Workplace Inclusion & Diversity

Presented by Kanasha Blue and Unique Outlaw
Agency: Hillside Family of Agencies

About Your Company

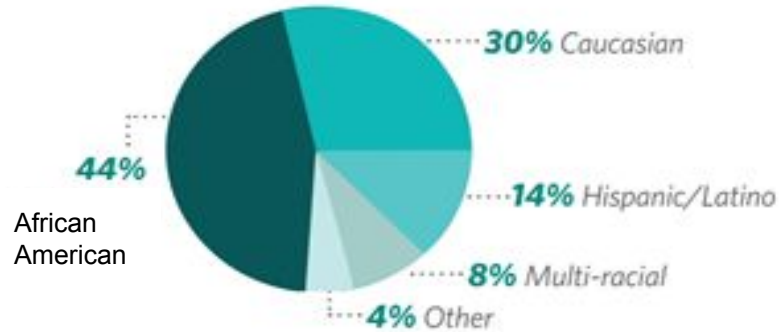Hillside Family of Agencies

- Mission, Promise, Philosophy of Service
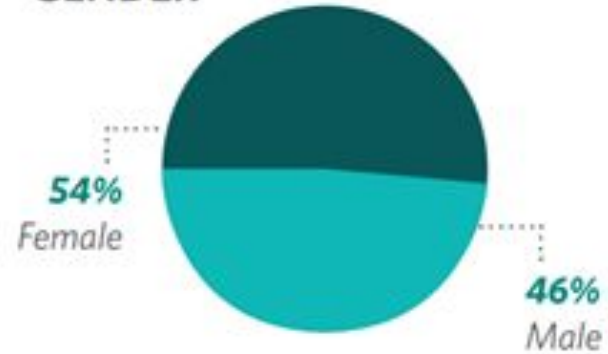- Organizational Size and Structure
- Client Demographic

https://youtu.be/bBz2tgHCJJs

About Your Company
Client Demographic

GENDER

54% Female

46% Male

RACE & ETHNICITY

30% Caucasian

44% African American

14% Hispanic/Latino

8% Multi-racial
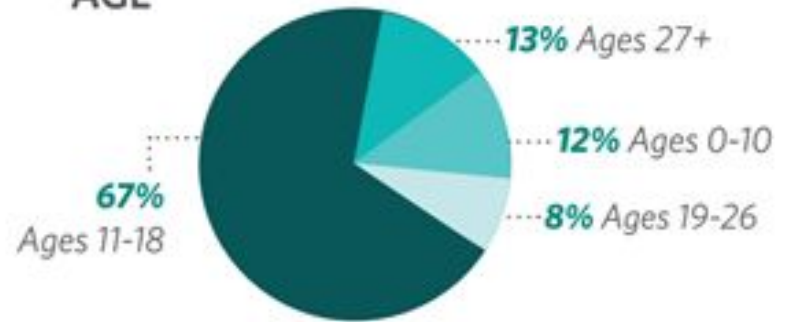
4% Other

AGE

13% Ages 27+

12% Ages 0-10

8% Ages 19-26

67% Ages 11-18

About Your Company

Bridges of Health Department

- Staff composition: Total 30 staff members in Bridges to Health Department

- Staff Demographics: 25 Caucasian female, 3 African American female, 1 African American male, 1 Asian male

- Department Leadership: Executive Director (1- African American), Two Program Managers (Female-Caucasian), Six-Supervisors (1 male- 5 female Caucasian) & (one Asian male)

