



Town of Hinesburg

## The State of Inclusion & Belonging in Vermont

- Welcoming and Engaging Communities Cohort -  
Inclusion & Belonging Survey Results



A **brighter**  
future with  
Beautiful Vermont News!



# Background

Key points:

- The Welcoming and Engaging Communities Cohort's Inclusion and Belonging Index Survey was open from November 1st to November 21st, 2022.
- We received **519** completed responses; of which 510 (98.3%) were validated with the correct Municipality Verification Code.
- All key results, tables and charts are provided in this presentation pack; together with three additional appendices to complete each Town's reporting of all quantitative and qualitative data.



# A Found Business Case.....

Stop talking about it!!

Are you kidding?!? I am SHOCKED at these questions. I cannot wait until this particular fad passes. These kinds of questions should NEVER be in a Town questionnaire, ever. This political correctness has to go! This is my suggestion. Enough is enough! All of this vocabulary, "cisgender" etc. is pandering to a tiny minority of very loud activists who are doing tremendous damage to our country, especially our children. I'm certain most people in Vermont, and around the world, would agree with me!

I'd like to know how much money is being wasted on this program? However much it is it is TOO MUCH! We have bigger priorities than this shit. Grow the fuck up and get a proper job.

I am a man who knows there are only TWO biological sexes.  
Gen 1:27

What the fuck kind of question is this. Why does it matter who the fuck I sleep with ?

You should be ashamed sending this out. What people do behind closed doors is their business not yours nor shall they be judged for it. Work hard get ahead regardless of what you identify as.

# Methodology

For the I&B Index questions, we have looked at differences in the mean scores using a five-point Likert scale, which is ranked as follows: Strongly Disagree = 0; Disagree = 25; Not Sure/Neutral= 50; Agree = 75; and Strongly Agree = 100.

We also created overall indices scores on the same basis; this being an aggregate of all individual index questions.

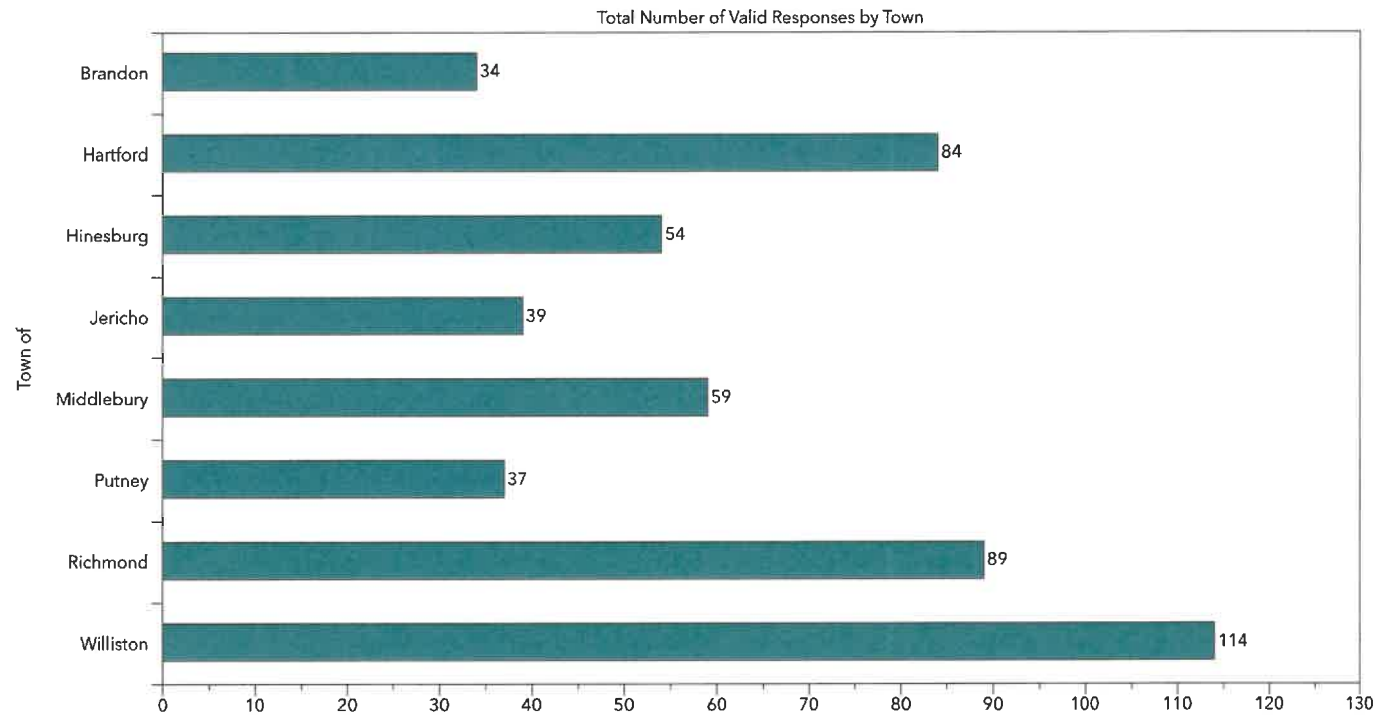
For the employment-Net Promoter Score we use Bain & Company's standard Net Promoter Score methodology with the question answered on an 11-point rating scale, ranging from 0 through to 10. Respondents rating 0-6 are classed as "Detractors", 7 & 8 as "Passives" and 9 & 10 as "Promoters". To calculate an e-NPS, we take the percentage of employees who are Promoters and subtract the percentage who are Detractors.

