

# HACSA W.2a

TO: HACSA Board of Commissioners

FROM: Dorothy Cummings, Administrative Services Director

Subject: Diversity Update

Agenda Date: November 21, 2007

At the June 6, 2007 Board meeting, we gave the Board an initial report that outlined HACSA's past diversity efforts, and upcoming activities. At that time, the Board requested that we return in 6 months with another update.

Since our last update, we have reconstituted the Diversity Committee. The Committee is made up of managers (2) and line staff (6) that represent a cross section of the Agency. The Committee is meeting monthly and making good progress on building a functional committee.

We contracted with Portillo Consulting, International to provide initial training to the Committee. Frances Portillo facilitated this training on August 9, 2007. The goals for the day were building community (among the committee), taking the first steps to become a functional committee, and brainstorming how to turn our talk into action.

The Committee members left the retreat with many good ideas for the future goals, and several action items that we could work on immediately. Since then, the Committee has finalized its mission statement, completed a final draft of the Committee by-laws, and prepared and circulated a staff survey.

The Agency also contracted with Ms. Portillo to conduct mandatory Agency-wide cross-cultural training. As a member of HARRP (Housing Authority Risk Retention Pool), the Agency applied for and received a \$2,500 (maximum awarded each year) loss control grant to go towards the training costs.

The training consisted of four 6-hour training sessions. Seventy-nine out of eighty employees attended (one was out ill). At the end of each day, evaluation forms were distributed and the responses were overwhelmingly positive. A summary of the responses is attached.

## **Immediate Future Plans:**

Evaluate staff survey and prioritize future events and trainings.

Review minority hiring practices. Ms. Portillo is scheduled to meet with the Diversity Committee on December 10, 2007, as part of this process.

Set up Agency intranet site for all staff to access Diversity Committee meeting minutes and other relevant information.

Discuss format and content of future trainings.

**Attachments:**

**Diversity Committee Minutes**

**Staff Survey**

**Evaluation Form**

**Report to HARRP with Summary of Evaluations**

## **DIVERSITY COMMITTEE MINUTES**

## DIVERSITY COMMITTEE MINUTES

July 26, 2007  
3:00 – 4:10 pm  
DI Boardroom

Meeting Called By:	Dorothy Cummings	Type of Meeting:	Diversity
Facilitator:	Dorothy Cummings	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Larry Abel	Don Bucholtz
	Christy Champ	Dorothy Cummings
	Chuck Hauk	Maria Huffman
	Marisela Pena	Karla Priaulx
	Ann Rudy	

### AGENDA:

Meet & Greet Committee Members

### INTRODUCTION:

Dorothy initiated the meeting by letting us know what she visualizes for our Diversity Committee. She wants to belong to a committee that isn't just going through the motions, but a committee that has members who are active and take part in what needs to be done and have solutions and the willingness to do the work and not just complain about the issues. Dorothy also made it known that the Agency has made a commitment to the Diversity Team and working with them. There is a plan to have Agency wide diversity training and hopes to have the training take place in September or October. The Agency is planning on taking two days for all employees to have a chance at the training.

On August 9<sup>th</sup> the Diversity Team will be meeting at Serbu Center to have an all day training (most likely will last 6 hrs.). Lunch will be served by the culinary students of Serbu (lunch orders were turned into Dorothy during the meeting).

## **CONTINUED:**

July 26, 2007  
3:00 – 4:10 pm  
DI Boardroom

The meeting will be facilitated by Frances Portillo and the agenda will be focusing on:

- 1) Getting to know one another
- 2) By-laws of our committee
- 3) Where the Agency is headed and how do we get there

For this upcoming meeting Dorothy has requested each committee member to e-mail her their thoughts on:

- 1) What do you think is important, in regards to the diversity committee?
- 2) Policy or rule ideas for the committee
- 3) Where you think we should go as a committee

(they are meeting on Monday 6<sup>th</sup>, please get your questions/suggestions to Dorothy ASAP)

## **IDEAS:**

It was discussed on why we were having a Diversity Committee. One of the reasons was because our Board told us we had to, but another reason was because it is important to understand the cultural differences in our communities and with our fellow employees.

