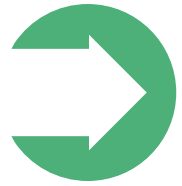


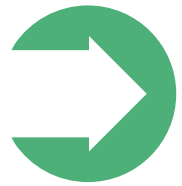
# Diversity, Equity & Inclusion at Peak Support

Survey data & update

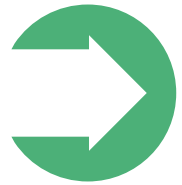




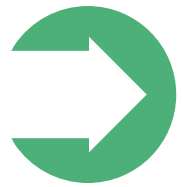
**Context**



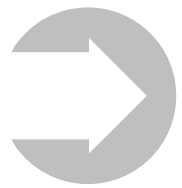
**Survey data & analysis**



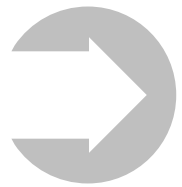
**Next steps**



**Context**



**Survey data & analysis**



**Next steps**

# What is Diversity, Equity & Inclusion (DEI)?

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## 1 Diversity

People representing all aspects of human difference are included in the community

## 2 Equity

Fair and just practices allow all community members to thrive

## 3 Inclusion

All community members are and feel respected, have a sense of belonging, and can achieve their potential

Source: <https://diversity.uiowa.edu/programs/dei-definitions>

2015

- Peak Support is founded with Human Potential as a Core Value
- Jon, Bianca, Hazel, Judz focus on building a culture of respect, inclusion, transparency

2020

- We began thinking about how to codify our commitment to DEI
- COVID hits
- Murder of George Floyd
- Engaged Tai Dixon

Fall 2020 - Present

- Rapid expansion of Content Moderation team
- Deep dive interviews w/ 12 team members
- Workplace culture survey to identify strengths and areas to improve

# Objectives

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## 1 Articulate Our Vision

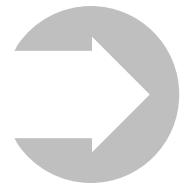
Articulate our vision & plan for Diversity, Equity, and Inclusion at Peak Support, to ensure our commitment is sustained as we grow

## 2 Identify & Fill Gaps

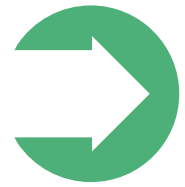
Understand our strengths & weaknesses related to DEI, & develop plans to address any gaps

## 3 Identify Training Opportunities

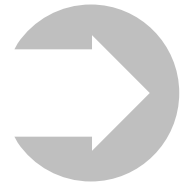
Understand the biggest training opportunities for leadership and for the larger team



Context



**Survey data & analysis**



Next steps

# The Workplace Culture survey: 60 questions on 9 topics

**Management**

**Culture**

**Performance  
Evaluation**

**Growth &  
Promotion**

**Professional  
Development**

**Compensation**

**Diversity**

**Equity**

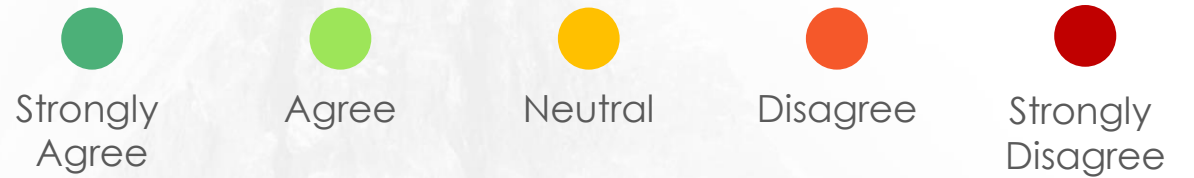
**Inclusion**



# Two examples

## Strengths

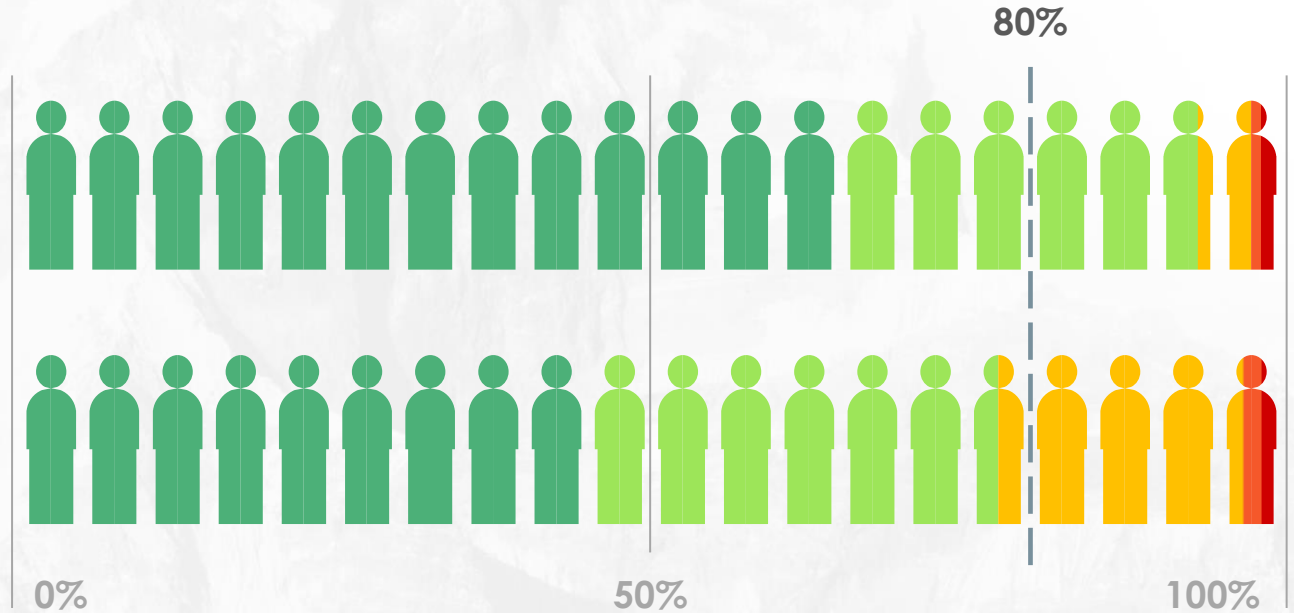
At least 80% "Strongly Agree" or "Agree"



## Needs Attention

50 to 80% "Strongly Agree" or "Agree"

My immediate supervisor treats me fairly and equitably.



