

Diversity, Equity, & Inclusion Report





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Terms & Definitions

Diversity: Refers to who is represented in the organization. Examples include but are not limited to: Gender, Age, Race, Ethnicity, Physical Abilities, etc.

Equity: Refers to the fair treatment of all employees by considering a person's unique circumstances.

Inclusion: Refers to employees' experiences in the workplace and the degree to which an employer embraces all employees and enables them to make meaningful contributions.

Racial Equity (RE): The process of eliminating racial disparities and improving outcomes for everyone.





Introduction

Project Hospitality (PH) is committed to integrating diversity, equity, inclusion (DEI), and racial equity (RE) into our work. This work is vital for creating an inclusive, fair, and thriving environment that benefits our employees, clients, and community. It goes beyond compliance with laws and regulations; it is about fostering a culture that values and respects the unique contributions of every individual.

While we acknowledge this work is continuous, we are proud to share our progress. Admittedly, there have been instances where we fell short, and we recognize the room for improvement. Nevertheless, we have gained significant momentum, solidifying our pledge to keep DEI at the forefront of our priorities.



Leadership and External Committees

Leadership

Participation in external committees directly impacts PH's DEI initiatives and goals by facilitating collaboration, knowledge-sharing, and advocacy efforts that align with our commitment to Diversity, Equity, and Inclusion. Each committee serves as a platform for PH leadership to engage in strategic discussions, gain insights, and contribute to broader initiatives to advance racial equity and inclusivity.

Committees

- Our Chief of Staff, serves as the designated representative of PH on the UNH SHARE (Settlement Houses Advancing Racial Equity), where discussions pertaining to issues of racial equity across settlement houses take place. Additionally, she represents PH on the DOHMH Bureau of Mental Health Learning Collaborative, which has been instrumental in the development of provider racial equity guidelines.
- Our CEO, represents PH on the TRIE (Task Force on Racial Inclusion and Equity).
- Our Chief of Staff serves as the PH representative on the CAPS Committee, which is dedicated to enhancing coordinated entry in housing throughout NYC. This role encompasses participation in the Strengthening Supportive Housing workgroup and the CAPS Systems workgroup, both integral components of the CAPS Committee's initiatives.
- Our Executive Director and Executive Team, represents PH on various advocacy groups within our network. These include, but are not limited to, HSC (Human Services Council), HSU (Homeless Services United), UNH (United Neighborhood Houses), and SHNNY (Supported Housing Network of New York).

Our DEI Journey

2020



Over two years, the committee met monthly to address community issues, global inequities, disparities in the non-profit sector, racial inequality, and LGBTQ+ inclusion.

We removed potential barriers from our employment application, such as considering work/life experience and eliminating education requirements when allowable.

The PH DEI Committee was established under the leadership of the former Director of HR, with the Chief of Staff serving as co-chair. Founding members, including Director of Food & Advocacy, Area Directors, Accountant, Data & Operations Specialist, and our CEO, were instrumental in its formation and ongoing efforts.

The committee conducted a comprehensive survey on DEI, revealing a widespread desire among employees for additional training on topics related to DEI, including microaggressions.

2021



A clear, well-defined statement of commitment to DEI was added to the Employee Handbook. This version of the handbook was not released due to subsequent updates. The updated handbook was released in March 2024.

A comprehensive review of the Employee Handbook to ensure gender-neutral pronouns and inclusive language was completed. This version of the handbook was not released due to subsequent updates. The updated handbook was released in March 2024.

The committee published four newsletters featuring the DEI calendar of acknowledgments, current events, staff highlights, wellness tips, and more

Fall 2022 DEI Newsletter



DIVERSITY, EQUITY, AND INCLUSION

Fall 2022

A quarterly newsletter brought to you by Project Hospitality's DEI Committee

DEI Awareness Days/Months

September:

- Labor Day- 9/5/22
- Mexican Independence Day- 9/16/22
- Hispanic Heritage Month
- National Recovery Month
- Suicide Prevention Month

October:

- Indigenous People's Day- 10/11/22
- National Coming Out Day- 10/11/22
- Breast Cancer Awareness Month
- LGBTQ History Month
- National Disability Employment Month

November:

- Transgender Day of Remembrance 11/20/22
- Día de Los Muertos- 10/31-11/2
- Transgender Awareness Week 11/13-11/19
- Lung Cancer Awareness Month
- Native American heritage Month