As well as reporting the overall score we have also investigated differences by a range of other characteristics. All respondents' scores are included in the overall organizational Index scores. To preserve anonymity and prevent any individuals from being identified, we only ever report results by demographics on groups that have sufficient respondents to preserve anonymity, this requires a minimum of at least eight cases in the main reporting section.

Where a group has very few respondents we always try to combine with a close and similar group so that as many voices are heard and still taken into account as possible.

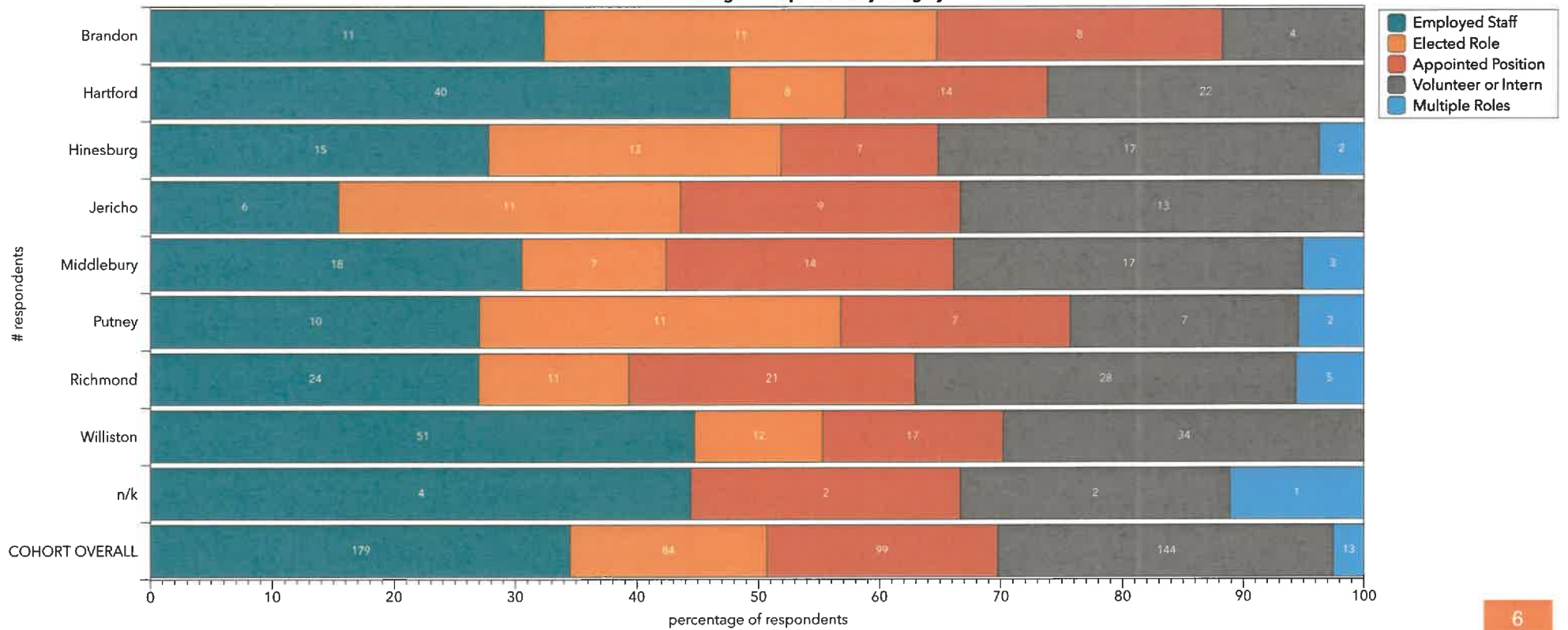
Variations in scores between demographic categories have been tested for statistical significance, and where the difference is statistically significant we have highlighted this. This means that we have more confidence in the difference not being just a minor or chance fluctuation and more likely to be a genuine difference. This does not imply causation but these differences between groups are large enough to be worth further investigation and exploration.

