

## SURVEY QUESTIONS FOR COC PROVIDERS

**DESCRIPTION:** The LGBTQ+ and POC Sub-committee of the Butte County Continuum of Care is looking to better understand the experiences of the different LGBTQ+ people working and different People of Color working within COC participating agencies within the last five years, and those individuals attempting to access services from the various agencies participating in the COC. This survey will remain anonymous, and individual responses will not be shared outside of the team analyzing the data, and will not be shared with any employers. Any data collected will be summarized into trends and statistics before sharing. If you have any questions or concerns, please contact Marin Hambley, [marin@stonewallchico.org](mailto:marin@stonewallchico.org); Pahua Thao, [pthao1@buttecounty.net](mailto:pthao1@buttecounty.net)

Note: If you don't feel comfortable accessing this from a company/agency computer or email, you can access the survey directly from the COC website, or Stonewall's website here:

1. Demographics questions:
  - i. Do you currently hold, or have you held a position (paid or volunteer) at a participating agency in the Butte County Continuum of Care within the last five years?
    1. Answers: Yes I currently hold, Yes I previously held, No, Other
    2. **\*skip logic question; End survey if answer is "no"**
  - ii. How long have you worked within COC participating agencies (including if you've worked for more than one agency)?
  - iii. How many COC agencies have you worked for?
  - iv. Do you identify within the LGBTQ+ community?
  - v. Do you identify within the Transgender, Gender Non-conforming, and/or Non-binary community?
  - vi. Do you identify as a Person of Color?
  - vii. Which role best describes your position in your current agency?
    1. Note of answer options: supervisor, management, administrative, line staff, direct services, part-time, contract, volunteer, board member
2. Has your agency taken steps that you know of to be more inclusive of LGBTQ+ folks?
3. Has your agency taken steps that you know of to be more inclusive of People of Color?
4. Are you comfortable being who you are at work?
5. What is your comfort discussing race in your workplace?
6. What is your comfort discussing gender in your workplace?
7. Do you know someone who identifies as a Person of Color who works at your agency?
8. Do you know someone who identifies as LGBTQ+ who works at your agency?
9. Have you experienced or have you witnessed any other employees experiencing harassment or discrimination based on your race from your coworkers or colleagues? (Answers: Yes I experienced; Yes I witnessed; No)
  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?

- 10.** Have you experienced or have you witnessed any other employees experiencing harassment or discrimination based on your gender, or sexuality from your coworkers or colleagues?  
(Answers: Yes I experienced; Yes I witnessed; No)

  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?
- 11.** Have you experienced or have you witnessed any other employees experiencing harassment or discrimination based on your race from your clients or the people your agency is serving?  
(Answers: Yes I experienced; Yes I witnessed; No)

  - i. If yes, did you report it?
  - ii. Did you feel comfortable reporting?
  - iii. What happened? What follow up did you see?
- 12.** Have you experienced or have you witnessed any other employees experiencing harassment or discrimination based on your gender or sexuality from your clients or the people your agency is serving? (Answers: Yes I experienced; Yes I witnessed; No)

  - i. If yes, did you report it?
  - ii. Did you feel comfortable reporting?
  - iii. What happened? What follow up did you see?
- 13.** Have you heard negative or inappropriate comments about your or another person's race in your workplace from colleagues?

  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?
- 14.** Have you heard negative or inappropriate comments about your or another person's gender or sexuality in your workplace from colleagues?

  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?
- 15.** Have you heard negative or inappropriate comments about your or another person's race in your workplace from clients?

  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?
- 16.** Have you heard negative or inappropriate comments about your or another person's gender or sexuality in your workplace from clients?

  - i. If yes, did you feel comfortable reporting?
  - ii. What happened? Was it addressed? How was it addressed? What follow up did you see?
- 17.** Have you experienced a client being resistant to services because of your gender or sexuality?

  - i. If yes, is this something you felt comfortable talking to your supervisor/coworkers with?
  - ii. If you did talk about it with your team, did you get the support you needed/wanted from that conversation?

18. Have you experienced a client being resistant to services because of your race?
  - i. If yes, is this something you felt comfortable talking to your supervisor/coworkers with?
  - ii. If you did talk about it with your team, did you get the support you needed/wanted from that conversation?
19. Have you had to change positions at your job, or leave a position due to factors of discrimination/harassment based on your race, gender, and/or sexuality?
  - i. If yes, which factor played a role? (Check all that apply: gender, sexuality, race, other)
20. Do you believe you have been fired, denied a promotion, or demoted due to factors of discrimination/harassment based on your race, gender, and/or sexuality?
  - i. If yes, which factor played a role? (Check all that apply: gender, sexuality, race, other)
21. Are you aware of the procedures for reporting incidents of discrimination/bias at your workplace?
  - a. If YES
    - i. Does this policy include follow-up actions?
    - ii. How does this policy get evaluated?
    - iii. Do you have faith in this policy?
    - iv. Have you seen this policy be effective?
    - v. Have you utilized this reporting procedure before?
22. Does your workplace offer and/or require LGBTQ+ cultural competency training?
  - i. Check all that apply: No, Yes it is offered, Yes it is required
23. Does your workplace offer and/or require anti-racism training?
  - i. Check all that apply: No, Yes it is offered, Yes it is required
24. Have you felt tokenized at your workplace? Or have you ever felt like others at your workplace have considered you a token representative of your identity?
  - i. define token
25. Have you ever observed different treatment, including for example different enforcement of policies, towards clients of a certain race who are participating in your agency's services?
  - i. If yes, was this an isolated incident? Is this consistent behavior exhibited by that individual employee? Do you believe this is agency culture?
26. Have you ever observed different treatment, including for example different enforcement of policies, towards clients of a certain gender or sexuality who are participating in your agency's services?
  - i. If yes, was this an isolated incident? Is this consistent behavior exhibited by that individual employee? Do you believe this is agency culture?
27. Have you ever observed someone being disqualified or exited from services where you believe their race played a role in that decision?
  - i. If yes, was this an isolated incident? Is this consistent behavior exhibited by that individual employee? Do you believe this is agency culture?
28. Have you ever observed someone being disqualified or exited from services where you believe their gender and/or sexuality played a role in that decision?
  - i. If yes, was this an isolated incident? Is this consistent behavior exhibited by that individual employee? Do you believe this is agency culture?
29. Is there anything else you'd like to share?