Since 2012, Inclusive Dubuque has been convening a network of community members and leaders from business, nonprofit, education, government, philanthropy and the faith community to achieve the vision of an informed community in which all people feel respected, valued and engaged. In Fall 2015, the network released the Community Equity Profile that helped discover how diverse groups are affected by various systems in the community. These efforts have not only led to a greater awareness of disparities that exist in our community, but have also sparked a desire for change within individuals and organizations — in the Inclusive Dubuque network and beyond. This report highlights how our community is working to help reduce disparities that exist among diverse groups.

This list is not complete and represents a small snapshot of the initiatives, programs and changes that have been implemented in our community. We created this report in an effort to acknowledge and applaud the efforts of those working to make Dubuque a more equitable and inclusive place for all residents, regardless of race, age, gender, sexual orientation, disability, nationality or socioeconomic status.

Our hope is that this list will continue to grow and expand each year and that it will serve as a useful tool to: track progress as a community; identify areas that need further attention; and hold the community accountable for making sustained progress towards becoming a more equitable and inclusive community.
GOVERNMENT

2014

• **Juvenile Court Services** continues ongoing efforts to implement initiatives to address racial disparities including: programming for youth, increase diversion, training and meetings with stakeholders of JCS practices to promote juvenile justice.

• The **City Clerk** creates a new brochure for the community on actions residents can take to make events accessible for people with disabilities.

• **Mayor Roy D. Buol** accepts the My Brother’s Keeper challenge.

• **Housing, Planning, Human Rights and City Manager Departments in the City of Dubuque** receive training on the basics of fair housing and the city’s obligation to take steps to affirmatively further fair housing.

• The city’s **Human Rights Department** facilitates a conversation between the Dubuque Community School District and Transgender Dubuque to increase the knowledge and awareness of school counselors and nurses on transgender youth in schools.

• The city’s **Human Rights Department** hosts a conversation with Cultural Voices to help English Language Learner teachers, Police Department staff and Housing Department staff better understand the experiences of immigrant community members.

• The **City of Dubuque** joins the Government Alliance on Race and Equity to increase its knowledge and awareness of innovative local government approaches to advancing racial equity.

• The city’s **Health Department** partners with a Chinese health inspector in Linn County to address language barriers during interactions with Chinese restaurant owners. The partnership allows Chinese restaurant owners to receive compliance information and take the licensing course in Chinese.

• **AmeriCorps Partners in Learning** changes its focus to support grade-level reading. They partner with the Dubuque Community School District to place AmeriCorps members in the schools to work one-on-one with students who are struggling readers.

• **Leisure Services** adjusts its summer park program to focus on preventing summer learning loss.

• **The Jule** bus route is redesigned to serve the city’s most diverse neighborhoods and individuals who are transit-dependent.

• The **Multicultural Family Center** develops an inclusive environments policy.

2015

• The **City Council** passes a resolution affirming its commitment to diverse membership on boards and commissions.
• **City staff** receive training on institutional and structural bias and are introduced to an equity toolkit to increase knowledge of the ways in which analysis using an equity tool can help interrupt or reduce biased outcomes.

• The **City of Dubuque Finance Department** develops a tool allowing city vendors to self-identify as female- and/or minority-owned so managers can analyze the diversity of their vendors.

• The **Multicultural Family Center** offers a “Difficult Differences” program, which teaches skills in navigating difficult conversations involving aspects of social identity.

• Safe Zone Training is offered by the **Multicultural Family Center** to increase awareness of how to create a safe and inclusive environment for people who identify as gay, lesbian, bi-sexual, transgendered, or are questioning.

• Training on effective recruitment practices for managers and supervisory staff at the **City of Dubuque** increases knowledge on how to recruit and retain a workforce reflective of the community.

• The **Police Department** participates in a racial profiling panel discussion to bring increased awareness of concerns and policies.

• The **Human Rights Department** participates in a LGBTQ panel discussion to bring increased awareness of the LGBTQ community in Dubuque.