## Needs Urgent Attention

Less than 50% "Strongly Agree" or "Agree"

The standards that I am being evaluated on annually are clear to me.



# Summary of Results

Management

Average  
89%

Culture

Average  
89%

Performance  
Evaluation

Average  
75%

Growth &  
Promotion

Average  
87%

Professional  
Development

Average  
84%

Compensation

Average  
75%

Diversity

Average  
91%

Equity

Average  
96%

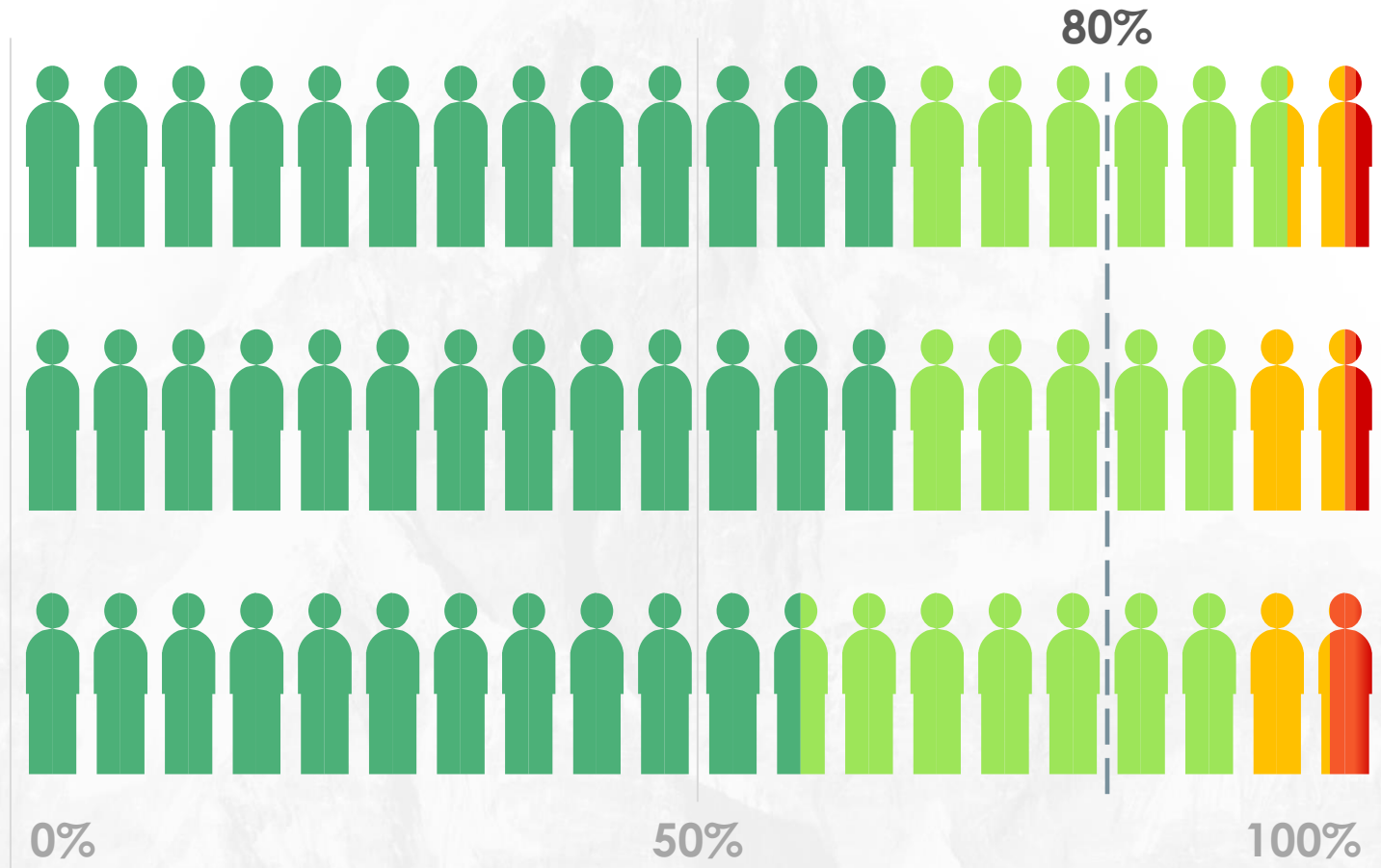
Inclusion

Average  
73%

# Management

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Management questions received similar responses and were considered "Strengths."

My supervisor treats me fairly and equitably.