# Total Respondents by Town



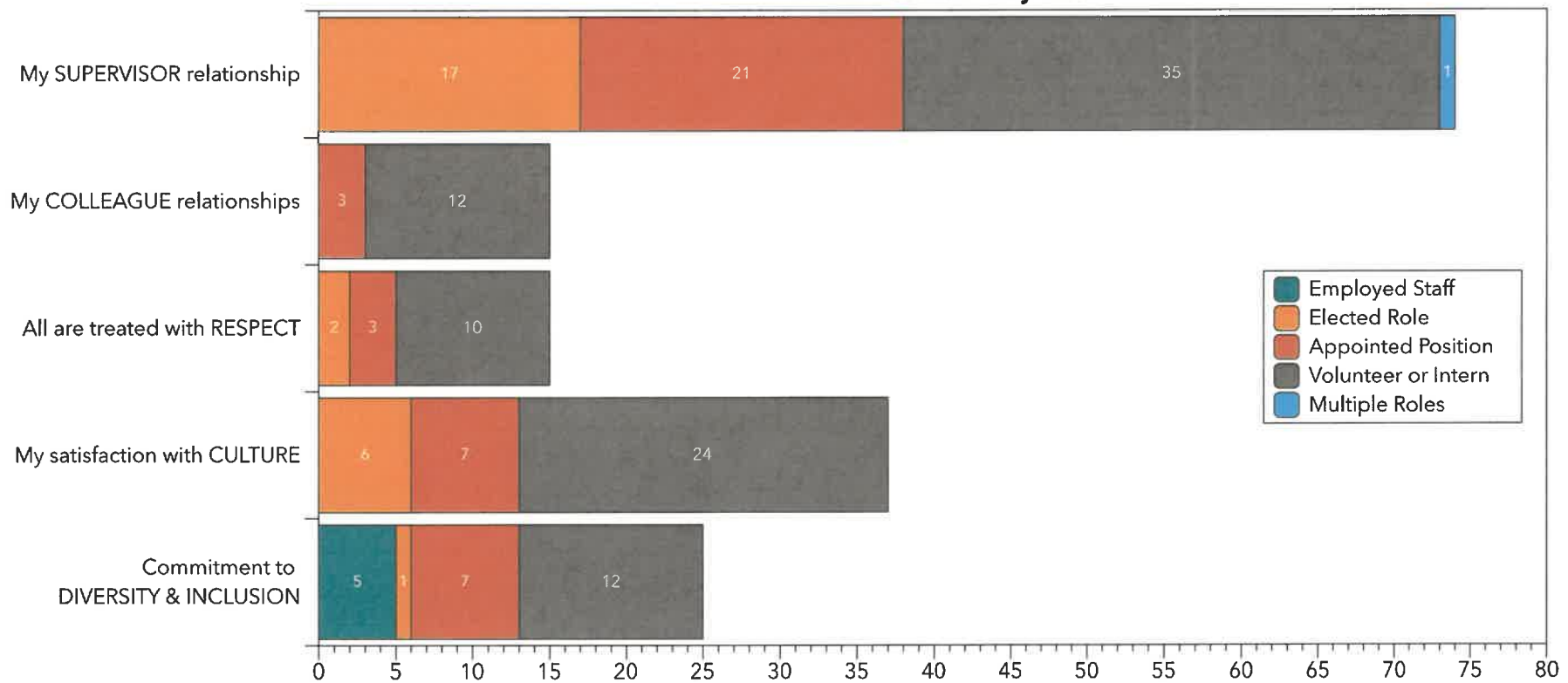
# Respondents by Town and Role

Number and Percentage of Respondents by Category



# Item Not Relevant to Me

Item Not Relevant to my Role



# Summary of Disclosure Demography

<b>ECHO Category</b>	<b>Disclosure %</b>
Municipality (verified)	98.3%
Role*	100.0%
Service Length	97.7%
Gender Identity	97.7%
Trans /Non-Cis-gender	97.1%
Race / Ethnicity	97.7%
Age Group	97.9%
Disability	96.5%
Sexual Orientation	95.6%

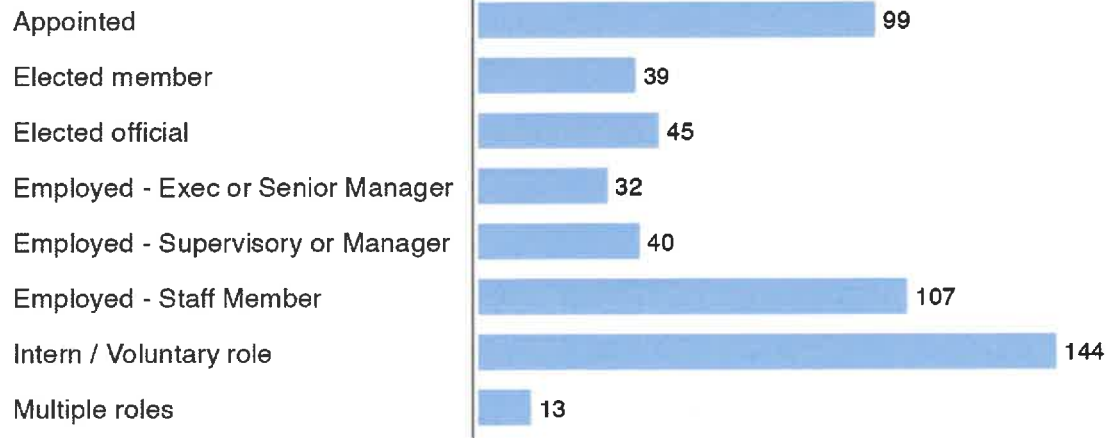
\*Mandatory field

The very vast majority of respondents shared their personal characteristics with us so that we are able to undertake deeper levels of analysis. On the following slides we initially look at the category summary statistics in more depth.

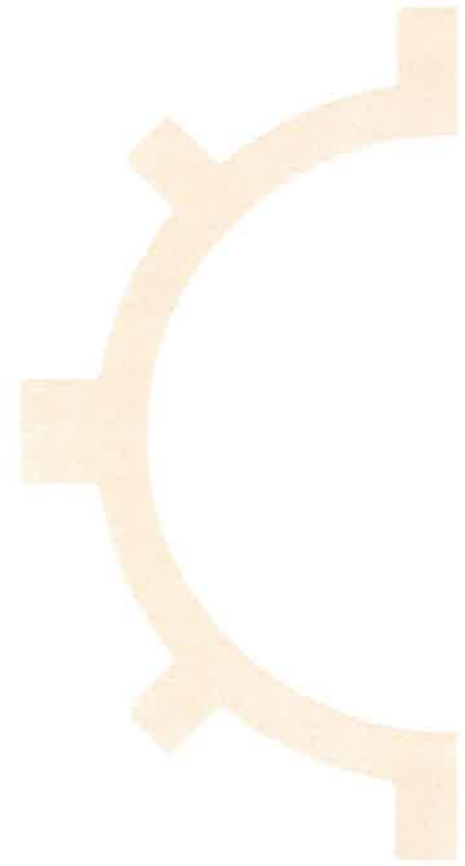
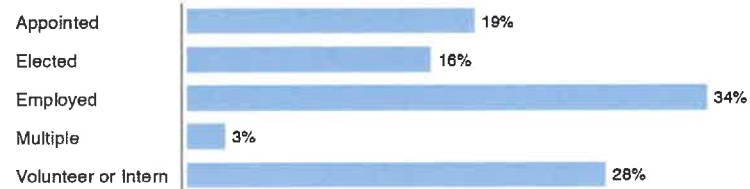


