

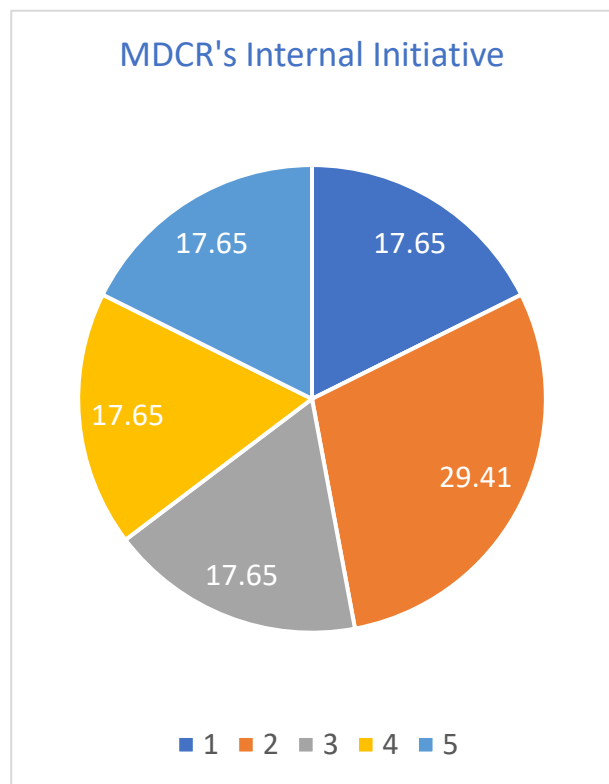
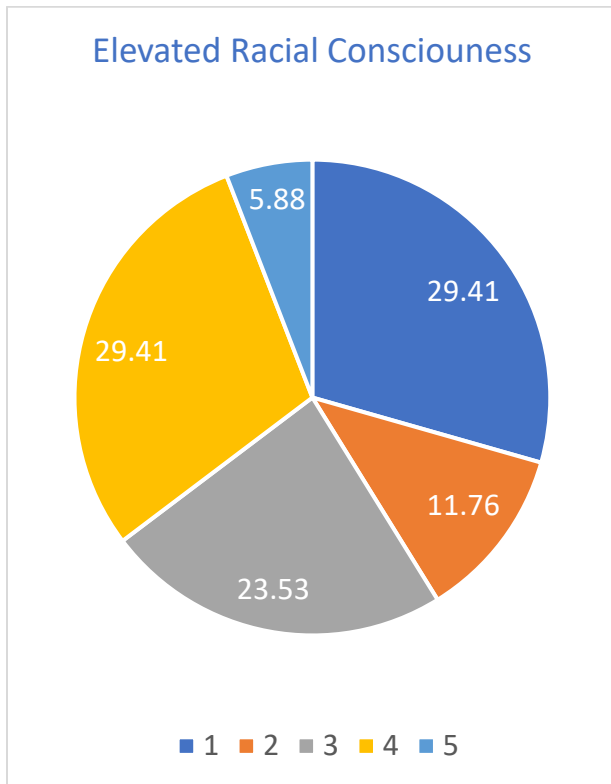


Equity Office Post Workshop Report

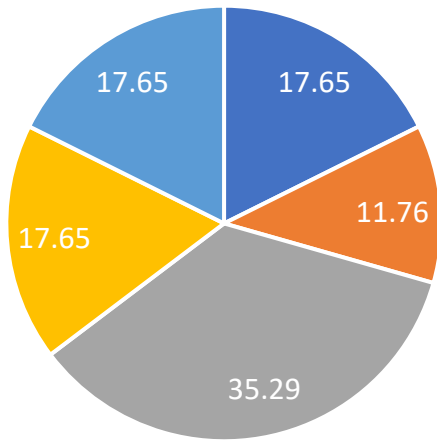
Human Rights Commission – City of Chelsea

The information below reflects the feedback of participants in MDCR’s Implicit Bias Workshop held on May 20, 2021. The charts below outline participants’ responses based on the survey provided:

1. On a scale of 1 to 5, where 1 represents "some" and 5 represents "a great deal," please indicate the degree to which the workshop helped to **elevate your level of racial consciousness** (2.7 average rating on the scale).
2. On a scale of 1 to 5, where 1 represents "some" and 5 represents "a great deal," please indicate the degree to which the workshop helped you understand **MDCR's internal racial equity initiative** and the level of intentionality required to create and sustain diversity, equity and inclusion (2.9 average rating on the scale).
3. On a scale of 1 to 5, where 1 represents "some" and 5 represents "a great deal," please indicate the degree to which the workshop helped you reflect on the ways we all have been **impacted by polarized messages** (3.1 average rating).
4. On a scale of 1 to 5, where 1 represents "some" and 5 represents "a great deal," please indicate the degree to which the **facilitator helped to promote an environment conducive to meaningful conversations about diversity, equity and inclusion** (3.0 average rating).