About Your Company

Bridges To Health Departments Organizational structure
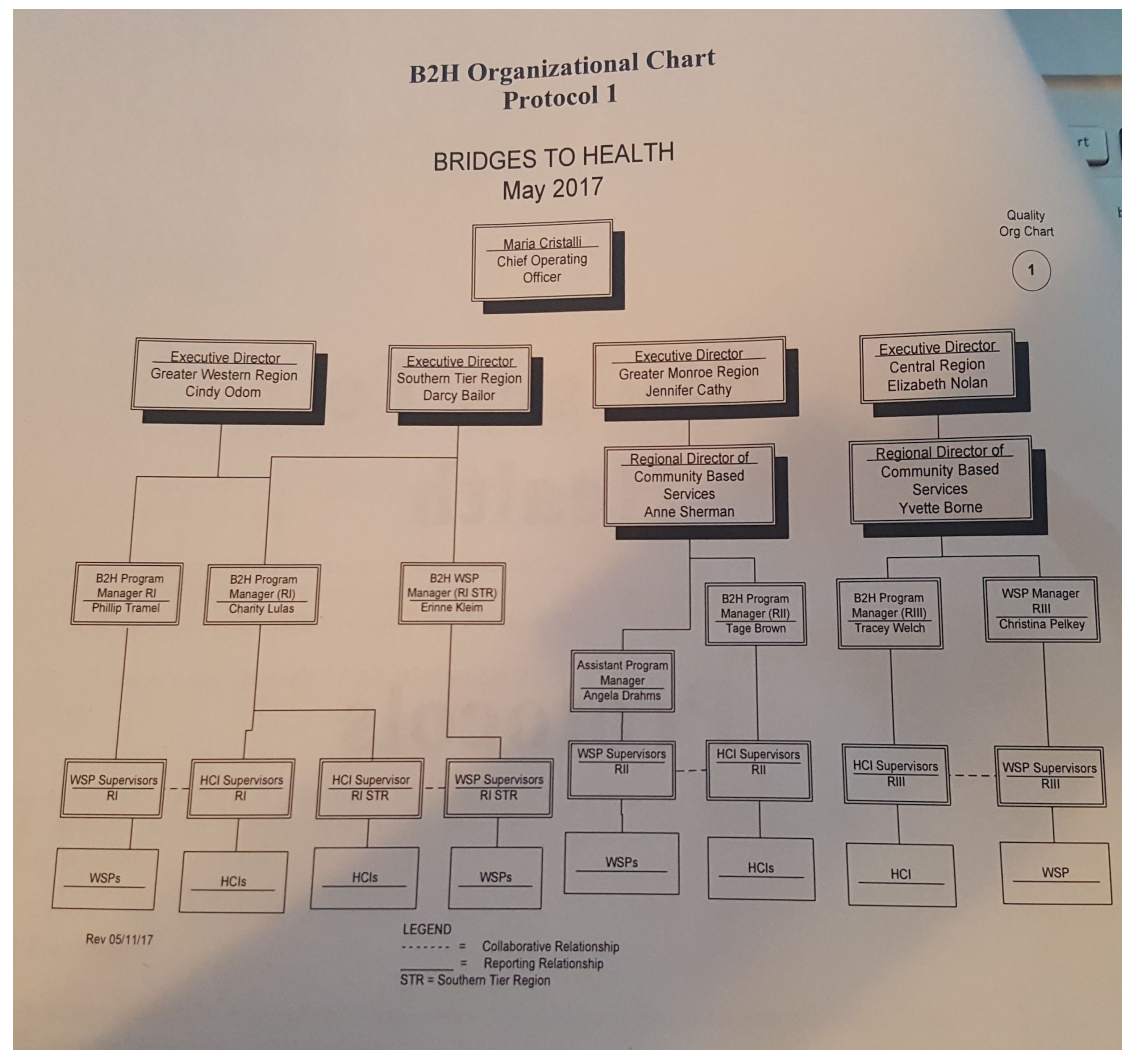
Purpose of Research

Awareness
Education
Insight
Advocacy & Policy Change

- Existing literature supports a greater need for group work to support diversity.

- Group work impacts gender disparity from a male and female perspective

- Managers need to support cultural markers that make up an individual or groups.
(Cox, 1993)

- Power exists within the cultural groups internally and externally, which impacts the workforce outcomes. (Larkey, 1996)

Research and Literature

Criterion For a Diverse Organization:

1. Representation of diverse people (race, gender, age, ethnicity, physical and mental challenges, etc.) in all levels of the organization as well in advertising and publications.

I clean up after myself.
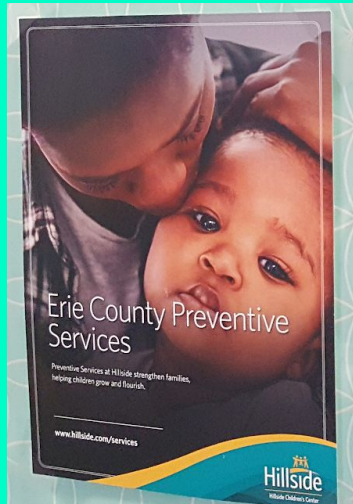
Research and Literature

Criterion For a Diverse Organization:
1. Four characteristics of a diverse organization (Garcia and Hoelscher, 2010).

2. Individual perception affected by status in the minority or majority of the organization (Mor Barak, 2014).

3. Positive organizational diversity climate will be intolerant of workplace harassment and discrimination, whereas a negative diversity climate will convey such behavior (Garcia and Hoelscher, 2010)

Research and Literature

Criterion For a Diverse Organization:

2. Evidence that the organization is inclusive, i.e. diversity is connected to the main mission of the organization

Research and Literature

Criterion For a Diverse Organization:

1. An organization's vision, mission and value statements are critical in creating theoretical framework that promotes culturally responsive services in behavioral and social services (Center for Substance Abuse Treatment, 2014).

