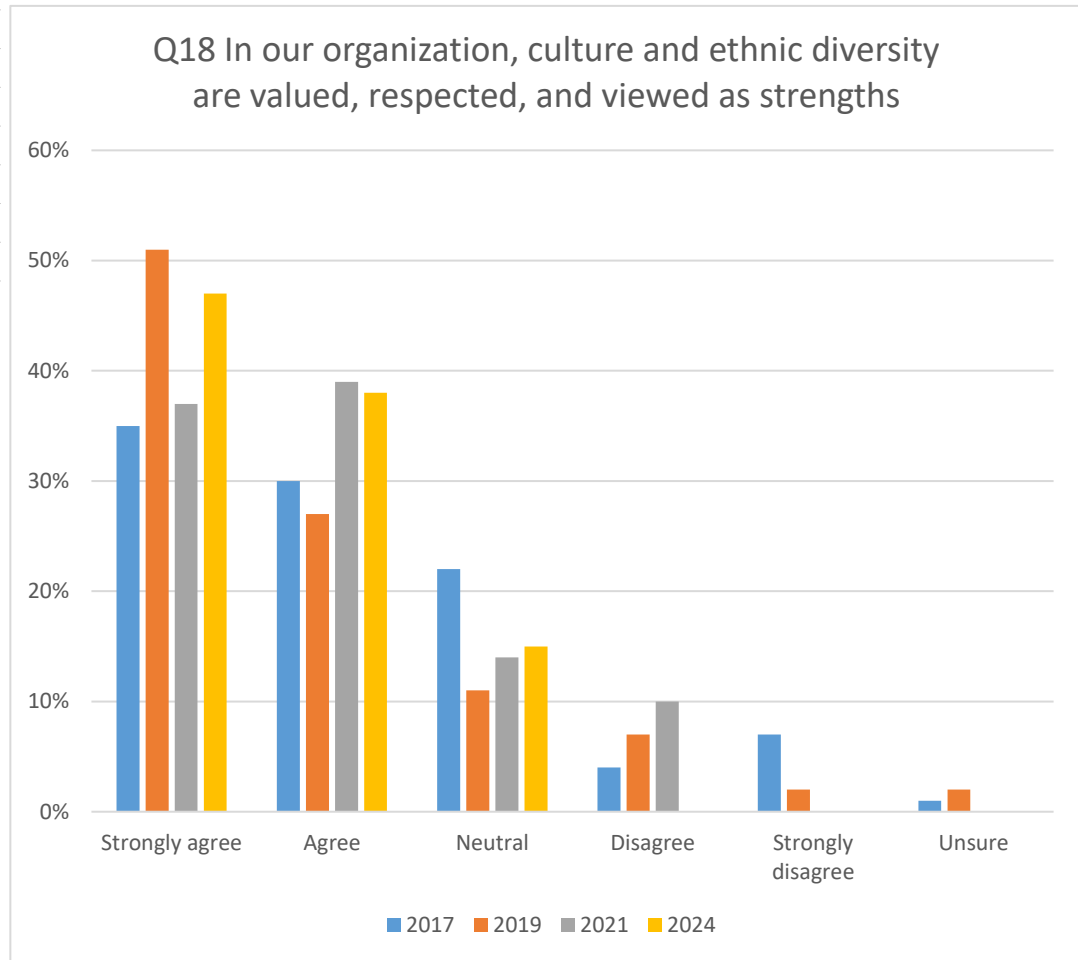
Q16	2017	2019	2021	2024
Strongly agree	55%	58%	69%	67%
Agree	22%	25%	17%	19%
Neutral	10%	5%	7%	10%
Disagree	4%	5%	5%	4%
Strongly disagree	10%	7%	2%	0%
Unsure	0%	1%	N/A	N/A



