

Hicks-Carter-Hicks, LLC

City of Lee's Summit

Diversity & Inclusion Assessment Report

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Diversity & Inclusion Assessment

Community Interviews
Interviews were conducted with community members representing a variety of industries and backgrounds to give a high-level overview of the current state within the City.

Step 2

Step 1

Community Survey
A survey allows a forum for all community members to share their opinions and perspectives with regards to diversity and inclusion. Respondents answered both closed- and open-ended items which allows for both quantitative and qualitative results.

Step 3

Community Focus Groups
Based on themes that emerged during the interviews and the survey, several focus groups were conducted with various groups within the community to better understand their perspectives and experiences.

Audit Results

Data Collection Themes

Results of the data collection methods listed above were analyzed using best practices in the field. The information is detailed below and provides clear direction as to strengths that the City can continue to leverage as well as areas for development to be addressed.



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COMMUNITY SURVEY



Survey Methodology & Demographics

Open From: April 6th – April 20th, 2022

Communicated by the City

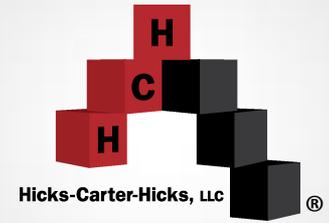
- Electronic Communications
- Print Communications
- Community-driven Communications
- Paper Surveys

Survey Questions

- Developed by H-C-H and the Diversity & Inclusion Commission's Assessment Study Committee
- All items based on best practices and research in the field.

Response Statistics

- 1,841 total responses
- 1,466 usable responses
 - 1,274 fully complete responses
 - 192 partial responses
 - 375 participants who did not respond to any content questions



Demographics of Sample

- The survey aimed to hear from a sample of Lee's Summit community members representative of the U.S. Census demographics
- Demographic Information Asked:
 - Gender Identity
 - Race or Ethnicity
 - Age (by Census Category)
 - Relationship to Lee's Summit
 - Zip Code

Survey Results: Top & Bottom 5



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Top 5: Highest Agreement

Diversity and Inclusion matter to me (1.82)

I feel like I can be my authentic self (2.16)

Increased diversity and inclusion being beneficial to the entire community (2.17)

The City should take steps to create an environment that embraces diversity within the community (2.18)

Support for the creation of a more diverse and inclusive environment for employees of Lee's Summit (2.29)

The City communicating what steps it is taking to promote diversity and inclusion (3.19)

The City having clear priorities as it relates to diversity and inclusion (3.03)

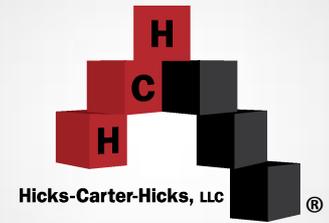
All Lee's Summit community members being able to openly discuss diversity and inclusion (3.02)

The City of Lee's Summit listens to my diversity and inclusion feedback (2.96)

The City of Lee's Summit taking active steps to promote diversity and inclusion within the community (2.78)

