

Presenters



Dana Litwin, CVA, is a globally recognized strategic advisor, speaker, and advocate for civic service. Since 2002 she has guided organizations nationwide to produce breakthrough volunteer and community engagement programs. Dana is the creator of the YouTube channel “Priceless Advice for Leaders of Volunteers”, served as President of the Association of Leaders in Volunteer Engagement (ALIVE), and is a founder of the National Alliance for Volunteer Engagement.



Andrea Kennedy-Tull, MSBM, CPXP, CAVS is the Director, Patient Experience and Operations at Harris Health. She has over 20 years’ experience in improving the patient experience and managing volunteer efforts in health care. Her efforts have focused on enhancing customer service and the patient experience through patient advocacy, engagement and retention programs, culture creation, onboarding/training for volunteers as well as staff and diversity and inclusion initiatives.



Roseanna Galindo, CAVS, is a certified business analyst with 30+ years in volunteer leadership experience, 16 of which were in healthcare as a Director of Volunteer Services. Her influence in volunteer engagement is far reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, “VSI,” has garnered international recognition, illuminating the intricacies of the volunteer experience. Her PeriscopeBPA blog intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and volunteer leaders everywhere.

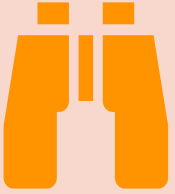


VSys Voices:

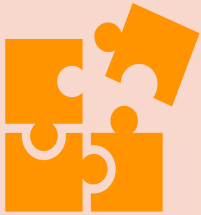
Building a JEDI Workforce



Objectives for today's webinar



Define Justice, Equity, Diversity, and Inclusion and highlight its importance



Examine barriers that prevent historically-excluded groups from volunteering



Discuss strategies, ideas and recommendations for improving JEDI efforts in your organization



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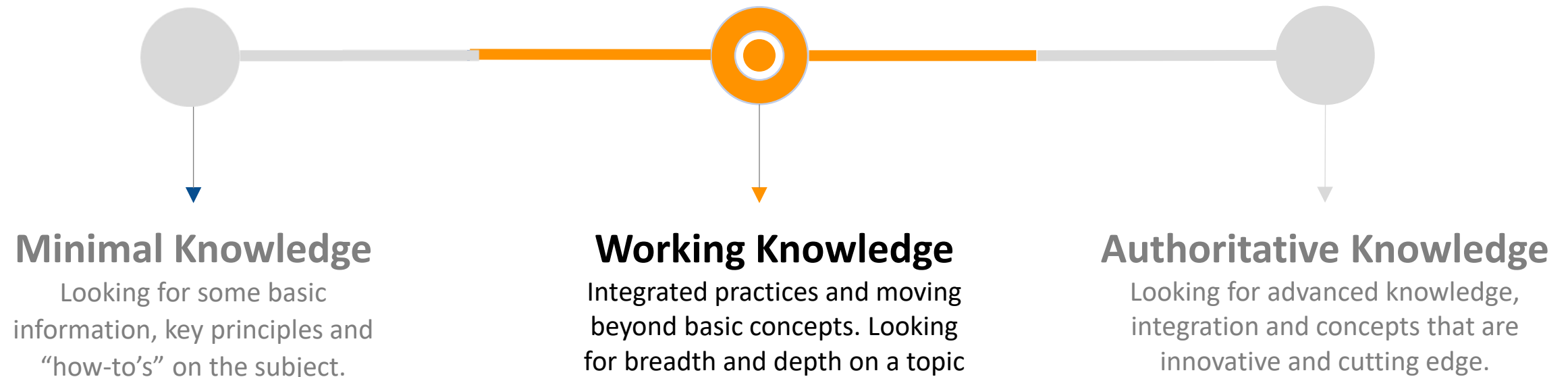


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Target audience for today's webinar

SKILL LEVEL



Are you doing any JEDI/DEI Initiatives?

Answer in chat!



