

## Executive Summary

WA211 presents a diversity, equity and inclusion (DEI) integration plan that coordinates resources to enhance how services are accessed by individuals and communities across Washington state. Shaped by WA211's strategic framework and goals, DEI integration is prioritized for the expansion and development of learning, policies, and practices. This executive summary provides an overview of WA211's DEI integration plan, which includes a shared vision, five pillars, and outcomes focusing on implementation efforts over the next twelve months.

This plan is driven by WA211's strategic framework, which prioritize DEI integration efforts. WA211's initiatives include the following:

1. Expand and support DEI learning, policies, and practices
2. Increase awareness of, and support for, WA211 throughout the state by expanding marketing and outreach efforts in collaboration with 211 call centers, volunteers, and strategic partners
3. Improve collaboration and responsiveness throughout the WA 211 network
  - a. Review overall structure, including roles, responsibilities, and how we work together
  - b. Develop and implement consistent quality assurance and standardized training statewide
  - c. Create a WA211 system emergency management plan
4. Grow and enhance strategic partnerships
5. Increase financial stability and ensure WA 211 system is sustainable

The WA211 board has developed the following DEI vision statement to guide efforts during implementation: *Washington 2-1-1 strives to meet the ever-changing needs of all individuals and communities with compassion, empathy, and respect.*

Additionally, WA211 has identified five DEI pillars that emphasize workforce, partnerships, technology, and community all central tenets of the organization's operations and vision. The following DEI pillars identify priority focus areas for the next twelve months to support WA211's DEI vision, along with corresponding outcomes.

1. Align organizational structures with DEI principles and values
  - a. WA211 board approves equity statement by December 2021.
  - b. WA211 approves guidelines and criteria for strategic partnerships with a DEI lens by April 2022.
  - c. WA211 Strategy Committee develops structural change for board approval by July 2022.
  - d. NCCD and WA211 board identify and secure federal funding by July 2022.

# Diversity, Equity, and Inclusion Integration plan

2. Design and implement continuous DEI learning opportunities
  - a. Identify at least three groups needing increased representation by August 2022.
  - b. Increase WA211 board's community representation by 10% by August 2022.
3. Invest in staff diversity
  - a. Develop an electronic 211 staff manual by August 2022.
  - b. Develop at least two avenues to gauge staff satisfaction by August 2022.
  - c. Host a call center annual conference/retreat by June 2022.
4. Research and expand outreach with partners and communities
  - a. Develop WA211 presentations tailored to educate and inform diverse sectors.
  - b. Conduct outreach in every county to build relationships with organizations that are embedded in diverse communities by June 2023.
5. Enhance technology for DEI
  - a. WA211 State Database and Operations Manager's translate Text On-demand resources to Spanish and establish processes for ongoing updates to Spanish resources by July 2022.
  - b. Call center managers implement caller language tracking statewide for 100% of calls by July 2022.
  - c. WA211 regional call centers implement call sharing for information calls by using a statewide "press 1" message by July 2022.

The COVID-19 pandemic highlighted DEI-related organizational gaps and limitations in WA211's services. WA211 is committed to strengthening its organization to support its workforce, partners, and services statewide. Through a dedicated leadership base, a caring workforce, and use of technology, WA211 is poised to respond to individuals and communities with compassion, empathy, and respect.

For more information about WA211's DEI Integration plan, email: [info@wa211.org](mailto:info@wa211.org)