Bottom 5: Lowest Agreement

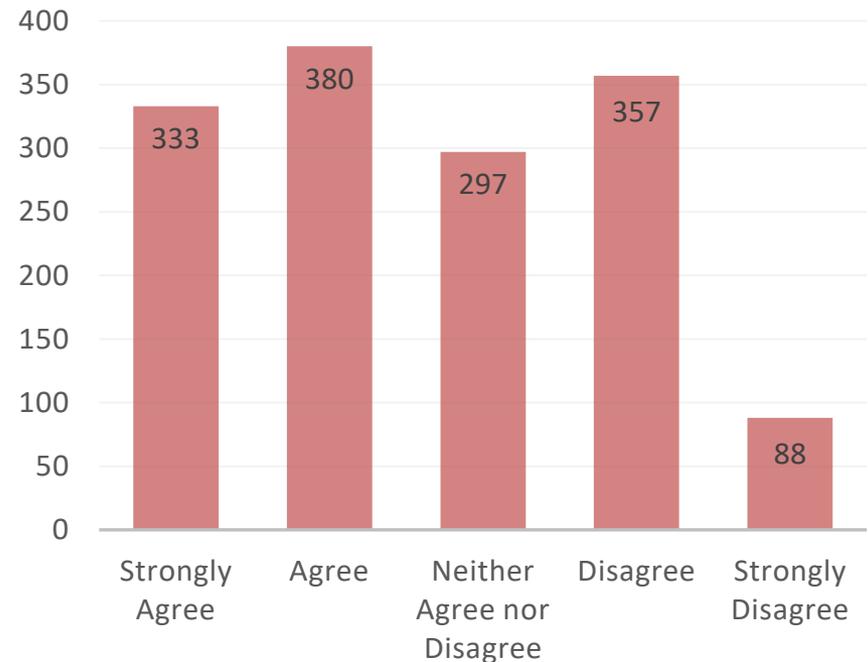
Survey Results



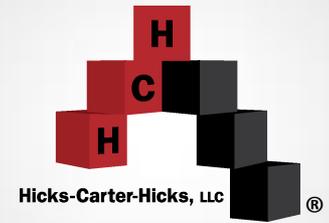
Additional Insight into the Responses

- Community members had a wide range of responses regarding:
 - All people feeling valued, included, and treated with respect in Lee's Summit
 - If the City is currently diverse
 - If diversity and inclusion matter to the City of Lee's Summit
 - All people being able to openly and honestly discussing diversity and inclusion in Lee's Summit

4. People of all diversity backgrounds are valued in Lee's Summit.



By Demographic Breakout



Age Category

- Younger adults (ages 18-29)
 - Tended to skew more towards disagreement in some areas (e.g., including all people)
 - Tended to skew more towards agreement in other areas (e.g., the City's role in creating a more D&I environment)

Gender Identity

- Women and non-binary/agender individuals reported higher scores than other gender groups around D&I matter to them
- Non-binary/agender individuals reported lowest scores on experience-based items and feedback-related items

By Demographic Breakout



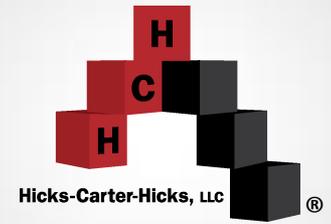
Race or Ethnicity

- Some groups reported lower scores on items asking about the existing diversity of the city
 - Asian American and Hispanic American individuals
- Some groups reported higher scores than other race and ethnicity groups around D&I mattering to them
 - African American, Asian American, Hispanic American, Multiracial/Multiethnic
- While all identified racial and ethnic groups indicated that not all people may feel valued and included, African Americans had stronger responses than all other groups

Other Observations

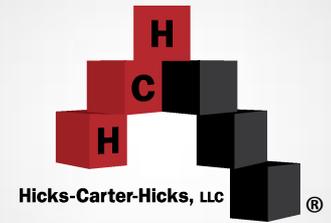
- Those who did not identify their race/ethnicity, gender, etc. tended to be most critical regarding D&I and reported lowest scores around D&I mattering to them

Survey – Qualitative Themes



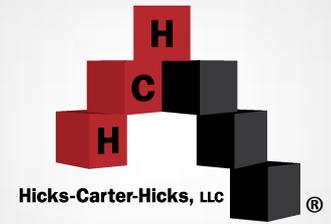
1. A focus on diversity and inclusion is problematic
2. Community member involvement in diversity and inclusion efforts is important
3. Lee's Summit efforts to promote diversity and inclusion are unclear and/or insufficient
4. School district has unique challenges regarding diversity and inclusion
5. Varying perspectives exist regarding diversity within Lee's Summit

Survey – Qualitative Themes



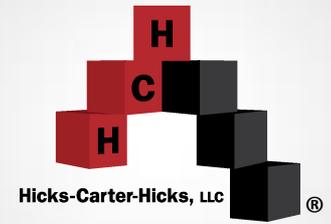
6. Concern that there is opposition and even hostility to diversity and inclusion
7. The City does have a focus on diversity and inclusion, but these efforts need to be furthered
8. Things are fine the way they are
9. Community events are important in promoting diversity and inclusion
10. Communication about diversity and inclusion within the City needs to be reconceptualized

Survey – Qualitative Themes



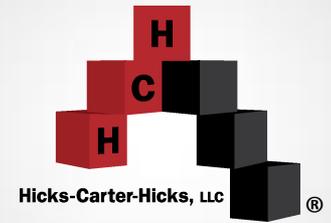
11. Affordable housing is needed to ensure inclusion for all (race, age, veteran status, etc.)
12. The Diversity & Inclusion Commission's establishment and creation are important for Lee's Summit
13. Differences in perceptions of the City's inclusiveness
14. Support should be provided to the wide array of businesses within Lee's Summit
15. Parks and other recreational amenities are inclusive and accessible

Survey – Qualitative Themes



16. Diversity and inclusion educational opportunities for the community would be beneficial
17. Infrastructure and amenities should be improved
18. Focus on a broad definition of diversity in addition to race and gender (e.g., the aging population, neurodivergent individuals, individuals with disabilities, the LGBTQIA+ community, socioeconomics, etc.)