A discussion of whether or not a Diversity Committee was needed was brought up and was discussed. A lot of information was shared on what Diversity meant and what can be learned at the trainings. Questions on how clients feel when entering the lobby of our offices was/is a concern and a question was “do the feel welcomed?” Several of us feel that a good first stepping stone of having everyone feel welcomed, no matter their race/income/gender is to have Communication training for the entire agency.

## **CONCLUSIONS:**

--Monthly meetings - Every 2<sup>nd</sup> Monday from 2:00 – 3:30 – Location of meetings will rotate between buildings. The next meeting will be at Fairview on Monday, August 13<sup>th</sup>.

--August 9<sup>th</sup> all day training at Serbu Center for Diversity Team

--The Agency news letter is coming back!

# DIVERSITY COMMITTEE MINUTES

August 9, 2007  
9:00 - 4:15

Meeting Called By:	Frances Portillo	Type of Meeting:	Diversity Training
Facilitator:	Dorothy Cummings	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Larry Abel	Don Bucholtz
	Christy Champ	Dorothy Cummings
	Chuck Hauk	Maria Huffman
	Marisela Pena	Karla Priaulx
	Ann Rudy	Frances Portillo

## AGENDA

- 1) Building community
- 2) First steps of establishing the committee
- 3) Talk into action

### 1) BUILDING COMMUNITY

- a. All ideas are important
- b. Listen to understand
- c. Words are for hearing
- d. Use time wisely
- e. Allow for humor and fun

## 2) ESTABLISHING THE COMMITTEE...FIRST STEPS –

*who are we and what do we have to offer?*

### ***INTREST BANK –our committee posses the following interest***

- ▶ Disability issues
- ▶ Racism
- ▶ Spiritual resources for problem solving
- ▶ Migrants
- ▶ Homelessness
- ▶ Management Support

### ***SKILLS BANK – our committee posses the following skills***

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| ▶ Expository writing            | ▶ Willing to take on tasks          |
| ▶ Sign Language                 | ▶ Positive approach                 |
| ▶ Teaching                      | ▶ Empathy                           |
| ▶ Writing & speaking skills     | ▶ Optimistic                        |
| ▶ Public Speaking               | ▶ Positive attitude                 |
| ▶ Research skills               | ▶ Welcoming, friendly               |
| ▶ Computer skills               | ▶ Personable & professional         |
| ▶ Organization skills           | ▶ Modest                            |
| ▶ Spanish (speak/read/write)    | ▶ Doesn't hold grudges              |
| ▶ Funny writer                  | ▶ Help others set goals             |
| ▶ Cross cultural experience     | ▶ Kind to everyone                  |
| ▶ Good moneyman                 | ▶ Hearing both sides                |
| ▶ Disability issues             | ▶ Non-judgment                      |
| ▶ Knowledge of cross cultural   | ▶ Integrity                         |
| ▶ Listening kills               | ▶ Tactful                           |
| ▶ Articulating a point of view  | ▶ Sense of humor                    |
| ▶ Communicate cross culture     | ▶ Calming                           |
| ▶ Perspective of an immigrant   | ▶ Looks after employees             |
| ▶ Front line perspective        | ▶ Acknowledges people               |
| ▶ Able to get to the point/root | ▶ Reliable                          |
| ▶ Practices diversity           | ▶ Believer in mission and walks it  |
| ▶ No-Nonsense personality       | ▶ Sympathetic                       |
| ▶ Bureaucratic literacy         | ▶ Makes you comfortable             |
| ▶ Client Advocate               | ▶ Able to express self with courage |

## 2) ESTABLISHING THE COMMITTEE...FIRST STEPS –

*SKILLS BANK – our committee posses the following skills...continued*

- |                      |                      |
|----------------------|----------------------|
| ▶ Networking         | ▶ Great morals       |
| ▶ Good with client   | ▶ Calming wisdom     |
| ▶ Mature perspective | ▶ Loyal              |
| ▶ Supportive         | ▶ Honest/trustworthy |

## WHAT DO WE WANT TO TAKE AWAY FROM THIS COMMITTEE

- ▶ Reduce intra-agency tension
- ▶ Increase empathy to clients and staff
- ▶ Education on diversity
- ▶ Staff “buy-in”
- ▶ Become skilled in non-violent communication
- ▶ Develop skills to pass onto agency and clients
- ▶ Hear positive remarks from fellow co-workers
- ▶ Have employees take the committee seriously
- ▶ Bring cultural awareness to agency
- ▶ Committee that works well with each other