# Summary Stats by Role

## Role Type

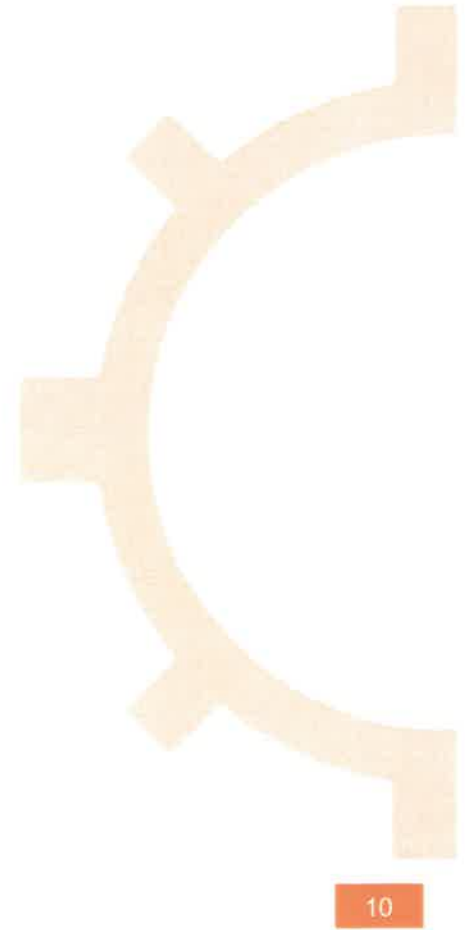
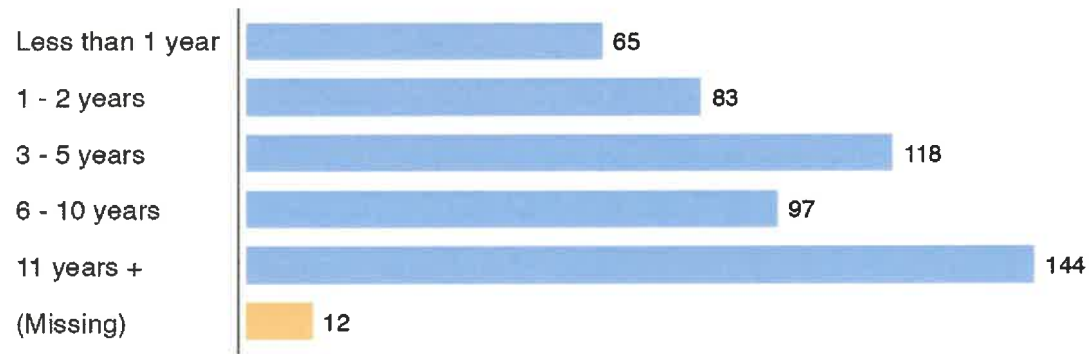


## Summary of Role Type:



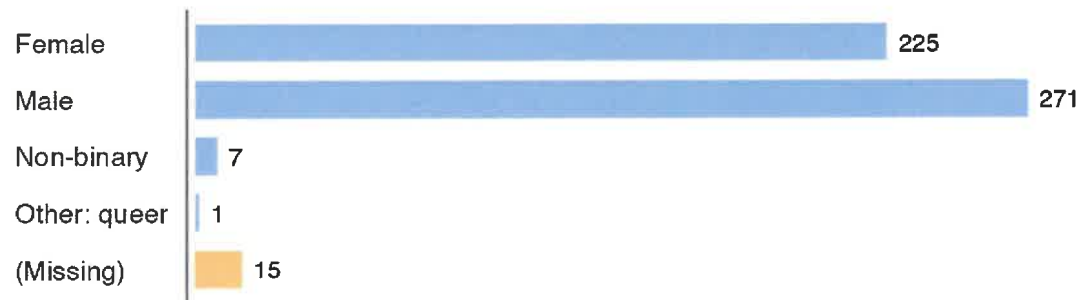
# Summary Stats by Length of Service

Length of Service within your Town



# Summary Stats by Gender Identities

## Gender identity

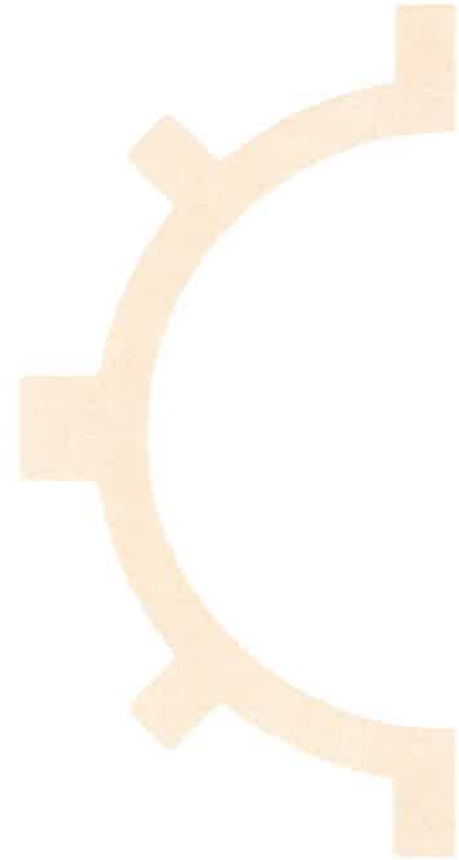


We observe that 44.6% of respondents identify as Female, 53.8% as Male, and 1.6% as Non-binary/Other.

