



United Way of Santa Cruz County Organizational Assessment: Cultural Responsivity, Racial Equity & Trauma-informed Practices

The goal of this survey is to learn the following from United Way of Santa Cruz County staff:

- Where we need to invest in staff training to increase competency around racial equity and trauma-informed practices
 - Understand our collective awareness on racial equity and trauma and how it impacts our work
 - Understand collective awareness of United Way's efforts around racial equity and trauma informed practices
 - Gain insight on United Way's work culture and the organization's level of cultural responsivity
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Defining Terms Used In This Tool

Racial Equity is “the condition that would be achieved if one’s racial identity no longer predicted, in a statistical sense, how one fares. When we use this term, we are thinking about racial equity as one part of racial justice, and thus we also include root causes of inequities, not just their manifestation. This includes elimination of policies, practices, attitudes, and cultural messages that reinforce differential outcomes by race or fail to eliminate them” (from Racial Equity Tools).

Anti-Racism is “an active way of seeing and being in the world, in order to transform it... A person who practices anti-racism is someone who works to become aware of:

- How racism affects the lived experience of people of color and Indigenous people;
 - How racism is systemic, and has been part of many foundational aspects of society throughout history, and can be manifested in both individual attitudes and behaviors as well as formal (and "unspoken") policies and practices within institutions;
 - How white people participate, often unknowingly, in racism” (Calgary Anti-Racism Education, 2018).
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Please identify which answer best describes your organization. Please know that there isn't a 'right answer' to any of these questions, and that different members of the same organization might vary in terms of how they rate the same organization. This is just fine!

We can have difficult conversations about racial equity in the organization.

- Yes, very true
- Yes, often
- Occasionally
- Rarely
- Additional comments: _____

We practice critical self-reflection to notice, share, and respond to inequities in policy and practice within the organization.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

Do you feel your supervisor preserves supervision time as an important investment in you?

- Routinely
- Sometimes
- Occasionally
- Rarely
- Additional Comments: _____

Does your supervisor provide both task and process feedback and support in ways that integrate one's racial and cultural identity?

- Routinely
- Sometimes
- Occasionally
- Rarely
- Additional Comments: _____

Does your supervisor regularly seek feedback from you on supervision practices and work culture

- Routinely
- Sometimes
- Occasionally
- Rarely

Your supervisor advocates for improvements in working conditions that supports your ability to perform your job, including noticing and responding to the ways in which your social identities influence working conditions.

- routinely
- sometimes
- Occasionally
- Rarely

In order to support the work like of employees, what should supervisors learn more about and invest their resources in (including their time)?

- Response: _____

How can supervisors support staff in management of workload and processing the challenges staff face out in the community?

- Response: _____

How has the work environment supported/impeded your work performance in general?

- Response: _____

In your relationships with colleagues, how well are you:

- Respected?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- Listened to?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- Valued for the contributions you make?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____

What is the frequency with which you experience the following:

- Ignored?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- Talked down to?
 - routinely
 - sometimes
 - Occasionally
 - Rarely

- Additional Comments: _____
- Presumed incompetent?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- Made fun of?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- Been treated in an *intentional* way to isolate you or make you feel like an outsider?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____
- *Unintentionally* made to feel like an outsider?
 - routinely
 - sometimes
 - Occasionally
 - Rarely
 - Additional Comments: _____

How many times in the last two years while at work did the following occur? (insert number of times)

- Harassed? _____
- Discriminated against? _____
- Threatened? _____
- Additional Comments: _____

Negative racial bias and microaggressions exist show up in the organization.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

In your experiences with your supervisor and with higher up administrators, please indicate your agreement with the following statements:

- a. I am valued by the organization
 - fully

- partly
- Not very
- I'm not sure
- Additional Comments: _____In
- b. I am treated as though I am a difficult person to work with
 - fully
 - partly
 - Not very
 - I'm not sure
 - Additional Comments: _____
- c. I am treated as though I am capable of taking on higher levels of responsibility
 - fully
 - partly
 - Not very
 - I'm not sure
 - Additional Comments: _____

How confident are you in the complaint mechanisms in the organization to deal with issues of inequity?

