ReachOut e-Diversity News

An Electronic Publication of the Ohio Developmental Disabilities Council

2018 Highlights ➡ **Moving forward!**

1. Key Terms   3. Tools
2. 4 Best Practices   4. 2019

Read, Pass on to Friends, Family Members, Colleagues & Constituents

Subscribe — Don't Miss an Issue!

It is the policy of the Ohio Developmental Disabilities Council to use person-first language in items written by staff. Items reprinted or quoted exactly as they originally appear may not reflect this policy.

2018

ABOUT 2018 ….Reach Out e-Diversity News tried something new in 2018. Each issue focused on a specific theme to assist you in meeting the diverse needs of unserved/underserved populations.

February: Cultural and Linguistic Competence

April: Literacy

June: Diversity and Inclusion in the Workplace

August: Shift in Thinking around leadership, training, collaboration, measurement

October: Mentoring

These newsletters featured definitions, trends, research findings, best practices, tools, and so much more.

You were called you to act. There were videos to watch, additional articles to read, assessments to take. And you were invited to share on ODDC's social media platforms.

INSIDE THIS ISSUE… are key terms, best practices, and tools from the 2018 newsletters that create a reference document which will help you and your organization focus on what matters
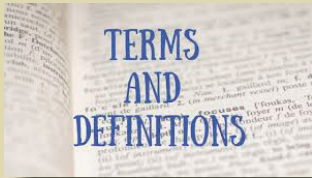
Key Terms

A shared understanding amongst stakeholders about key terms will increase the likelihood services provided to unserved/underserved populations with disabilities are provided in a manner that is respectful and responsive to their diverse cultural and linguistic needs.

-READ MORE-

4 Best Practices

These "4 Best Practices" will equip you and/or your organization to be better prepared to engage in activities that meet the diverse needs of unserved/underserved populations with disabilities.

-READ MORE-

Tools

Use these tools to create your tool kit to assist you and your organization in meeting the diverse needs of unserved/underserved populations with disabilities.

-READ MORE-

As we prepare for 2019, we want your feedback so that we can bring you the information you need.

Please, make sure your voice counts.

Complete our SURVEY. It takes just 5 minutes!

Happy Holidays!

Wishing you a Holiday Season that brings both personal peace and happiness.

Key Terms

A shared understanding amongst stakeholders about key terms will increase the likelihood services provided to unserved/underserved populations with disabilities are provided in a manner that is respectful and responsive to their diverse cultural and linguistic needs.

Cultural and Linguistic Competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations.

'Culture' refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.

'Competence' implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities. (Adapted from Cross, 1989)

Cultural responsivity is the ability to learn from and relate respectfully to people of your own culture and other cultures. It means being open to other viewpoints, thoughts, and experiences and is a life-long journey.

Diversity is being invited to the party. Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.

Inclusion is being asked to dance. Inclusion is involvement and empowerment, where the inherent worth and dignity of all people are recognized.

Learning means gaining knowledge and developing personal skills from the bottom up. It focuses on solving problems, discovering better approaches, achieving results and ensuring everyone benefits.

Plain Language is a communication that users can understand the first time they read or hear it. With reasonable time and effort, a plain language document is one in which people can find what they need, understand what they find, and act appropriately on that understanding.

Call to Action

- Use the key terms
- Develop a personal action plan
- Share with others

4 Best Practices

These "4 Best Practices" will equip you and/or your organization to be better prepared to engage in activities that meet the diverse needs of unserved/underserved populations with disabilities.

Diversity and Inclusion New Rules

Research by Deloitte and other academic institutions demonstrates that diverse and inclusive teams are more innovative, engaged, and creative in their work. The research also indicates that people must feel included in order to speak up and fully contribute.

Having an organization that is diverse and inclusive requires adherence to these five new rules. These focus on experiential learning, process change, data driven-tools, transparency, and accountability.

#1 Diversity and inclusion is a CEO-level priority and considered important throughout all levels of management. Ownership across the organization is integral to success.

#2 Work-life balance, family, and individual wellness are considered part of the total employee experience. Work-life balance is essential to employees engaging creatively in the work place.

#3 Organizations measure inclusion, diversity, and lack of bias in all recruitment, promotion, pay, and other talent practices. That which gets measured gets managed.

#4 Diversity is defined in a broader context including concepts of "diversity of thought," autism, other cognitive differences. Respecting difference is best achieved when differences are recognized beyond those that are immediately visible.