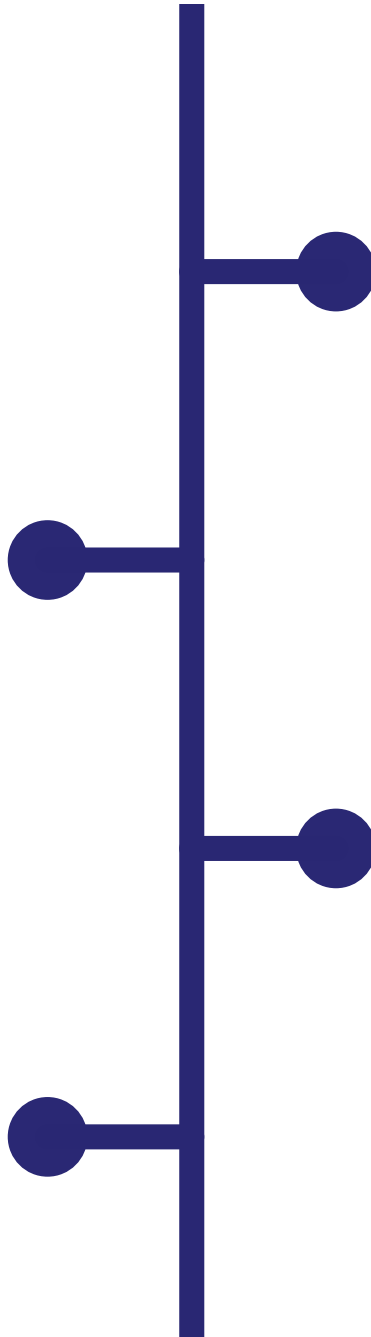
SCAN ME

Interested in joining Project Hospitality's DEI Committee? Scan the QR code to learn more!

2022



The DEI committee was temporarily halted due to low engagement and participation. This pause enabled PH leadership to evaluate infrastructure and pivot towards integrating an equitable approach into decision-making, planning, and service delivery organization-wide.



A workgroup was formed to assess our current policies and submit an application for the OASAS LGBTQ+ Endorsement for Recovery and PREP.

Updated and developed new policies, including:

- Non-Discrimination in Hiring
- Harassment & Discrimination
- Client Confidentiality & privacy
- Client Concerns & Grievances
- LGBTQ Bill of Rights
- Sexual & Gender-based Violence
- LGBTQ Training Access
- LGBTQ Endorsement Standards
- LGBTQ Liaison
- LGBTQ & Gender Workplace Inclusion

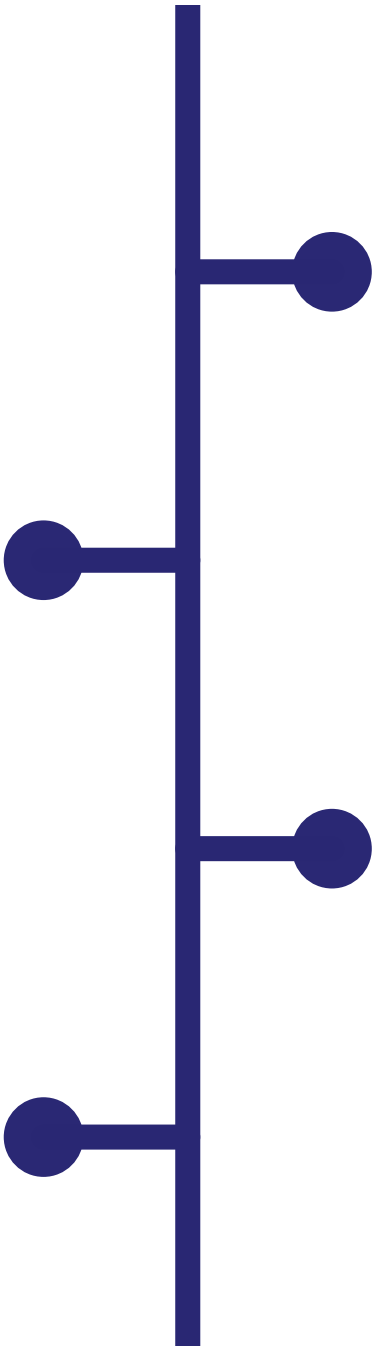
The LGBTQ+ Endorsement application also required us to evaluate our physical spaces, such as offices and program locations, to create a more welcoming environment. Signage for all-gender restrooms and LGBTQ+ inclusive signage were posted throughout our sites.

2023



PH was invited to participate in a funder initiative to address Culturally Linguistic Appropriate Services (CLAS). This initiative provided a unique opportunity to proactively address cultural and linguistic disparities in our services, aligning with our commitment to DEI.

PH Identified a vendor, BoostLingo to assist with our language access policy. We have also enhanced our signage, ensuring it provides clear and easily understandable information about language access. Additionally, PH facilitated, a ten-week Spanish language course for 30 of our employees.



We modified our application to no longer ask whether an applicant has received or is receiving services from PH.

PH aimed to improve cultural competency, language access, and inclusivity in our services. A dedicated working group, comprising key leaders such as the Director of Planning and Evaluation, the Director of Policy and Compliance, the Chief of Staff, the Area Director, and the Director of Community Initiatives, developed a language access policy and ensured clients were informed of their language access rights.

2023 cont.

As a testament to our commitment to the principles discussed during the event, we proudly embraced and adopted the pledge that emerged from these enlightening discussions.

Christina Tesoriero, PH's Chief of Staff, represented the organization at the groundbreaking UNH Race Talks event. The panel included professionals from the UNH network, sparking impactful discussions on race's influence in Settlement Houses. The event drew over 150 attendees, both in person and virtually.



