

Marion County Service Equity Assessment  
Staff Survey

This survey is to help Marion County Health and Human Services (MCHHS) assess our overall capacity for addressing inequities in the workplace and in the communities MCHHS serves. You will be asked questions about MCHHS's workplace environment and approach to providing community services. Both types of questions are critical to understand our overall capacity as an organization to impact the factors that influence physical, mental, and social wellbeing for employees and communities that MCHHS serves. In considering the questions in this survey, please reflect on your experience at MCHHS within the past two years or so.

This survey is confidential-- your responses will not be linked to you individually. This is not a test, and no survey response will be used against individuals, programs, or departments.

If you would like to return to your survey to finish at a later time or change any responses, you can do so at any time within the survey period by following the original survey link from your email account. Your responses will be saved each time you click the "next" button on each survey page, so if you need to leave the survey before you complete it, just hit "next" at the bottom of the last page completed and close the browser. You will be taken automatically to the page where you left off when you come back to the survey.

The survey should take approximately 50 minutes to complete and

**Your honest responses on this survey are truly valuable. Thank you for your time!**

Please refer to the [glossary of key terms](#) relevant to this survey which you were supplied. While these terms may be familiar to you, we ask that you carefully read the definitions so that all staff have a common understanding of the major concepts in this assessment.

**There are seven sections to this survey:**

**Section A: Introductory Questions**

**Section B: MCHHS Planning and Policies**

**Section C: Collaboration Within MCHHS**

**Section D: Working with the Communities MCHHS Serves to Address the Environmental, Social, and Economic Conditions that Impact Inequities**

**Section E: Supporting Staff to Address Inequities in the Communities MCHHS Serves**

**Section F: Working within MCHHS to Address the Workplace Conditions That Impact Workplace Inequities**

**Section G: Demographics**

The questions in each of these sections help build a picture of how MCHHS is doing to effectively address the environmental, social, and economic conditions that impact inequities in the workplace and in the communities MCHHS serves.

**Section A: Introductory Questions**

**Please tell us a little about yourself and your role at MCHHS.**

1. Which best describes your position in the MCHHS?
  - Staff with direct contact with individuals served by MCHHS (non-clinical)
  - Staff with very little contact with individuals served by MCHHS (non-clinical)
  - Clinical service staff (QMHP, QMHA, Peers, Case Managers, Nurses, Drug Treatment Counselors)
  - Supervisors of Clinical Service Staff
  - Supervisors of Non-clinical services staff
  - Other (please describe):
  
2. What division do you currently work in?
  - Administration
  - Behavioral Health
  - Human Services
  - Public Health
  
3. How long have you been working in the health and human services field?  
*(Please enter the number of months only if it has been less than one year. Otherwise, answer in years only.)*  
Years                                Months
  
4. How long have you worked at MCHHS?  
*(Please enter the number of months only if it has been less than one year. Otherwise, answer in years only.)*  
Years                                Months

5. How long have you been in your current position?

*(Please enter the number of months only if it has been less than one year. Otherwise, answer in years only.)*

Years                                  Months

6. Which of the following best describes your work schedule?

- Full-time
- Part-time
- Temporary

7. In your opinion, what are the top 5 disproportionately and unjustly distributed health and quality of life issues in the populations served by MCHHS?

(short response question)

8. In your opinion, how much does MCHHS focus on addressing inequities in the communities MCHHS serves ? *(Check only one)*

- There is no focus on inequities in the communities MCHHS serves at all
- There is not enough focus on inequities in the communities MCHHS serves
- There is about the right amount of focus on inequities in the communities MCHHS serves
- There is too much focus on inequities in the communities MCHHS serves
- I don't know

## **Section B: MCHHS Planning and Policies**

**We would like to know whether MCHHS's mission, vision, and values clearly communicate an organizational commitment to addressing inequities in the communities MCHHS serves. Please answer the following questions based on your own impressions of MCHHS's organizational principles.**

### **Mission, Vision, Values**

*MCHHS Mission: Create a safe and welcoming community where all people can access high-quality health and human services and are supported to achieve their highest level of health.*

9. In your opinion, does MCHHS's mission statement adequately demonstrate a commitment to addressing inequities in the communities MCHHS serves?

- Yes
- No
- Somewhat

*MCHHS Vision: Marion County is a vibrant community where all people have opportunities to live healthy, purposeful lives.*

10. In your opinion, does MCHHS's vision statement adequately demonstrate a commitment to addressing inequities in the communities MCHHS serves?

- Yes
- No
- Somewhat

*MCHHS Values: Safe and welcoming • Community-focused • Teamwork • Transparent • Continuous improvement*

11. In your opinion, do MCHHS's values demonstrate a commitment to addressing inequities in the communities MCHHS serves?