#5 Promotion of leaders is based upon their ability to lead inclusively. Merit is defined broader than experience and identifies built-in biases. Leaders are held accountable for creating an inclusive culture.

Plain-Language Document Checklist

You can create a communication that users understand the first time they read or hear it.

Use this check list and think about your audience, organization, style, brevity, and visuals.

☑ Identify your readers. Specify multiple audiences.

☑ Determine their needs. What do they want to know? How much detail do they need? What action do you want them to take?

☑ Use style, word choice, voice, organization and visuals to draw your readers to your message.

☑ Provide a clear take-away message.

☑ Put your main message first.

☑ Answer your readers' questions.

☑ Make conversation by using pronouns, I, you, we.

☑ Limit jargon and technical terms.

☑ Avoid padding your writing with words like very, really, actually, carefully.

☑ Write paragraphs no more than 5 to 7 sentences and sentences of 10-20 words.

☑ Use lists, tables, and infographics to help reader understand your message.

☑ Make sure font and other typographical elements make your document more readable than fancier.

☑ Create blank space in the margins and between sections. This increases readability.

☑ Use the active voice whenever possible.

Diversity Mentoring Best Practices

A thriving, impactful mentoring program is built upon thoughtful planning and sustained commitment to guiding participants through the mentoring process while continually improving the program. The following six steps are necessary to establish an effective diversity mentoring program.
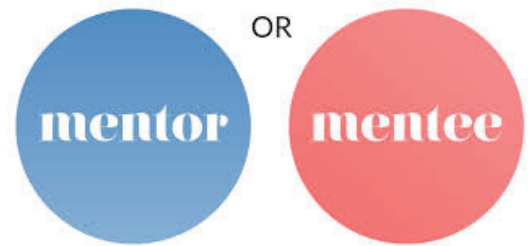
Step 1   Define the Purpose
Establish goals and objectives that are actionable and measurable. For example, "increase number of African American women with a disability in leadership positions."

Step 2   Know Your Audience
Identify the groups you are targeting and their specific needs. Host regular roundtables with participants to ensure program is valuable and determine if improvements are needed.

Step 3   Make Program "Opt In"
Allow individuals to "opt it" so that Mentors and Mentees who are in the program are excited about it, eager to participate, and committed to its success.

Step 4   Ensure Quality is More Important than Quantity
Limit the number of Mentees to the number of quality mentors available so that Mentees won't feel let down if they don't have a match. Create a waiting list for Mentees and/or Mentors who aren't in program and send them updates along the way so that they know they have not been forgotten.

Step 5   Consider Same Group vs Cross Group
Make assignments based upon organizational needs. Some Mentees will do better matched with a Mentor from the same diversity group; while others will do better with a cross-group match. Regardless of match, make sure both Mentors and Mentees are supported and learning fostered.

Step 6   Invest in Training & Guide Relationships
Provide training that ensures Mentors and Mentees have a shared understanding about their roles and responsibilities, how to establish meaningful relationships, and cultural sensitivity issues.

Millennials Measurement Strategies

Conventional measurements haven't proven to be the best way to approach determining Diversity and Inclusion results. Consider the following Millennials suggestions in your measurement decision making.

— **Measure participation in key decision making processes**
   Collect information about "who" is involved and "when" in key decisions

— **Focus measurement at the individual-level**
   Regularly solicit feedback from everyone in the organization versus relying only on a sole individual or unit.

— **Examine innovation and diverse teams**
   Track what teams contribute to new ideas and processes and the impact on these on organizational growth and outcomes

— **Focus on both the short and long-term**
   Collect data about when results are achieved and sustained

— **Measure partnerships impact**
   Collect data about how diverse partnerships facilitate marketplace and community impact

Call To Action

☑ **Select 1 Best Practice**

☑ **Implement inside your organization**

☑ **Share results**

Build Your Tool Kit

Use these tools to create your tool kit to assist you and your organization in meeting the diverse needs of unserved/ underserved populations with disabilities. Inside tool kit…

ASSESSMENT INSTRUMENT

Cultural and Linguistic Competence Assessment for Disability Organizations (CLCADO)

This self-assessment tool addressed the cross-section of organizations concerned with disability. The CLCADO is intended to support organizations to:

(1) plan for and incorporate culturally and linguistically competent values, policies, structures, and practices in all aspects of their work;
(2) enhance the quality of services, supports, and advocacy provided to diverse and underserved communities;
(3) effect change in education, training, technical assistance, research, and public policy; and
(4) advance cultural and linguistic competence as an essential approach to address racial and ethnic disparities and promote equity for people who experience disabilities and their families.

