

**Developing a Diversity & Inclusion Plan**

**Diversity & Inclusion Disparity Impact Statement**

Family-to-Family Health Information Centers (F2Fs) are required to develop a Diversity and Inclusion Plan that addresses the inclusion of underrepresented populations in family engagement activities such as training and leadership development across the state/jurisdiction.

F2Fs develop a disparity impact statement within this plan using the [CDC Social Vulnerability Index](https://www.atsdr.cdc.gov/placeandhealth/svi/index.html) to identify populations at highest risk for health disparities and low health literacy. You can also access disparity data by state from the [Data Resource Center](https://www.childhealthdata.org/). The disparity impact statement is the first step in developing your Diversity and Inclusion Plan.

The US Department of Health and Human Resources (HHS) has many resources available to assist in the development of a Diversity & Inclusion plan:

* CMS.gov: [Disparities Impact Statement Tool](https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Disparities-Impact-Statement-508-rev102018.pdf)
* CMS.gov: [Quality Improvement & Interventions: Disparity Impact Statement](https://www.cms.gov/priorities/health-equity/minority-health/resource-center/health-care-professionals-researchers/quality-improvement-interventions)
* SAMHSA.gov: [Disparity Impact Statement](https://www.samhsa.gov/grants/grants-management/disparity-impact-statement)

Family Voices has many [Diversity, Equity, Inclusion and Belonging (DEIB) Resources](https://familyvoices.org/deib/resources/) that can help you create your plan as well. Learn about implicit bias, universal design, building architecture, intersectionality and more. We have a proud legacy of privileging voices that have been regularly excluded, minoritized, and marginalized by expanding access, prioritizing inclusion, and focusing action on the CYSHCN who historically and still today experience the greatest disparities across the U.S. Our [DEIB initiatives](https://familyvoices.org/deib/), including the development of our [DEIB framework](https://familyvoices.org/deib/framework/), are critical to addressing these realities in our mission and work.

**Editable Diversity & Inclusion Plan**

[Organization Name] will ensure equitable access to and participation in its activities for all [Your State/Territory] families (defined as mothers, fathers, caregivers, foster parents, and youth/young adults) and the professionals who serve them. Our foremost commitment is to those with the greatest need due to disability, poverty, discrimination based on race, sex/gender, gender identification, or language, immigrant or foster care status, LGBTQ+ status, geographic location, or other special circumstances. We collaborate with community-based and other organizations in communities housing high concentrations of traditionally underrepresented families. Our staff consists of diverse parents and caregivers, including [provide demographic representation of your staff], speaking [# of languages in which your staff members have fluency] languages including [list the languages, including American Sign Language]. These broad connections to our community can help [Organization name] effectively serve diverse families.

All [Organization name’s] projects, including our F2F, will:

**Make Information Accessible**

* Identify and use materials that are accessible for families and youth with low literacy; translate materials into multiple languages, and make tools available in Braille or use recorded versions with closed captioning; pilot materials to ensure accessibility and cultural responsiveness; and revise materials as appropriate, based on feedback
* Operate a website with information in multiple languages and videos/webinars that can be accessed by families, youth and professionals whose preferred language is not English as well as by those who are blind or visually impaired
* Conduct workshops in multiple languages, including sign language as needed, and publicize the availability of interpretation services on outreach materials
* Make information available in multiple formats and through multiple mechanisms, including the web, hard copy, easy-to-read, and trainings that can be varied to meet participant needs

**Build the Capacity of Our Staff and Community**

* Build the capacity of staff, family leaders, youth leaders, and professionals to meaningfully engage diverse families and youth
* Hire staff who come from diverse communities, including staff who are bilingual or multilingual, fluent in sign language, and/or who have disabilities
* Work collaboratively with partners, including state agencies, advocacy organizations, the State DD Act entities, and professional membership organizations, to meet the needs of diverse families.