What is JEDI?



Justice, Equity, Diversity, and Inclusion

- **JUSTICE** is dismantling systems and structures that create inequality, replacing them with systems that promote fairness, and creating opportunities for diverse groups of people to thrive together.
- **EQUITY** is promoting justice, impartiality, and fairness within the procedures, processes, and distribution of resources by institutions or systems. Tackling equity issues requires an understanding of the root causes of outcome disparities within our society.

J.E.D.I.

VOLUNTEER WORKFORCE

JUSTICE

is understanding
that we all wear
different shirts.

EQUITY

is everyone getting
a shirt that fits.

DIVERSITY

is everyone getting
a different shirt.

INCLUSION

is wearing any shirt
you want without
being judged.

www.VSysOne.com



Justice, Equity, Diversity, and Inclusion

- **DIVERSITY** is the presence of differences that may include race, gender, religion, sexual orientation, ethnicity, nationality, socioeconomic status, language, (dis)ability, age, religious commitment, or political perspective. These are populations that have been—and remain— underrepresented among practitioners in the field and marginalized in the broader society.
- **INCLUSION** is an outcome to ensure those that are diverse actually feel and are welcomed. Inclusion outcomes are met when [a person or institution], and its program are truly inviting to all. Diverse individuals are able to participate fully in the decision-making processes and development opportunities within an organization or group

J.E.D.I.

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Glossary of Common JEDI/DEI Terms

Current Language	Out of Date Terms
Historically excluded, under-represented, marginalized	Underserved
LGBT/LGBTQIA+/LGBTQIA2S+	Gays (for all spectrum of orientations)
What are your pronouns?	What are your preferred pronouns?
Indigenous, First Nations	Indian, native, aboriginal, indigenous (not capitalized)
Black, African-American (capitalized)	Not capitalized, POC & "colored" variations
Hispanic (Spanish-speaking), Latine/o/a/x (includes Portuguese-speaking)	
Deaf, Blind/low-vision	Hard-of-Hearing, sight impaired
Disabled, people w/disabilities	Cripple, r*tard, lame, "slow"



Why is JEDI important?

- Diversity improves performance and decision making outcomes
- A diverse healthcare workforce can improve patient compliance and satisfaction scores¹
- Volunteers are part of the non-paid workforce, and they impact the client experience



¹ Gomez, L.E. and Bernet, Patrick. (2019) Diversity improves performance and outcomes. *Journal of the National Medical Association*, 111(4), 383-392.
<https://www.ucdenver.edu/docs/librariesprovider68/default-document-library/jmna-articles-bonuscontent-2.pdf>



Why is JEDI important?

- More people feel welcome = bigger talent pool
- The acronym isn't as important as doing the work; DEI, JEDI, IDEA, etc.
- Set realistic goals for real changes!
- Industry best practice – it's the right thing to do



Why is JEDI important?

“Effectively managing diversity means including people with differences in the design and implementation of programs and valuing their contributions. Why? Because programs become innovative, problem-solving is more effective and errors are avoided because organizations create opportunities to draw upon people with different backgrounds which provide new perspectives for organizational and personal success”

(U.S. Census Bureau, 2014, Diversity and Inclusion).



Barriers to Volunteering



Barriers to volunteering



- **Comfort**
- **Convenience**
- **Connection**



Barriers to volunteering



Break and remove the barriers

Comfort

Task
Training
Temperature
Tummy
Toilet

Convenience

Time
Transportation
Technology

Connection

Trust
Together



Every interaction is...

...an invitation to stay
or an invitation to go!



JEDI Programs in Action



Harris Health System – Houston, TX, USA

- Harris Health System is a fully integrated healthcare system that cares for all residents of Harris County, Texas. We are the public healthcare safety net for our community.