## DISCUSSION ON PAST COMMITTEE

### WHAT CAN WE CONTINUE TO DO

Enthusiasm  
Positive PR  
Change “Authority” in Agency name  
Changed Agency logo  
Poster/Flyers  
Outreach:  
    Sr. Citizens; disabled;  
    Minority; youth experience  
Information distribution  
Diversity training for all staff  
Interoffice newsletter  
Asian Festival/Cinco de Mayo  
Multicultural potlucks  
Resident potlucks

### WHAT DO WE NEED TO DO

Check that conflicts doesn’t harm enthusiasm  
Focus groups  
reach out communicate with agency staff  
Clear direction/articulate goals  
Develop ways to encourage participation  
Make every experience a learning  
Work the committee first  
Small group trainings  
Breakdown barriers  
explores other budget resources  
Tangible successes  
Structure Committee to function regardless of budget



## **2) ESTABLISHING THE COMMITTEE...FIRST STEPS – ...continued**

### **MISSION STATEMENT SUGGESTIONS**

As a Diversity Committee we will assist our agency in it's understanding of internal & external cultural diversity which includes, but not limited to gender, age, race , socio-economic status, religion, physical & mental ability, sexual orientation, ethnicity. We will help the agency become a more diverse inclusive and welcoming agency. Our committee recognizes diversity as a Mosaic of people who bring a variety of backgrounds and styles, perspectives values and beliefs as assets to groups and organization in which we interact.

To build a cultural of awareness and appreciation where everyone in the HACSA community is valued and has the opportunity to succeed by honoring diversity and promoting a culturally inclusive environment

### **BY-LAW SUGGESTIONS**

- |                             |   |
|-----------------------------|---|
| ▶ Staggering facilitator    | ▶ Librarians/achieve resources            |
| ▶ Agenda                    | ▶ Sub Committees                          |
| ▶ Topic Keeper              | ▶ Confidentiality                         |
| ▶ Time Keeper               | ▶ Rules                                   |
| ▶ Conduct of meeting        | ▶ How often do we meet?                   |
| ▶ Number of member's        | ▶ Term length (stagger)                   |
| ▶ Appointed representatives | ▶ How many representatives from each dept |
| •How do we appoint them?    |   |
| •How are they selected?     |   |

### 3) TALK INTO ACTION –

*what are some ideas that can help us take action in become a more diverse agency?*

#### TOP VOTES

- ▶ Communication Training – 8
- ▶ T-Shirts -1
- ▶ HACSA Annual Report – 1
- ▶ Parking Lot Giveaway – 1
- ▶ Small “menu” trainings – 2
- ▶ Training: Internal & External issues – 3  
technical, computer, speaking skills  
case management
- ▶ Fun activities for staff related to diversity – 5
- ▶ Community reps. from other agencies/groups to give us a different perspective - 3
- ▶ Client feedback and find a way to make it meaningful - 4
- ▶ Non-violent communication – 1
- ▶ Bumper Stickers - 2
- ▶ Press release – positive information - 1
- ▶ Motivational interviewing training – 1
- ▶ Community outreach – 1

#### ▶ TRAINING:

- Drug & Alcohol Training
- Supervisory
- GLBT
- Homeless outreach
- Diversity Culture
- ▶ Begin healing process
- ▶ More staff
- ▶ Management participation
- ▶ Agency Interaction
- ▶ Ropes course for staff
- ▶ Agency BBQ's
- ▶ Cultural theme parties
- ▶ “Resident of the month” award
- ▶ MP3 Files on server
- ▶ Homeless outreach
- ▶ Send rep staff to major conferences
- ▶ Community Forums
- ▶ TV ads, newspaper & Magazine articles, ads on buses Talk Radio/Community TV
- ▶ Outside mediation for intra-agency conflicts
- ▶ “Employee of the month” award
- ▶ Get staff ideas
- ▶ Agency wide meetings
- ▶ Go to other diversity community meetings/activities
- ▶ Staff trip to beach related to diversity
- ▶ Guest Speakers @ Division meetings
- ▶ Lending library (books, DVD's, recipes)
- ▶ Mental health specialist for employees
- ▶ Multi-Cultural pot lucks
- ▶ Update website
- ▶ Panels
- ▶ Professional quality newsletters internal & external)