**Engage Diverse Communities**

* Conduct activities in locations accessible by public transportation and that have disability accessibility, and provide support to enable families to access services regardless of their socioeconomic status
* Facilitate focus groups with diverse families and youth to ensure that project activities meet the needs of families of children with the full range of disabilities, who speak languages other than English, are racially or ethnically diverse, or who have disabilities themselves, as well as the needs of professionals, and use recommendations to improve services
* Conduct outreach about project services in multicultural and youth media and via faith-based organizations that serve the most underrepresented families
* Conduct activities at multiple times, such as in the evening, during the weekday or weekends, and use social media and technology to reach families and youth/young adults
* Ask diverse families/youth and professionals how they can most easily and effectively access services, and vary services to meet expressed needs

**Measure Our Impact**

* Use research-based practices proven effective with diverse populations
* Continually monitor the impact of services, including diversity of participants, to ensure they reflect [State/Territory’s] populations of greatest need, as well as the extent to which participants indicate that project services are of high quality, useful, and meet their needs. Use feedback information to improve appropriateness and effectiveness for diverse families/youth and professionals
* Target intensive services to underrepresented families in greatest need, and in geographic areas where underrepresented families live, taking into consideration that families who face barriers to equitable participation often require more intensive, focused, and targeted services to ensure they understand and can use information and skills

[Your organization] will complete the Language Access Self-Assessment and develop updated Language Access Plans every three years. Every five years, [Your organization’s] staff will complete the Cultural and Linguistic Competence Self-Assessment for Family Organizations and use the information to update this plan.

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| **(Your Organization’s) Diversity, Equity, Inclusion, & Accessibility Plan** |
| [Your organization’s vision, mission, & foremost commitment] |
| **[Your organization’s Diversity & Inclusion Purpose]**Example: To formalize and institute practices that will enable (\_\_\_\_) to make the most of its staff and parent leader diversity by enhancing a sustainable culture and an equity-focused work environment that demonstrates a clear commitment to diversity, inclusion, and social justice for staff and parent leaders with whom we work and in our work with parents, youth and young adults, professionals, policymakers, and systems advocacy partners consistent with (\_\_\_\_\_\_\_’s) mission to empower and support families and its vision of an economically productive, equitable, and socially just society.  |
| **Goal #1:** Example: Create a culture of inclusion by ensuring mutual respect and authentic appreciation for diverse backgrounds, beliefs, and identities, and by providing opportunities for safe sharing of varied viewpoints. | **Goal #2:** Example:Provide staff training on: key concepts related to diversity, equity, and inclusion; effective anti-racism practices; the benefits of a diverse and inclusive workplace; and the importance of (\_\_\_\_\_’s) work around equity and anti-racism. | **Goal #3:** Example:Promote active, actionable allyship as a core value of (\_\_\_\_). |
| **Objective #1** | **Objective #2** | **Objective #1** | **Objective #2** | **Objective #1** | **Objective #2** |
| Example: Ensure policies, practices, and procedures reflect (\_\_\_\_’s) commitment to embrace diversity, equity, and inclusion |  | Example: Provide ongoing professional development opportunities for staff on diversity, equity, and inclusion. |  | Example: Improve internal communications related to diversity, equity, and inclusion. |  |
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| **Activities:** | **Activities:** | **Activities:** | **Activities:** | **Activities:** | **Activities:** |
| Example: a. Develop written guidelines for the review and revision of (\_\_\_\_\_)’s policies that are contrary to creating, fostering, or supporting a culture of inclusion or demonstrate a strong commitment to equity  | **a.** | Example: a. Train all staff to recognize/understand the following key concepts: - ableism- allyship- anti-blackness - cultural competence- cultural reciprocity- cultural sensitivity- disparities- explicit, implicit bias- intersectionality- micro-aggressions- privilege- racial identity- racism- unconscious bias  | **a.** | Example: a. Share DEI related information and resources monthly via (\_\_\_\_) staff portal and quarterly at All Staff meetings. -Assign responsibility to share DEI info & resources on (\_\_\_\_) staff portal - Add to All Staff meeting agenda | a. |
| Example: b. Review existing (\_\_\_\_) policies, practices, and procedures to identify and revise any that are not socially just or don’t reflect a strong commitment to DEI. | b. | Example: b. Review and update, as needed, current onboarding practices to ensure they reflect (\_\_\_\_\_)’s commitment to an inclusive and equitable workplace. | b. | b. Expand membership of DEI Committee to include all levels of staff across the organization. | b. |