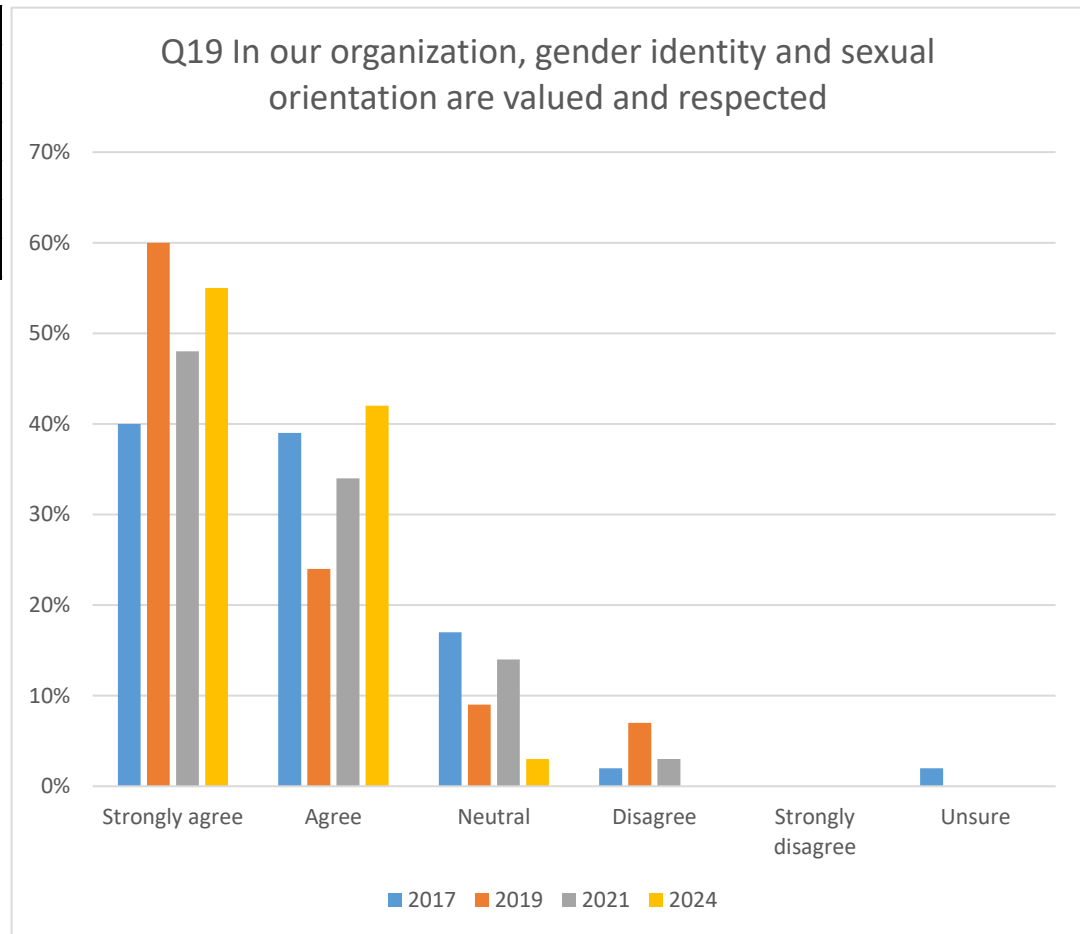
Q17	2017	2019	2021	2024
Strongly agree	24%	27%	25%	30%
Agree	37%	44%	47%	46%
Neutral	18%	20%	17%	14%
Disagree	12%	6%	8%	4%
Strongly disagree	7%	4%	2%	4%
Unsure	1%	0%	N/A	N/A



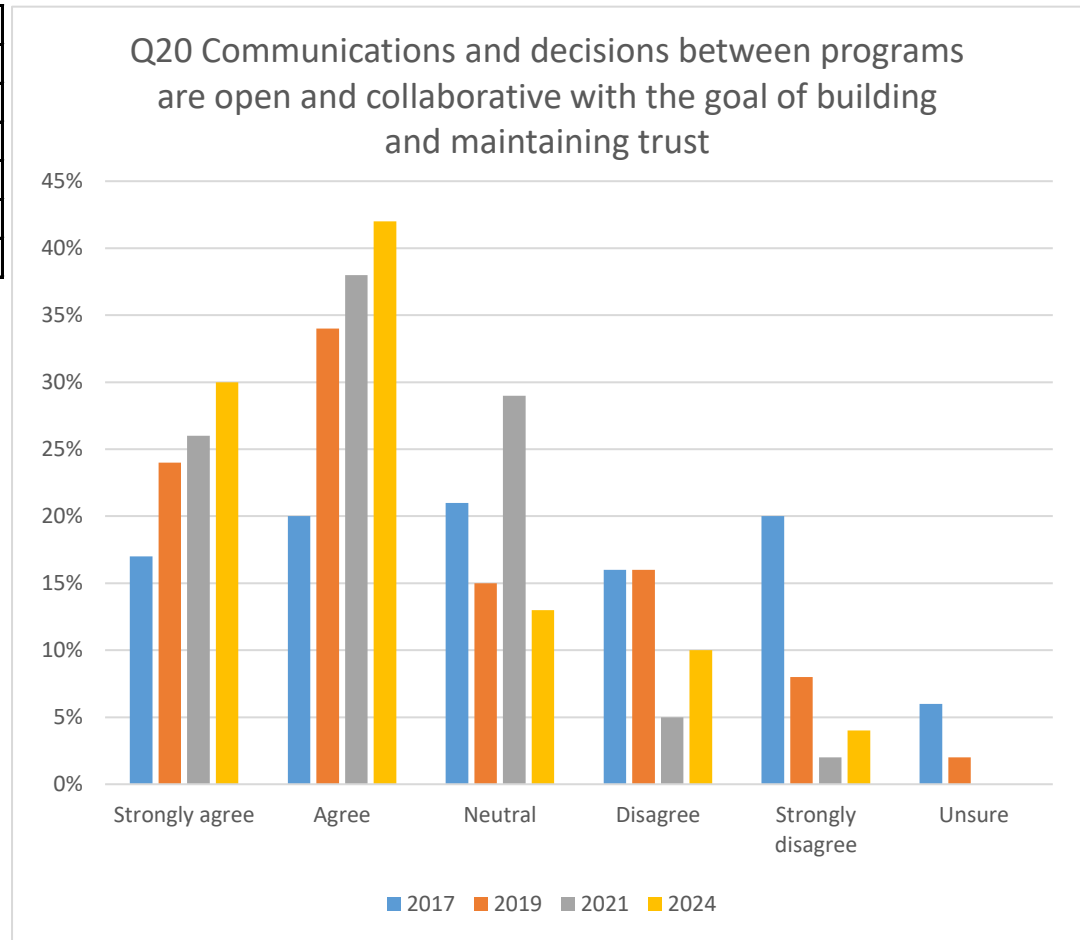
Q18	2017	2019	2021	2024
Strongly agree	35%	51%	37%	47%
Agree	30%	27%	39%	38%
Neutral	22%	11%	14%	15%
Disagree	4%	7%	10%	0%
Strongly disagree	7%	2%	0%	0%
Unsure	1%	2%	N/A	N/A



