



# CCLI Final Presentation

*presentation to the  
CCLI cohort  
11.17.2016*



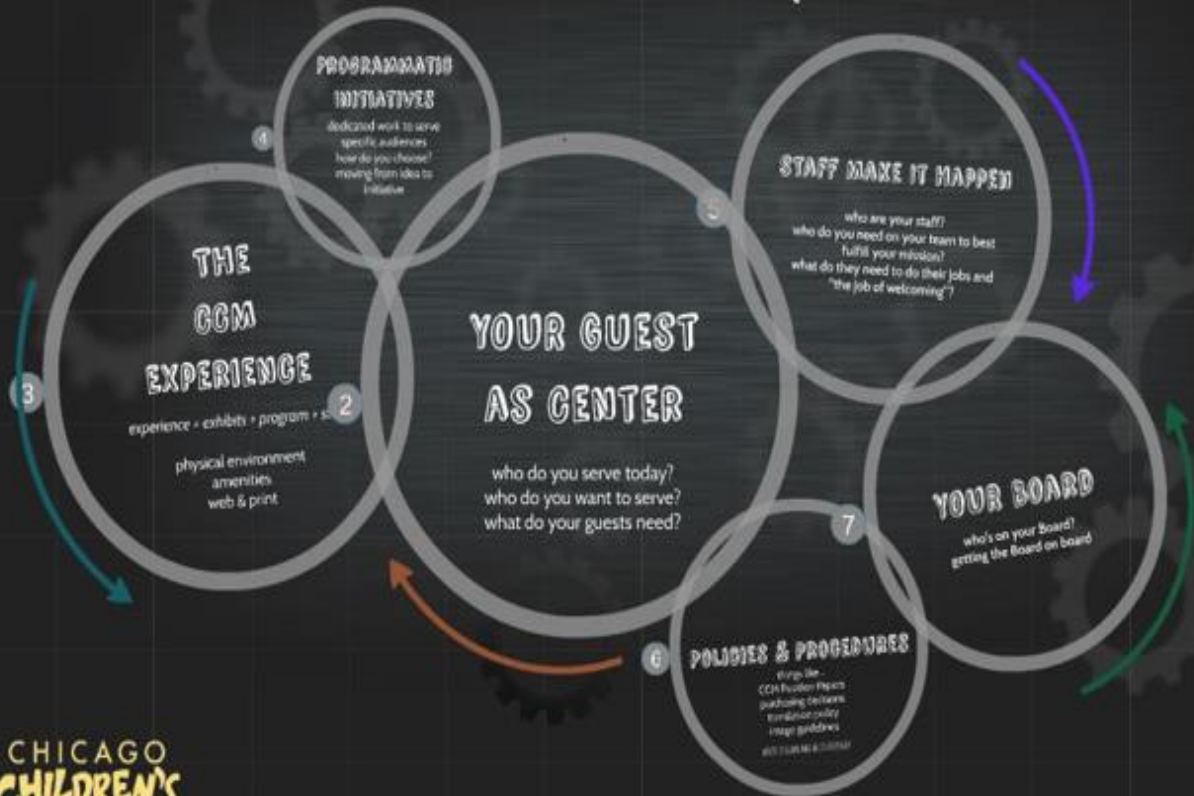
# What We'll Cover

- Where we started , where we are now, where we will head in the future
- Our initiative: The Diversity Team
- What we have learned
- What's next?

# Framework

## CREATING A MUSEUM FOR ALL:

A FRAMEWORK FOR ORGANIZING FOR DIVERSITY, EQUITY, ACCESS & INCLUSION



THE MISSION OF CHICAGO CHILDREN'S MUSEUM IS TO IMPROVE CHILDREN'S LIVES BY CREATING A COMMUNITY WHERE PLAY AND LEARNING CONNECT.

# Our Strategic Initiative

To create a cross departmental committee to act as an advisory board for diversity initiatives, current work, and future plans.

# Garibay Group CCM Staff Survey (Nov. 2015)

## Positives

- 1. A strong mission** (reflect commitment to serving families of different backgrounds-- 97% agree) **and programs** (Consider cultural implications when making decisions about programs and services offered to visitors—90% agree)
- 2. A culture of interest** (Staff are interested in, and supportive of, cultural diversity within the organization—98%agree) **and support** (administrators are interested in, and supportive of, cultural diversity within the organization—91% agree)
- 3. Strong policies** (the organization has policies against discrimination and harassment –94% agree) **and procedures** (the organization's recruitment, interviewing, and hiring processes are supportive of building a diverse staff –90 % agree) - (The organization enforces policies against discrimination and harassment –79% agree, 19% not sure)



# Garibay Group CCM Staff Survey

## Core challenges

- 1. CCM's Board** (Board members are representative of diversity in the community –40 % disagree, 30 % not sure) (board members are interested in, supportive of, cultural diversity within the organization – 47% strongly agree, 53% not sure)
- 2. CCM's Volunteers** (Volunteers are interested in, and supportive of, cultural diversity within the organization – 49% of respondents not sure) (Volunteers are offered orientation and ongoing cultural competency education opportunities – 54% of respondents not sure) The cultural diversity among volunteers is reflective of the diversity of the community—44% of respondents not sure)
- 3. Commitment to Action** (The organization adequately addresses cultural tensions that arise both within the organization and within the broader community. -- 14 % disagree, 35 % not sure)

# Garibay Survey

## Top 5 Themes from Comments Section

*Question: What are the 3 most important diversity-related issues currently facing CCM?*

1. Continuing and strengthening Access & Inclusion initiatives (e.g., Play for All, LGBTQ)
2. Bolstering sense of community among staff, especially PT/FT and Floor/Mezz
3. Focusing on Board and management team diversity
4. Offering more diversity trainings—but realizing efforts must extend beyond isolated trainings
5. More consistent, clear communication to staff, of both progress and goals

# DIVERSITY TEAM: Big Idea, Goals and Activities 2016-2017

## Big Idea:

To ensure\* diversity and inclusion in all aspects of CCM life by incubating ideas, supporting practices, and informing policies.

