

INCLUSIVE EXCELLENCE PLAN

ACCESS AND SUCCESS-

Goal: Achieve a more diverse and inclusive staff and leadership and ensure clients and partners can use the services/resources provided. This dimension refers to the objectives and strategies used to increase or maintain compositional diversity among constituent groups and includes activities related to recruitment and retention of our staff.

Strategy 1: Actively recruit and solicit feedback from diverse consumers

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Create a parent advisory committee	a committee planning meeting will occur July 1 2021		Charity Quinn will lead
2	increase the unique places we advertise our services	5 new places will be identified to advertise by the end of FY21		Marketing committee

Strategy 2: Retain high-quality, diverse staff and board members

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	review organizational compensation policies	policies will be reviewed by June 30 2021		board of directors
2	implement organizational engagement and satisfaction survey	survey will be given annually beginning December 2020		executive director

Strategy 3: Intentionally build meaningful, diverse community partnerships

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Implement an annual partner satisfaction/needs survey	survey will be implemented by June 30 2021		Staff
2	Diversify our partner network to reach new families	expand our partner agencies by 2 by the end of FY22		staff

consumer questions: How did you originally learn about First Chance? Do you have ideas on how we could reach families that might not know about us?

INCLUSIVE EXCELLENCE PLAN

ORGANIZATIONAL CLIMATE-

Goal: Create and sustain an organizational environment that acknowledges and celebrates diversity and employs inclusive practices throughout its daily operations. This dimension refers to the objectives and strategies that enable the organization to create a climate that is supportive and respectful and that values differing perspectives and experiences.

Strategy 1: Intentionally diversify program voices and resources

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Create a plan to bring diverse family types into programming	Staff will identify three new ways to identify and welcome diverse families by the end of FY21		Staff
2	Purchase diverse books and toys	Books and toys purchased will be done so with intention to represent diverse individuals and family types	Has the potential to increase our cost	Staff
3	Have a diverse and inclusive parent advisory committee	The committee will use a make-up matrix to help decide who is on the committee		Charity Quinn is the lead

Strategy 2: Build a team that understands and values others values and experiences

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Provide annual team meeting to celebrate successes and discuss organizational assessments	By the end of FY21 an annual date will be set for this meeting		Executive Director
2	Implement quarterly team building events	By the end of FY21 a quarterly date will be set		Executive Director
3	Expand the Achievement, Challenge, Congratulate, Ask report to be weekly and more of a conversation	Included in the agenda for each weekly meeting		Executive Director
4	Include information/stories about the organizational culture in our social media plan	By the end of 2020 a monthly post will be a part of the social plan		Marketing committee
5	Have a diverse and inclusive staff and board	The board development committee and executive director will use a make-up matrix to help decide who is on the board, committees, volunteers, and staff.		Board development committee, executive director

INCLUSIVE EXCELLENCE PLAN

TRAINING AND EDUCATION-

Goal: Engage employees in learning varied perspectives of domestic and international diversity, inclusion, equity, and social justice. Targeted professional development activities directed to improving the multicultural competencies of staff will contribute to a learning and research environment where innovation and creativity thrive.

Strategy 1: To provide opportunities for staff and the board of directors to discuss diversity, inclusion, and equity

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Provide staff opportunities for diversity, inclusion, equity, social justice, and multicultural training and experiences	All staff have had at least 1 experience with at least one of these components by FY22	\$5000	Executive Director, staff
2	Seek out community experts for continuing education	at least 4 agencies will have spoke at a staff meeting by the end of 2021 (1 every other month)		Executive Director, staff
3	Increase internal community resource sharing	highlight an agency at each case management meeting and have each staff as a "go-to"		staff
4	Quarterly follow up on goals	Each staff member has a conversation with their supervisor quarterly about training goals		supervisors
5	Provide board opportunities for IDE training and experiences	Quarterly in service as a part of the board meeting. Having staff opportunities available for the board too by the end of FY22		Board president, Executive Director

INCLUSIVE EXCELLENCE PLAN

Organizational Infrastructure-

Goal: Create and sustain an organizational infrastructure that effectively supports progress in achieving diversity goals. Organizational Infrastructure refers to the policies, resources, organizational structures, and the use of metrics and other evidence to drive intentional decision making around diversity, equity and inclusion.

Strategy 1: Update procedures and infrastructure to support IDE goals

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Seek a space that meets ADA accessibility goals and has enough space for all that want to access it	FC4C will be in a new space by the end of FY22	\$12,000-\$15,000 annually	ED, BOD
2	Seek additional spaces to reach different populations	two new spaces for "mini L&L" by the end of FY22	unknown	ED, BOD, Program Director
3	Create an infrastructure for diverse employee and volunteer recruitment, engagement, and support	processes will be written and built by the end of FY21		ED

Strategy 2: Commit to ongoing conversations around organizational improvement

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Annual staff retreat to discuss IDE work, goals, and data at the org, county, and national levels	A retreat will be planned by the end of 2021	\$500	ED
2	Process improvement conversation for Lend and Learn	A conversation will be scheduled by the end of November		ED
3	Reporting and analytics conversation to understand data	a meeting will be scheduled by the end of 2020		ED
4	Utilize parent advisory committee to discuss ongoing challenges and opportunities including: transportation barriers, program policies and services, languages available	the parent advisory committee will be established by the end of 2021	500	Staff

INCLUSIVE EXCELLENCE PLAN

Community Engagement-

Goal: Leverage organizational philanthropy and community partnerships to improve outcomes in our local/regional communities. Organization is committed to targeted partnerships to create a community that pursues excellence by enacting inclusion and equity.

Strategy 1: The board of directors is involved with ongoing advocacy and community engagement efforts.

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Add advocacy information to board agenda	An advocacy section will be added to the board agenda by February 2021		Executive Director
2	The board will do a "connections push" every year to increase unconventional allies	Each board member will suggest at least 1 new connection annually		Board development committee
3	Adopt annual advocacy priorities	Each year in July the organization will adopt annual advocacy priorities		Executive committee

Strategy 2: The staff leverage their expertise to increase community wellbeing.

Action Item #	What is the action item?	How will you know you achieve it? (metrics)	How much will it cost?	Who is responsible?
1	Explore possibility of community and partner training/event/information	By the end of FY22 a plan will be in place for a training or information campaign	<i>tbd</i>	Staff
2	Increase agency to agency networking with intentional goals	By FY22 a plan of bi-annual networking will be in place with specific goals		Staff
3	Partner and/or create an event annually in each county we serve	By the end of FY22 a plan will be in place to hold an annual event in each county	<i>tbd</i>	Staff
4	Use an IDE lens in advocacy planning and conversations	By FY22 an IDE centered advocacy plan will be created		Executive director, executive committee