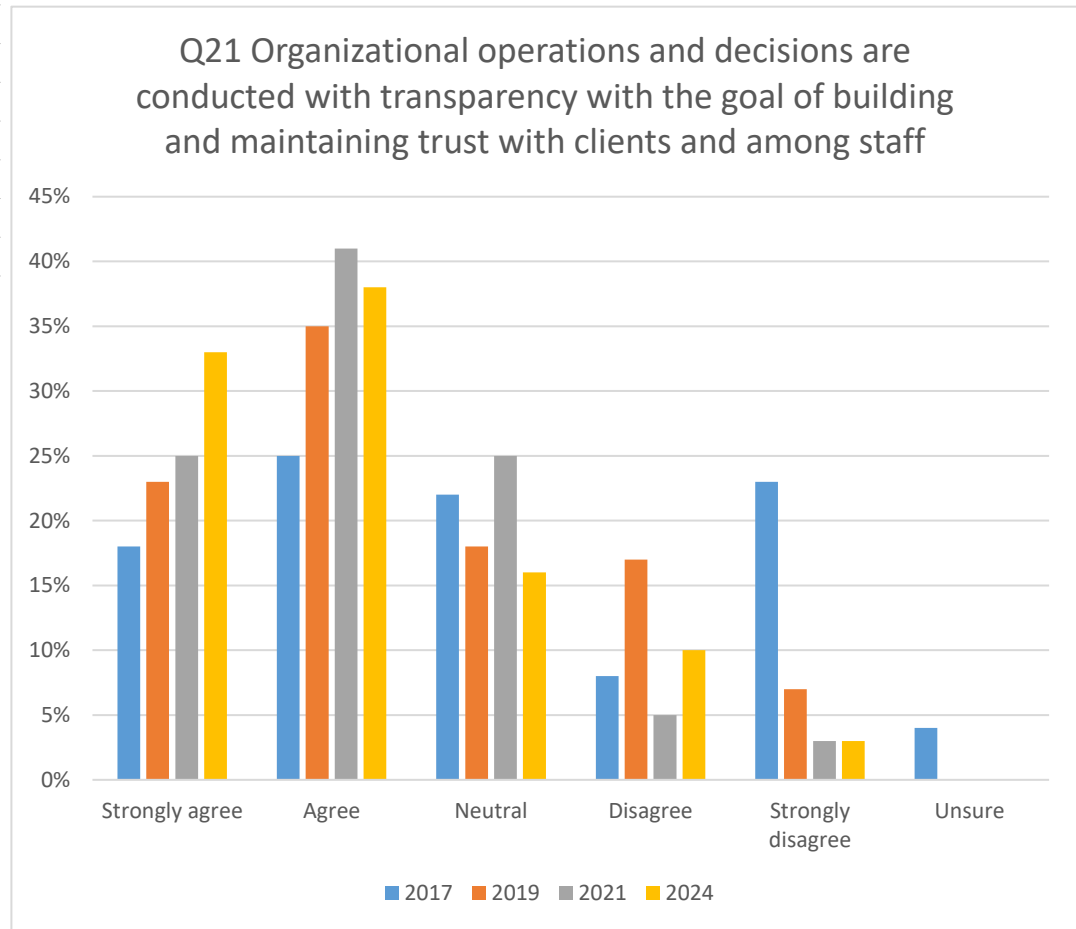
Q19	2017	2019	2021	2024
Strongly agree	40%	60%	48%	55%
Agree	39%	24%	34%	42%
Neutral	17%	9%	14%	3%
Disagree	2%	7%	3%	0%
Strongly disagree	0%	0%	0%	0%
Unsure	2%	0%	N/A	N/A