Interviews



Primary Goals

- Understand the City's D&I...
 - Strengths
 - Areas for Development
 - Potential Barriers
 - Opportunities

Community Interview Dates:

- May 3rd – June 16th, 2022

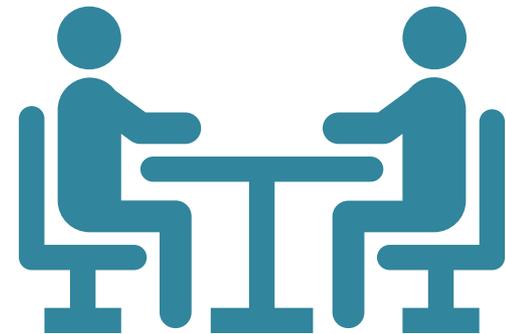
Interviews

- 15 Community Interviews
 - 20 total individuals
- Participants selected by the City
 - elected officials, business owners, religious leaders, healthcare industry, non-profit, community organizations, the arts
- Interview Questions
 - Based on best practices & results of survey
 - Reviewed and approved by D&I Commission Assessment Study Committee
- Data Analysis & Results
 - Content analysis to create themes



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INTERVIEW THEMES



Interview Themes



1. The City should have a strategic approach to fostering diversity and inclusion
2. Diversity and inclusion communications should be improved
3. Affordable housing is necessary to promote inclusion
4. Develop strategic partnerships with local organizations to create and execute initiatives
5. Issues around diversity and inclusion are apparent in the school district
6. Lee's Summit is diverse in a variety of ways

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Interview Themes



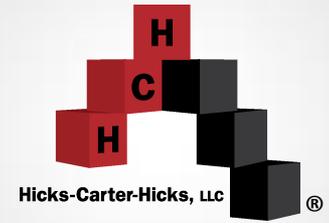
7. Lack of broad understanding of diversity and inclusion
8. Provide forums for community members to share their perspectives
9. Promote events and celebrations that highlight various groups and cultures
10. The community values diversity and inclusion
11. Results of the data collection efforts should be made available to the public
12. The City needs to be diverse and inclusive in terms of its workforce

Interview Themes



13. Diversity & Inclusion Commission is taking steps to address diversity and inclusion
14. City leadership is willing to tackle the issue
15. Not all community members are aware of Lee's Summit's diversity and inclusion efforts
16. The community is welcoming and respectful

Focus Groups



Primary Goals

- Understand the City's D&I...
 - Strengths
 - Areas for Development
 - Potential Barriers
 - Opportunities

Community Focus Group Dates:

- July 19th – July 28th, 2022

Focus Groups

- 6 Focus Groups
 - 51 total individuals
- Participant Selection
 - Volunteers via local organizations, D&I commission, community member recommendations
 - Councilmember Selections (general community focus group)
- Focus Groups
 - Aging Adults/Senior Citizens
 - BIPOC Individuals
 - D&I Commission Members
 - General Community
 - LGBTQIA+ Community Members
 - Individuals that Work with Youth

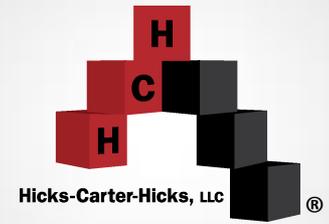


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FOCUS GROUP THEMES



Focus Group Themes



Overall Themes

1. Communication efforts should be evaluated, and new methods implemented to keep the entire community informed
2. The City is welcoming, and people feel included with a sense of belonging
3. Important to provide opportunities for all segments of the population to voice their perspectives and engage in dialogue about diversity and inclusion
4. The priorities and values regarding diversity and inclusion for Lee's Summit are unclear