80%

0%

50%

100%



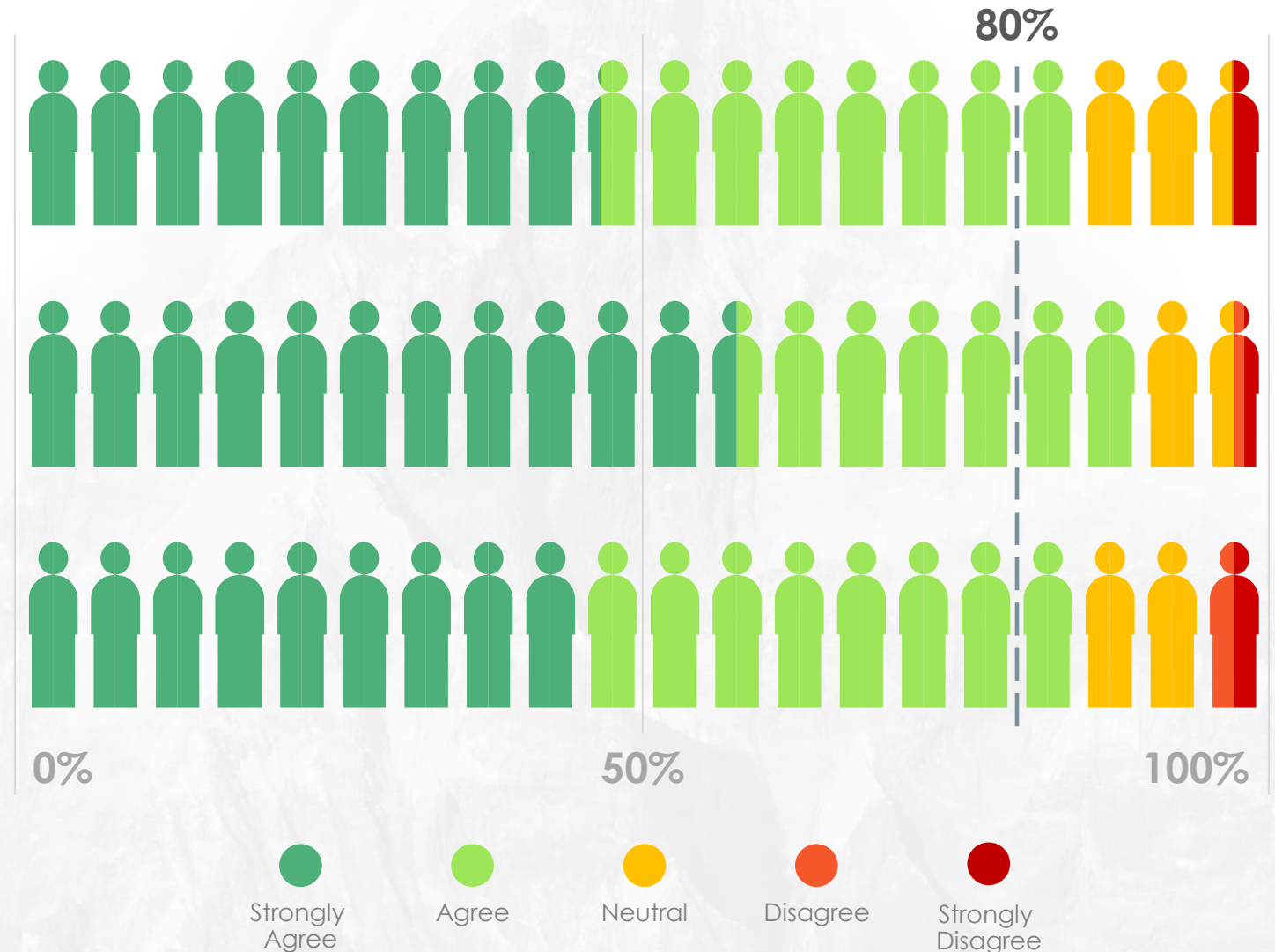
# Culture

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Culture questions received similar responses and were considered "Strengths."

Staff members engage in respectful disagreement to deepen understanding across lines of difference.

I can communicate openly on my team about ideas.

I can communicate openly on my team when I disagree.



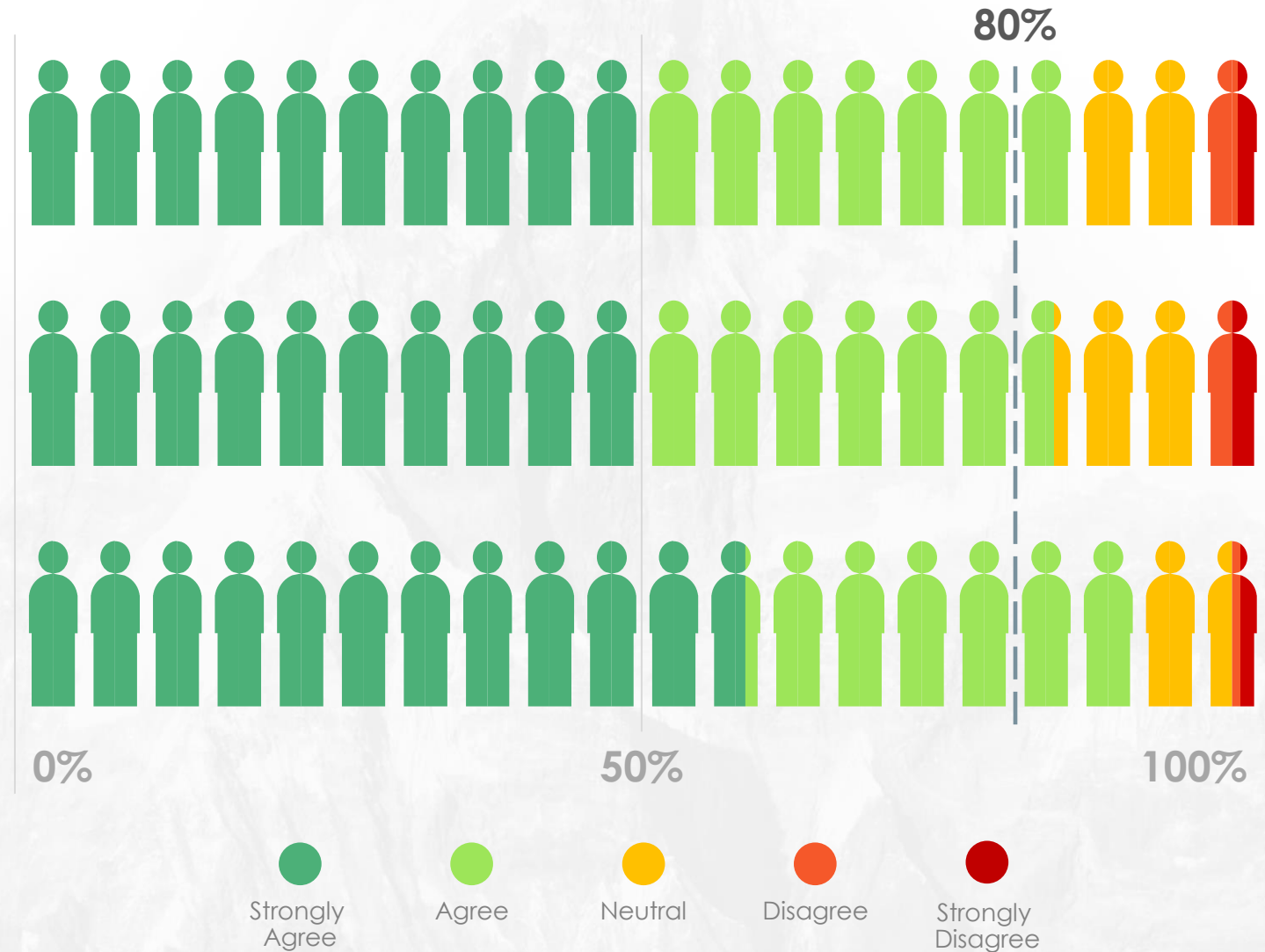
# Growth & Promotion

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Growth & Promotion questions received similar responses and were considered "Strengths."