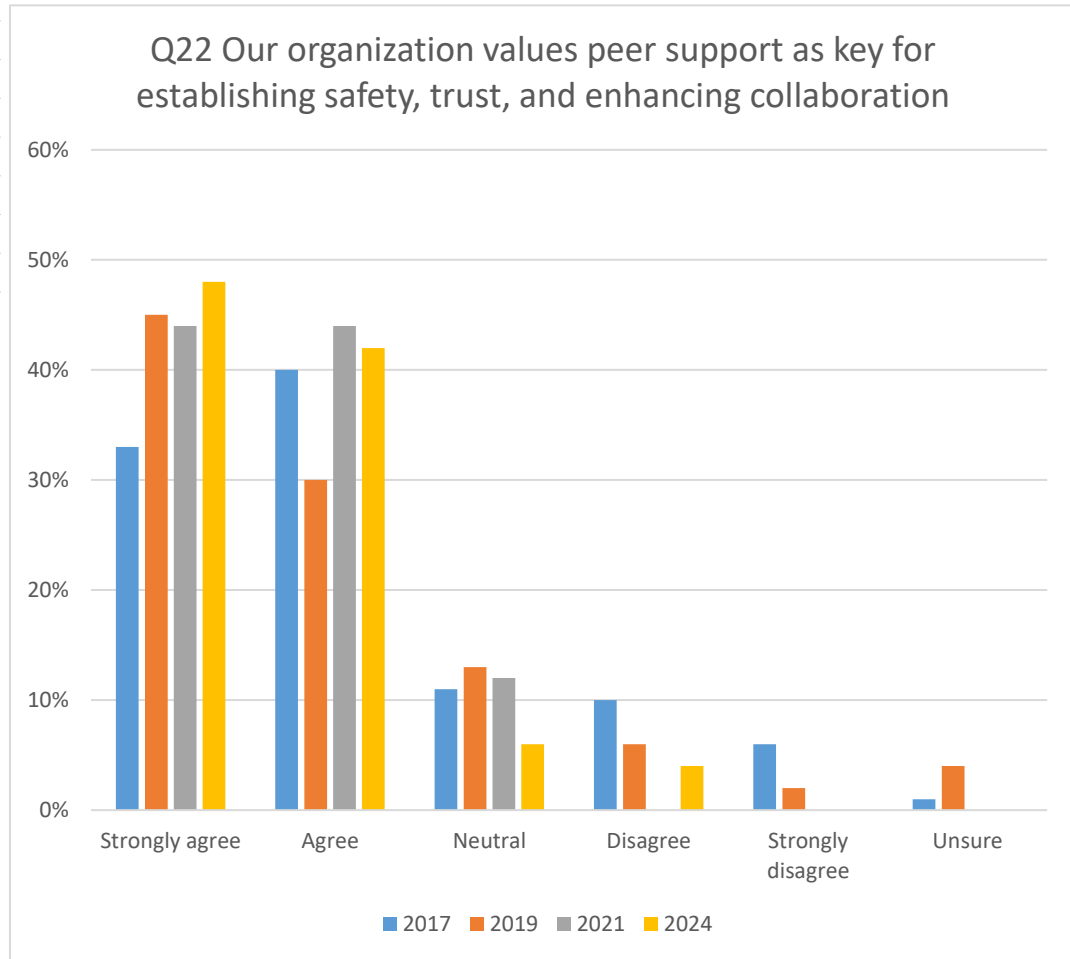
Q20	2017	2019	2021	2024
Strongly agree	17%	24%	26%	30%
Agree	20%	34%	38%	42%
Neutral	21%	15%	29%	13%
Disagree	16%	16%	5%	10%
Strongly disagree	20%	8%	2%	4%
Unsure	6%	2%	N/A	N/A