### 3) TALK INTO ACTION –

*what are some ideas that can help us take action in become a more diverse agency? cont...*

- ▶ Employment centers for residents
- ▶ Safety Fair/Neighborhood Celebrations
- ▶ Bi-Cultural forms
- ▶ Retreat to Italy
- ▶ Donations
- ▶ Establish Volunteer Program for staff  
to assist clients in their daily life activities  
(budgeting, shopping, cleaning, rental search, ADA-504)
- ▶ Public computers with internet access
- ▶ Potluck and housing complexes
- ▶ Latino community liaison person
- ▶ Grant monies (governmental & private)

August 13, 2007  
2:10 – 3:30  
Fairview

## DIVERSITY COMMITTEE MINUTES

Meeting Called By:	Dorothy Cummings	Type of Meeting:	Diversity
Facilitator:	Dorothy Cummings	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Larry Abel	Don Bucholtz
	Christy Champ	Dorothy Cummings
	Chuck Hauk	Maria Huffman
	Marisela Pena	Karla Priaulx
	Ann Rudy	

### AGENDA

- 1) Approve Minutes
- 2) Agency News Letter
- 3) By-Laws
- 4) Mission Statement
- 5) Training
- 6) Discussion
- 7) Set September 10<sup>th</sup> Agenda

#### 1) MINUTES:

- a) Approved

**Continued...**

## **2) AGENCY NEWS LETTER**

- a) Dorothy shared with the committee a draft she produced to Jill announcing the Diversity Committee. This draft was approved with minor changes and will be published in the upcoming Agency newsletter.

## **3) By-Laws**

- a) The committee looked at the minutes from our last meeting on August 9<sup>th</sup> and talked about the by-laws and requested descriptions. Marisela and Don volunteered to work together to compose, a two page set of, by-laws to be offered at our next meeting for discussion.

The following explanations were given for the past minutes

- ▶ Staggering facilitator - every meeting
- ▶ Librarians/achieve resources – the Note Taker will be in charge of this area
- ▶ Agenda – Agenda will be planned at the end of the meeting for the next meeting
- ▶ Sub Committees – Appointed when deemed necessary
- ▶ Topic Keeper – Role of facilitator
- ▶ Confidentiality
- ▶ Time Keeper – Role of facilitator
- ▶ Note Taker – Will be a volunteer from the committee or appointed
- ▶ Conduct of meeting – Role of facilitator. People wishing to speak will be recognized by number
- ▶ How often do we meet? – One time a month, second Monday
- ▶ Number of member's – 8 (quorum is 5)
- ▶ Term length
  - Term starts and ends in January
  - Two year term
  - Staggered departure – four positions open
- ▶ Appointed representatives – Selected by committee
- ▶ How many representatives from each dept – Our intention is to have one from each department
  - How do we appoint them? Selected by committee
  - How are they selected? There will be an application process and will be

## **By-Laws Continued...**

chosen by the departing and current committee members. It is our intention to have a fully staffed committee, but we also intend to have application process opened to all agency employees. Employee must have supervisor's approval to be on committee.

► Rules – see above

### **4) MISSION STATEMENT**

- a) The two samples of our Mission Statement that the committee came up with were discussed and it was decided that each member would compose a Mission Statement, of their own, for the committee. The statements would be presented at our September meeting. It is planned that we will take all the composed Mission Statements and attempt to make a single Diversity Mission Statement.

### **5) DISCUSSION**

- a) Don asked the question on whether or not Francis would have a “tool” to aide us in measuring our effectiveness regarding the Agency employee attitudes—the before and after. Dorothy said she thinks Francis has a good idea of the “before” attitude of our Agency from when she visited during our Focus groups. Dorothy will contact Francis and see if there is a survey for after the training to see if the training was effective and ask if she had any other ideas on how to find ways of seeing the progression of our committee.
- b) The above initiated the conversation about the inter agency personal data form and the EEO form (Equal Employment Opportunity) and what has come of it. Dorothy said it was in the “works” but has actually used it on our two past hires. Karla requested to see the form, to perhaps add payroll questions to it. It was also discussed on how to introduce the form to employees without them feeling offended. A suggestion of having volunteers from our committee go to each department meeting and explain why we were doing this and how the information could give us a better knowledge of how diverse our agency is. Recently the agency was asked several questions about the diversity of our staff and because we weren't collecting the data, it was difficult to answer the questions accurately

August 13, 2007

2:10 – 3:30

Fairview

**DISCUSSION continued...**

- c) It was suggested that we have a new EEO form attached to our Agency applications and removed before Manager's receive the applications.
- d) Dorothy asked if we felt comfortable of her announcing the training that is taking place at the end of October and beginning of November with a Mission Statement not being completed. The committee agreed that, that was fine.