I see a clear link between performance evaluation and opportunities for promotion.

I am satisfied with opportunities for growth and advancement.

I have seen a diverse group of people advancing into senior level roles.



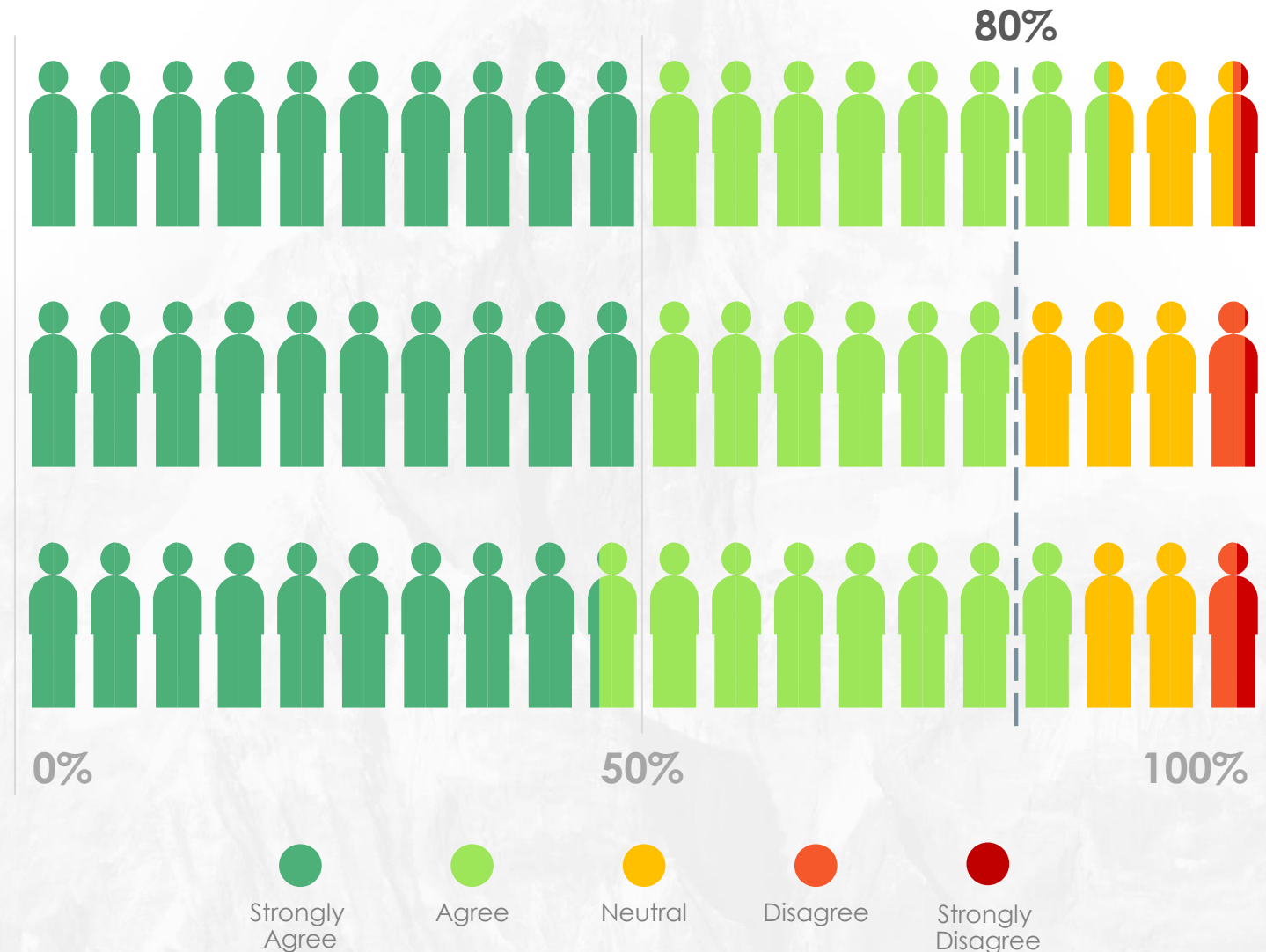
# Professional Development

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Professional Development questions received similar responses and were considered "Strengths."

I am satisfied with the level of professional development I receive inside my workplace.