2024



Expanded our bereavement policy to allow for a more liberal definition of “family” that promotes inclusivity amongst all employees.

Expanded Tuition reimbursement policies to include certifications, courses and other professional development.



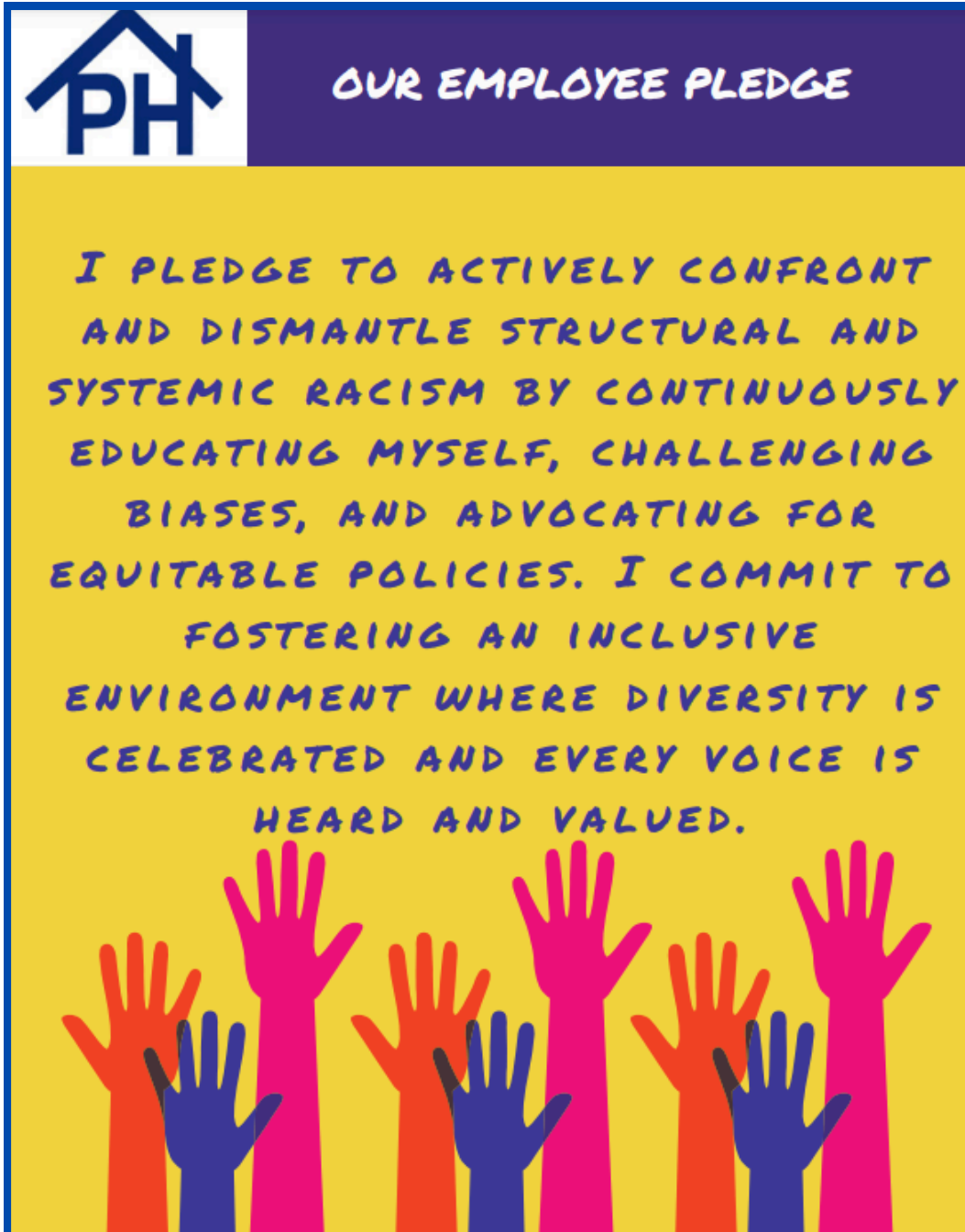


What's Next?

DEI work will be embedded in all our work.

- **Some planned work for 2024 and beyond includes:**
 - **An agency-wide salary analysis. The analysis results and the plan to address the findings will be transparently shared with staff.**
 - **Identify & roll out DEI training for all staff to complete within 90 days of hire.**
 - **Reinstate the DEI committee.**
 - **Identify different Affinity groups (LGBTQ; BIPOC), identify Chairs/Co-Chairs, and launch committee plans and structure.**
 - **Train all committee members, Senior Leadership, and Executive Team on Affinity Groups.**
 - **Continue to learn, grow, prioritize, and pivot when needed.**

Creation of our Employee Pledge:



It is important to note that while DEI and Racial Equity are part of the agency's commitment, this work is not linear. There are no rulebooks, just a group of people who care enough to make a difference. You are that group. We are that group. Together, we are committed to being a force for positive change.

Contact Us



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