

Diversity, Equity, and Inclusion Timeline

Our mission is to serve older individuals of the greatest social and economic need, particularly low-income and minority persons, older individuals with limited English proficiency, and older persons living in rural areas.

2024 Efforts

Agency Efforts

Participated in the 2024 Portland Pride Parade

DEI-related questions incorporated into six-month evaluations

Updated volunteer handbook to include DEI

Co-leading Aging Committee of the Greater Portland Health Equity Stakeholder Alignment

Data Efforts

Impact and Evaluation Director created Service Explore maps to indicate which services are being utilized in which towns across Cumberland and York county

Continuing to update the demographic dashboard view

Staff Efforts

Staff created a virtual "DEI Resource Library" and physical reference library at the Cohen center

Three new DEI-subcommittees explored: Communications, Wellness, and Person-Centered Policies

Partnered with Khmer Maine to host monthly lunch and learns. Through these sessions, our staff have provided resource connections to older adults from Cambodia

SMAA, Spectrum Generations, and SeniorsPlus are engaging with Immigrant Resource Center to better support BIPOC older adults; outreach sessions at Mosques have begun

Training Efforts

"Inclusive Language", "Neurodiversity", and "DEI Micro-Learning" required trainings - Jermaine Moore, Mars Hill Group

"Stress and Burn Out" sessions conducted with Community Services and Leadership

Partnered with Cross Cultural Community Services to provide five two-hour EDI sessions for staff and volunteers across all AAA's with DEI-briefs after each

"Power in Aging" presentation for the Advisory Council - Maine Council on Aging



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2023 Efforts

Agency Efforts

Offered Halal meals

Introduction of DEI values and practices into job description and new hire process

Strategizing outreach efforts to target SVI-towns and underrepresented communities

Inclusion questions incorporated into staff and client surveys; agency program surveys reviewed for consistency

Achieved SAGECare Platinum Level Credentialing for 2023

Data Efforts

Expanded capacity in our volunteer tracking database for additional demographic data collection of volunteers. This included English as a second language, primary language, and gender identity. We also expanded field options in the ethnicity and race fields

Added "spoken language" to client referral forms

Leadership team reviewed demographic data collection with primary client databases, including percentage of missing data in demographic fields

Staff Efforts

Staff reviewed the "DEI Meyer Spectrum Tool" which helps organizations assess where they are on their DEI journey and to identify potential areas for future work

Staff start DEI-brief sessions post DEI trainings to process content and practice having courageous conversations. It was identified that further staff and volunteer training is needed around collecting sensitive personal information

Training Efforts

"Courageous Conversations" and "Anti-Racism" required presentations - Jermaine Moore, Mars Hill Group

Jermaine Moore reviewed SMAA's DEI work plan with a focus on communication (internal and external), building partnerships, inclusive hiring, training/education, monitoring progress and leadership buy-in, dedicating resources and time. As a result, all SMAA programs now include DEI specific goals as part of each programs work plan

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2022 Efforts

Agency Efforts

General information on SMAA services was translated into Arabic, Spanish, French, Kinyarwanda, Portuguese and Vietnamese - and are available on our website

Hiring process was revamped to redact personal identifying information on resumes and cover letters. A scoring system was implemented on phone screening and interview questions. Values and guiding principles of the agency were added to job postings

Achieved SAGECare Silver Level Credentialing for 2022

Data Efforts

Non-binary gender identity data collection and reporting options were added to Wellsky, the primary client database used by Maine's AAA's and Office of Aging and Disability Services

Staff Efforts

DEI Committee Charter and DEI workplan snapshot reviewed

DEI Committee begins identifying targeted DEI partnerships

A tai chi class was presented in French, Kinyarwanda, and English by our Agewell team and tai chi volunteers

Training Efforts

"Welcoming Older Immigrants" three-part series - Tracey Moore, Catholic Charities, Support for Older Refugees

Three "Power in Aging" sessions - offered to staff, volunteers, and board - Maine Council on Aging

"Building a Diverse & Inclusive Culture", "Inclusive Culture", "Unconscious Bias", and "Combating Stereotype" required staff presentations - Jermaine Moore, Mars Hill Group

"Equitable Hiring Practices" workshop - Mandy Levine Consulting

"Disability Inclusion Workshop" - Department of Vocational Services, Maine Medical Center



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2021 Efforts

Agency Efforts

The formation of the DEI Committee

Subcommittee brainstorming: Language Access, Partnership Committee, Disaggregated Data, Education Subcommittee

Achieved SAGECare Silver Level Credentialing for 2021



Data Efforts

The Disaggregated Data Committee inventoried data fields across platforms to start tracking for sexual orientation and gender identity across AAA's

A demographic dashboard was added to monthly agency reporting to show who we are and are not serving

Created a racial/ethnic minority reach report. The goal was transparency and accountability into how well we're reaching minority populations in relation to the general population and also over time

Staff Efforts

Staff began a weekly sign-up for interested members to begin sending out "Weekly Re-Charge" e-mails with a DEI focus, including staff birthdays, milestone celebrations, mission moments, and something to ponder

Staff met together to facilitate "Courage of Care" discussions every two weeks to brainstorm how to have courageous conversations and process DEI work

Training Efforts

"CourageRISE" two-day workshop - Courage of Care Coalition, who work towards connecting communities and building courageous culture

"Immigration Status and Available Benefits" training - Maine Equal Justice