- Yes
- No
- Somewhat

**The next questions ask for your impressions MCHHS's commitment to equity. When answering these questions, please remember to think about your experience at MCHHS over the past two years or so.**

12. I think MCHHS as an organization demonstrates a commitment to addressing the environmental, social, and economic conditions that impact health.

- No
- Moving in that direction
- Yes
- Don't know

13. I think MCHHS as an organization demonstrates a commitment to working with external partners, policy-makers, and community members to address the environmental, social, and economic conditions that impact inequities in the communities MCHHS serves.

- No
- Moving in that Direction
- Yes
- Don't know

14. The program I work in reflects a commitment to reversing inequities in the communities MCHHS serves.

- No
- Moving in that direction
- Yes
- Don't know

### Strategic Planning

**The next set of questions asks about MCHHS's strategic plan. If you are not aware of or familiar with MCHHS's strategic plan, that's ok; there are response options to indicate that.**

15. Does MCHHS's strategic plan include a specific commitment to addressing inequities in the communities MCHHS serves?

- Yes
- No
- I don't know whether the strategic plan addresses inequities in the communities MCHHS serves
- I don't know whether there is a strategic plan for the whole MCHHS
- Not applicable: There is not a strategic plan for the whole MCHHS

16. In your experience, what role(s) do community leaders, residents, and community-based organizations that support populations experiencing inequities in the communities MCHHS serves play in strategic planning? *(Check all that apply)*

- Contribute input in the beginning of the strategic planning process
- Review strategic planning documents and give feedback
- Maintain active involvement throughout the strategic planning process
- Participate in the decision-making of the strategic planning process
- Collect feedback from larger groups of community members and communicate the feedback to MCHHS
- None
- Don't know
- Other (please describe) \_\_\_\_\_

## Program and Service Planning

**The next few questions ask about program and services implementation and planning within MCHHS. Some of these questions about your experience in the program you work in and others ask about experiences with other programs.**

17. How much are all levels of staff involved in program and service planning?

- None
- Some
- A lot
- Don't Know

18. What groups outside of MCHHS, if any, are usually involved in program and service planning processes for your area? *(Check all that apply.)*

- Community members/residents
- Community-based organizations (CBOs)
- Faith-based organizations
- Academic institutions
- Public agencies other than MCHHS
- Businesses
- Tribal nations
- Don't know
- None
- Other (please specify)

*[Skip logic - Only ask if selected CBOs from Q18]*

19. You indicated CBOs are a part of program and service planning processes at MCHHS. In your experience, has MCHHS worked with CBOs that focus on the following populations? *(Check all that apply)*

- Immigration or documentation status
- Veterans
- Lesbian, Gay, Bisexual, Transgender, Queer, +
- Race/ethnicity (including American Indian, Alaska Native, Hispanic, etc.)
- Low income
- Physical and/or mental disabilities
- Low education level

Refugee

**The following set of questions focus on how your work can contribute to addressing inequities in the communities MCHHS serves.**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know	Not applicable to my job duties
20. My work has a role in informing, educating, and empowering people from populations that disproportionately experience poor health and quality of life outcomes to act collectively in improving their health and quality of life.						
21. My work has a role in mobilizing community partnerships and action to identify and address the conditions that influence inequities in the communities MCHHS serves.						
22. My work contributes to developing policies and plans that support individual and community health and quality of life efforts to address the conditions that affect inequities in the communities MCHHS serves.						

<p>23. My work has a role in applying the enforcement of laws and regulations that protect health and ensure safety in order to reduce inequities in the communities MCHHS serves (e.g., water testing).</p>						
<p>24. My work has a role in linking people from populations disproportionately experiencing poor health and quality of life outcomes to needed personal health services and assuring the provision of care when otherwise unavailable.</p>						
<p>25. My work has a role in assuring a competent, culturally sensitive and diverse health and human services workforce that can effectively address inequities in the communities MCHHS serves.</p>						
<p>26. My work has a role in evaluating the effectiveness, accessibility, and quality of health and human services provided to populations experiencing disproportionately poor health and quality of life outcomes.</p>						
<p>27. My work contributes to and applies new insights,</p>						



innovative solutions, and the evidence base to address inequities in the communities MCHHS serves, and community conditions that influence health.						
--	--	--	--	--	--	--

Remember that your survey responses are saved, so if you need to take a break and come back to it, click on the “next” at the bottom of the last page completed and close the browser. You will be taken automatically to the page where you left off when you come back to the survey.

