

2021-2022 DEI Action Plan and Progress Update

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Goal 1 We commit to and prioritize DEI in order to provide culturally-appropriate and responsive services to communities we serve. We will actively work to advocate for changing systemic oppression in our communities.

Strategy	Action Group	Tactic	Metric(s)	11/1/21 Status
Increase the voice of marginalized communities in our service delivery.	Community	Develop an advisory committee model	Advisory committees established in each district for at least 1 client facing program	In process
			Procedures in place for routine meetings and a plan is established for compensating committee members	In process
			Procedures in place for utilizing the feedback received from the committee	In process
Prioritize the communication of our DEI commitment both internally and externally.	Communication	Annually share successes and challenges both internally and externally	By December 30, 2021, publish a 2020 DEI Action Plan Summary on LCSNW.org and our Intranet	In process
		Share our 2021 - 2022 annual DEI plan with communities, partners, funders, and key stakeholders	By December 30, 2021, our 2021-2022 DEI Action Plan will have a prominent place on LCSNW.org and our Intranet	In process
		Create DEI Committee "Guiding Principles"	By March 31, 2022, create and share with districts Guiding Principles for communicating about our work within the agency, with the public, and with the media. For example, how we are intentionally inclusive in our communication about holidays.	Not Yet Started
		Seek expert counsel on DEI practices and learn from and with partners doing the same	By December 30, 2022, Participate in Lutheran Services of America's Reimagining Diversity Collaborative, which brings together the network's CEOs and their board members to discuss ways to promote race equity and inclusion during three sessions facilitated by diversity coaches	In process
		Create a DEI-specific space on LCSNW.org	By December 30, 2021, establish an design plan for both a DEI page on LCSNW.org	In process
			By March 31, 2022, launch the DEI page on LCSNW.org and implement a communication plan to external stakeholders.	Not Yet Started
		Share DEI-focused information about agency leadership (board, executive team, DEI committee) with staff	By December 30, 2022, publish photos and short bios about experience with / commitment to DEI of key agency leadership positions.	Not Yet Started
Create structures to support active advocacy for changing systemic oppression in our communities	Communication	Encourage local DEI community advocacy (e.g., sign-on letters, legislative advocacy, etc.)	By June 30, 2022, implement guidelines (including executive considerations), a process (e.g., local review, how to submit request to CEO, and what info to include), and tracking system for community advocacy. Implementation will include an agency-wide announcement plan.	In process
			By December 30, 2022, publish a summary of advocacy on LCSNW.org and our Intranet	Not Yet Started
		Public agency response to current events of oppression	By December 30, 2022, implement guidelines for when and how the agency will to respond to current events of oppression	Not Yet Started

Goal 2 We will intentionally reflect on and demonstrate DEI practices in our everyday organizational systems, structures and actions.

Strategy	Action Group	Tactic	Metric(s)	11/1/21 Status
<p>Incorporate DEI into our internal policies, procedures, and practices.</p>	<p>People</p>	<p>Review policies with a DEI lens. Propose suggestions for inclusive options. Examples include but are not limited to Employee Handbook, Finance Policy, Service Delivery Policies, IT.</p>	<p>By end of 2021 1. Identify scope of work to be completed by Consultant 2. Identify budget needed to hire Consultant for support</p>	<p>In process</p>
			<p>By end of 2022 1. Write up RFP for Consultant 2. Release RFP for Consultant 3. Review Consultant proposals and select Consultant 4. All policies/scope of work completed by Consultant</p>	<p>Not Yet Started</p>
		<p>Review procedures or practices with a DEI lens. Identify processes within the Agency including forms, accessibility to the process / forms, authorizations, etc. from a DEI lens. Procedures or practices impacting greater than 100 staff to be prioritized. Propose and implement suggestions for inclusive options. Examples include but are not limited to employment application practices and forms, client assessments and enrollment processes, vendor assessments, email signature practices.</p>	<p>By end of 2021 (same consultant as above) 1. Identify scope of work to be reviewed by Consultant 2. Identify budget needed to hire Consultant for support</p>	<p>In process</p>
			<p>By end of 2022 1. Write up RFP for Consultant 2. Release RFP for Consultant 3. Review Consultant proposals and select Consultant 4. All procedures/scope of work completed by Consultant</p>	<p>Not Yet Started</p>
		<p>Review physical spaces and / or physical tools with a DEI lens. Identify physical spaces or equipment which hinder someone bringing their full self to work. Spaces include but are not limited to client waiting rooms, doorways, artwork, staff spaces, equipment such as phones, headsets, keyboards. Propose and implement suggestions for inclusive options.</p>	<p>By end of 2021 (same consultant as above) 1. Identify scope of work to be reviewed by Consultant 2. Identify budget needed to hire Consultant for support</p>	<p>In process</p>
		<p>By end of 2021 (same consultant as above) 1. Identify scope of work to be reviewed by Consultant 2. Identify budget needed to hire Consultant for support</p>	<p>Not Yet Started</p>	
	<p>Community</p>	<p>Support each office to create/establish a local DEI committee and assess for local needs and priorities</p>	<p>Meet with the District Directors to Present the District DEI charter and assess for district needs in regard to successful implementation</p>	<p>10/13/21 Completed</p>
	<p>Communication</p>	<p>Develop plan for updating HR requirement to align with our commitment to DEI</p>	<p>By Sept 30, 2022, begin implementing a standardized process to legally document who we are hiring and why.</p>	<p>Not Yet Started</p>
		<p>Conduct a comprehensive equity assessment</p>	<p>Participate as beta testers in Building Movement Project's Race Equity Assessment</p>	<p>Not Yet Started</p>

Develop, implement, and deploy inclusivity and diversity awareness.	People	Create a centralized internal location for fully accessible DEI information and trainings. Create awareness of the location and ensure it is inviting to all staff.	By end of 2021 1. Create intranet page by end of December 2021 2. Go Live and share page/communicate to all staff	In process
		Create and implement a monthly training communication to support awareness of inclusivity language, our diverse cultures, inclusive practices performed with clients, etc. Possibly partner with outside not-for-profits to provide education.	By end of 2021 1. Create calendar for theme of training/awareness for the first 6 months of 2022 2. Identify persons responsible for content of each month 3. Create a process for vetting information shared on the DEI intranet page	In process
			By end of 2022 1. Training videos, blogs, or other education provided monthly starting January 2022 posted to the centralized DEI location freely accessible to all staff.	Not Yet Started
Integrate local voice and participation in DEI committee and work	Community	Develop framework for Local committee practices and procedures	Each district has an active committee meeting on a regular basis and communicates activities and engagement to the Agency DEI committee.	10/13/21 - Charter Completed
	Communication	Expand DEI committee for agency-wide representation	By June 30, 2021, implement lottery process and onboard new 2021 DEI committee members	4/18/2021 - Completed
Foster intra-agency communication on diversity, equity, and inclusion	Communication	Create a DEI-specific space on our intra-agency website	By December 30, 2021, launch a DEI-specific webpage within our Intranet that will start with including the DEI committee roster, committee meeting dates, annual DEI action plans (current and past with past reports), monthly committee updates, and the DEI email address.	In process
		Create a system to clearly and consistently update staff on the DEI Committee's activities and impact.	By June 30, 2021, implement the system	6/15/2021 - Completed and used consistently since.