## Transgender or other non-cisgender identity

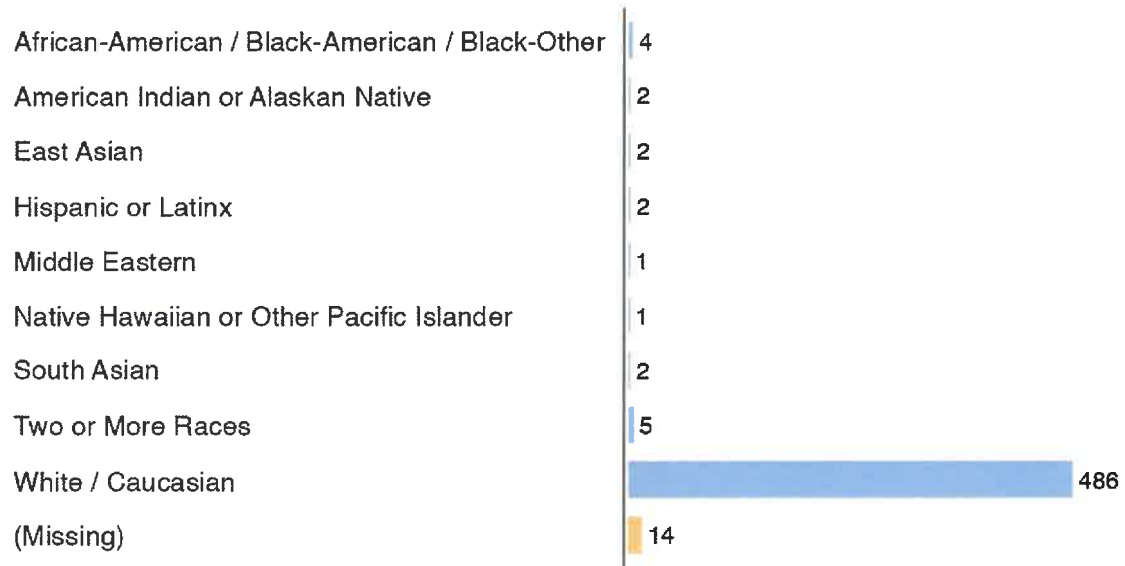


97.2% of respondents identify as Cisgender, and 2.8% as Trans/Other non-cisgender identity.



# Summary Stats by Racial or Ethnic Identity

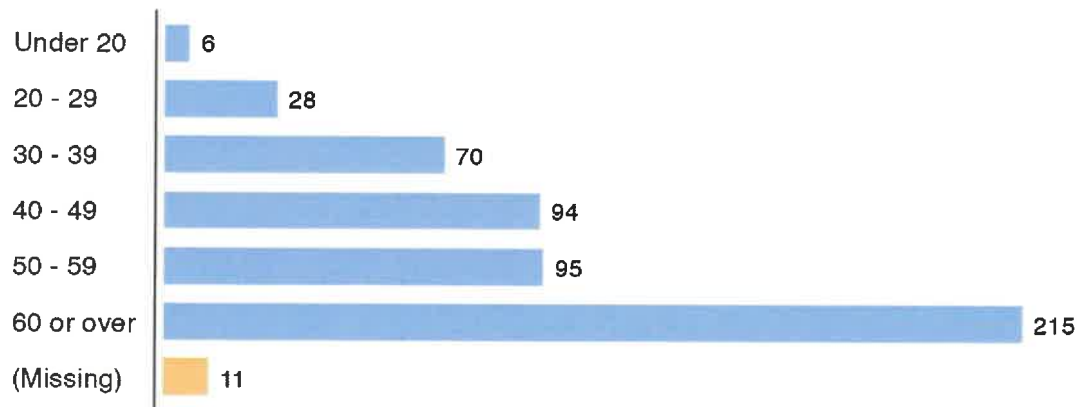
## Racial or ethnic identity



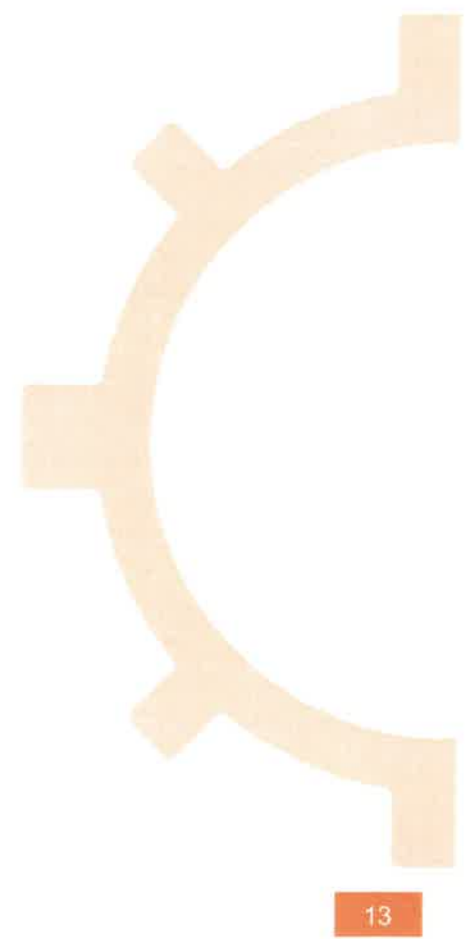
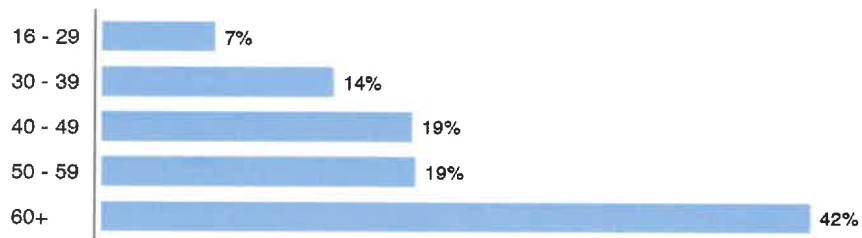
96.2% of respondents identify as White, and 3.8% identify across eight 'BIPOC' categories .