• The **city’s Intercultural Communications (ICC) team** develops presentations and video refreshers of ICC tips and presents to the Library staff.

• **Human Rights Department** staff participates in a LGBTQ panel discussion at the University of Dubuque.

• **City of Dubuque** staff actively participates in Inclusive Dubuque’s Community Equity Profile by assisting with dialogue facilitation, data collection, and community engagement planning and implementation.

• The **City of Dubuque** carries out community engagement sessions to address the accessibility of City infrastructure for people with disabilities.

• The **City of Dubuque’s Public Information Office** changes its communication tactics in order to reach a younger, more diverse audience. Increased use of social media and the addition of the MyDbq application helps reach more community members.

• The **Leisure Services Department** takes action to install a new play component at Marshall Park that will increase access and service for the visually impaired.

• The **Economic Development Department** changes its hiring policy so applicants who do not have their CDL can earn it while working on the job.

**2016**

• **Juvenile Court Services** plans the implementation of a detention screening tool, which will focus on reducing the disproportionate placement of minority youth in detention facilities.
• **The City and 4 The People, Inc.**, hosts a hate crime response and forum to increase public awareness of what constitutes a hate crime, and the community’s role in responding and preventing these types of crimes.

• The **Human Rights Department** redesigns its four-day workshop, Developing Intercultural Skills for Diversity and Inclusion work. This workshop is designed to increase knowledge and awareness about the tools available to those who are working to take an intercultural approach to diversity and inclusion in their organization.

• The **Human Rights Department** changes its human relations specialist position to equity outreach coordinator, with a specific focus on connecting people to opportunities designed to address inequities.

• **Four Mounds Day Camp** changes the hours and bus transportation options to expand availability to working parents and those who are reliant on public transportation.

• The **Police Department** establishes a Chief’s Forum that includes diverse community members to act as an advisory group to the Chief of Police.

• The **Multicultural Family Center** develops transgender restroom signage, along with education for staff on accommodating people with diverse cultural or religious beliefs.

• The **Human Rights Department partners with Mercy Dubuque, Crescent Community Health Center and community members** from the Marshall Islands to develop a model to improve healthcare access.

• **Sustainable Dubuque** community grants are available for community members who want to lead sustainability efforts in the community. In 2015-2016, 70% of the Sustainable Dubuque community grants are awarded to organizations and residents addressing social/cultural vibrancy issues in the community, including the My Brother’s Keeper collaborative, educational events, and programs that provide food and transportation access to those in need.

### NONPROFITS

#### 2014

• **The Dubuque Area Convention & Visitors Bureau** implements CSI: Dubuque, a customer service intel program that trains area businesses on how to provide positive experiences for Dubuque’s visitors. This program features inclusivity components from Inclusive Dubuque and Proudly Accessible Dubuque.

• **The East Central Iowa Association of REALTORS** starts reviewing fair housing laws and practices during orientation with all new members through a video developed by the National Association of REALTORS.

• **Sisters of Charity, BVM** adjusts wage/benefits to achieve a minimum of $10.10/hour, and increases access to more educational benefits. The organization also starts to focus on employee needs including food, water, shelter and more.

• **St. Mark Youth Enrichment** joins the My Brother’s Keeper initiative to make a conscious effort to impact the lives of young, black men.
• **St. Mark Youth Enrichment** prioritizes diversification of its board of directors in its strategic plan.

• **Project Concern** takes over scheduling for Volunteer Income Tax Assistance/Earned Income Tax Credit with the American Association of Retired People and Operation: New View. These organizations share a document to coordinate tax appointments for seniors and low-income households.

• **Parkin Advisors**, a business advisor and coach, volunteers at a women’s shelter to provide free job interview coaching for its residents.

• **Hillcrest Family Services** adds diversity training to its requirements for new staff orientation.

• **Hillcrest WIC** creates a designated breastfeeding room, which is available to staff and the public.

• **Mercy Medical Center** incorporates the use of iPads in their interpretation services for more effective communication with patients who are hearing impaired or whose preferred language is not English.

