

Inclusive Community Baseline Assessment Criteria

Focus Areas	Criteria to address	Methods of measurement
Stake	Why is diversity important to the organization and its members? How can diversity be fostered in a context of strengthening the overall organization, rather than being perceived as an imposed mandate?	attitudinal surveys; listening forums; monetary values placed on projected or desired results
Climate	Is there an official policy or vision statement on diversity? Are diversity resources readily available through printed materials, web site, a department or staff person in charge of diversity? Is there a climate of open exchange on diversity issues? Do members feel valued and respected without reference to their group or background?	review of organizational policy; attitudinal and climate surveys/ cultural audits; cultural competence evaluations; diversity index; checklist, rating form or scorecard documenting specific interactions or subjective experience
Programs	Does the organization offer programs addressing diversity issues (eg. cultural competence training, affinity groups, committees, conflict resolution programs, complaint procedures)? Does it offer programs to assist diverse individuals (eg. life-work balance, accommodations for people with disabilities, mentoring)? Are members aware of and making use of these programs?	review of organizational policy; usage statistics for programs; participation statistics for trainings
Representation	Is there diverse representation among staff and customers? Are diverse individuals equally represented at all levels and in all areas?	metrics on hiring, turnover, promotion; metrics on customer demographics; identification of underutilized staffing pipelines or customer markets
Leadership	How do organizational leaders approach diversity? Are leaders competent in addressing diversity issues? Is diversity approached from a top-down or a holistic perspective? Are diverse individuals empowered and trained to serve as leaders on diversity issues and within the organization as a whole?	review of organizational policy; attitudinal surveys; cultural competence evaluations; metrics on promotion; checklist, rating form or scorecard documenting specific interactions or subjective experience
Needs	What are the perceived gaps in the organization's handling of diversity issues? Are there systemic or isolated problems? What barriers or resistance exist?	review of customer or staff complaints; attitudinal surveys; listening forums; compilation of results from other areas