

Wisconsin Department of Workforce Development - Division of Vocational Rehabilitation (DVR)

DVR DIVERSITY, EQUITY, AND INCLUSION (DEI) ACTION PLAN

Assembled by: Roadmap Research Global

INTRODUCTION

The Wisconsin Department of Workforce Development - Division of Vocational Rehabilitation (DVR) contracted with an external Diversity, Equity, and Inclusion (DEI) assessment and consulting group, Roadmap Research Global. Together, they formed a 3-Phase Plan to assess and address the DEI status of DVR:

Phase 1: A DEI Needs Assessment to identify DVR strengths and improvement areas. Findings were released in April 2022.

Phase 2: Creating an **Action Plan** based on the **Needs Assessment** findings that was fine-tuned by DVR’s Senior Leadership. **Action Plan** exploration sessions ran from June to August 2022.

Phase 3: Launching the 5-year **Action Plan** and measuring key performance indicators (KPIs) as well as metrics of change.

GOAL 1

Identify and address consumer disparities in service delivery to build a system that creates an equitable consumer experience while fostering greater creativity, innovation, and speed.

Strategies for DVR

- Form a DEI Council and support DEI Planning and Initiatives of the Workforce Development Area
- Review and update practices and policies that are inequitable, inefficient, or slow
- Create a DEI system to better understand the consumer experience
- Revise Service Provider/Partner Contracting systems to ensure greater DEI accountability
- Expand DEI Offerings for all employees
- Develop a Communications Plan to improve connections with Consumers

ACTION PLAN GOALS

GOAL 2

Build a diverse workplace at all levels, including stronger English language supports for consumers.

Strategies for DVR

- Revise the hiring strategy to reach more diverse applicant pools with supports like bilingual counselors
- Build stronger systems for promoting and retaining staff by ensuring that all employees have the skills necessary to equitably seek agency advancement

GOAL 3

Build mechanisms for DVR staff of safe spaces in the workplace, safe communications in company culture, and safe reporting of concerns with leadership and management.

Strategies for DVR

- Build safe, transparent processes and systems for reporting
- Train Managers and Leaders on Receiving Complaints or Feedback and Responding Appropriately
- Work with the Current and Future ERG/Affinity Groups alike to help them define and create their space

NEXT STEPS

- Senior Leadership Team will begin the process of building up membership and capacity in existing workgroups
- DVR recognizes that Phase 1 and Phase 2 will be ongoing as needed throughout Phase 3
- DVR will update their Action Plan annually to reflect its work in real-time

For more information about the DVR DEI Action Plan and DEI Council, please contact Deanna Krell, Director, Bureau of Management Services, deanna.krell@dwd.wisconsin.gov