



Hillsides

CREATING LASTING CHANGE

**Strategies to Create a  
Diverse, Equitable,  
and Inclusive  
Workforce**



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CREATING LASTING CHANGE

# Meet Our Presenters



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# Strategies to Create a Diverse Equitable and Inclusive Workforce





# The Critical Importance of DEI

# The Critical Importance of DEI



# Reviewing DEI Principles

## Diversity

Empowering people by respecting and appreciating what makes them different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education, and national origin.

## Equity

Opportunities are shaped to fit with the needs of each individual in a way they feel is fair, transparent, and just.

## Inclusion

Defined as how well the contributions, presence, and perspectives of different groups of people are valued and integrated into an environment.



# Create a Safe Space for the DEI Conversation

- DEI addresses sensitive and significant aspects of human identity
- It creates uncomfortable and imperfect conversations
- Fear holds us back from genuine expression
- Mistakes, acknowledgement, and forgiveness are essential components to DEI





***“DEI initiatives shouldn't be about perfection.  
They should be about progress.”***





# Three agreements for having difficult conversations



Listen to be  
changed



Call in, don't call  
out



Question your first  
assumptions



# Group Activity



A group of diverse people, including a woman in a cap, a man in a cap, a woman with a white sleeve, and a woman with glasses, are sitting in a meeting. The image is overlaid with a semi-transparent orange filter. The text "Why is DEI Important in the Workplace?" is centered over the image in a bold, white, sans-serif font.

# Why is DEI Important in the Workplace?

# DEI Workplace Statistics

44%

44% of employees said they experienced workplace harassment related to race, gender, age, and sexual orientation

46%

46% of LGBTQ+ employees report being treated unfairly in the workplace

15%

15% less is the average amount women make in comparison to their male peers

80%

80% of employees consider it important that the company they work for prioritizes DEI



# Advantages of Diverse and Equitable Organizations



Higher team  
morale



Recruiting and  
retention



More perspectives  
creates greater  
adaptability



# Enhanced Performance



- Employees who feel more connected at work tend to work harder and are more committed to their work and the overall direction of the company
- Employees feel they can bring their whole selves to work and feel celebrated for who they are
- Psychological safety was recently identified as one of the most important factors of a high-performing team



A woman with long dark hair, wearing a white long-sleeved shirt and blue jeans, stands in the center of a meeting room. She is holding a blue marker and looking towards a group of people seated around a long wooden table. The group consists of five individuals: a woman with blonde hair on the left, a man in a light blue shirt in the foreground, a man with glasses in the middle, and a woman with long dark hair on the right. In the background, a whiteboard is visible with a blue circular logo on the left and some handwritten notes, including the year '2023'. The room has large windows on the left side, and the overall atmosphere is professional and collaborative.

# Hillsides Reasons for Launching DEI



A photograph of three business professionals in a meeting. On the left, a woman with glasses and a light-colored blouse is pointing at a whiteboard with a pen. In the center, a man in a dark suit is sitting on a stool, looking towards the whiteboard. On the right, another man in a dark suit is sitting on a stool, looking towards the camera. The whiteboard in the background has various diagrams and text, including 'Account', 'number', 'contract', 'Account', 'number', 'contract', 'Account', 'number', 'contract', and 'actors = verbs'. The entire image has a purple tint.

# Hillsides' Journey to Becoming a DEI Workplace



# Commitment to DEI



# Created a Committee



D.E.I.  
Committee  
*an initiative of Hillsides*



# Created a Committee



Develop a team of champions



Driven by creativity, passion and purpose



Voluntary participation



Supports and implements DEI initiatives



Discuss, learn, and practice DEI



# Developed Vision Statement

*We commit to creating an environment that promotes safety, empowerment, and justice for the entire Hillside community through using the practices of awareness, appreciation, acceptance, and advancement. Incorporating DEI principles into the organizational structure, policies, workforce, and service helps heal wounds of historic and ongoing discrimination and creates a space where all individuals are safe to be their genuine selves.*