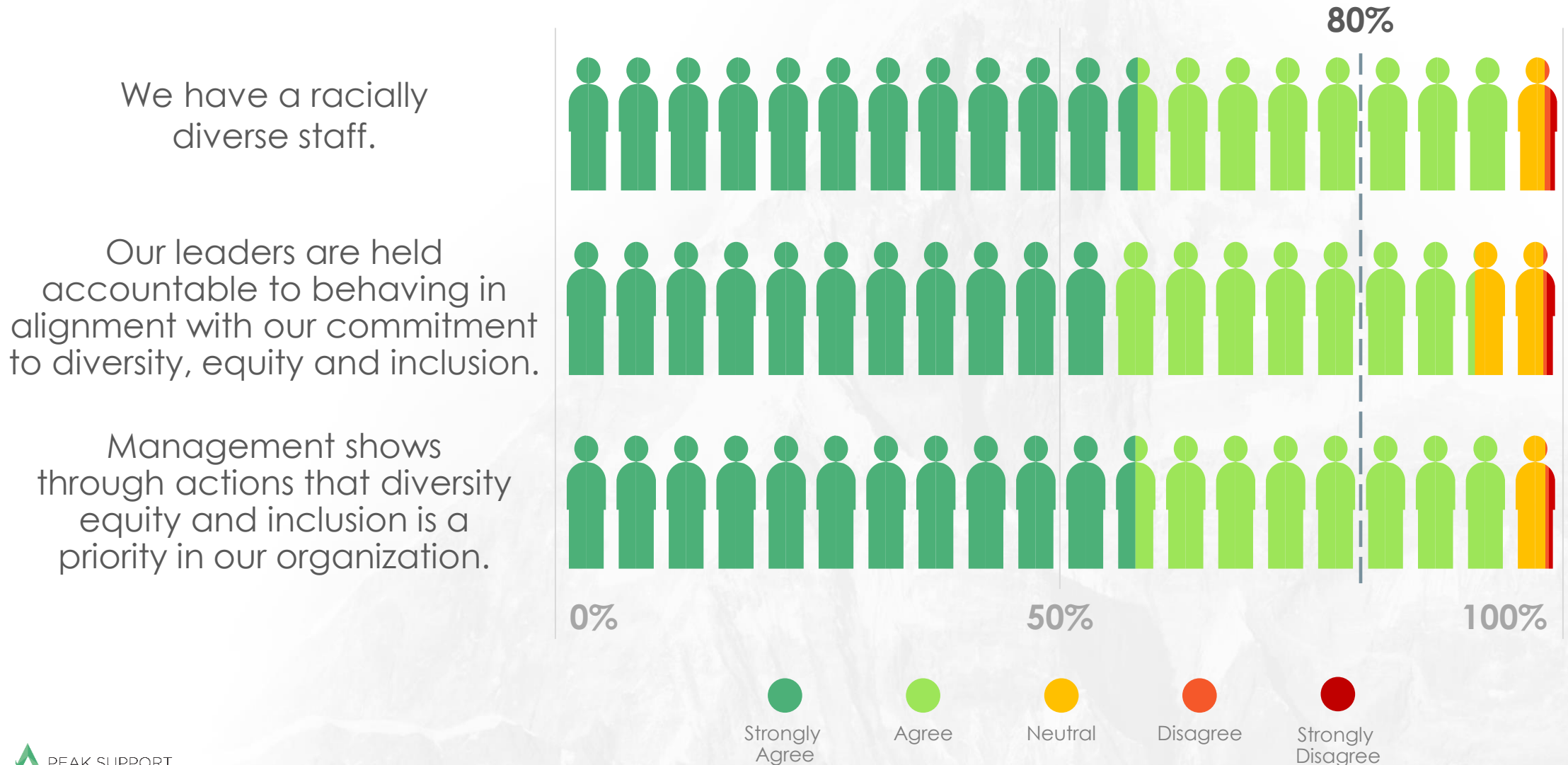
I have a mentor, champion, or advocate within the organization.

I am adequately trained in best current practices of the skills I need to be effective at my position.



# Diversity

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Diversity questions received similar responses and were considered "Strengths."



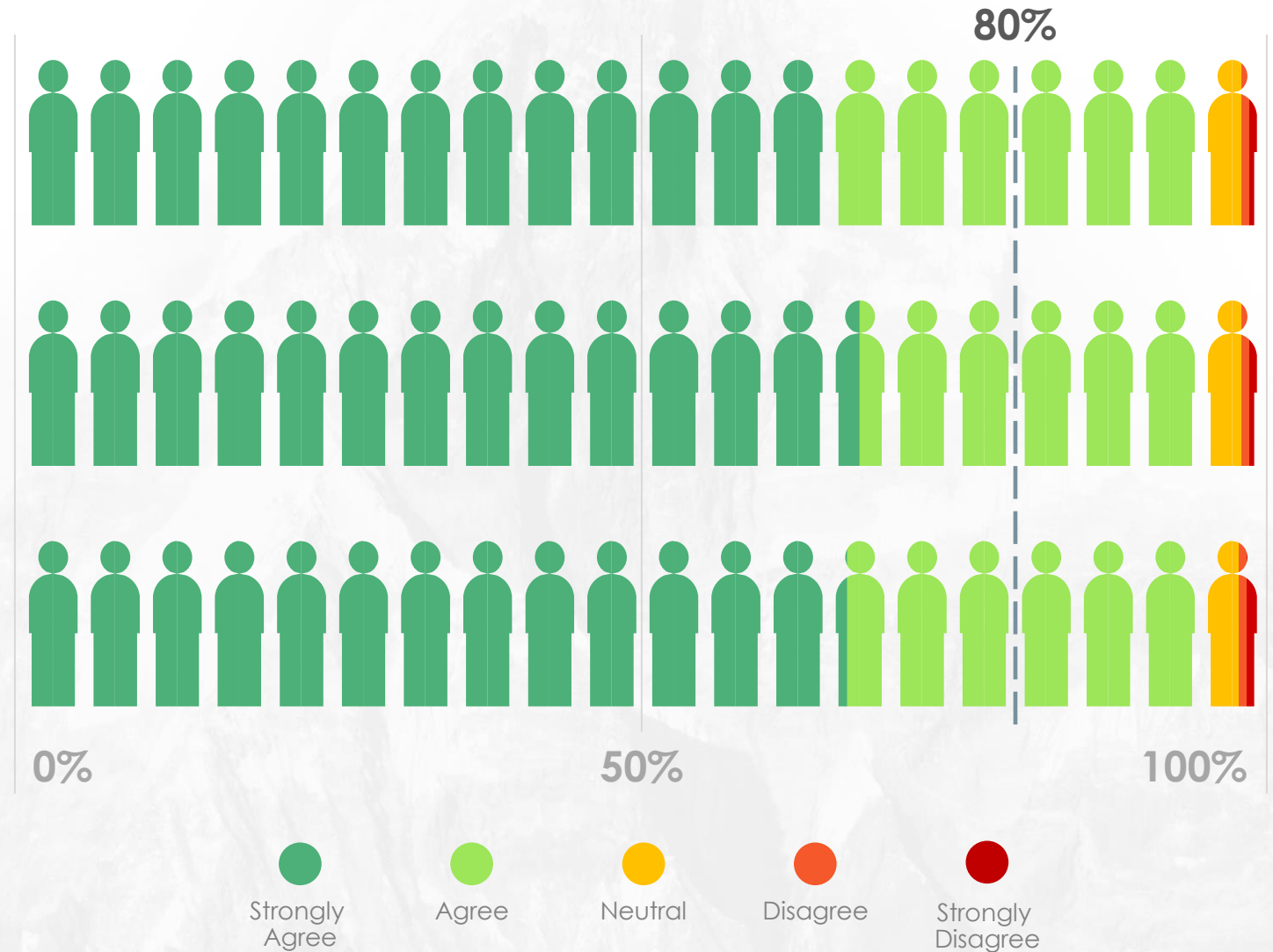
# Equity

Additional questions were included in the survey. We have chosen three from this section to highlight. All other Equity questions received similar responses and were considered "Strengths."