*\*ensure = to secure or guarantee; to make certain or safe*

## Goals:

Incubating Ideas	Supporting Practices	Informing Policies
<ul style="list-style-type: none"> <li>To create a series of open forums where staff can share, reflect on, and discuss ideas and issues related to diversity and equity (on a quarterly or as needed basis.)</li> </ul>	<ul style="list-style-type: none"> <li>To support practices and respond to emerging issues of equity and diversity in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>To provide relevant input and resources to anyone working on museum policies.</li> </ul>
<p><b>Definitions:</b></p> <p>FORUM: D-team members will set up a dedicated time and space during museum hours, providing an agenda (some open discussion, some pre-determined topics), note taking, "gentle facilitation", and thoughts about next steps.</p> <p>AS NEEDED BASIS: D-team members can schedule additional pop-up forums based on museum incidents or staff requests.</p>	<p><b>Definitions:</b></p> <p>SUPPORT: includes providing a platform, lending advice, helping navigate systems, contributing social capital, recommending staff or financial resources</p> <p>RESPOND: includes creating safe spaces, submitting formal requests, providing resources</p> <p>TIMELY: Provide initial response to inquiree within 2 weeks.</p>	<p><b>Definitions:</b></p> <p>POLICIES: Guidelines or plan that direct actions or decision-making.</p> <p>BROADEST (below): As inclusive as possible</p>

## Activities by March 2017:

Incubating Ideas	Supporting Practices	Informing Policies
<ul style="list-style-type: none"> <li>Schedule Forums:</li> <li>Set up quarterly and "as needed" forums, communicate about time and purpose of meetings to all staff, assign facilitators (D-team members.)</li> <li>Develop Forum Content:</li> <li>Collect topic ideas as they arise</li> <li>Create and communicate about possible outcomes of forum discussions: continued discussion, move to "supporting practices/respond to emerging issues", move to "informing policy", other.</li> </ul>	<ul style="list-style-type: none"> <li>Check-in with these existing cross-departmental diversity initiatives:</li> <li>LGBTQ Inclusion</li> <li>Play For All</li> <li>Translation Team</li> <li>Check-in with these CCM departments re: diversity:</li> <li>HR staff (hiring practices and staff training)</li> <li>Marketing (images of diverse families, ad placements)</li> </ul>	<ul style="list-style-type: none"> <li>Add a lens of Diversity to policies</li> <li>Apply broadest possible perspective</li> <li>Create a time and place for discussion/process</li> <li>Be/Communicate resource to all-staff</li> <li>Funnel to entire Diversity Team</li> </ul>
<p>Notes:</p>	<p>Notes:</p>	<p>Notes:</p> <p>This group helps inform policies, it doesn't not have the power to approve policies.</p>



# Challenges & Tensions

- Process of co-creation – what the heck is this? what are we doing? who's in charge? Co-creation as a detriment to getting stuff done (one point person)
- Process vs. Product
- External environment
- Turnover in members, especially with part-time which is precisely one group of people we're trying to engage more deeply
- Board buy-in
- Inventory check
- Investment of time & Lack of frequency of meetings

# Institutional Benefit

- An example of right time, right place – the need in our community and country
- Support of others
- External resources
- A “reason” to put in on the To Do list
- Legitimizes the investment of resources

# Highlights

- Developed new theoretical and practical models for how we view diversity, inclusion, and equity
- Created open forums and reflection spaces for staff during summer (community violence) and post-Election

# Individual Benefits of Participation

The structure, resources, and support of the CCLI network made it possible to break the big issues down into manageable tasks and, for me, to approach change with both confidence and necessary vulnerability. -- Jennifer

Opportunity to facilitate cross-team conversations about nuanced issues, and build a new process for communication and teamwork. - Saleem

An awareness and understanding that cultural competency is a continuous journey that we are all on but at different stages/levels/ understandings stages/levels/understandings at any given time. -- Angie



# What's next? Now thru March

1. Committed to keeping Diversity Team active (though members may roll off/on)
2. Committed to existing diversity initiatives (PFA, LGBT, etc.)
3. All Staff diversity training budgeted for a second year



# Lingering questions – March and beyond

## 1. Leadership Structure

- Co-facilitators grandfathered in? New ones selected? By nomination? By vote?

## 2. Diversity Team structure

- Does current team structure prioritize egalitarian/consensus decision-making above efficiency/expediency?
- Develop a smaller, stream-lined structure? Develop a new de-centralized structure?
- Nuanced issue since inclusiveness and transparency valued

## 3. Where does the Team live?

- Should Team be affiliated with a Department? Receive a budget?

# The D- Team