**6) AGENDA for September 10<sup>th</sup>**

- a) Complete Mission Statement – have yours done
- b) Talk about having a “single voice” for the training – how should we present the training to the staff?

# DIVERSITY COMMITTEE MINUTES

September 10, 2007  
2:04 - 3:15

Meeting Called By:	Dorothy Cummings	Type of Meeting:	Diversity Committee
Facilitator:	Dorothy Cummings	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Don Bucholtz	Dorothy Cummings
	Chuck Hauk	Maria Huffman
	Marisela Pena	Karla Priaulx
	Ann Rudy	

## AGENDA

- 1) Staff Training Flyer
- 2) Mission Statement
- 3) By-Laws

### 1) STAFF TRAINING FLYER

Dorothy sent out the draft of the staff training flyer (via e-mail) to committee members. At the meeting there were few suggestions and revisions. It was established that the flyer will state that the meeting is mandatory. The flyer will come from "HACSA" and not the Diversity Committee. The Diversity Committee will be the positive "voice" for the training. Don and Ann had several positive approaches on how we, as the committee, could share with the employees on what to expect from the training

- \*Always a great opportunity to learn more about cultures
- \*Great place to ask questions and to talk about diversity
- \*It's a "non-threatening" environment
- \*Frances is a great trainer and she will be teaching on the 14 different cultures



September 10, 2007  
2:04 - 3:15

## **STAFF TRAINING FLYER cont.**

The training will be four day event. Two days and DI and two days at FV. The flyer will state that there will be a box lunch. Employees have a choice of which days and location they would like to attend. Employees will need to respond directly to Jerri.

Some committee members thought this would be a good opportunity for managers to discuss why we are having this training. Clearing up the myths that the training is associated with the lawsuit is very important, and that the training and committee is something that the Agency should have been doing all along. Larry, Dorothy and/or Chuck will be attending each division meeting and will talk about this with the employees. We are hoping, as Don stated, that after employees feel they have been heard that 80% of their negativity will go away regarding the training.

Frances thought it would be a good time to introduce our committee to the Agency. She suggested that we take the last 15 minutes of the training and introduce our Mission Statement. We will also want input from employees; therefore Karla will produce a survey with the suggested trainings from our previous meetings. The draft survey will be sent to committee members to look over and offer suggestions. We will have a finalized survey at the end of October's meeting.

## **2) MISSION STATEMENT**

Let's hear it for Chuck!!! Great job Chuck thank for coming up with our Mission Statement

**"THE DIVERSITY COMMITTEE WILL ASSIST HACSA IN ITS UNDERSTANDING OF INTERNAL AND EXTERNAL CULTURAL DIVERSITY THAT INCLUDES GENDER, AGE, RACE, SOCIO-ECONOMIC STATUS, RELIGION, PHYSICAL AND MENTAL DISABILITY, SEXUAL ORIENTATION, AND ETHNICITY. THE DIVERSITY COMMITTEE RECOGNIZES DIVERSITY AS A MOSAIC OF PEOPLE WHO BRING A VARIETY OF BACKGROUNDS, STYLES, PERSPECTIVES, VALUES, AND BELIEFS TO HACSA AND TO ORGANIZATIONS WITH WHICH WE INTERACT. THE DIVERSITY COMMITTEE WILL HELP HACSA BECOME A MORE DIVERSE, INCLUSIVE, AND WELCOMING AGENCY."**

### **3) BY LAWS**

Marisela and Don have been working on the by-laws and have a great start on them. The by-laws will be discussed more in detail at the next meeting.

### **NEW BUSINESS**

- 1) Posting Minutes
- 2) Board Memo regarding 2000-2007 Diversity Committee
- 3) Keeping log of outreach
- 4) Agenda for October 8<sup>th</sup> meeting

### **1) POSTING MINUTES**

Minutes will be posted starting after the November's meeting. They will be posted on a bulletin board at each office. They will also be available on the Intra Net. We will need a volunteer to update the Intranet each month with the new minutes – any takers???

