



HRCAP Diversity, Equity, and Inclusion

Statement (5.22.2022)

The Hampton Roads Community Action Program (HRCAP) is committed to providing equitable and inclusive opportunities within the workplace and communities it serves. HRCAP strives to create a sense of belonging among employees, board members, customers, and community stakeholders. The agency welcomes the opportunity to hire, serve, and partner with individuals of all backgrounds regardless of age, race, ethnicity, gender, religion, and disabilities. HRCAP leads by example in working to remove barriers and create opportunities through advocacy, access, and accountability.

The mission of HRCAP is to improve lives by providing optimum services and mobilizing resources that strengthen our communities. Diversity, inclusion, and equity (DEI) are the foundation for HRCAP'S core areas of service:

- Early Childhood and Youth Education
- Workforce Development
- Fair Housing and Home Ownership
- Health Equity and Wellness
- Supportive Services for Veteran Families
- Emergency Services

Internal DEI Initiatives

DEI principles, strategies, and activities are incorporated into all levels of the HRCAP organization. DEI data is collected across all agency programs as part of the customer enrollment process. HRCAP new hire data is obtained as employees complete the application and orientation processes. Employee recruitment is conducted through a broad network of professional associations, partner agencies, and staffing websites and publications. Periodic reports of employee data and program participant data are reviewed to 1) identify patterns and trends requiring attention, 2) determine opportunities for improving diversity, and 3) develop new strategies for recruitment.

DEI initiatives are continuous at HRCAP. The agency hosts DEI guest speakers during annual meetings of the board of directors, staff retreats, and monthly meetings. Agency staff are

routinely assigned to internal book clubs as part of cross departmental team building, organizational learning, and general education. Consider the following:

Board of Directors

- Approves an annual DEI statement
- Attends annual board retreat
- Participates in self-paced, online training and other learning opportunities
- Approves policies that supports DEI in all HRCAP operations, programs, and services
- Aligns organizational resources with DEI expectations and goals
- Collaborates with executive leadership and community stakeholders to develop and sustain a diverse donor pool and resource development strategies
- Establishes the process by which DEI related complaints, concerns, and/or incidents are investigated and resolved within the agency

Executive and Operations Leadership

- Provides leadership and direction to staff in the periodic review of DEI expectations, goals, and strategies
- Implements DEI plan
- Schedules workshops and training for all staff
- Maintains an active employee council
- Hosts periodic team meetings to reinforce DEI goals and celebrate successes
- Builds strategic alliances with regional and local partners who share the agency's mission and goals
- Incorporates DEI principles into the organization's performance management system, assessment projects, program planning and development, reporting schedules, and other administrative functions including, but not limited to, hiring, purchasing, budgeting, etc.
- Provides access to translation services for printed materials, customer interactions, and community events when needed
- Leads DEI investigations according to approved policy and presents recommendations to the board of directors for action

HRCAP Employees

- Represents HRCAP as DEI champions
- Attends monthly The More You Know meetings within the agency
- Participates in self-paced online diversity training, assigned book clubs, and other learning opportunities as assigned
- Demonstrates DEI principles through listening, understanding, assisting, communicating, and caring when working with co-workers, customers, colleagues from other agencies, and community members

- Meets regularly with team members and supervisors for team building, sharing information, receiving agency updates, assignments, etc.
- Assists in the positive resolution of individual or team differences, customer complaints, challenges with colleagues, and other issues that may upset working relationships
- Asks for assistance from others when needed: organizational leadership, supervisors, co-workers, etc.

External DEI Initiatives

- Sponsors regular outreach and engagement opportunities within each service area
- Communicates programs and services through social media, faith-based organizations, community partners, newsletters, and various local networks
- Facilitates monthly service partner meeting to share resources and information, build relationships, collaborate on program planning and development, etc.
- Hosts annual community and family event to recruit program participants
- Collaborates with community agencies in DEI recruitment strategies

HRCAP's DEI commitment is further demonstrated by a continuous series of activities that enable diverse audiences to share their needs and interests, feedback about existing programs and services, and opportunities for improvement. HRCAP captures meaningful data through ongoing outreach and engagement activities, community needs assessments, customer satisfaction surveys, employee surveys, focus groups, stakeholder meetings, strategic planning, and monthly performance reporting.