# Reviewed Policies and Procedures



Review and  
modify policies  
and practices



Standardize  
inclusive language  
in policy documents



Diversify candidates  
through new  
recruiting practices



# Addressed Recruitment



Promote DEI  
among new  
candidates



Reconsider  
qualifications  
for  
employment



Add DEI  
language to  
job  
descriptions



Standardized  
interview  
questions



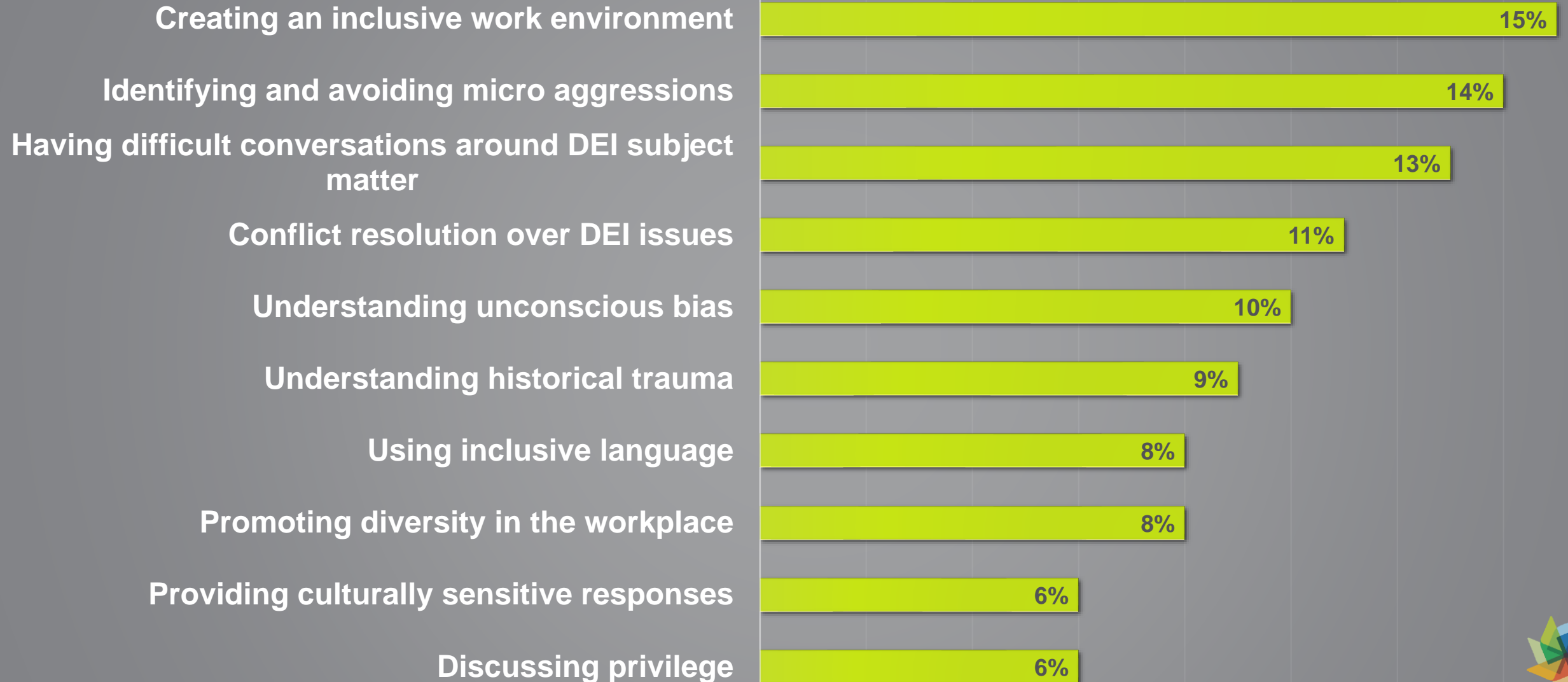
Offer a  
bilingual  
stipend



A man in a dark suit and tie is seated at a desk, looking at a large computer monitor. The monitor displays a data dashboard with various charts and tables. The scene is bathed in a warm, orange light, suggesting a sunset or sunrise. The text "Data Driven Initiatives" is overlaid in white, bold, sans-serif font across the center of the image. The man's hands are clasped in front of him, and he appears to be in deep thought or focused on the data. The desk also has a coffee cup and some papers on it.