### **2) BOARD MEMO**

Dorothy will provide each committee member with copies of the Board Memo that states what the Diversity Committee has accomplished from 2000 – 2007. It also has questions that were asked by the NAACP with the responses given by Larry.

### **3) LOG OF OUTREACH**

It was noted in several e-mails that the agency has done quite a bit of outreach through out the community. The committee thinks it's important that we keep a log of activities that we, as an Agency, has done. This will be implemented, but at a later date.

### **4) AGENDA OCTOBER 8TH**

- 1) Discuss Survey
- 2) By Laws

## DIVERSITY COMMITTEE MINUTES

Meeting Called By:	Dorothy Cummings	Type of Meeting:	Diversity Committee
Facilitator:	Dorothy Cummings	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Don Bucholtz	Dorothy Cummings
	Chuck Hauk	Marisela Pena
	Karla Priaulx	Christi Champ

### AGENDA

- 1) Board Memo regarding Diversity
- 2) By-Laws
- 3) Survey
- 4) Upcoming Training
- 5) New Business
- 6) Set November Agenda

### 1) BOARD MEMO

Dorothy provided copies of the board memo from June 6, 2007 with the HACSA Diversity Policy and a listing of our activities and trainings from 2004 through April 2007.

## **2) BY-LAWS**

By-laws are still a work in progress. Don and Marisela are continuing to work on them together. Don will be sending out an e-mail showing what they have come up with. The committee will review them individually and have suggestions/comments at the November meeting.

## **3) SURVEY**

The Diversity survey was composed by Karla and sent via e-mail to the members of the committee. In the meeting the survey was discussed and was decided that we need further explanation on what “Non-violent Communication” and “Motivational Interviewing” may entail. Don will be submitting explanations to Karla for the addition to the Survey. Another change that was made was to split up the “parking lot give away” and the community outreach.” When the changes have been made Karla will be sending the final to Dorothy for approval. Upon approval of the survey Karla will make 100 copies and send 50 over to Christy and keep 50 at the DI office. The survey will be distributed to the employees at the end of the Diversity training and will be requested to be returned on November 9<sup>th</sup> to a designated site that Christy (FV) and Karla (DI) have assigned.

## **4) UPCOMING TRAINING**

The training is approaching and most employees have responded with a date that they wish to attend. There will be four training sessions (four days) with approximately 20 employees per group. Tuesday (FV) our diversity representatives will be Don and Ann; Wednesday (DI) Chuck; Thursday (DI) Maria and Karla; and Friday (FV) Dorothy, Marisela and Christy.

We are hoping that Francis will be introducing the Diversity committee and from there the diversity committee will introduce our Mission Statement and pass out the survey.

The committee is split up by offices. There are four members from FV and four members from DI. Chuck, Don, Christy and Maria will be the representatives for FV and will show up at the end of the two meeting at FV to distribute the surveys. Karla, Marisela, Ann and Dorothy will be the respresentives for DI and will do the same at the two meetings at DI.

## **5) NEW BUSINESS**

► We discussed keeping records of the Agency outreach during the September meeting, Chuck brought it up again and beleives it's important that we do not loose sight of this. We will be discussing this in more detail in the November meeting. Don showed interest in maintaining the record keeping on the intranet with the help of Wes doing the initial work. As of now the name of the site would be "Diversity Happenings"

► Our next schedule meeting is on a holiday. Dorothy will be sending out a "plan a meeting" to reschedule this meeting.

## **6) AGENDA for NOVEMBER**

- 1) By Laws
- 2) Discussion of Training
- 3) Log of Outreach on intra-net
- 4) New Business

*"We have become not a melting pot but a beautiful mosaic. Different people, different beleifs, different yearnings, different hopes, different dreams."*

**--Jimmy Carter**

## DIVERSITY COMMITTEE MINUTES

Meeting Called By:	Dorothy Cummings	Type of Meeting:	Diversity Committee
Facilitator:	Don Bucholtz	Note Taker:	Karla L Priaulx
Timekeeper:	None		

Attendees:	Don Bucholtz	Ann Rudy
	Christi Champ	Marisela Pena
	Larry Able	Karla Priaulx

### AGENDA

- 1) By-Laws
- 2) Discussion of last weeks training
- 3) Discussion of log for outreach on intranet
- 4) Upcoming Training
- 5) New Business
- 6) Set December Agenda

#### 1) BY-LAWS

The second draft of the by-laws was distributed and changes were discussed. Marisela will make changes and send the final for approval to Dorothy by Tuesday, November 13<sup>th</sup>. After approved Marisela will provide copies to the committee.