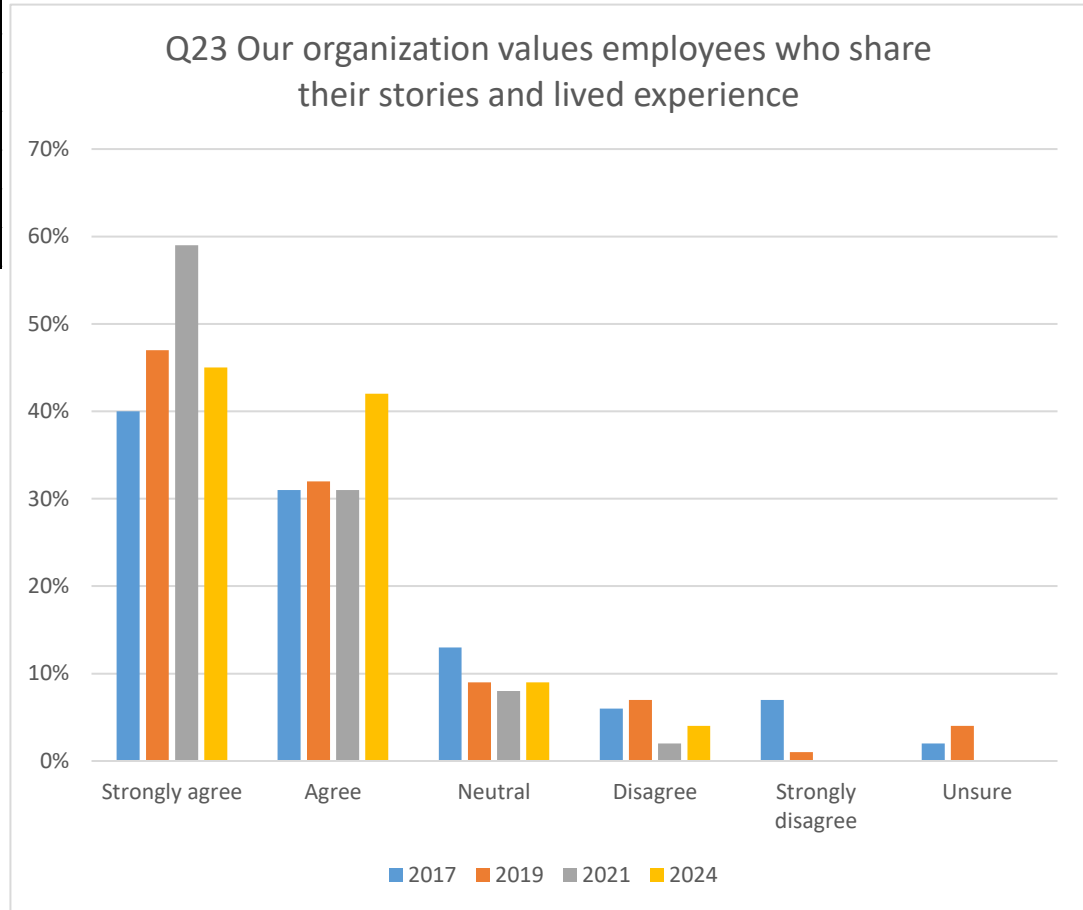
Q21	2017	2019	2021	2024
Strongly agree	18%	23%	25%	33%
Agree	25%	35%	41%	38%
Neutral	22%	18%	25%	16%
Disagree	8%	17%	5%	10%
Strongly disagree	23%	7%	3%	3%
Unsure	4%	0%	N/A	N/A



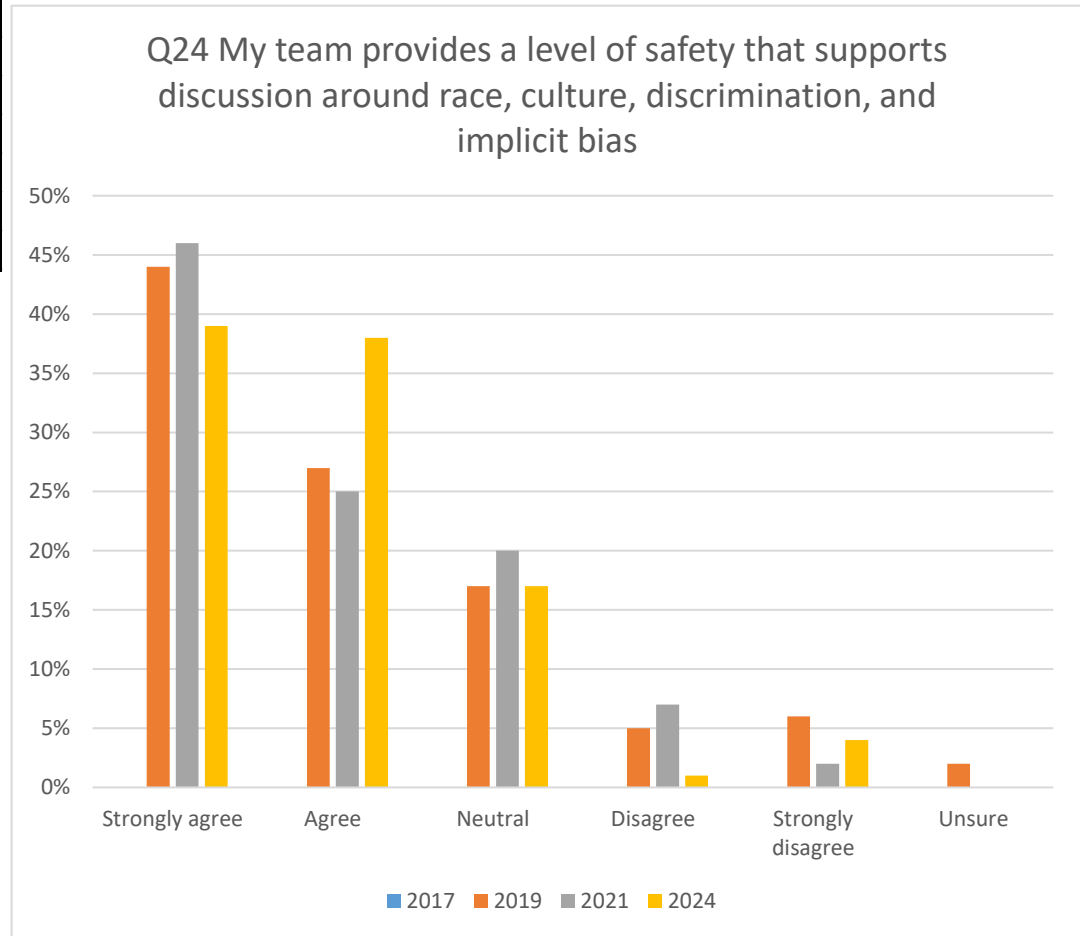
Q22	2017	2019	2021	2024
Strongly agree	33%	45%	44%	48%
Agree	40%	30%	44%	42%
Neutral	11%	13%	12%	6%
Disagree	10%	6%	0%	4%
Strongly disagree	6%	2%	0%	0%
Unsure	1%	4%	N/A	N/A