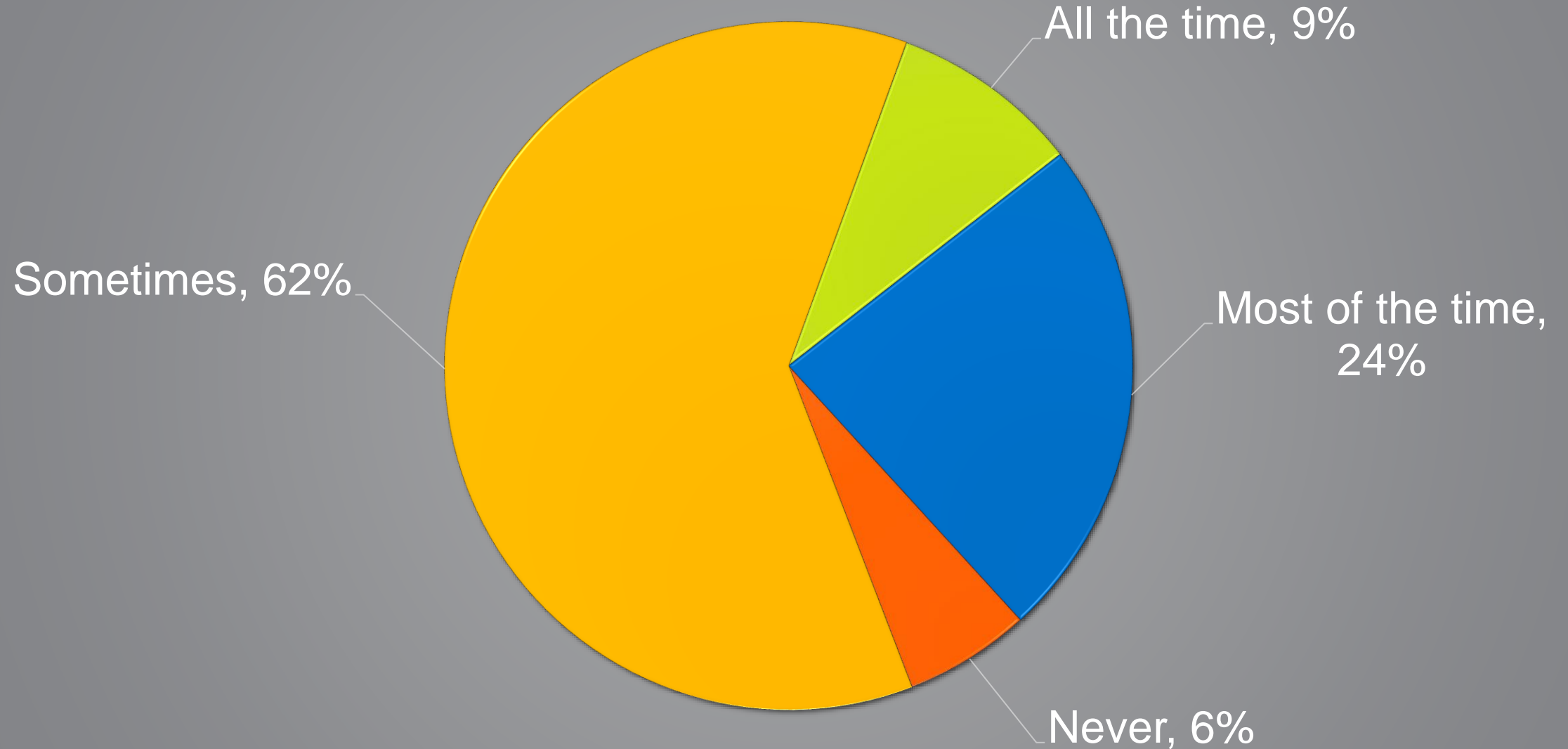
# Data Driven Initiatives

# Manager Survey: Enhanced Training for Managers

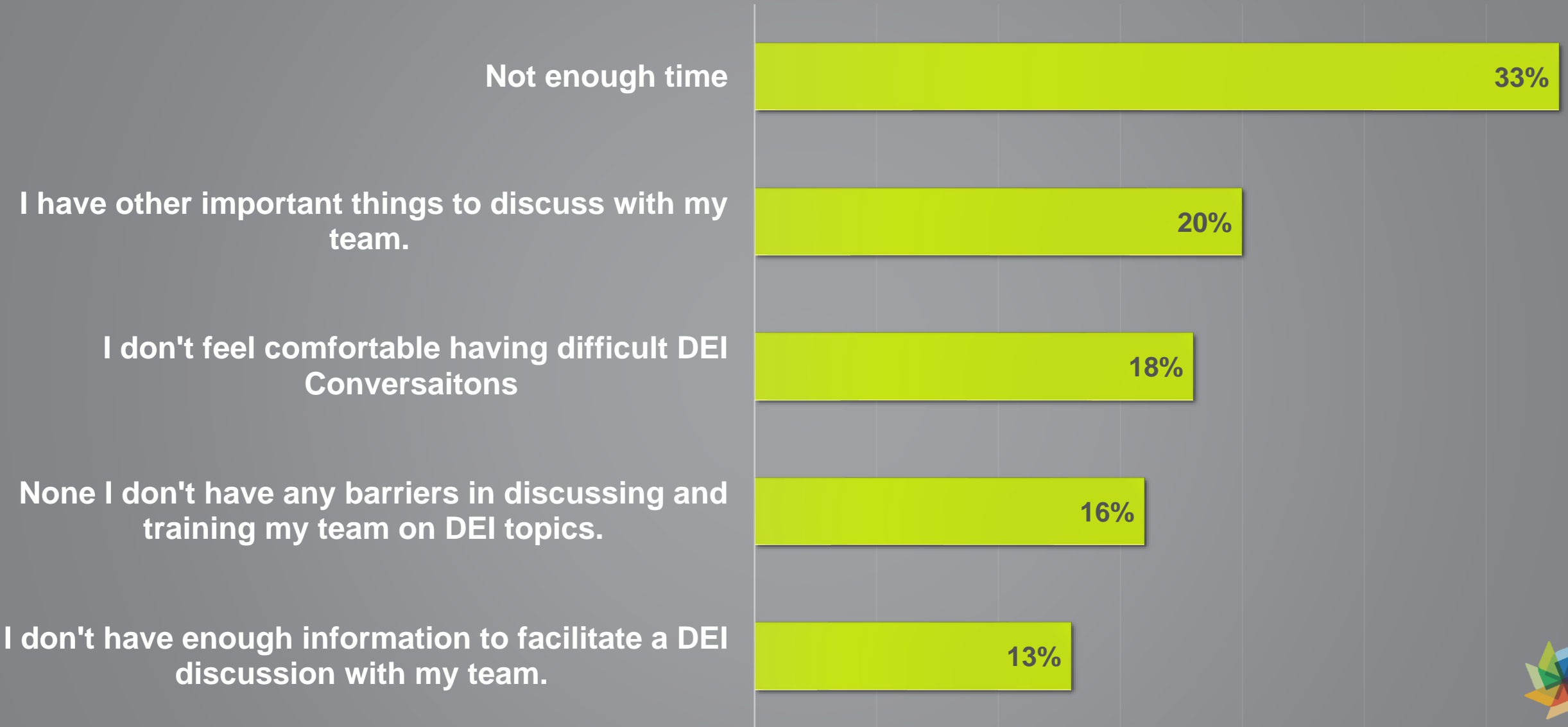




# Manager Survey: Frequency Managers Present DEI to Teams



# Manager Survey: Barriers Encountered Facilitating DEI



# Annual DEI Survey Results

My job performance is evaluated fairly and independent of my identity.

79%

I am comfortable talking about my identity with my colleagues.

78%

At Hillside, I can be successful as my authentic self.

74%

I know how to address discrimination in the workplace.

72%

I feel comfortable addressing discrimination in the workplace.

72%

I have not witnessed or experienced discrimination at Hillside.

71%

At Hillside, everyone has access to equal employment opportunities.

71%

Hillside provides a safe environment for the open expression of ideas and beliefs.

69%

I rarely feel like I am “the only one.”

67%

I feel safe speaking up about inequities in the workplace.

62%



# Barriers and Action Areas

## Manager Action Areas

- Unconscious bias
- Facilitating difficult conversations
- Creating safe spaces within teams
- Greater understanding of DEI concepts

## Employee Action Areas

- Expression of ideas, opinions and beliefs
- Speaking up about inequities in the workplace
- Connection and shared experience with colleagues



# Manager Support

- Promotes a culture of respect and inclusion
- Creates most important relationship employees have in the workplace
- Addresses employee-relations issues
- Represents power dynamics
- Responsible for team training, competency, and morale





# Monthly Manager Support

- DEI trainings for managers
- Videos, live monthly presentations, and PDF training manuals
- Topics include how to facilitate difficult conversations, identifying and understanding unconscious bias, creating a safe space, having discussions around DEI