- fully
- partly
- Not very
- I'm not sure
- Additional Comments: _____

What recommendations do you have for the organization to improve its work culture and climate?

- Response: _____

How *supported* do you feel by the organization in speaking up and speaking out around issues of equity?

- fully
- partly
- Not very
- I'm not sure
- Additional Comments: _____

How *skilled* do you feel in your ability to speak up and speak out around issues of equity, in a non-polarizing way? (Within the organization, Doing work out in the community)

- fully
- partly
- Not very
- I'm not sure
- Additional Comments: _____

How well does the organization provide you with the necessary resources (e.g., supplies, training, funding, time, etc.) to complete your job tasks?

- fully

- partly
- Not very
- I'm not sure
- Additional Comments: _____

Resources are dedicated to support engagement with communities of color (including translation, stipends, childcare, refreshments).

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

In general, staff engage in continuous learning about their own biases, assumptions and stereotypes that limit their ability to be culturally responsive, and to understand how these biases affect their work in the community.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

Staff are supported in their ability to practice and implement policies and procedures for racial equity and cultural responsiveness.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

Our organization's leadership supports us doing racial equity work in our initiatives, to support the experiences of communities of color.

- Board of Directors
 - Yes
 - No
 - I'm not sure
- CEO
 - Yes
 - No
 - I'm not sure
- Top leadership team

- Yes
- No
- I'm not sure
- Additional comments: _____

Our organization has been active in advocating for equitable policies and we are known for this legacy.

- Yes, strongly
- Yes, mostly
- Occasionally
- No
- I'm not sure
- Additional comments: _____

In response to recent social and political events/rhetoric, our organization has responded through activities, such as: providing rights-based education for clients, joining resistance movements, advocating for improvements in public policy, and supporting staff whose family and loved ones are being targeted. **Please indicate what actions you see the organization taking in "Additional Comments".**

- Yes, with strong support
- Yes, with some support
- Occasionally supportive
- No
- I'm not sure
- Additional comments: _____

When major organizational decisions are made, we consider the impact on our community, partners, and staff of color.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional comments: _____

When we serve communities of color who speak English as a second language, and who need interpretation, our organization is able to respond to ensure prompt, accurate and effective service.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional comments: _____

We have an organizational culture that supports community members and our partners in giving us input on their experiences in the organization.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional comments: _____

In general, staff know the disparities facing local communities of color, particularly those that limit (1) community member's ability to improve their health and/or wellbeing and (2) the specific health and wellbeing risks faced by the community.

- Fully
- Partly
- Not very
- I'm not sure
- Additional comments: _____

We analyze data by race and ethnicity to inform our initiatives (decision-making, policies, who we partner with, actions, etc.)?

- Yes, fully
- Yes, partly
- No
- I'm not sure
- Additional comments: _____

The organization has a practice of partnering effectively with organizations and leaders of color.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

The organization actively supports the policy issues of importance to communities of color.

- Yes, routinely
- Yes, sometimes
- Occasionally
- No
- I'm not sure
- Additional Comments: _____

Do you have any additional thoughts or feedback that you would like to provide?

- Response: _____
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The questions from this survey are adapted from the following sources:

Protocol for Culturally Responsive Organizations, Ann Curry-Stevens, Marie-Elena Reyes & Coalition of Communities of Color, 2014 https://www.oregon.gov/ohcs/OSHC/docs/HSC-2016/030416_HSC_LIFT_CARE-report.pdf

Readiness and Early Efforts for Racial Equity Tool, Ann Curry-Stevens, Marie-Elena Reyes & Coalition of Communities of Color, 2018

Transforming Organizational Culture Assessment Tool (TOCA), MP Associates, 2016
http://www.mpassociates.us/uploads/3/7/1/0/37103967/toca_toolpotapchuk_.pdf

Survey: Assessing Our Staff's Racial Equity & Inclusion Competency, Living Cities, 2018
<https://www.livingcities.org/resources/344-survey-assessing-our-staff-s-racial-equity-inclusion-competency>