I have the same opportunity to advance in this organization regardless of my race.

I have the same opportunity to advance in this organization regardless of my gender.

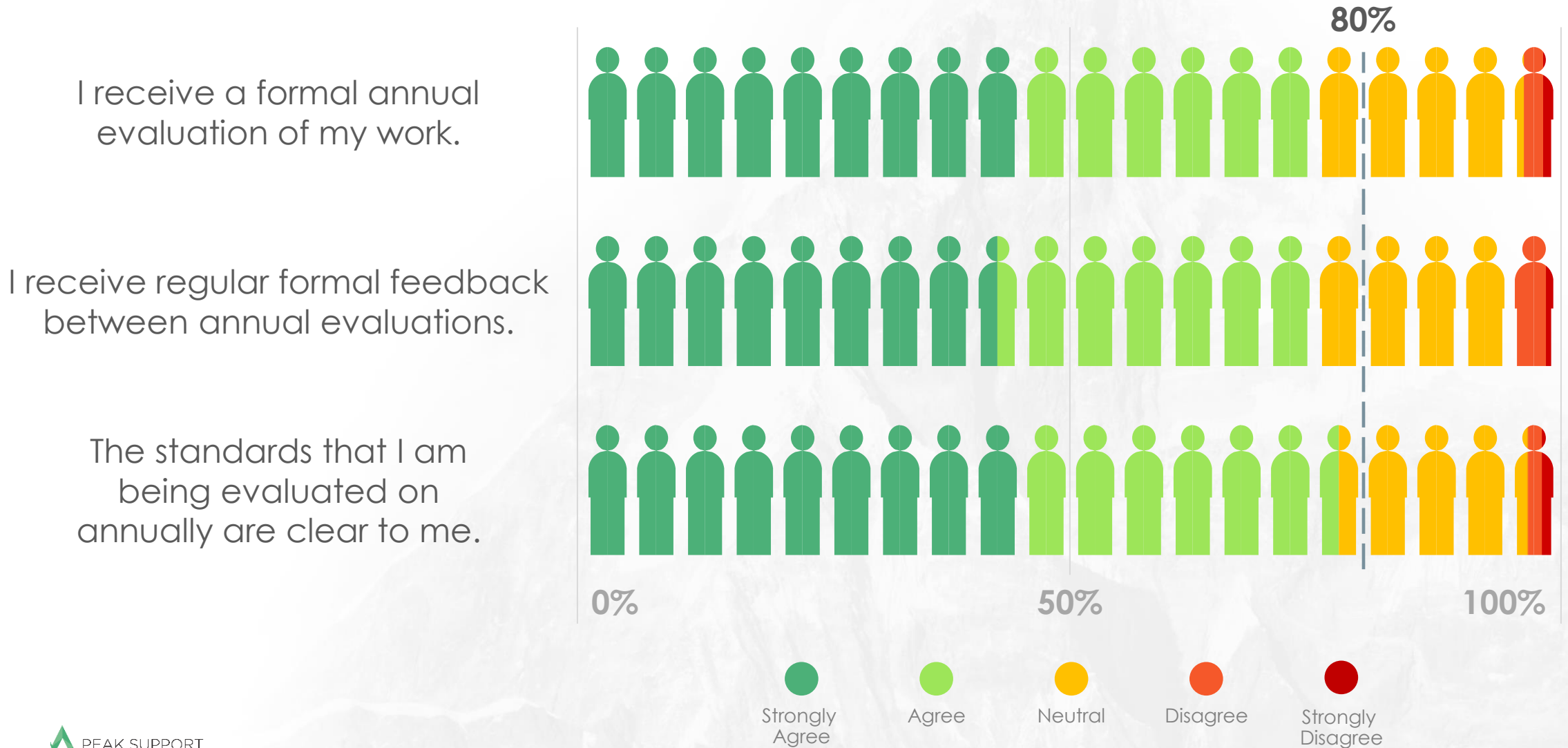
I have the same opportunity to advance in this organization regardless of my sexual orientation.





# Performance Evaluation

Two additional questions were included in the survey. We have chosen three from this section to highlight. The two other questions received similar responses and were considered to "Need Attention."