**Section C: Collaboration Within MCHHS**

**The purpose of this section is to better understand what aspects of MCHHS make internal collaboration possible and how different kinds of collaboration within MCHHS function. When answering these questions, please remember to think about your experience at MCHHS over the past two years or so.**

28. There is support from management within MCHHS for collaboration between programs addressing inequities in the communities MCHHS serves.

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Don't know

29. Staff at all levels have the opportunity to become leaders in the work MCHHS is doing to address inequities in the communities MCHHS serves.

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Don't know

**Please indicate the response that best describes your experience with decision-making at MCHHS. When answering these questions think about your experience in the Division you work in.**

30. What role do you have in making decisions that affect division-wide efforts to address inequities in the communities MCHHS serves? (*Check only one box*)
- I have no decision-making role
  - There are opportunities for me to give input, but I don't have a role in seeing that my input is incorporated into the decision
  - I have an active role in major decisions affecting my divisions' efforts to address inequities in the communities MCHHS serves
  - I have primary decision-making power for my division
  - Addressing inequities in the communities MCHHS serves is not a focus of my division
  - Other (please describe): \_\_\_\_\_

**Please indicate the response that best describes your experience regarding the transparency of decision-making at MCHHS:**

31. When a division-level decision is made that affects you and your job tasks, do you know why it was made?
- Always
  - Usually
  - Sometimes
  - Rarely
  - Never

32. When a program level decision is made that affects you and your job tasks, do you know why it was made?
- Always
  - Usually
  - Sometimes
  - Rarely
  - Never

**The next set of questions is about the culture of MCHHS with respect to learning.**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
33. Staff are encouraged to learn <u>from one another</u> about ways to address the environmental, social, and economic conditions that impact inequities in the communities MCHHS serves.					

34. Staff are encouraged to learn <u>from external sources</u> about ways to address the environmental, social, and economic conditions that impact inequities in the communities MCHHS serves.					
35. Staff are encouraged to be creative in addressing new challenges.					

**Section D: Working with the Communities MCHHS Serves to Address the Environmental, Social, and Economic Conditions that Impact Inequities**

**This section focuses on MCHHS’s collaboration with the communities MCHHS serves. Please indicate how much you agree or disagree with the following statements about your familiarity with the communities MCHHS serves.**

	Strongly disagree	Disagree	Agree	Strongly agree	I don’t know
36. I am familiar with information sources that can help me identify and learn about major concerns in the communities MCHHS serves.					
37. I am familiar with the major inequities affecting residents in the communities MCHHS serves.					
38. I am familiar with the demographic composition of the communities MCHHS serves.					

39. Which types of community groups, if any, do you work with as part of your job at MCHHS?

*(Check all that apply)*

- Groups that advocate for improved living conditions
- Neighborhood groups
- Faith-based groups
- Youth development/leadership groups

- Community-based organizations (CBOs), such as sexual orientation, ability, veterans, race, ethnicity, gender identity, etc.
- Community members not affiliated with an organization or group
- Other (please specify):

*[Skip logic- Only ask if selected CBOs from Q39]*

40. You indicated that you work with CBOs to reverse inequities in the communities MCHHS serves. Which of the following populations do you work with? *(Check all that apply.)*

- Immigration or documentation status
- Veterans
- Lesbian, Gay, Bisexual, Transgender, Queer
- Race/ethnicity (including American Indian, Alaska Native, Hispanic, etc.)
- Low income
- Physical and/or mental disabilities
- Low education level
- Refugee

**Please indicate the response that most accurately describes your MCHHS division’s approach to working with communities.**

	No	Moving in that direction	Yes	I don't know
41. There are strategies in place to minimize barriers to community participation (e.g. it is possible to provide money for child care and transportation to residents attending community meetings, etc.).				
42. The MCHHS division I work in makes deliberate efforts to build the leadership capacity of community members to advocate on issues affecting the environmental, social, and economic conditions that impact health and quality of life.				
43. The MCHHS division I work in plays an active role in developing, maintaining and				

supporting networks in the community.				
44. The MCHHS division I work in has trusting relationships with external partners.				
45. The external partners of the MCHHS division I work in really represent the interests and needs of the communities MCHHS serves.				
46. The MCHHS division I work in is able to adapt to new communities and changes within the populations we serve.				

**Please indicate how much you agree or disagree with the following statements about the cultural relevance of health and human services programming at MCHHS:**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
47. A range of culturally and linguistically appropriate programs and services are planned and implemented at MCHHS.					
48. Assessments of the cultural and linguistic needs of the community we serve are conducted periodically.					
49. The MCHHS division I work in creates and distributes oral and written information that is appropriate for the cultural, linguistic, and literacy needs in the community.					
50. The MCHHS division I work in collects and shares data in a manner that is appropriate for the cultural, linguistic, and literacy needs of the community.					