## 2) LAST WEEKS TRAINING

The reports from last weeks training were overwhelmingly positive. 79 out of 80 employees that were signed up attended the training. The feedback was very positive with few negative comments.

The overall diversity training summaries from survey's are as follows:

TOTAL PARTICIPANTS 79 – received 74 returned surveys

1 – 5 (5 being the highest)

OVERALL TRAINING RATE –	48 survey's – rated 5's
	31 survey's – rated 4's
	6 survey's – rated 3's

GOALS & OBJECTIVES MET -	35 survey's – rated 5's
	31 survey's – rated 4's
	6 survey's – rated 3's

RELEVANCE TO JOB -	34 survey's – rated 5's
	32 survey's – rated 4's
	5 survey's – rated 3's
	3 survey's – rated 2's

## 3) INTRANET LOG OUT-REACH (Diversity Happenings)

Don, Dorothy and Wes have been discussing how to put the Outreach Log into action on the intranet. Don will need an update to his computer in order to have the ability to add information onto the site. The kind of update and various other questions regarding the software and where the funds will come from to cover the cost is in limbo. Until a decision has been made it was suggested that Don starts (continues) to compile data from employees on the outreach that they have done and are doing.

Chuck has already notified his employees with the information he would like them to provide him, regarding their outreach efforts. It was suggested that Chuck talk with supervisors and request that they talk to their employees and have them track their outreach efforts. Chuck and Don will need to meet to discuss the format .

#### **4) NEW BUSINESS**

- ▶ Larry announced that Francis will be coming to our next Diversity meeting, to work with the committee on our hiring practices.
- ▶ An essay “contest” was discussed regarding the Multi-Cultural training. Marisela will talk with Jill to see if there would be room for the “winning” essay to be printed in the next “In the House” newsletter. Marisela will talk with Jill on Tuesday, November 13<sup>th</sup> regarding the logistics and will forward the information to Dorothy and Don, by Friday, November 16<sup>th</sup>. After finding out the information needed Don will submit an e-mail to the Agency, from the Diversity Committee.
- ▶ Christi and Don attended Motivational Interviewing training, which they highly rated. They came back with useful information and would like to explore having “Mitch” or other trainers come to the Agency. The exploration of this will depend upon the Diversity Training Survey’s that were handed out at the Multi-Cultural Training.
- ▶ The Diversity Training Survey is/was due on November 9<sup>th</sup>. Christi will send over the completed surveys to Karla by the end of the day on Tuesday 13<sup>th</sup>. Karla will collect the survey’s over at DI and will tabulate all the survey’s and will have a summary at the December meeting.
- ▶ Minutes of the Diversity meetings will be posted at each building. Karla will post the minutes on the hallway bulletin board by the file room at DI and Christi will post the minutes on the bulletin board next to the fax at FV. Karla will send an e-mail regarding the postings of the minutes along with the “path” on where to find the minutes on the computer.

#### **5) AGENDA for December 10th**

- 1) By Laws Finalization
- 2) Survey Results
- 3) Next step after Survey Results
- 4) Update from Chuck regarding discussion with managers regarding Outreach Log
- 5) Francis
- 6) Update on the “Essay Contest”
- 7) New Business

*“Human diversity makes tolerance more than a virtue; it makes it a requirement for survival.”*  
--Rene Dubos



## **STAFF SURVEY**

## MISSION STATEMENT

"The Diversity Committee will assist HACSA in its understanding of internal and external cultural diversity that includes gender, age, race, socio-economic status, religion, physical and mental disability, sexual orientation, and ethnicity. The Diversity Committee recognizes diversity as a mosaic of people who bring a variety of backgrounds, styles, perspectives, values, and beliefs to HACSA and to organizations with which we interact. The Diversity Committee will help HACSA become a more diverse, inclusive, and welcoming Agency."

For each question below, circle the number to the right that best fits your opinion on the importance of the issue.

