DIVERSITY GAP WORKSHEET

Topic: Health Outcomes

ADDITIONAL INFORMATION

- Percentage of people served compared to area population (WPS Data updated)
- Needs assessments for people of color

CHALLENGES/BARRIERS

- Recruiting (Understanding how to recruit in more diverse pool)
- Fear of having frank conversations about bias
- Changing the culture
List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic:

- Providers of color
  - Bilingual Providers
  - Having provider on interviews
- Cultural Competence
- Understanding barriers of oppression

- Focus groups w/providers and populations served
- Patient navigators to help clients
- Meet high school partnerships to shadow providers (people of color high schools/collages)
DIVERSITY GAP WORKSHEET

Topic: Development/Career Pathing

ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

Finding information for most development activities, licensure requirements for various positions, Medicaid requirements for billing. Bachelor’s degree.

What does the diversity of our organization look like? Does it look like the diversity of the people we serve? (Mirrors population)

National & state loan repayment programs.

CHALLENGES/BARRIERS

Cost of college compared to ability to pay for loans after college.

Hiring people of color at the top of the organization?

Jobs at health centers are not valued by society and pay does not match the work. (Difficult Public Service is not valued (Sorched work)

Are we not addressing internal issues when hiring?

Person at neighborhoods not recruiting in neighborhoods that reflect the diversity we seek.
More intentional recruitment efforts in communities of color.

Focus on recruitment at colleges that are representative of the diversity.

- Field instruction - recruiting students at diverse schools
- Mentoring programs

- Resumes - eliminating unintended biases
- Posting salaries
- Not just online applications accepted
- Changed job title -

Advocacy @ re: changing biased Medicaid billing

Keep Student Loan Forgiveness programs
DIVERSITY GAP WORKSHEET

Topic: Recruiting

ADDITIONAL INFORMATION

- Looking at staff/age/race/education
- Staff in what positions — leadership
- Breaking down White
  - Looking @ non-traditional White
  - and NOT making them another
    group in a different slide.
- Ways that your posting jobs
  - Who looks at those sites?
  - Phrasing in the job posting?

CHALLENGES/BARRIERS

- Cost of living vs. low pay
- Structural barriers/racism — internal Bias
- Family obligations
- Salary range or actual pay
- Required vs. preferred
- Time needed to support someone from a disadvantaged background you
  want in a position.
- School outreach about community health/social service work.
- Changing job postings to be more inclusive to people of color.
- Addressing bias in the workplace.
- Internships → diverse specific
  - LVN/MEA patient development programs.
DIVERSITY GAP WORKSHEET

Topic: Combating hiring bias

ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

* Data around college/recent grads (esp. community colleges)

CHALLENGES/BARRIERS

* Want to hire for diversity but anti-bias rules can make that hard

* Some folks don’t do cover letters/not on LinkedIn
  Don’t see job advertisements thru certain means

* People can’t live where they work unless they have advantage

* Young, cheap employees vs. hiring for more experience (more white?)
ACTIONABLE SOLUTIONS

* Ban The Box!
* Change Community Hiring Practices To Healthcare
* Diversify Ways Of Advertizing Jobs - Reaching Out To Community
* Develop Employee Housing For Families, Colleges
* Transit Assistance (eco pass)
* Internships + Stipend
* Open More Volunteer Opportunities
* Diversify Interview Panels - But Avoid Tokenism
  3, 2, 1 Model
  ALSO INCLUDE CLIENTS IN HIRING!
DIVERSITY GAP WORKSHEET

Topic: Funding Practices

ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

- Stressors of employing persons supporting families vs. privileged persons

CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- Power dynamic w/funders
- Stated educational/background requirements
- Which funding to go after versus privilege to refuse to go after certain funding??
- Fit programs/values into our funding requirements
List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?
DIVERSITY GAP WORKSHEET

Topic: Organizational Policies/Procedures

ADDITIONAL INFORMATION

- What people staff think about equity/inequity at org.
- Whether work practices actually match written policies/procedures
- Ways in which P&Ps perpetuate inequity

CHALLENGES/BARRIERS

- Not having a diverse enough staff
to rewrite/re-write policies and procedures that are infused w/ equity
- Lack of full understanding of what changes are needed to P&Ps
  (not knowing what you don’t know)
ACTIONABLE SOLUTIONS

1) Hire/engage experts to come in to educate and consult
   - Inequality in PDPs and ways to change
   - Ways to build and retain a more inclusive staff

2) Survey staff to find answers to first question on other side.

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?
**DIVERSITY GAP WORKSHEET**

**Topic:** Targeted care strategies

**LGBTQ**

### ADDITIONAL INFORMATION

Data on+ experience clinic engagement

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

### CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- Ask for uncomfortable questions -> more honesty (solutions)
- Patient/client
- Recruitment - reaching the right people
- Uncomfortable questions
- Training - lack of training
- Trauma in healthcare setting - building trust
- Staff diversity
List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic:

- Trainings for staff to normalize pronoun usage
- Kiosk questions that are uncomfortable
  - Creates "safe space" for more honesty
- Sharing reasons why
  - Mission
  - Improve health outcomes
  - Informed consent
  - Consumer involvement (CABs)
  - Customizing care/pt centered care/whole person care
- Outreach that's consistent