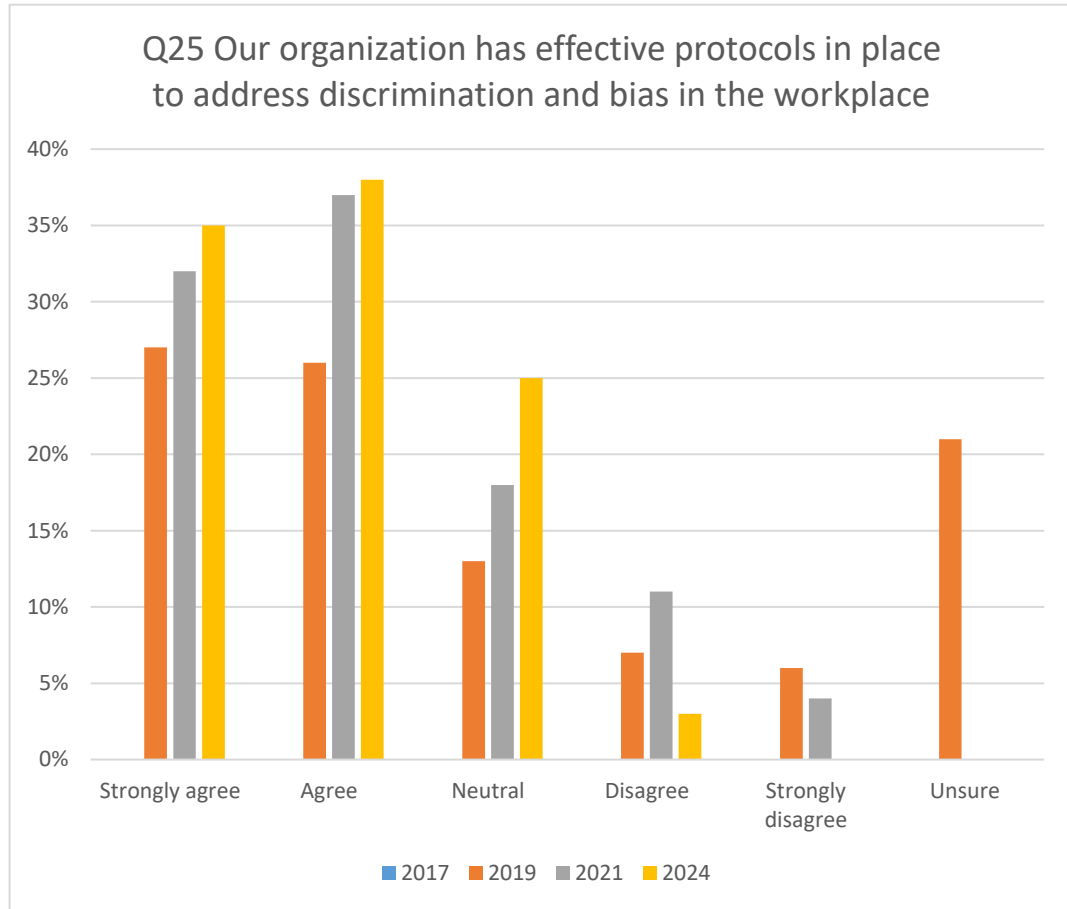
Q23	2017	2019	2021	2024
Strongly agree	40%	47%	59%	45%
Agree	31%	32%	31%	42%
Neutral	13%	9%	8%	9%
Disagree	6%	7%	2%	4%
Strongly disagree	7%	1%	0%	0%
Unsure	2%	4%	N/A	N/A