2015

• **Sisters of Charity, BVM** forms the Working Unitedly employee committee to enhance connections with Dubuque nonprofit organizations in an effort to develop employee consciousness of community needs, project, efforts and volunteerism.

• The **Substance Abuse Services Center** works with Clare Forstie, Ph.D. candidate, to provide training to its staff on serving the LGBTQ community.

• The **DubuqueFest Fine Arts Festival** engages new talent to make its music performances more diverse including the Multicultural Family Center hip hop dancers and young emerging artists.

• The **DubuqueFest Fine Arts Festival** implements a bike valet to promote non-automobile transport.

• **Project Concern’s** VISTA attends Safe Zone Training at the Multicultural Family Center in an effort to share that information with Project Concern staff and promote equity and inclusion.

• **Sisters of Charity, BVM** changes definition of “family” to “household” and “spouse” to “domestic partner” for benefits purposes and to make its handbook and job application more inclusive.

• **Parkin Advisors** creates the “Women’s Business Collective” to encourage entrepreneurship among women in Dubuque.

• The **Dubuque Chamber of Commerce** creates a Minority Business Council with a mission to guide minority and under-represented business owners toward local resources.

• **Mercy Medical Center**, in collaboration with the **University of Dubuque**, launches a community-wide task force to improve the health of the Marshallese population in Dubuque. A registered nurse and healthcare workers from within the Marshallese community are recruited to support residents in accessing resources and navigating the health care system.
• **Hillcrest Family Services** requires staff to participate in diversity training every two years as a refresher and it appears on employee evaluations.

• **Hillcrest Family Services** hosts monthly speakers on topics including Brazil, Congo, Japan, Being a Woman in the Navy, a transgender panel, a mental health panel, human trafficking and Communicating Generational Gaps. These speakers are free and open to the public.

### 2016

• A home buying resource booklet is developed by the **East Central Iowa Association of REALTORS** to distribute to low-to moderate-income individuals and families.

• A mentoring program and more robust employee assistance program is established at **Sisters of Charity, BVM**.

• **Sisters of Charity, BVM** starts to work with Marshall Islanders to assist in securing citizenship.

• **St. Mark Youth Enrichment** partners with the **Community Foundation of Greater Dubuque** and **Fulton Elementary** to implement a Getting Ahead Class.

• The **Dubuque Museum of Art** partners with the National Alliance on Mental Illness to bring an exhibit of Cuban artists with mental illness to Dubuque in summer.

• The **Dubuque Museum of Art** partners with St. Mark Youth Enrichment to provide programming to the Summer Heroes Academy.

• **The Grand Opera House** presents *La Cage aux Folles*, a play about a gay couple with a message that it is love, not biology, that makes a family. One night of the performance is designated as LGBTQ night and the Grand Opera House provides complimentary tickets to the Dubuque LGBTQ Youth Network.

• **Greater Dubuque Development Corporation** hosts a Leaders Luncheon to connect students at six local higher education institutions to workforce leaders through a lunch and panel discussion. In 2016, this long-time event is changed from a CEO Luncheon to the Leaders Luncheon in an effort to increase the diversity of panelists.

• The **Dubuque Community YMCA/YWCA** partners with Inclusive Dubuque to host an educational session on Restorative Strategies with Robert Spicer.

• **Hillcrest Family Services** partners with the **Multicultural Family Center** and **The Smokestack** to offer safe places for the LGBTQ community to come together at events such as Alphabet Soup Game Night.

• The **Dubuque Community YMCA/YWCA** forms an Empowering Women task force and an Eliminating Racism task force.

• The **Dubuque Community YMCA/YWCA** revises its membership application to include more inclusive language regarding household members.

• A Restorative Strategies train the trainer program will be held in September for the **Dubuque Community YMCA/YWCA** before and after school program staff.
• Mercy Medical Center has long promoted principles of caring, which include knowing a patient/family by asking them questions about their preferences, rather than making assumptions based on one’s own view of the world. With this principle as the backdrop, Mercy provides Safe Zone educational sessions to interested colleagues with the goal of increasing awareness and understanding related to the care of the LGBTQ patient population.