2. Three-pronged rationale for including diversity and inclusion in a mission statement according to Mor Barak
    a. Diversity is a reality here to stay,
    b. Diversity management is the right thing to do
    c. Diversity makes good business sense

Research and Literature

Criterion For a Diverse Organization:

3. Human capital programs that aid in recruitment, support, and retention of a diverse workforce, such as special recruiting efforts, flexible work arrangements for parents and/or older workers, employee resource groups, mentoring programs, partner benefits, flexible holiday policies, etc.

- Cultural Champion Group

- The Winter's Group

Research and Literature

Criterion For a Diverse Organization:

1. "It is important that leadership be genuinely committed to the effort and that their support be tangibly apparent in the allocation of relevant resources" (Center for Substance Abuse Treatment, 2014, pp. 15)

2. Level of Commitment by CEO and Senior Leadership Team
   a. Sharing information in memos, publication company wide meeting
   b. Create diversity council
   c. "CEO commitment is an essential first step in inclusion and diversity strategy implementation" (Anderson and Billings-Harris, 2010, p. 27)

Research Methods

- Primary Resources:
  - The Mor Barak Inclusion Exclusion (MBIE) Scale
  - Open-end Interview
  - Purpose Selection: Management Team
  - 3 completed Survey and Interview

- Secondary Resources
  - New Employee Manual
  - Hillside Family of Agencies Website
  - Garside V. Hillside Family of Agencies Court Case
  - Newspaper articles

Findings & Data The Mor Barak Inclusion-Exclusion Scale	1 Strongly Disagree	2 Moderately Disagree	3 Slightly Disagree	4 Slightly Agree	5 Moderately Agree	6 Strongly Agree	Result Totals
1. I have influence in decisions taken by my workgroup regarding our task				X	X	X	15/18
2. My coworkers openly share work-related information with me					XXX		15/18
3. I am typically involved and invited to actively participate on work-related activities of my workgroup				XX	X		13/18
4. I am able to influence decisions that affect my organization				XX	X		13/18
5. I am usually among the last to know about important changes in the organization ®							18/18
6. I am usually invited to important meetings in my organization				X	X		12/18
7. My supervisor often asks for my opinion before making important decisions					XX	X	16/18

Findings & Data **The Mor Barak Inclusion-Exclusion Scale**	**1** **Strongly Disagree**	**2** **Moderately Disagree**	**3** **Slightly Disagree**	**4** **Slightly Agree**	**5** **Moderately Agree**	**6** **Strongly Agree**	**Result Totals**
8. My supervisor does not share information with me ®	XXX						18/18
9. I am invited to actively participate in review and evaluation meeting with my supervisor			XX	X			10/18
10. I am often invited to contribute my opinion in meetings with management high than my immediate supervisor	XX	X					4/18
11. I frequently receive communication from management higher than my immediate supervisor (i.e Memo, emails)			XX	X			10/18
12. I am often invited to participate in meeting with management higher than my immediate supervisor			XX		X		11/18
13. I am often asked to contribute in planning social activities not directly related to my job function	X	X		X			7/10

FINDINGS & DATA The Mor Barak Inclusion-Exclusion Scale	1 Strongly Disagree	2 Moderately Disagree	3 Slightly Disagree	4 Slightly Agree	5 Moderately Agree	6 Strongly Agree	Result Totals
14. I am always informed about informal social activities and company social events				X	X	X	13/10
15. I am rarely invited to join my coworkers when they go for lunch or drinks after work ®	XXX						18/18
						293/324 90% Inclusive Perception	

Figure 1: The Mor Barak Inclusion-Exclusion (MBIE) Scale, 2005

Interview Questions

1. What does diversity mean to your stakeholders?
2. How do you address diversity & inclusion in the workplace?
3. How are matters handled related to discrimination for employees?
4. How do you view the organizational strategic plan?
5. What is the culture of the organization?
6. How often is the mission discussed with employees?
7. How are employees supported during times of workplace distress?
8. What is the size of the department?
9. What resources are explored to help employees gain training regarding diversity & inclusion?
10. Do you feel the locations provide direct access to a diverse population in the WNY community?

Discussions, Conclusions, & Recommendations

- Greater need for employee input
- Staff are often excluded from upper management workgroups
- Staff often feel excluded from major decisions.
- Transparency is expected from staff

Limitations

Any barriers?

- Time Constraints
- Access to Organizations
- Limited number of participants
- Inoperable fit of Diversity tool
- Authorization & Consent needed

Future Research Questions

1. How does your own cultural identity affect the workplace group dynamic?

2. Do you think race impacts organizational culture?

3. How can you strive to improve workplace discrimination?

4. How can you implement strategies to offset negative workplace issues

References

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Questions ?????