You are halfway through the survey! Take a moment to stand up, stretch and/or get a drink of water.

### **Section E: Supporting Staff to Address Inequities in the Communities MCHHS Serves**

**In this section of the survey, we'd like to know about how you are supported as a staff member of MCHHS, and how you could be more supported in addressing inequities in the communities MCHHS serves in your work here. When answering these questions, please remember to think about your experience at MCHHS over the past two years or so.**

#### **Supporting Staff in Addressing Inequities in the Communities MCHHS Serves Through Training**

51. Since you have been working at MCHHS, have you ever received training about the different ways health and human services can address the environmental, social, and economic conditions that impact populations experiencing inequities in the communities MCHHS serves?

- Yes
- No
- I don't remember

52. Since you have been working at MCHHS, have you ever received training or any mentoring or guidance on any of the following topics? *(Check all that apply)*

- How to evaluate the work you do
- How to understand and use data to further your work
- Program planning
- How to conduct assessments of community needs and strengths
- How to research, understand and develop policies that impact the social, economic, and physical conditions that impact inequities in the communities MCHHS serves
- How to advocate for and/or support external partners and community groups advocating for policies that address the social, economic, and physical conditions that impact inequities in the communities MCHHS serves
- How to organize communities to advocate on their own behalf to improve the social, economic and physical conditions of their neighborhoods
- Skills for communicating across cultural differences (translation, cultural interpretation, etc.)
- Working with populations experiencing inequities in the communities MCHHS serves

**The next few questions focus on professional development opportunities. Please select the response that best describes your experience working within your MCHHS division.**

	Have you been <b>encouraged</b> to use the following professional development opportunities to further your understanding of inequities in the communities MCHHS serves?	If yes, have you <b>used</b> this type of opportunity to better understand inequities in the communities MCHHS serves?
53. Mentoring/coaching	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Not applicable/MCHHS does not offer this	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not yet, but plan to
54. Tuition reimbursement for a relevant class or certification	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Not applicable/MCHHS does not offer this	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not yet, but plan to
55. Conferences, trainings, professional development opportunities, or workshops centering on populations experiencing inequities in the communities MCHHS serves	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Not applicable/MCHHS does not offer this	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not yet, but plan to
56. Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Not applicable/MCHHS does not offer this	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not yet, but plan to

57. Have you provided mentoring or coaching to other staff to support them in addressing

inequities in the communities MCHHS serves? *(Check only one box)*

- Yes, as part of my job
- Yes, informally
- No
- I don't remember

**Supporting Staff in Addressing Inequities in the Communities MCHHS Serves through Time for Reflection**

**Please indicate how much you agree or disagree with the following statements about the opportunities you have to reflect on addressing inequities in the communities MCHHS serves in your work.**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know	Not applicable to my job duties
58. I have opportunities to talk with my supervisor(s) and/or manager(s) about the impact of our work on the environmental, social, and economic conditions that impact populations experiencing inequities in the communities MCHHS serves.						
59. Within my division we have engaged in group discussions about how our work could address one or more of the environmental, social, and economic conditions that impact populations experiencing inequities in the communities MCHHS serves.						

**For the next set of questions we are interested in learning about your personal knowledge and**



**experience related to various aspects of the environmental, social, and economic conditions that impact inequities in the communities MCHHS serves.**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know	Not applicable to my job duties
60. I could explain the environmental, social, and economic conditions that impact inequities in the communities MCHHS serves to my co-workers.						
61. Being aware of my own beliefs, values and privilege helps me understand others' perspectives.						
62. I believe it is important to understand the beliefs and values of the residents and community members served by MCHHS.						
63. I have taken steps to enhance my own cultural humility and/or cultural understanding (for example through trainings, self-reflection, personal relationships, etc).						
64. I have personally meaningful interactions and learn from people of different cultures and backgrounds from my own.						

**For the set of questions below, we are interested in knowing how you think MCHHS is doing with respect to having conversations about inequities in general. Please indicate how much you agree or disagree with the following statements:**

65. **Staff** I interact with at MCHHS are comfortable talking about:

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
Race and racism					
Class and classism					
Sex and sexism					
Gender, genderism, and transphobia					
Sexual orientation, heterosexism and homophobia					
Ability and ableism					

66. **Management** I interact with at MCHHS are comfortable talking about:

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
Race and racism					
Class and classism					
Sex and sexism					
Gender, genderism and transphobia					
Sexual orientation, heterosexism and homophobia					
Ability and ableism					

You are three quarters of the way through the survey, take a moment to stand up and stretch!