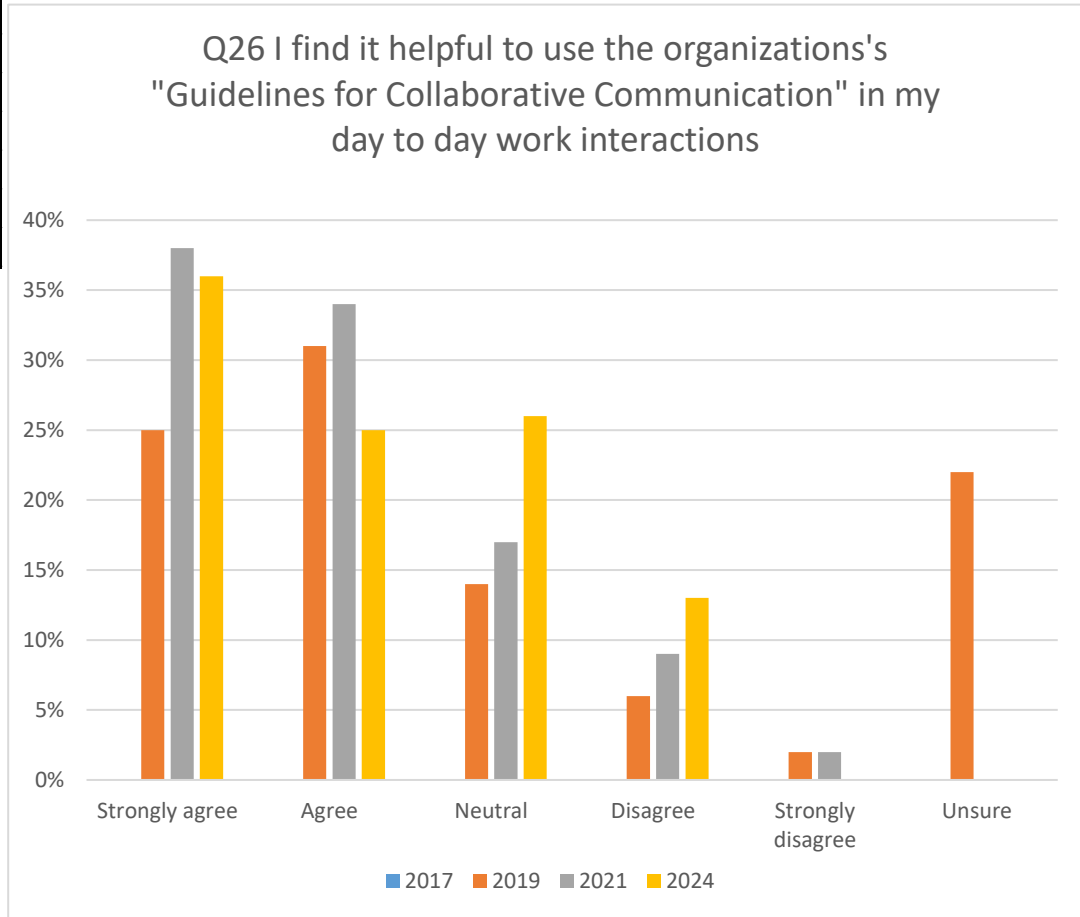
Q24	2017	2019	2021	2024
Strongly agree		44%	46%	39%
Agree		27%	25%	38%
Neutral		17%	20%	17%
Disagree		5%	7%	1%
Strongly disagree		6%	2%	4%
Unsure		2%	N/A	N/A



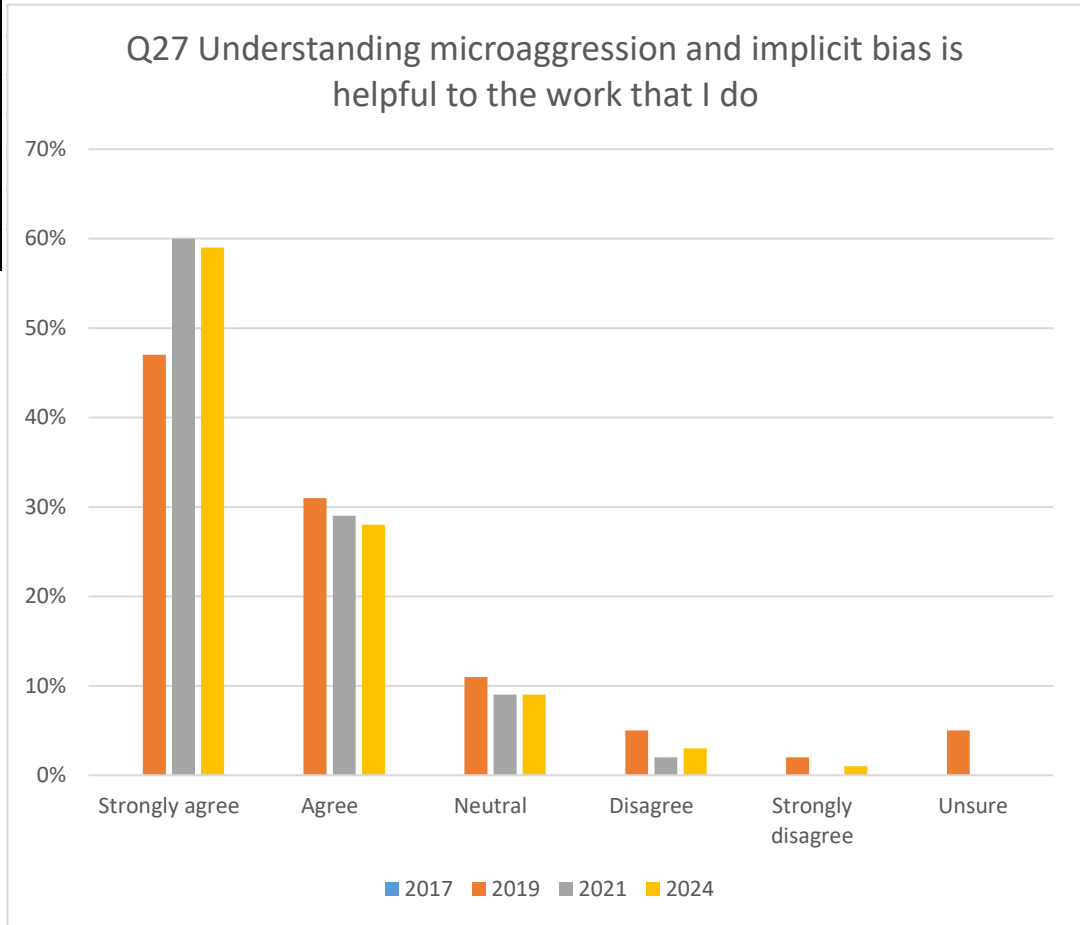
Q25 Our organization	2017	2019	2021	2024
Strongly agree		27%	32%	35%
Agree		26%	37%	38%
Neutral		13%	18%	25%
Disagree		7%	11%	3%
Strongly disagree		6%	4%	0%
Unsure		21%	N/A	N/A



