Center for Public Health Practice
colorado school of public health

EQUITY, DIVERSITY, AND INCLUSION ASSESSMENT SUMMARY

Family Resource Center Association

December 2020

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Equity, Diversity and Inclusion (EDI) Assessment Summary

Overview of the process

The Center for Public Health Practice (CPHP) attended the Family Resource Center Association (FRCA)Health Equity Planning Committee meeting on August 25, 2020. During that meeting, committee members discussed the EDI assessment and recommendations made to CPHP about the survey's timing, how long it should be open, and plans to communicate best, moving forward. On September 15, the assessment was sent to all Family Resource Centers (FRCs) and the Family Resource Center Association (FRCA) with directions on how to complete it. At the request of the FRCs, on October 2, the assessment was made available in Spanish. The original deadline of October 31 was extended until November 8. Two more assessments were completed about a week after that and were also included in the analysis.

Response

FRCA and 97 percent of the FRCs completed at least one assessment survey. Data were analyzed across all centers and by individual FRC, aggregating data if more than one survey was received per Center. Individualized, detailed reports were sent to each Center on December 18. These reports included scores for each question, the overall assessment score and an explanation of the meaning of the overall score.

Results

There were 94 completed surveys in English which were used for the analysis. One survey was started in Spanish, but was not completed and not included in the analysis.

> More than 420 people participated in completing the 94 assessments

Responses to questions were scored as follows:
  0=Not at all
  1=To a small extent
  2=To a moderate extent
  3=To a great extent
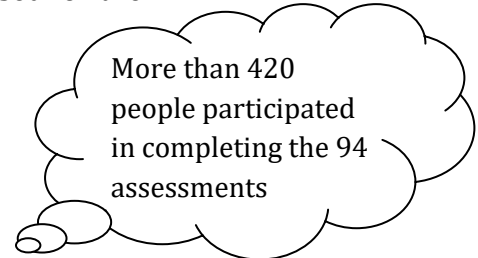
Overall scores across all centers

Total scores varied greatly across Centers. The graph below displays each Center's score.

Distribution of Total Assessment Scores, by Center
red=average score
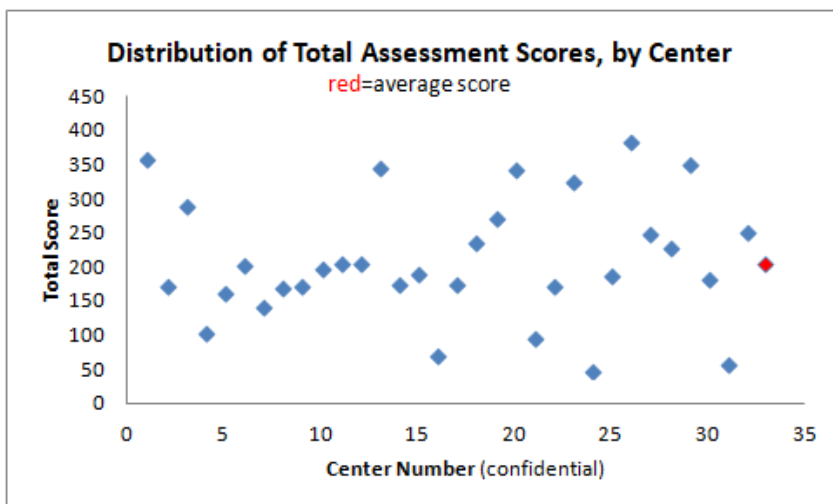
The mean or average across all centers was 204, a little less than half of all points available on the assessment. The minimum or lowest score was 48, the maximum or highest score was 382.

Low	Average	High
48	204	382

Where are the Centers on their organizational journey?

Each Center and FRCA received an explanation of their overall score based on the categories below. This table shows how many Centers fell into each category. The majority (69%) of Centers are "ready to start" or have "launched". A few (9%) have not yet started, about 19 percent are "well on their way" and one Center is "leading the charge".

Scoring Guide For Total Scores Number of Centers in each category					
	Not Yet Started	Ready to Start	Launched	Well on their way	Leading the charge
Score	0-93	94-186	187-279	280-372	373-464
# of Centers	3	11	11	6	1

Observations

Some Centers had considerable variation in how different people or groups scored the questions. For example, one Center had 5 surveys completed by 5 different people. Overall scores ranged from 110 to 381, the mean was 237. Another Center completed 6 surveys that represented 37 people, their scores ranged from 109 to 285, with a mean of 176.

Common themes
Where Centers scored well

Domain	Highest Scoring Areas (mean above 1.9) *majority scored to a moderate extent or greater*	mean
Customer service	• Q12. At our organization, we ensure that we are serving our diverse constituents in ways that promote inclusion and equity.	2.03
Customer service	• Q13. At our organization, we use EDI values to ensure that all of our customers have access to our services.	2.02
Leadership engagement & involvement	• Q18. At our organization, we have leadership that is committed to, engaged in, and encourages EDI work.	1.95
Organizational values	• Q1. At our organization, we ensure that work on EDI issues are integrated	1.95
Community partnership	• Q11. At our organization, we have authentic, accountable, and mutually beneficial relationships with diverse individuals and organizations that advocate for historically underrepresented communities within the region that provide reliable input into our programs regarding communities' opinions about the needs of historically underrepresented diverse groups in our service area.	1.94

> FRCs scored well in client centered areas such as customer service and community partnerships. These are external focused areas. Leadership buy-in and organizational values also scored well across FRCs.

Where Centers scored low

Domain	Lowest Scoring Areas (mean below 1.0) *majority scored to a small extent or not at all*	mean
Performance management	• Q17. At our organization, we include specific EDI-related metrics in all evaluation & accountability mechanisms for management and staff.	0.55
EDI research & data	• Q10. At our organization, we routinely collect, disaggregate and analyze EDI data for all programmatic and operational work and use this information in planning and decision-making	0.82
Strategy	• Q8. At our organization, we have EDI policies and an organizational EDI plan with clear goals, strategies, and indicators of progress.	0.88
Performance management	• Q15. At our organization, we include specific EDI-related metrics in all evaluations for the organization and its projects & programs.	0.96

> Centers scored lower in domains that were more focused on internal practices and policy, performance management and data. **When asked if the organization has EDI policies and a plan, 75% responded "not at all" or "to a small extent".**

What Centers can do now?

- Review the report with staff, take note of high and low scoring areas
- Celebrate areas where they do well.
- Note areas that scored low. Prioritize which areas to work on improving as part of an EDI plan.
- If there is a large variation is how different people/groups scored, determine a process to figure out why.
  - Do some people feel excluded?
  - Do some people not know about certain areas in the organization?
    - Did some areas score 0 (not at all) because people did not know or were unsure?
  - Why did some people score areas high, while others scored them low?
    - Are perceptions different among different employees? Why is that?
    - Are you able to have these conversations in the open?
    - Is there defensiveness?

Next Steps

Technical assistance will be provided by CPHP to help Centers develop EDI plans.