# Summary Stats by Age Band

Age Band



We observe the age distribution skewed heavily towards the higher age groups, with 79.5% of respondents being aged 40 or over, and 42.3% of respondents aged 60 or over.



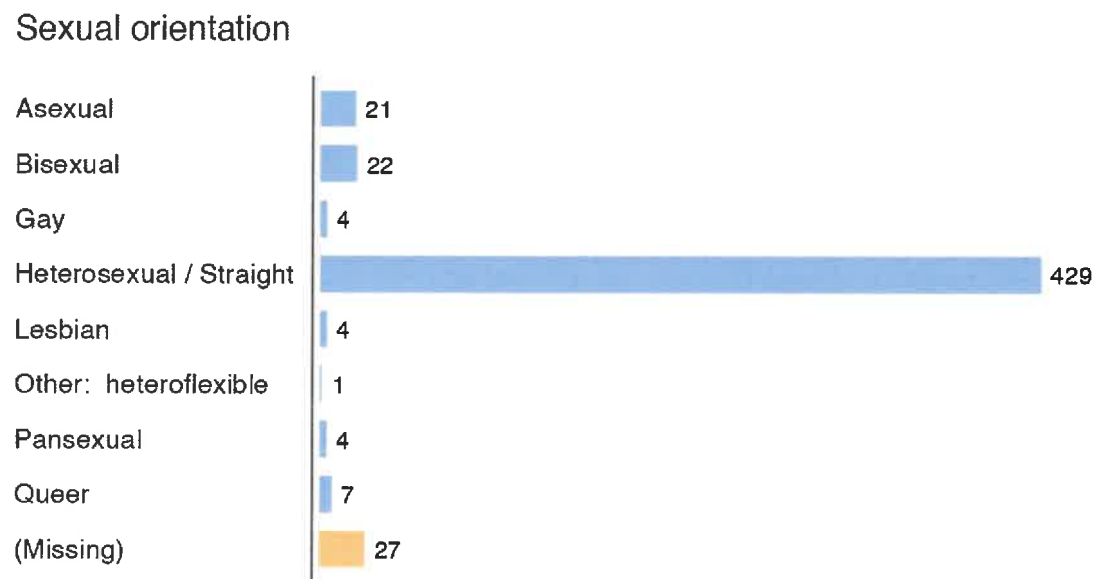
## Summary Stats by Disability/Health

### Disability or long term health condition



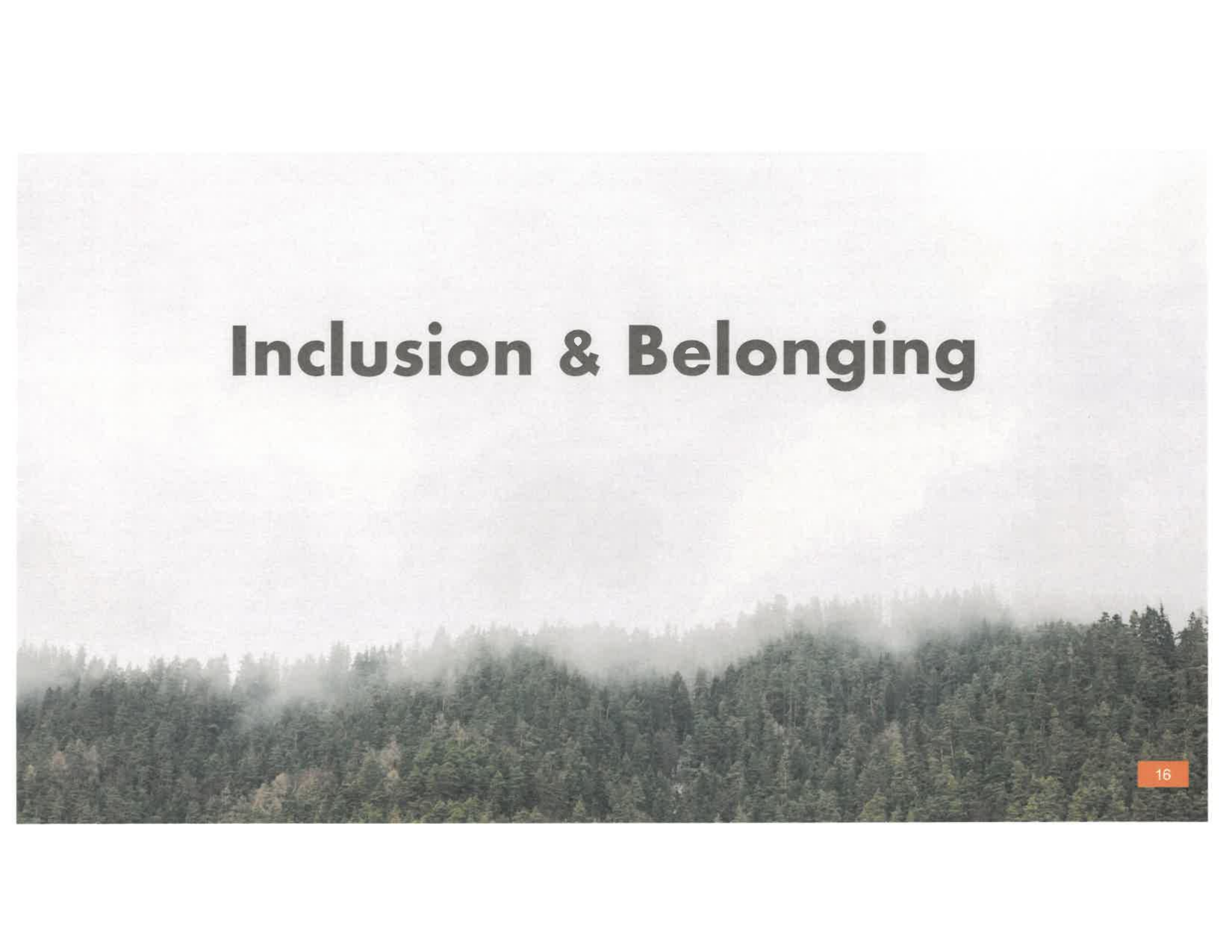
89.4% of respondents identify as **not being disabled** or having a long-term health condition, compared to 10.6%, who do report having them.

