

# Trauma-Informed Housing Evaluation Survey: Staff



This tool was developed by POAH in partnership with Urban Institute as part of a larger effort to make housing more trauma-informed. To learn more about POAH's work and see how this tool might fit into your own organization's efforts to become more trauma-informed, visit POAH's Trauma-Informed Housing Toolkit at: [traumainformedhousing.poah.org](https://traumainformedhousing.poah.org)

## Purpose

- This survey can be utilized to evaluate the impact of your trauma-informed efforts on staff sense of belonging, agency, well-being, understanding of trauma and healing and experiences with colleagues.
- Consider administering this survey at the beginning of your organization's trauma-informed journey, and periodically at regular intervals (such as annually, bi-annually or some other frequency).
- We recommend using this survey in addition to, not in place of, the interview and discussion guides provided in POAH's Trauma-Informed Housing Toolkit.

## Tips for Trauma-Informed Practice

- 1. Practice transparency:** Explain to the interviewee how this information will be used and what measures are in place to protect their privacy.
- 2. Offer choice:** Offer the interviewee choice on the interview time, location, format (virtual/in-person, camera on/off), wherever possible.
- 3. Give room:** If difficult feedback or painful emotions arise in the interview, allow room for expression. Avoid minimizing the experience or proposing solutions that may bypass it.

## INTRODUCTION

### Thank you for participating in this survey.

Our organization is interested in hearing how staff feel about their experience working here. Your feedback is confidential. Your responses will not affect your job or employment status. We will use this information to make improvements to staff supports, resident services, property management and the physical spaces on our properties.

If you have any questions, please reach out to [Team Lead] at [Team Lead Contact Info].

### Belonging<sup>1</sup>

Belonging means that you feel that you are accepted, comfortable and welcome. For the following statements, please rate how strongly you agree or disagree.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Prefer Not to Answer
1. I feel like I belong at this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My relationships at work are as satisfying as I would want them to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I feel comfortable expressing my opinions to my peers at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel comfortable expressing my opinions to leadership at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>1</sup>Adapted from [Harvard 2019 Belonging and Inclusion Survey](#)

## Relationships with Colleagues<sup>2</sup>

In this section, we ask about your relationships with others in our organization. “Colleagues” refers to your peers, your supervisor and leadership. Please indicate, on a scale from 0 to 3, how true the following statements are as you think about your interactions with staff in this program. You may feel different ways about different colleagues. Please respond with your overall impression of your colleagues.

	Not At All True 0	A Little True 1	Somewhat True 2	Disagree 3	Very True	Don't Know	Prefer Not to Answer
5. My colleagues are supportive when I'm feeling stressed out or overwhelmed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My colleagues treat me with dignity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My colleagues respect the strengths I have gained through my life experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My colleagues respect the choices that I make.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. When a difficult situation happens at work, I have the support I need from my colleagues to help me through it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I can trust my colleagues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>2</sup>Adapted from [Trauma Informed Practice \(TIP\) Scales](#). Questions have been modified to capture staff perspectives and interactions with their colleagues, rather than resident perspectives and interactions with staff.

## Staff Well-Being<sup>3</sup>

This section asks how frequently you feel positively or negatively about things that happen at work. For the following statements, please rate how strongly you agree or disagree.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Prefer Not to Answer
11. I feel that I influence other people positively through my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have become less sympathetic to people since I have started doing this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Being in direct contact with coworkers, residents, and others at work is stressful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I can find ways to relax or relieve my stress even when difficult things happen at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I feel emotionally exhausted because of my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>3</sup>Adapted from [The Maslach Burnout Inventory](#)

## Agency<sup>4</sup>

Agency means that you feel free to make choices and decisions that are best for you and your community. Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Prefer Not to Answer
16. I have the power to change things in my workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. There are things I can do to make [property] a better place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. In general, I feel I have a say in things that effect my work experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Understanding Trauma and Healing

Trauma is a word to describe personal or group experiences that are overwhelming and stressful. In this section, we ask about your perspectives on trauma and healing. Please rate the following statements on a scale from 0 to 3.

	Not At All True 0	A Little True 1	Somewhat True 2	Very True 3	Don't Know	Prefer Not to Answer
19. Trauma can negatively effect a person's physical, emotional, and social health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Recovery from trauma is possible for all.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Physical and emotional safety are essential for healing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Exposure to trauma is common.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The effects of trauma can be visible and invisible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>4</sup>Adapted from the [Youth Empowerment Solutions \(YES\) evaluation questionnaire](#)

## About You

24. Which of the following best describes you? *(Select only one.)*

- 1-On-Site Staff
- 2-Resident and On-Site Staff
- 3-Central/Corporate Office Staff
- 4-Other: \_\_\_\_\_

25. Which is your current gender identity?

- Man
- Woman
- Genderqueer/nonbinary
- Other: \_\_\_\_\_
- Prefer Not to Answer

26. What is your race?

- 1-White
- 2-Black or African American
- 3-American Indian or Alaska Native
- 4-Asian
- 5-Native Hawaiian or Other Pacific Islander
- 6-Biracial or multiracial: \_\_\_\_\_
- 7-Other: \_\_\_\_\_
- 8-Don't Know
- 9-Prefer Not to Answer

27. Are you of Hispanic, Latino, or Spanish origin?

- 1- Yes
- 2-No
- 3-Don't Know
- 4-Prefer Not to Answer

***Thank you for completing the survey. Your responses will help us to better understand how you and other staff feel about the communities in which you work and to develop strategies that can strengthen the work environment here.***