Q26	2017	2019	2021	2024
Strongly agree		25%	38%	36%
Agree		31%	34%	25%
Neutral		14%	17%	26%
Disagree		6%	9%	13%
Strongly disagree		2%	2%	0%
Unsure		22%	N/A	N/A



Q27	2017	2019	2021	2024
Strongly agree		47%	60%	59%
Agree		31%	29%	28%
Neutral		11%	9%	9%
Disagree		5%	2%	3%
Strongly disagree		2%	0%	1%
Unsure		5%	N/A	N/A





2024 TMHA Trauma-Informed Care Employee Survey

Summary of Comments

Methodology

Out of 69 survey participants, approximately 39% (n=27) answered the open-ended question “Do you have any suggestions on how our organization can improve in the areas covered in this survey?” Approximately 25% (n=17) answered the open-ended question “Do you have any other comments, questions, or concerns?” The comments covered several topics and were multi-faceted, aligning into several themes, with 34 individual statements coded. These were coded for content and thematic analysis by the Trauma-Informed Care Steering Committee. The themes are outlined below with de-identified quotes from the comments.

Diversity, Equity, and Inclusion gaps and potential areas of growth within our agency:

- “We can use more trainings. I also think interns and volunteers should be able to do TIC trainings.”
- “...for those that fall on the conservative/opposite side no...America is hard. I’m on the left side of things, but I can see how others may be feeling non-represented.”
- “As I age, I realize that age discrimination is apparent, and might be another topic of discussion for TIC and DEI.”

Employees expressed appreciation and excitement for TMHA’s work overall, and specifically with Trauma-Informed Care:

- “TMHA does an amazing job of accepting others (both staff and clients) and has been the best, most caring and positive work environment I’ve ever experienced.”
- “I really enjoy working for TMHA! Keep it up!”
- “I feel very supported at Central Coast Hotline...”

Employees expressed the need for increased psychological and physical safety among teams, co-workers, and with clients:

- “I would like to see questions that ask about feeling psychologically safe disagreeing with admin, HR, or Finance.”

- “I don’t feel comfortable talking about my recovery experience with everyone on my team and have had my expertise in areas in which I also have lived experience with discounted, invalidated...This is really disheartening.”

Employees gave very clear suggestions and ideas on how to approach agency challenges and/or how to provide better service for our staff and clients:

- “I feel like programs have their own islands. I have experienced gatekeeping of services and a lack of interagency collaboration”
- “We need to have a regular [Director/Manager] presence in SB County to bridge the gaps and tension between the two counties.”
- “I believe the largest obstacle to all of this is time. Knowledge and intention can only be employed when there is time to do so. If you are constantly racing around to do the next thing, there is not a lot of bandwidth or time to give sensitive interactions the care and respect that we would like to.”

Employees expressed interest in being more involved with the decision making process for the agency and for that process to be as transparent as possible:

- Decisions that directly impact staff are made without any staff input, eg: office changes, COLA, new policies/protocols. Feels very top-down and disconnected from staff needs.
- “...put[ting] out a weekly or bi-weekly Deputy’s email...We could have contract negotiations updates, movement on Prop 1, and care court. Upcoming events things like that.”
- “We need more opportunities to disseminate financial info and decisions to the agency. That will help with transparency and reduce staff anxiety.”