# How to Facilitate a Space for DEI Discussions

## Key Roles of a Facilitator

Resolve conflicts

Prevent individuals from dominating the conversation

Create a safe space

Support ownership, accountability, and curiosity

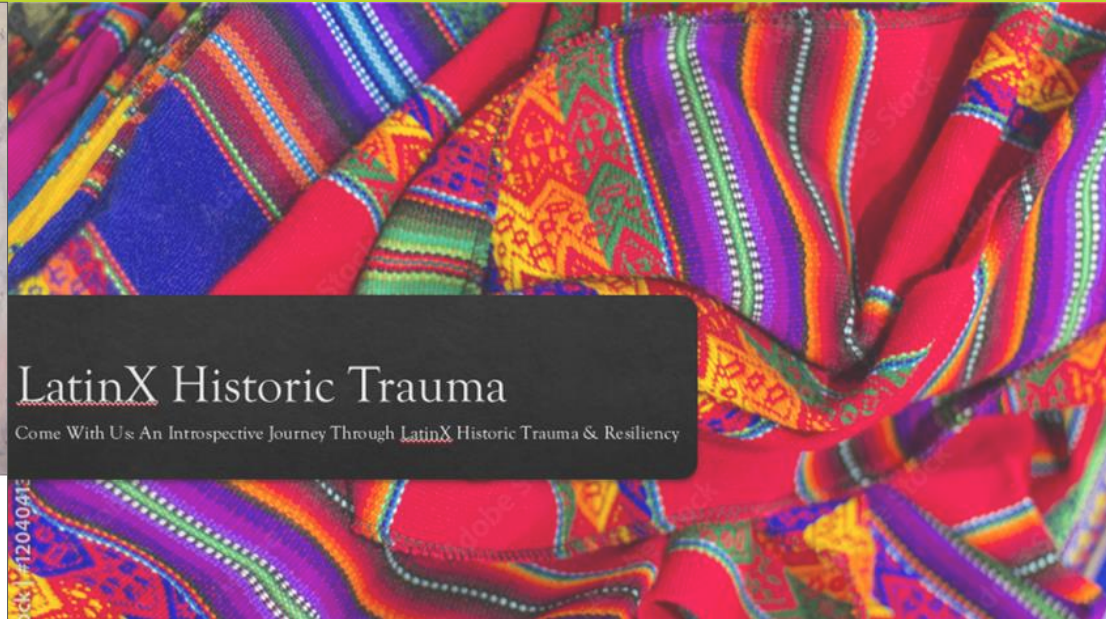
## Tips for Safe Space Discussions



# Hillsides Historic Trauma Series

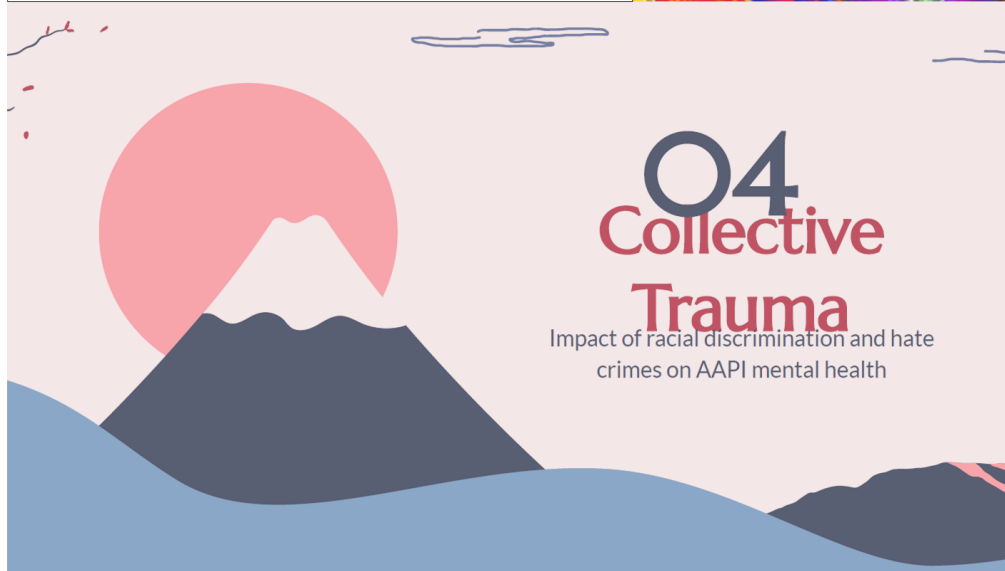


**History of Impact of Trauma  
Community, Family, Identity**



**LatinX Historic Trauma**

Come With Us: An Introspective Journey Through LatinX Historic Trauma & Resiliency