Harris Health System – Houston, TX, USA

BEN TAUB HOSPITAL - Level I trauma center

LYNDON B. JOHNSON HOSPITAL - Level III trauma center

OUTPATIENT / AMBULATORY CARE SERVICES

- 18 community health centers, including the nation's first free-standing HIV/AIDS treatment center
- Three large multi-specialty clinics
- Same day clinics
- One free-standing dental center
- One dialysis center
- 10 homeless shelter clinics and five homeless eligibility service locations
- Mobile immunization and medical outreach program



Harris Health System – Houston, TX, USA

HARRIS HEALTH PATIENT DEMOGRAPHICS

Hispanic - 52.9%

African American - 24%

Caucasian - 14.4%

Asian and other - 8.7%



Diversity, Equity and Inclusion at Harris Health System

- Our organization added Diversity, Equity and Inclusion as a pillar to our strategic plan
- Have an established Office of Diversity, Equity and Inclusion with a Vice President and Chief Diversity Officer



DEI at Harris Health System: Volunteer Services

- Volunteer Services team leading the charge:



Courtney Hoyt, CAVS
Mgr, Ben Taub Hospital

Kendall Collette
Mgr, PFAC & ACS

Kimberly Brown
Mgr, Ambulatory Care Svcs (ACS)



Monique Johnson
Mgr, Lyndon B. Johnson Hospital

What DEI opportunities did we identify?

- Marginalized, underrepresented people
- Individuals with disabilities
- Seniors
- Youths



Marginalized, Underrepresented People



Marginalized, Underrepresented People

- Partnership with Human Resources & DEI
- Inclusion in recruitment fairs
- Participation in community events



Individuals with Disabilities



Individuals with Disabilities

- Texas Workforce Commission:
State program through the Department of Labor



Individuals with Disabilities

- An opportunity for participants to develop job skills and become employment ready
- Paid by third party
- Success in transitioning several from volunteer to employment
- Reverse referrals



Seniors



Senior Programs

- SER - Jobs for Progress National, on behalf of its Senior Community Service Employment Program
www.ser-national.org
- RSVP-Retired Senior Volunteer Program
<https://americorps.gov/serve/americorps-seniors/americorps-seniors-rsvp>



Youths



Youths: High School and College Students

- Junior Volunteer Program
- Community outreach
- Partnership with local colleges



Junior Volunteer Program

- Barriers include transportation, compensation and meals
- Partnership with Logistics, local Metro services
- Exploring scholarship and stipends



Historically Black Colleges and Universities

- Texas Southern University
- Partnership with the School of
- Pharmacy: Healthcare Administration



Internship with Hospital Administrations

- Initiated by hospital administrators
- Onboarded as volunteers
- Pipeline for prospective employees



Recommendations & Resources



Recommendations

- Lead by example
- Explore opportunities in your local community
- Identify programs at the state and federal levels
- Partner with internal departments like HR
- Meet with the DEI leaders in your organization to strategize



Resources



Video to Watch

- [Access for All: Breaking Down Barriers to Inclusion - #TuesdayTip by Dana Litwin](#)



Tools & Resources

- [SERS Program](#)
- [AARP](#)
- [AmeriCorps Seniors RSVP Program](#)
- DEI Glossary from Harris Health (attached)
- [Red Cross DEI Discussion Tool Venn Diagram](#)
- [Govt. Alliance on Racial Equity Tool Kit](#)



Articles to Read

- [Creating a Culturally Competent Volunteer Program – ENGAGE](#)
- [Inclusion of Diverse Older Populations in Volunteering – Nonprofit and Voluntary Sector Quarterly](#)
- [Applying an Anti-Racist and Anti-Ageist Lens to Intergenerational Volunteer Opportunities – Center for Health and Aging Innovation](#)
- [Diversity in the Nonprofit and Voluntary Sector – Nonprofit and Voluntary Sector Quarterly](#)
- [Activating the Power of the Latino Community: Engaging the Latino Community Through Volunteerism and Philanthropy - University of San Francisco](#)



Open Discussion & Questions



Thank you for joining us!