**Section F: Working within MCHHS to Address the Workplace Conditions That Impact Workplace Inequities**

The next set of questions focus on workplace inequities within MCHHS. When answering these questions, please remember to think about your experience at MCHHS over the past two years or so.

Please indicate how much you agree or disagree with the following statements about MCHHS's workplace conditions.

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
67. I am familiar with workplace conditions that can lead to workplace inequities.					
68. I collaborate with staff in other programs and/or divisions within MCHHS to address the workplace conditions that impact workplace inequities.					
69. I think most staff members at MCHHS demonstrate a commitment to addressing the workplace conditions that can lead to workplace inequities.					
70. I am familiar with MCHHS resources that are available to me to understand and address workplace conditions that can lead to workplace inequities.					
71. I am aware of the work MCHHS is doing to address workplace conditions that impact workplace inequities.					

72. I feel my work environment is supportive of many different cultural perspectives.					
73. I work with a culturally diverse staff.					
74. I believe it is important to try to understand the beliefs and values of my co-workers					

**Please indicate the response that most accurately describes MCHHS’s approach to workplace inequities:**

	No	Moving in that direction	Yes	Don’t know
75. I think MCHHS as an organization demonstrates a commitment to addressing the workplace inequities that impact employees.				
76. I think we have strategies in place in MCHHS to advocate for departmental policies that impact workplace inequities.				
77. MCHHS is open and responsive to employees’ feedback on its work addressing workplace inequities.				
78. MCHHS sets standards and expectations for how we work on department-wide equity, diversity, and inclusion initiatives.				
79. MCHHS assesses its work against benchmarks that are set for how we work on workplace equity, diversity, and inclusion initiatives.				

80. MCHHS creates and distributes oral and written information that is appropriate for the cultural, linguistic and literacy needs of department staff.				
81. The work to build a culture of equity, diversity and inclusion at MCHHS is shared among all staff so that the burden of solving equity issues is not left solely to those experiencing inequities.				
82. I am ready to take action to make MCHHS a more equitable place to work.				

**For the set of questions below, we are interested in knowing how you think MCHHS is doing with respect to hiring and keeping a diverse staff at all levels of the organization.**

**Please indicate how much you agree or disagree with the following statements about the recruitment, hiring, and retention of diverse staff at MCHHS:**

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know / Not applicable
83. MCHHS actively recruits culturally diverse staff members.			<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
84. When hired, culturally diverse staff members <u>remain</u> long-term employees of MCHHS.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
85. When possible, minimum requirements for positions are					

flexible, allowing for relevant community experience in place of educational degrees.					
86. When forming interview panels for the hiring of new staff, attention is paid to how the make up of the panel could enhance the recruitment of a more diverse workforce.					
87. Interview questions are designed to gain insight into an applicant's capability to address inequities in the communities MCHHS serves in the performance of their program responsibilities.					
88. In my experience, staff of diverse cultural backgrounds are equitably promoted throughout MCHHS.					
89. I believe I have a good chance of being promoted within MHCCS.					
90. I feel that MCHHS gives reasonable accommodations for any seen and unseen abilities/disabilities.					
91. I know what to do when I see a co-worker being treated differently because of their race, ethnicity, sexual orientation, or ability status.					
92. I know what to do if I am the target of racism or other forms of					

discrimination at work.					
-------------------------	--	--	--	--	--

You are almost done with the survey, just a few more questions!

### Section G: Demographics

**The following information is optional, but will help us understand more about the distribution of experiences and attitudes across MCHHS. Your responses are confidential.**

93. What is the race or ethnicity that you primarily identify with?

- African American/Black
- Asian
- Caucasian/White
- Latino/Hispanic
- Middle Eastern
- Native American/Alaska Native
- Pacific Islander/Native Hawaiian
- Biracial/Multiracial/Other (please specify): \_\_\_\_

94. What is your primary or first language?

- Spanish
- English
- Russian
- Marshallese
- Chuukse
- Other (please specify):

95. What is your gender identity?

- Man
- Woman
- Transgender Male/Trans Man/FTM
- Transgender Female/Trans Woman/MTF
- Gender Nonconforming
- Not listed above (please specify):

96. What is your sexual orientation?

- Heterosexual or straight
- Gay

- Lesbian
- Bisexual/Pansexual
- Queer
- Not listed above (please specify):

97. Have you ever served in the U.S. Armed Forces, Reserves, or National Guard?

- Yes
- No

98. Do you consider yourself to have any sort of disability (e.g. having serious difficulty hearing, seeing, concentrating, or walking)?

- Yes
- No

**Thank you**