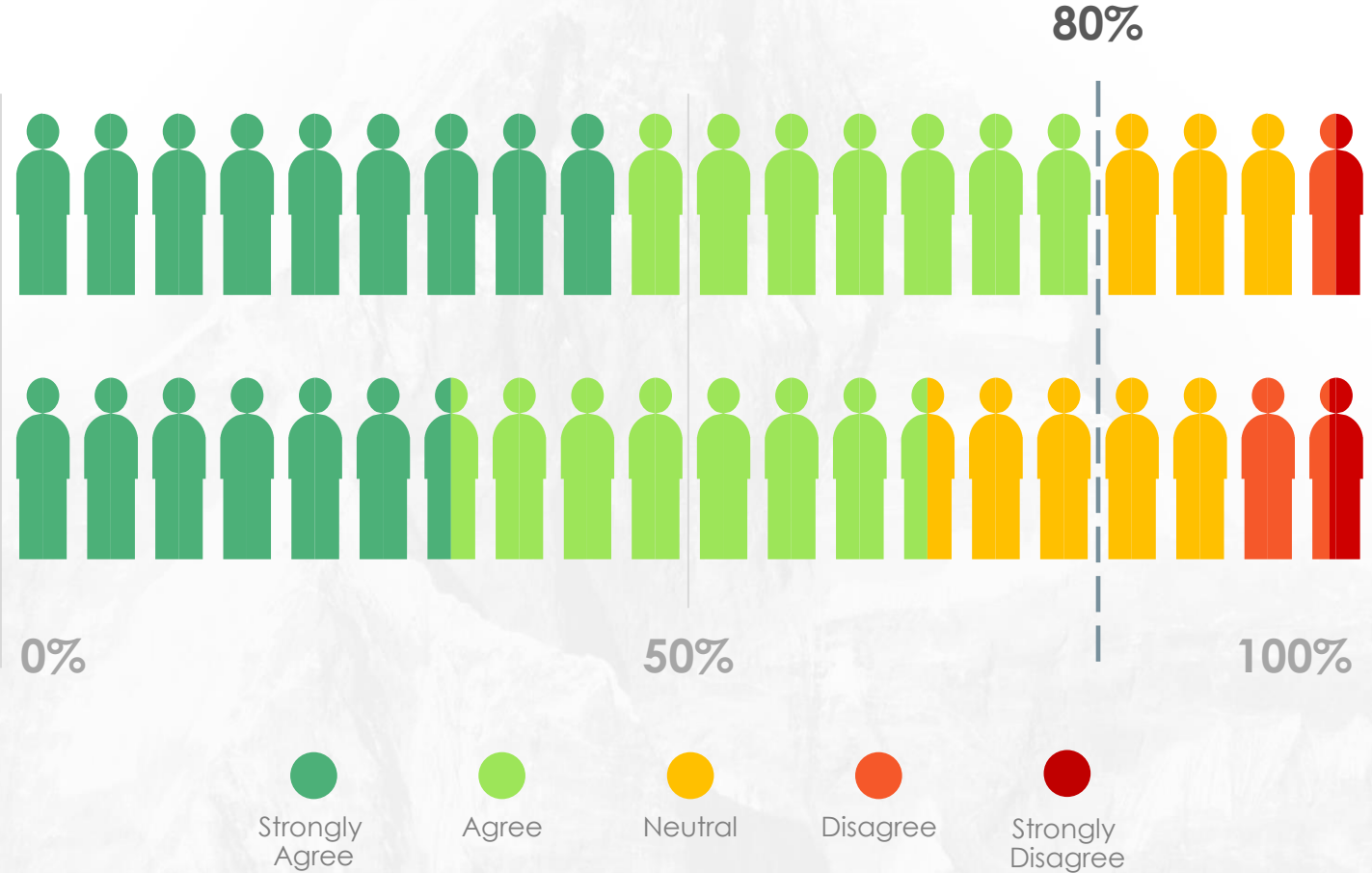


These were the only two questions in the Compensation section.

# Compensation

I understand the factors that determine my compensation.

I feel that my compensation is fair.



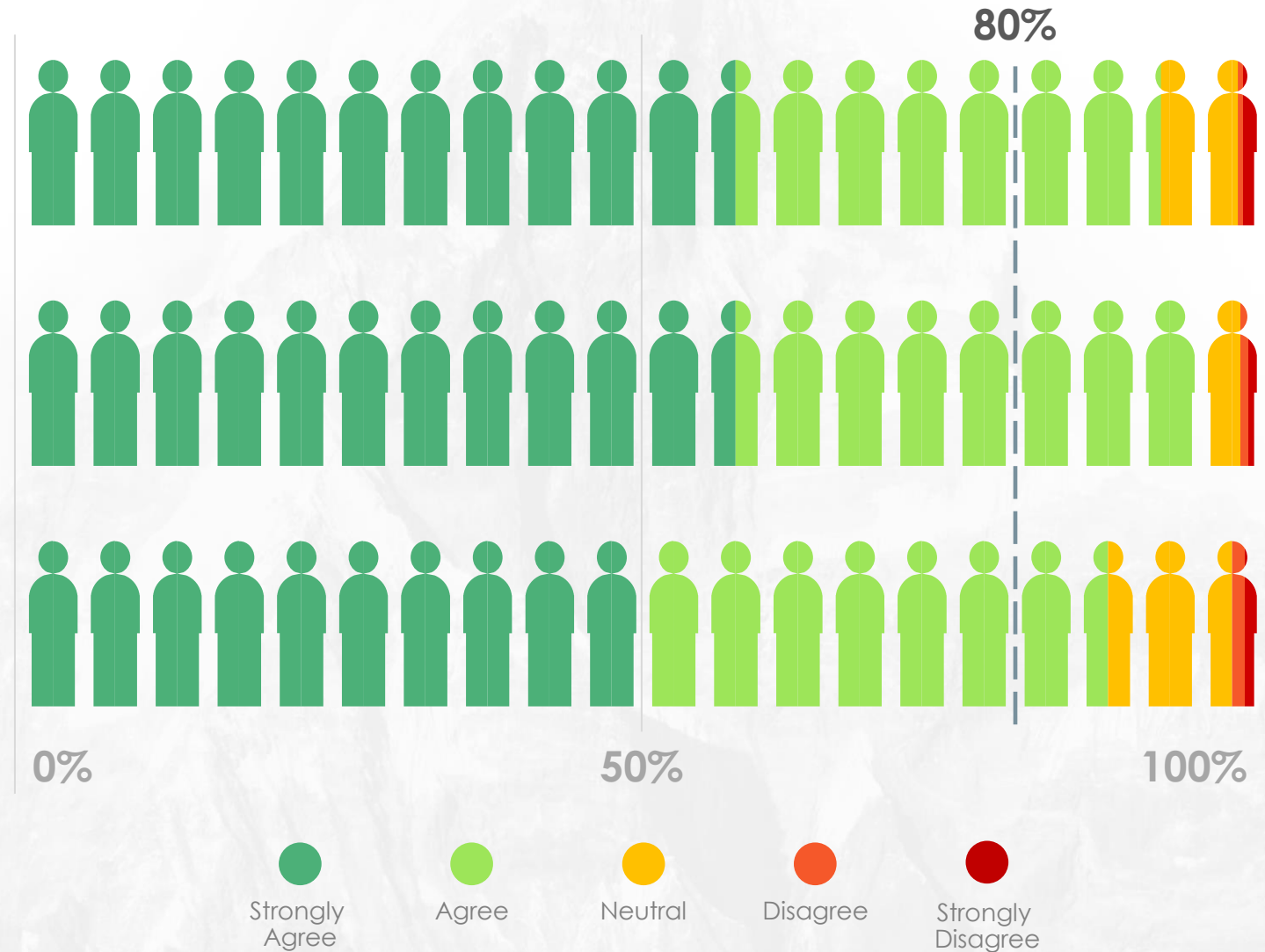
# Inclusion

Most Inclusion questions received similar responses as these three and were considered "Strengths." Three questions that "Need Attention" are shown on the next slide.