## Summary Stats by Sexual Orientation



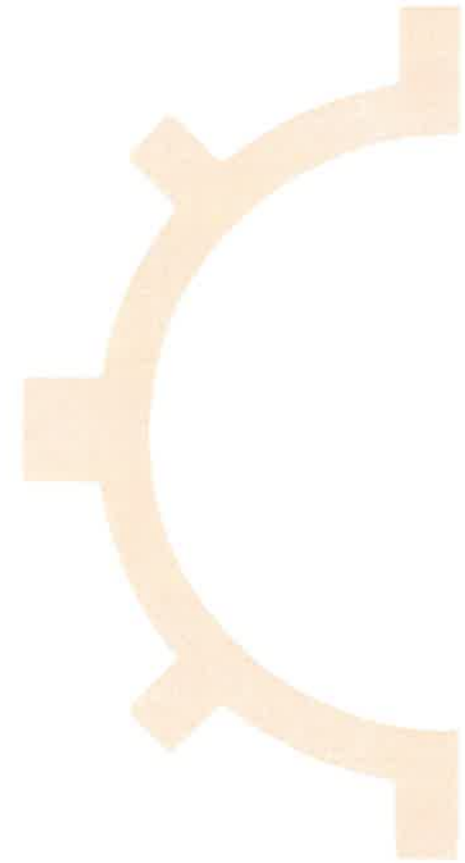
87.2% of respondents identify as **Straight**, and 12.8% identify across seven **non-straight/LGBQIA+** categories.

# Inclusion & Belonging

A photograph of a dense evergreen forest under a heavy, grey mist. The trees are dark green and densely packed, filling the lower half of the frame. The upper half is dominated by the thick, white mist that obscures the sky and the tops of the trees, creating a sense of depth and atmosphere.