EDUCATION

2014

• An intensive course addressing multiculturalism, anti-racism and sexism is required for all first-year students at Wartburg Theological Seminary.

• Students and faculty at Wartburg Theological Seminary can participate annually in January Term immersion trips in U.S. and international contexts to promote global awareness and understanding.

• A lactation room is created for students and faculty at the University of Dubuque who may not have had the desired level of privacy available to them.

• Space is dedicated at the University of Dubuque for a prayer room for its Muslim students.

• Elements of “bystander intervention” techniques are infused in several areas of the curriculum and residence life training at University of Dubuque.

• UW-Platteville revises its general education curriculum to require that 25% of the learning objectives directly relate to helping students develop international and cultural awareness.

• The Patricia A. Doyle Center for Gender and Sexuality launches at UW-Platteville to provide a supportive, equitable and safe environment for all persons on campus with relation to gender and sexuality. The Center offers resources, programming and information on issues and challenges facing women and the LGBTQ community.

• UW-Platteville, in partnership with the Platteville Chamber of Commerce, launches a “Welcoming Campaign” throughout the city. Door signs saying “We Welcome Diversity” and “Welcome” in 10 different languages are distributed to businesses for display.

• A partnership with the National Alliance for Partnerships and Equity enables Northeast Iowa Community College to strengthen its culture of diversity, equity and inclusion.

• UW-Platteville launches an English Language Program, which offers year-round English immersion courses to non-native English speakers. Upon completion of the program, students should be prepared to continue their education in their academic field of choice.
• **Clarke University** translates admission documents and information into Spanish and hires Spanish-speaking tour guides.

• Strategies are developed at **Clarke University** to recruit underserved student populations to the university.

• **A Loras College professor** works with **City of Dubuque staff** to provide Intercultural Communication training to faculty at Hempstead High School as a voluntary professional development opportunity.

### 2015

• A series of events are held at **Wartburg Theological Seminary** that are open to the seminary community on addressing matters of racism.

• **UW-Platteville** sees a 47% increase in international student enrollment since 2011 due to increased strategic international student marketing, recruitment and retention efforts.

• **Northeast Iowa Community College**, in partnership with **Greater Dubuque Development Corporation**, creates a community outreach coach position focused on recruiting in the downtown Dubuque neighborhoods.

• A three-year plan is developed by the **Northeast Iowa Community College Dubuque Center** to train staff and faculty on cultural diversity, micromessaging, poverty and more.

• **Clarke University** offers faculty workshops on creating an inclusive classroom environment.

• **Clarke University** implements COMPASS, a required program for students with an intercultural engagement outcome.

• **Clarke University** pilots a minority student mentoring program with Dubuque Senior High School.

• **The Dubuque Community School District** begins disaggregating data regarding grade-level reading, attendance and graduation rates to help improve outcomes for all students.

• **Loras College** implements cultural competency training as part of the Honors Student Program curriculum.

### 2016

• Staff in the Physician Assistant program at the **University of Dubuque** attend Intercultural Communication training.
PRIVATE SECTOR

2014

• Black Hills Energy launches ASPIRE — a corporate initiative to promote diversity and inclusion.

2015

• Black Hills Energy provides unconscious bias training to its employees.

• The Smokestack makes a commitment to hiring and maintaining a diverse staff, both on payroll and independent contractors.

• The Smokestack works to create an accepting environment where staff and patrons feel respected and can be their authentic selves.

• The Smokestack works to empower staff and patrons who are among the traditionally disempowered.

FAITH-BAASED ORGANIZATIONS

2015

• Dubuque Area Congregations United hosts an interfaith Thanksgiving service at Resurrection Catholic, which attracts more than 300 attendees.

2016

• Dubuque Area Congregations United hosts monthly programs for community members on justice topics including homelessness in Dubuque, becoming a green community, affordable housing in an equitable community, and responding to mental illness in our community.