**O4  
Collective  
Trauma**

Impact of racial discrimination and hate  
crimes on AAPI mental health







# The Employee Experience



# Consistent Communications

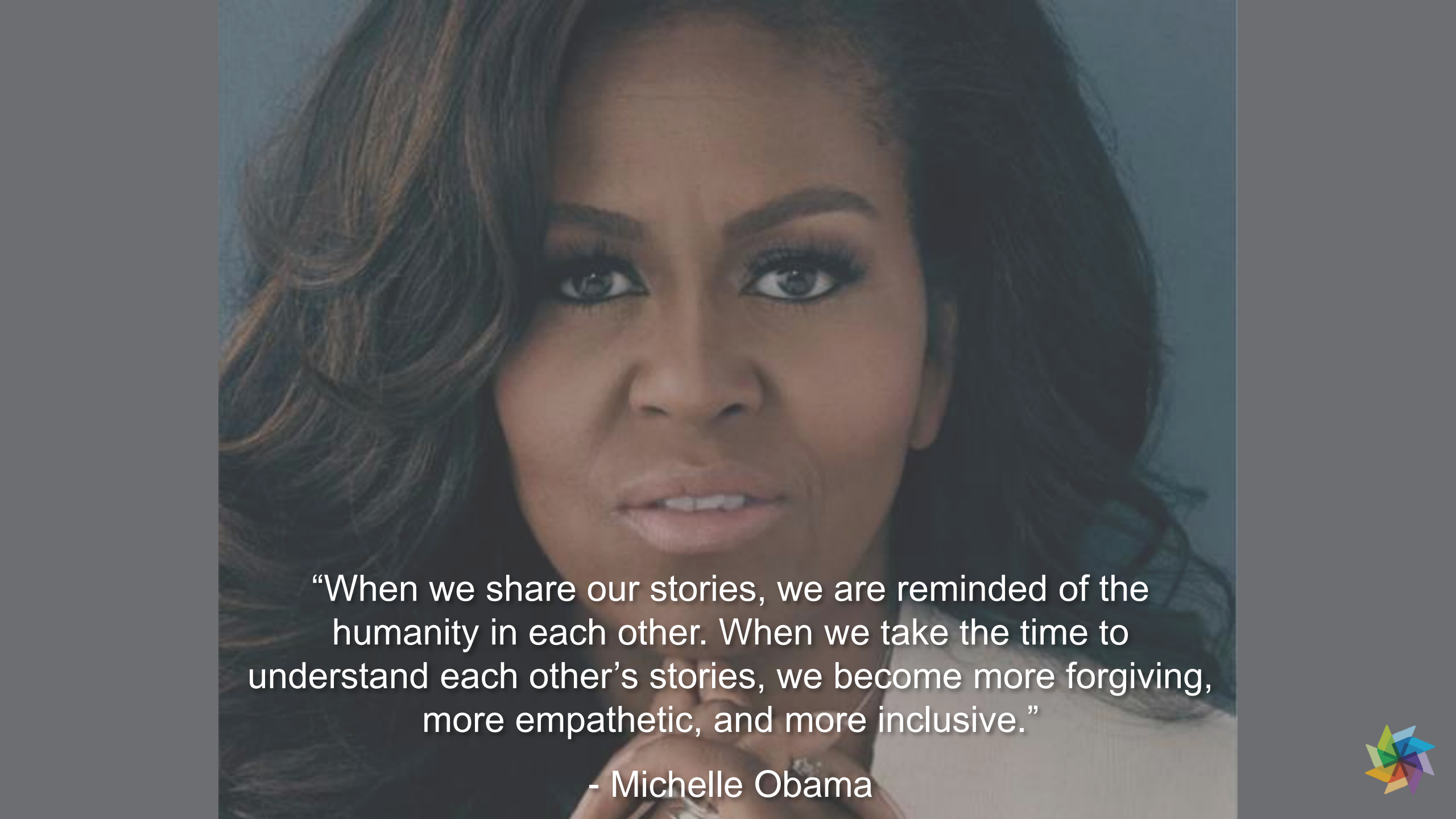
- Significant moments, current events, and national tragedies
- Purpose to acknowledge and educate
- Topics include Modern day slavery, National Day of Mourning, LatinX, Violence against the LGBTQ+ Community, and Nutrition deserts



# Team DEI Conversations

- Peer to Peer discussions within team environment.
- Encourage open dialogue, discussion, and sharing of viewpoints and experiences.
- Goal is to create openness, connection, and understanding in the workplace.



A close-up portrait of Michelle Obama with her hands clasped in front of her. She has a thoughtful expression. The background is a soft, out-of-focus blue.

“When we share our stories, we are reminded of the humanity in each other. When we take the time to understand each other’s stories, we become more forgiving, more empathetic, and more inclusive.”

- Michelle Obama





**Thank you.**



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