



Clarify the Problem

There is a lack of structure, training and communication on diversity and inclusion issues administration-wide.

Breakdown the Problem (current state)

DDA has not had its own diversity and inclusion team prior to July of 2015 throughout the administration. The lack of formal focused and synchronized structure affects the administrations ability to achieve the strategic plan goals and affects the mission and values. There are diversity activities and contributions occurring throughout DSHS in which DDA participates. There is no baseline or established way to measure the impact on clients and employees and to proceed with this work.

Target Statement (future state)

DDA will develop and implement five strategies for coordinating and structuring DDA diversity and inclusion efforts through the DDA diversity and inclusion leadership team by June 30, 2016.

Strategies include:

Structure

Create the diversity and inclusion leadership team
Increase membership and awareness of team
Coordination of current diversity efforts within DSHS

Training

Increase available trainings and training awareness -
Identified a core group of statewide trainers – informal random spot checks to see how it went and keep track of numbers
Purchased spots for Cultural Humility training
Recommended 35 staff
1:1 with Marianne Ozmun
DDA staff attend annual agency diversity forum

Communication

Present updates at DDA Full Management Team
Evelyn’s diversity and inclusion efforts video for DDA
Diversity and inclusion members
Trickle down Cultural Humility cards to unit meetings in the field
Create DDA Diversity and Inclusion Intranet page

Implementation

A3
Strategic plan measure

Sustainability and Continuous improvement

Continuous

Identify Root Cause

1. Lack of clear direction/communication
2. Lack of available resources
3. Accountability; who is responsible? Delegated authority?
4. Lack of structure
5. Lack of awareness of unconscious bias
6. Poor or lack of consistent and specific training

Proposed Countermeasures

	Root Cause	Proposed Countermeasures	Difficulty	Impact
1	No one has been made responsible and understand what they are responsible for.	Identify those areas, individuals, roles and responsibilities.	Easy	High
2	Lack of visibility or attention to the need for attention to the diversity and inclusion issue.	Create awareness of unconscious bias.	Moderate	High
3	No formal structure designed	Design the structure with a lead role.	Easy	High
4	Human resources not allocated.	Develop an organization chart and identify responsible roles and people assigned.. Clearly outline expectations for each role.	Easy	High
5	Lack of knowledge or confidence to address issues of unconscious bias.	Coach, train and mentor at all levels.	Hard	High
6	No leadership direction for use of the standardized curriculum (out of ODI) and consistent implementation of the training with desired outcomes administration wide.	Develop the action plan to ensure consistent implementation to achieve desired outcomes.	Moderate	High

Proposed Action

ID#	Strategy/ Approach	Task(s) to support strategy	Lead	Due	Expected Outcome
1	Identify those areas, individuals, roles and responsibilities.	work within regions to identify forum.	Luisa, Linda and D & I comm. members	Apr 30, 2016	Regions have annual plan
2	Create awareness of unconscious bias.	Monthly meeting to focus on topics	Committee	Dec 15, 2015	6 Conversation topics for participation
3	Design the structure with a lead role.	Design plan to be presented to Asst. Sec.	Committee	Apr 30 2016	Formalized approach for promotion
4	Develop an organization chart and identify responsible roles and people assigned.. Clearly outline expectations for each role.	Go-To-Mtg to create Org. Chart for Asst. Sec. approval.	Linda and Luisa	Apr 30 2016	Establish working forum.
5	Coach, train and mentor at all levels.	Train the trainer in each region, RHC, SOLA, HQ	Linda and Luisa	May, 31 2016	Individuals trained and leading conversations.
6	Develop the action plan to ensure consistent implementation to achieve desired outcomes.	Committee meeting to discuss and develop approaches for action plan	Committee	Mar, 31 2016	Approaches approved by committee for action plan

Evaluate Results, Standardize, then Repeat



<p>Background Group Topic / Strategic Plan Goal / Main idea: Safe and high quality - Provide safe, high-quality supports for individuals. Sub Topic / Strategic Objective: Effective promotion and communication of diversity, equity and inclusion to Developmental Disabilities Administration's staff. Measure # / Strategic Objective # : ADX.1 and Strategic Plan 1.3 Measure / Strategic Objective Title : Develop and implement five strategies for coordinating and structuring DDA diversity and inclusion efforts through the DDA Diversity and Inclusion Leadership Team by June 30, 2016</p>	<p>Type of Status Report Strategic Plan</p>
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Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Lead	Status	Due	Expected Outcome	Partners
1	No one has been made responsible and understand what they are responsible for.	Identify those areas, individuals, roles and responsibilities.	After the event CULTURAL HUMILITY is complete (Feb 2, 3, 4) work within regions to identify forum, conversation and facilitator for conversations .	Luisa, Linda and Diversity and Inclusion committee members	Begin March 2016	Complete April 30, 2016	Each region formally recognizes the responsible entity(ies) to facilitate the conversations on a regular basis throughout 2016. Regions have annual plan.	HQ and regional staff
2	Lack of visibility or attention to the need for attention to the diversity and inclusion issue.	Create awareness of unconscious bias.	Identified person facilitates monthly conversations in identified unit meeting, or other designated venues, to focus on the topics identified through Office of Diversity and Inclusion http://dao.dshs.wa.lcl/cultural-competence.html Turning the TIDE: Toolkit	Diversity and Inclusion committee members and regional reps	March 2016	Complete 12/15/2016	Each region will report a minimum of 6 conversational opportunity for participation for a total of 35 participants over the 9 months.	Office of Diversity and Inclusion and regional staff
3	No formal structure designed	Design the structure with a lead role.	DDA Diversity and Inclusion committee designs a plan to be presented to Evelyn, RAs and FSAs	DDA Diversity and Inclusion Committee members	Create by March 30, 2016	April 30, 2016	With an approved and formalized plan, the administration understands what formal approach is taken to continually promote inclusion and awareness of biases in work with one another and consumers of DDA services	Office of Diversity and Inclusion and regional staff
4	Human resources not allocated.	Develop an organization chart and identify responsible roles and people assigned.. Clearly outline expectations for each role.	Work by Go-To to create an organizational chart and get approval from Evelyn.	Linda and Luisa	begin chart in March	April 30 2016	Human resources allocated via organizational chart establishes a working forum for ongoing facilitated conversations in all regions, RHCs, and SOLAs	Regional staff and HQ
5	Lack of knowledge or confidence to address issues of unconscious bias.	Coach, train and mentor at all levels.	Work with the Office of Diversity and Inclusion to train to facilitation skills for identified trainers in each region, RHC, SOLA, Hq	Linda and Luisa	Begin April 2016	Complete May 2016	Individuals trained in topics and facilitation and leading conversations at least six times throughout 2016 in all DDA settings.	Office of Diversity and Inclusion and staff from regions, SOLA, RHC, HQ
6	No leadership direction for use of the standardized curriculum (out of ODI) and consistent implementation of the training with desired outcomes administration wide.	Develop the action plan to ensure consistent implementation to achieve desired outcomes.	Hold a committee meeting to discuss and develop approaches for action plan.	Committee Members	In progress	Mar 31, 2016	Approaches and strategies approved by committee for action plan.	Regional staff and HQ