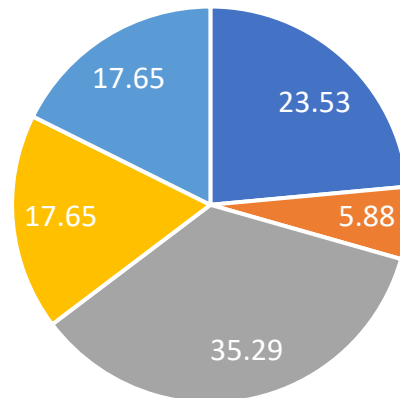


Impacted by Polarized Messages



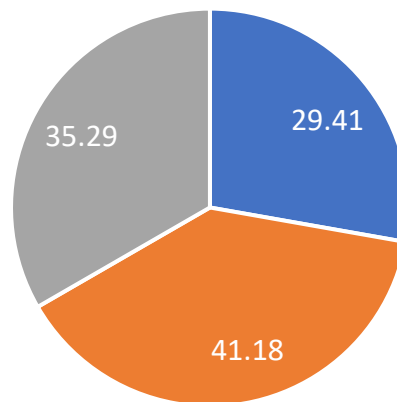
■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Facilitators Promoted Meaningful Conversations on DEI



■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Learned Something New



■ Yes ■ No ■ Not sure



New Concepts Learned

- Not really new ideas but very helpful phrases: "Inclusion is not a direct consequence of diversity" and "Respecting each other does not make the problem go away."
- I especially appreciated the group exercises that required quick responses to stimuli. They illustrated the fact that our first reactions are often based on unconscious associations
- n/a
- Bias awareness is underappreciated
- The idea of embedded messaging that is not intentionally racist, but may convey a message of racism or "being different" was new

What I liked best about the workshop

- The informational video was interesting and shocking. I'm wondering if FDR will be taken off the dime, because all the disparate housing issues started during his terms.
- That we were able to have so many "kinds" of people together in a guided space to talk about racism and discuss these ideas.
- 2. The experiential examples that pulled the participants in.
- 3. The participant conversation at the end and Alfredo's gentle cautioning commentary that achieving respect does not solve the problem.
- I am a big fan of Richard Rothstein and read the Law of Color, so I enjoyed watching the clips
- I liked some of the graphics, it feels like infographics and visuals really hit home the point and make it more relatable.
- Respectful
- The facilitators did a great job opening discussions with the attendees and creating an environment of open, respectful conversation.
- The small group discussions were fruitful and generated meaningful conversations.
- When we broke into small group and at the end as group discussion began.
- Not much
- Breakout session
- The education
- Breakout sessions
- The testimonials in the video

What improves the workshop

- Shorten the introduction of the facilitators--I felt that took about an hour and it felt like they were stretching their lesson plan to take up the required four hours
- There were too many social justice buzzwords used. We had participants with a wide range of DEI training experience and exposure. Many shortcut words were used that are