Focus Group Themes



Overall Themes

5. The City would benefit from developing new partnerships and expanding existing ones with community organizations to serve all segments of the community more effectively
6. Divisiveness exists within the City related to the concepts of diversity and inclusion
7. Affordable housing would benefit the community of Lee's Summit

Focus Group Themes



Aging Adults

1. Lee's Summit is welcoming and inclusive
2. Affordable housing is important for the City
3. Public transportation does not exist within the City
4. The City has highlighted the importance of diversity and inclusion but the overarching goal, or what actions will accompany this, remain unclear
5. Communication is a challenge
6. Variety of ways to provide opportunities for community members to provide feedback

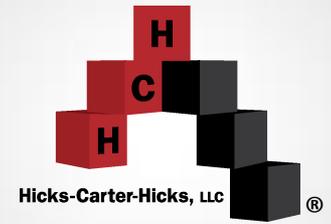
Focus Group Themes



BIPOC Individuals

1. Desire for more racial/ethnic diversity in institutions in the City
2. The City makes efforts to be welcoming
3. Racial/ethnic diversity within the community has increased in recent years but overall diversity remains relatively small
4. Issues exist that demonstrate a lack of inclusion
5. Commitment to promoting diversity and inclusion within the City is not seen as clearly
6. Diversity and inclusion communication needs to be improved

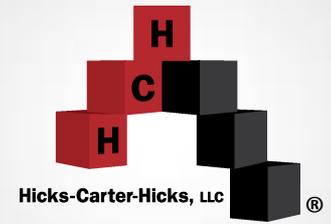
Focus Group Themes



D&I Commission Members

1. The City has made efforts to try and improve in this area
2. May be some hesitancy from the community in engaging in diversity and inclusion efforts
3. Communication about diversity and inclusion represents a challenge
4. Affordable housing should be a priority for Lee's Summit
5. The City's workforce should, at minimum, reflect the diversity of the community

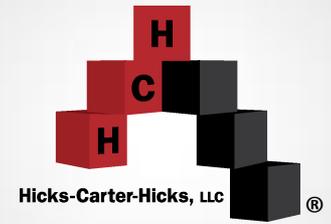
Focus Group Themes



D&I Commission Members

6. Offer opportunities for citizens to be involved in diversity and inclusion efforts
7. Provide free diversity and inclusion learning opportunities for the community
8. Create partnerships with local organizations focused on serving various segments

Focus Group Themes



General Community

1. The community is welcoming to individuals
2. Police department is focused on providing help to all segments of the community who need it
3. Concern that the school district has issues around diversity and inclusion
4. Some segments of the population move to surrounding cities that can better meet their needs
5. The City is making efforts to attract “minority-owned” businesses

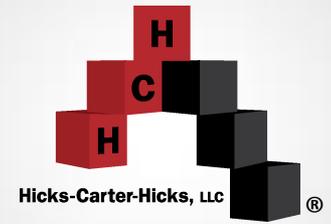
Focus Group Themes



General Community

6. The City is making progress towards becoming more diverse and inclusive
7. Affordable housing is necessary within the City
8. The City needs to clarify priorities and goals for diversity and inclusion
9. Create opportunities for citizens to be involved in providing feedback, engaging in discussions, and working toward goals
10. Additional ways to foster diversity and inclusion

Focus Group Themes



Individuals that Work with Youth

1. Number of activities and resources for youth
2. Transportation within the City creates difficulties for youth
3. Priorities around diversity and inclusion for the City are not clear
4. Youth are generally welcoming and inclusive
5. Communication needs to highlight the City's offerings and the focus on diversity and inclusion

Focus Group Themes



Individuals that Work with Youth

6. Number of partnerships already exist among organizations that provide services to youth
7. Actively reach out to youth to involve them in future efforts and initiatives
8. Divisiveness in society, as well as the City, could negatively impact diversity and inclusion efforts
9. Find ways for people to interact with those different than them in a respectful way

Focus Group Themes



LGBTQIA+ Community Members

1. The City is making some efforts regarding inclusion for the LGBTQIA+ community, but these efforts come up short
2. Mixed feelings about inclusion within the City
3. Create a space for people to have conversations about diversity and inclusion
4. Develop partnerships with organizations in the surrounding area to support Lee's Summit LGBTQIA+ community
5. Resistance within the community to the LGBTQIA+ community

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Q&A