I feel that my voice is heard and respected in meeting and day to day interactions.

Our organization embraces a wide range of communication styles.

Our organization addresses subtle forms of exclusion.



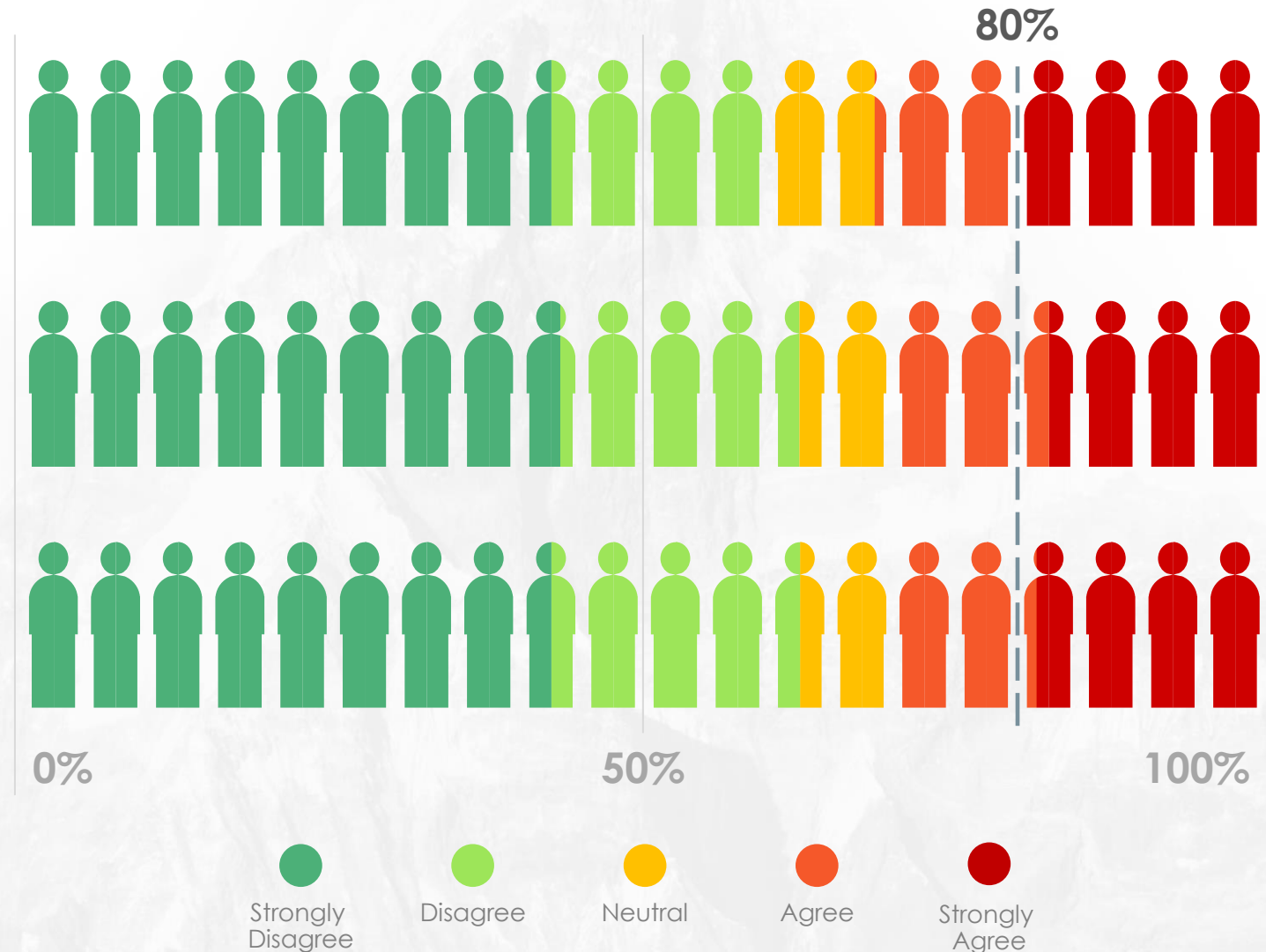
# Inclusion

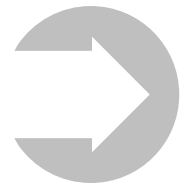
These three questions fell in the category of "Needs Attention." These were the only questions in the survey where "Agree" was negative instead of positive, which made us concerned that the data may not accurately reflect our team members experiences. We have followed up with the team to clarify the bias reporting process and encourage them to report incidents when they occur.

I have personally witnessed racial bias at our organization.

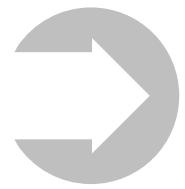
I have personally witnessed gender bias at our organization.

I have personally witnessed bias based on sexual orientation in our organization.

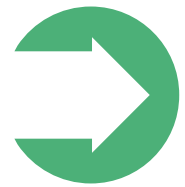




**Context**



**Survey data & analysis**



**Next steps**

# What's Happening Next: Inclusion

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- We want to understand the bias issues more! Please use the anonymous feedback form to elaborate on your survey answers, and/or to report incidents of bias moving forward

# What's Happening Next: Inclusion

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- Training for the leadership team:
  - Setting a vision for inclusive management
  - What inclusive managers do and don't do
  - Embedding anti-racism into management practices
  - Recognizing and addressing microaggressions and unconscious bias
  - Identifying areas where bias impacts decision-making
- This will result in a vision and priorities being rolled out organization-wide

# What's Happening Next: Compensation

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- Philippines:
  - Launch of entity, statutory benefits, HMO is coming
  - Rolled out 600+ computers this year
- U.S.:
  - Lowered cost of health care
  - 3 additional paid holidays
  - Expanded parental leave to 12 weeks for birthing parents
- Annual benchmarking of compensation across all levels



# What's Happening Next: Performance Management

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- Standardizing performance management across the organization
- Moving Neighborhood U.S. under Jim Gacita's leadership

# What's Happening Next: Other

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- Articulate and set measurable goals
  - Survey-based goals
  - Hiring & promotion goals