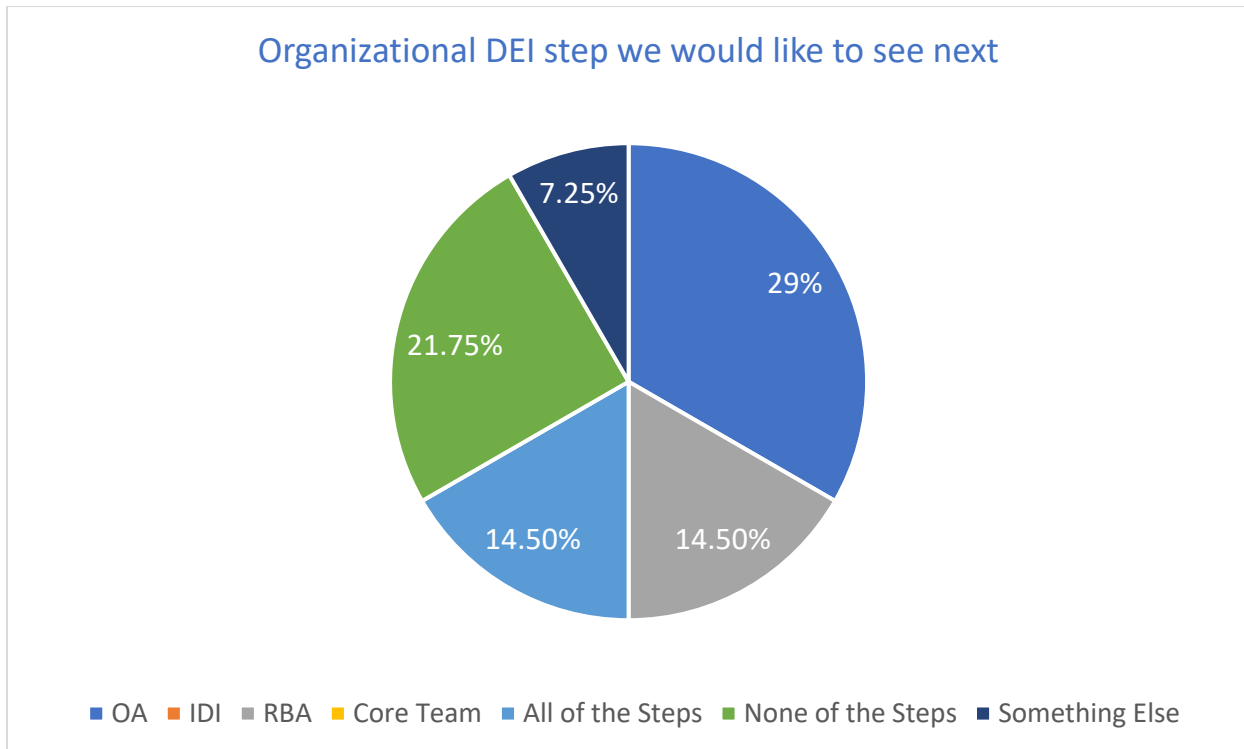


familiar to some of us but not to early-learners. In our small group, it was extremely apparent that some folks were just starting out and didn't even catch the racism in some of the commercials. I know they didn't catch key concepts since they hadn't heard phrases like "cultural competency", "cisgender", "generational trauma", "ethnocentrism" and even "poverty as self-selected". These can all be explained in simpler language. I hope to write you a longer letter with more detail. I feel very strongly about bringing people along and we all use buzzwords without even realizing it. If people have to stop and think about what you mean, they don't hear anything that came after it. (Even your choices in question 9 give me pause. They could be reworded.)

- Facilitators to help conversation during the breakout groups. Also, discussions about power and privilege are hard to have- especially for those coming from a point of privilege. I am not sure how well these discussions resonated with everyone and worry that instead they made people feel ostracized or felt the messaging was defamatory
- I wish there was more call to action for elected officials and more specificity to elected officials in general. The training was great as a general DEI 101. Is there another course specifically for elected officials?
- Reduce the introductions timeline. Splint into shorter sessions.
- Obviously in person workshops will have a better impact. I wasn't crazy about the idea of having it mixed with citizens and city employees though. I think one or the other would have been better
- It got kinda long
- I would allow more time for small group discussion and a bit less time for didactic material
- Have more time to interact with each other. Not everyone was at the same spots of understanding. It would be nice to explain some verbiage
- Have a neutral position on a subject matter and just present information to the group. Remove ones own Bias when presenting information
- Find a way to make attendees afterwards not feel like anything they say can be taken the wrong way and be considered racist, sexist, etc. I felt depressed and defeated after four hours of this training
- Shorten the time. Four hours is too long
- Face to Face
- A more science based and updated approach
- More information about the degree that bias intrudes on human decision and behavior like Amos, Tversky, Daniel Kahnemann, etc.



What would you like to see as a next step in your organizational efforts to sustain diversity, equity and inclusion?



Most of the participants expressed interested in engaging in an organizational system review as the next DEI steps.

Equity Office Summary

The work of mitigating implicit bias and creating/sustaining DEI requires intentional strategies supported by leadership. These efforts demand active participation from members of the organization to help build the internal capacity that sustains equity long-term.

Equipping the organization with the knowledge and expertise necessary to effectively communicate, practice, and function through a racial equity lens are fundamental to the process of embedding and operationalizing equity. Part of this process requires that the organization:

1. Designates a person – equity officer/director – to oversee internal/external initiatives.
2. Identifies an internal team – core team – made up of representatives from all sectors of the organizations.



3. Engages the internal team – core team – in approximately 50 to 100 hours of diversity, equity and inclusion (DEI) training over a period of one to three years.
4. Develops internal focus groups centered on advancing equity in their sectors.
5. Utilizes resources and tools to advance equity internally and externally.

Since August of 2018, MDCR's Core Team (35% of the Department) made up of representatives from all units and divisions has engaged in numerous training sessions and discussions designed to help members gain a deeper understanding of how racialized/polarized messages impact us, the work we do, and the people we serve. These learning sessions have aimed to promote a collective sense of awareness rooted in the recognition that none of us are immune to the process of enculturation, which is often guided and influenced by dominant narratives, polarized message, prejudice, and power.

The goal of increasing racial consciousness and cultural awareness serves mainly to minimize unintended outcomes embedded in unconscious biases. Through a process of self-discovery, the healing across racial lines help participants embrace the challenges of DEI work through personal and shared growth.

The work of operationalizing equity leads to reviewing policies and practices through data driven methods where we assess what works and what does not work. The formation of a core team working through a racial equity lens leads to the functions of reviewing desired outcomes, using data to inform decisions, promoting internal and external collaboration, exploring the intersectionality between race, gender, class, sexual orientation and other socially constructed categories, reviewing solutions to mitigate unintended outcomes and identifying plans for ensuring accountability to measure, monitor and evaluate progress.

Key recommendations:

- *Conduct an organizational system review.*
- *Provide opportunities to increase cultural competence. The IDI can help to evaluate cultural awareness growth at the individual and group level.*
- *Create a core team with the purpose of increase shared learning that shapes institutional change.*
- *Provide opportunities to conduct root cause analysis to arrive at comprehensive solutions for change through work in focus groups. The RBA tool can assist with this process.*



We look forward to collaborating in this work with the Human Rights Commission – City of Chelsea – and we commend you for your dedication to DEI.

Alfredo Hernandez
Director of Diversity, Equity, and Inclusion - MDCR