The tool consists of the following four sections- Our World View, Who We Are, What We Do, and How We Work.

It takes approximately 30-45 minutes to complete

READING MATERIALS

How to Start a High-Impact Mentoring Program

This e-book is a blueprint you can use to assist you in establishing a Mentoring Program. It provides information about 5 keys to success- Designing Your Program, Attracting Participants, Connecting Mentors and Mentees, Guiding the Mentoring Process and Measuring Success.

### Ten Attributes of Health Literate Health Care Organizations

This white paper describes what healthcare organizations can do to lower barriers for people to get and use health information and services. Participants of the Institute of Medicine Roundtables on Health Literacy wrote the paper to inspire healthcare organizations to address health literacy issues.

ONLINE TRAINING

Implicit Bias

The Kirwan Institute for the Study of Race and Ethnicity has launched the nation's first free and publicly available online implicit bias training. It is comprised of 4 Modules and depending upon your pace, it can take between 45 minute to 1.5 hours to complete. While examples are of those who work in K-12 education, the content is generalizable.

http://kirwaninstitute.osu.edu/implicit-bias-training/
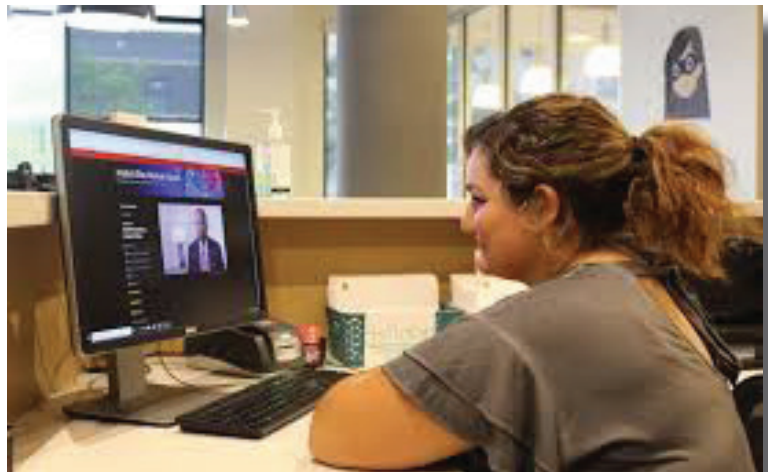
TECH TOOLS: Bias-Killing Innovations are Taking the Stage

Technology innovation can go a long way toward reducing bias associated with language and communication, as well as increasing the data-driven aspects (and therefore reducing subjectivity) related to talent decision making.

Consider the examples of innovation concepts now in play across key areas of talent acquisition.
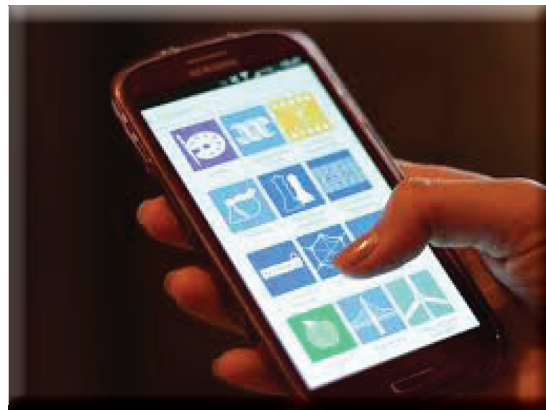
GapJumpers

This technology platform allows employers to conduct blind auditions in hiring. Initial screening is based on applicants' performance in specific skills or "audition" type tests, helping to avoid biases associated with resumes, initial interviews, or other early areas of the recruiting process.

Blind Screening

This software hides details on a resume regarding candidate's gender, ethnicity, age, socioeconomic status and educational background.

Textio

This tool analyzes job descriptions and instantly identifies terms and phrases that can be improved to boost candidate responses and attract a larger, more diverse candidate pool.

Entelo

This platform uses a proprietary algorithm to help organizations find candidates from underrepresented groups based on gender, ethnicity, and veteran status.
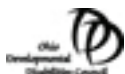
Call to Action

☑ **Select tools for your tool kit**
☑ **Use Tools**
☑ **Share your tools with others**

Thank You!

Thank You for reading our newsletter!

As we prepare for 2019, we are looking for ways to improve.

COMING 2019

Tell us what you want …

make your voice count

How can this newsletter better bring you the information you need?

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