Question	Scale of Importance					Would you participate
	Not at all	Not very	No Opinion	Some-what	Extremely	
Do you think it would be helpful to have communication training for staff and management?	1	2	3	4	5	
Do you think it would be helpful to have communication training on techniques or styles that would improve our interactions with clients?	1	2	3	4	5	
Do you think it would be helpful to have "small menu" trainings? (trainings with several different options to choose from).	1	2	3	4	5	
Do you think it would be helpful to have client survey feedback that requests information/suggestions on the way they were helped or treated?	1	2	3	4	5	
Do you think having diverse related fun activities for the staff would be helpful? (cultural theme parties).	1	2	3	4	5	
Would you be interested in a parking lot "giveaway"? (employees bring unwanted items and have a giveaway to the community in need).	1	2	3	4	5	
Do you think it would be helpful to have Community Outreach?	1	2	3	4	5	
Would it be helpful to invite other community representatives from other agencies/groups to speak on their perspectives and knowledge of diversity?	1	2	3	4	5	
Would you like to see more "Press releases" with positive information?	1	2	3	4	5	

COMMENTS/SUGGESTION: \_\_\_\_\_

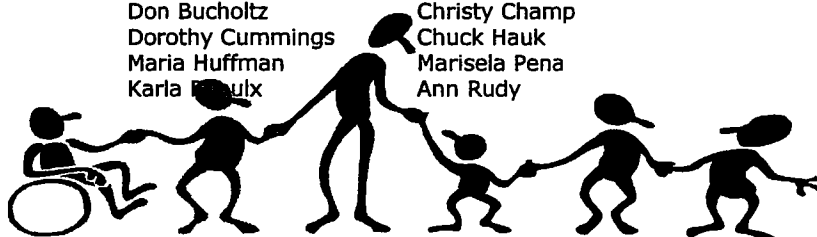
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If you have questions, concerns or suggestions, please, contact one of your Diversity Committee representatives:

Don Bucholtz  
Dorothy Cummings  
Maria Huffman  
Karla Paulx

Christy Champ  
Chuck Hauk  
Marisela Pena  
Ann Rudy



# **EVALUATION FORM**

## Evaluation

Overall training 1 2 3 4 5

Goals and Objectives were met 1 2 3 4 5

Relevance to job 1 2 3 4 5

Some things I liked about today's session were:

Some things that were relevant to my work were:

Some things I can start doing as a result of this session:

Some things I would change about today's training:

I would like to have further training on this subject focusing on:

Other comments:

**REPORT TO HARRP WITH  
SUMMARY OF EVALUATIONS**

**Larry Abel**

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**From:** Al Alvarez [alalvarez@harrp.com]  
**Sent:** Tuesday, November 06, 2007 5:43 PM  
**To:** Larry Abel  
**Subject:** RE: Cross-cultural Communication Training

You're welcome. That type of training is exactly what HARRP had in mind when it created the Loss Control Grants. Thanks for the report.

Al

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**From:** Larry Abel [mailto:LAbel@HACSA.us]  
**Sent:** Tuesday, November 06, 2007 5:03 PM  
**To:** Al Alvarez  
**Subject:** Cross-cultural Communication Training

Al,

This training, conducted by Frances Portillo, took place last week (Tuesday through Friday). Seventy-nine (out of 80 – 1 was sick) HACSA employees participated. There were four groups (about 20 per group). Each session went from 8:30 AM to 3 PM, with a ½ hour lunch break <<C.C. Training Evals.xls>> (box lunches were delivered and there was much relevant discussion during lunch).

Evaluation forms were distributed and the responses were overwhelmingly positive. See the attached spreadsheet.

Many participants made positive comments – both orally and in writing.

We thank HARRP for defraying the cost.

Larry

**HACSA**  
**Cross-cultural Training**  
**10/30 - 11/2/07**  
**Summary of Evaluations**

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>Total</u>
<b>Category:</b>						
<b>Overall Training</b>	<b>48</b>	<b>26</b>				<b>74</b>
<b>Goals and Objectives Were Met</b>	<b>35</b>	<b>31</b>	<b>6</b>			<b>72</b>
<b>Relevance to Job</b>	<b>34</b>	<b>32</b>	<b>5</b>	<b>3</b>		<b>74</b>

**Notes:**

**5 is the highest.**  
**5 people did not turn in evaluations.**  
**2 people did not answer the**  
**second question.**