# The Abundant Sun Inclusion & Belonging Model



# Inclusion & Belonging Score

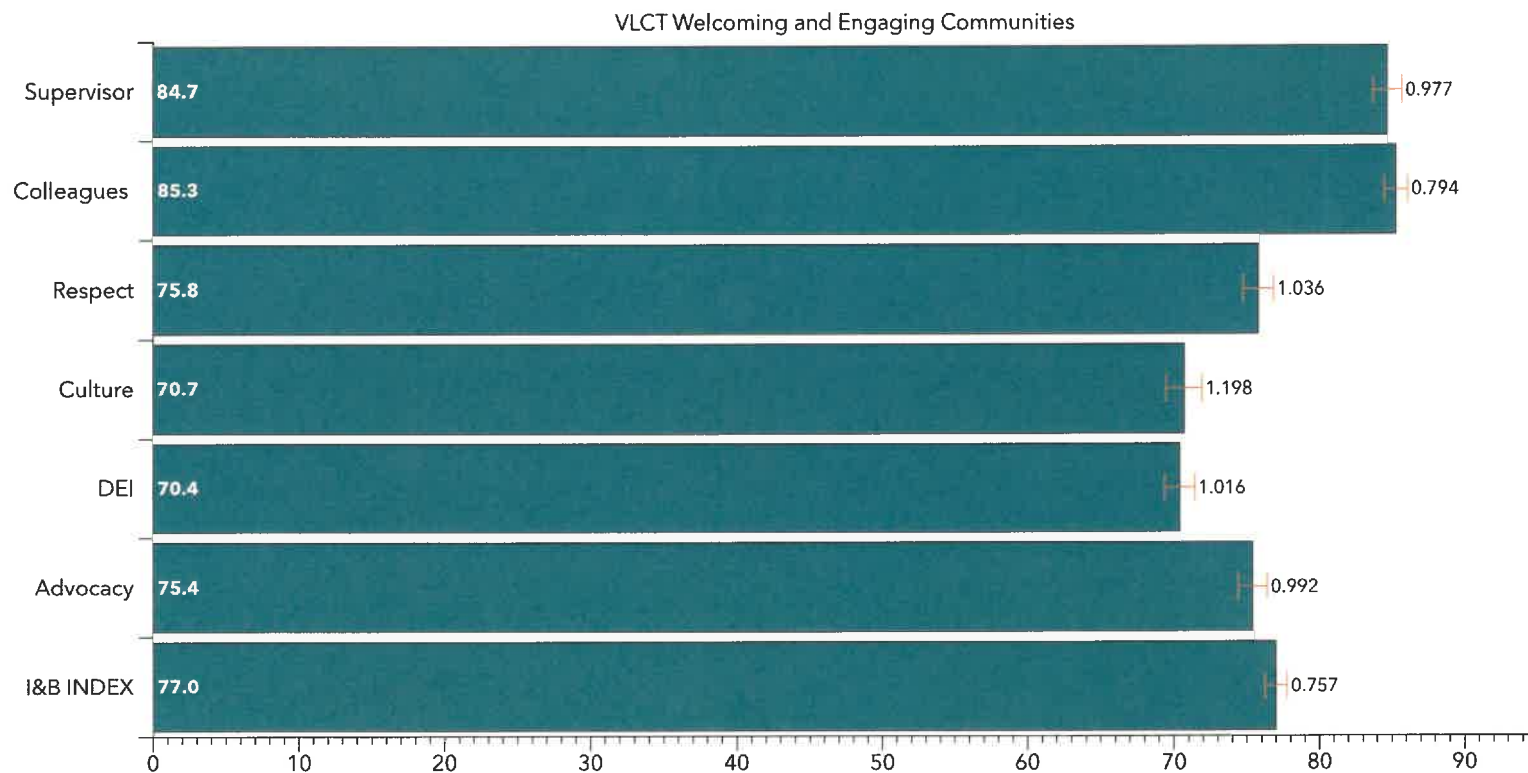


## 2022 I&B INDEX Positioning

- Top Quartile > 82.3
- **Index Median = 77.1**
- Bottom Quartile < 68.9

The current median I&B Index score for VT based organizations working with Abundant Sun is: **79.9**

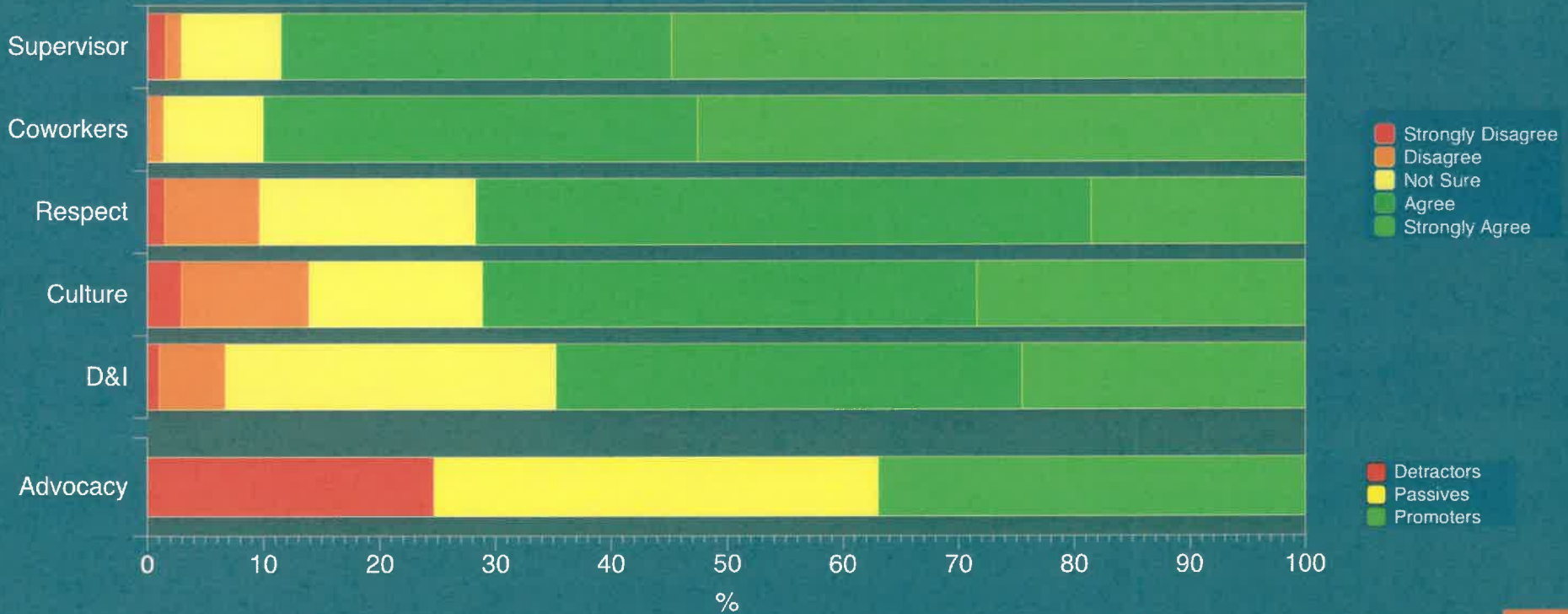
# Overall Results



The 'error bars' (and values provided) indicate the standard error of the sample mean. The standard error of the mean (SEM) is an indication of the reliability of the observed mean. A small SEM is an indication that the sample mean is a more accurate reflection of the actual population mean. In the specific case of this dataset, we can be confident that 95% of mean PULSE Index scores drawn from this overall population are likely to sit within an interval of: **75.5 - 78.5**

# Distribution of Responses

Distribution of Respondent Ratings



- Strongly Disagree
  - Disagree
  - Not Sure
  - Agree
  - Strongly Agree
- 
- Detractors
  - Passives
  - Promoters

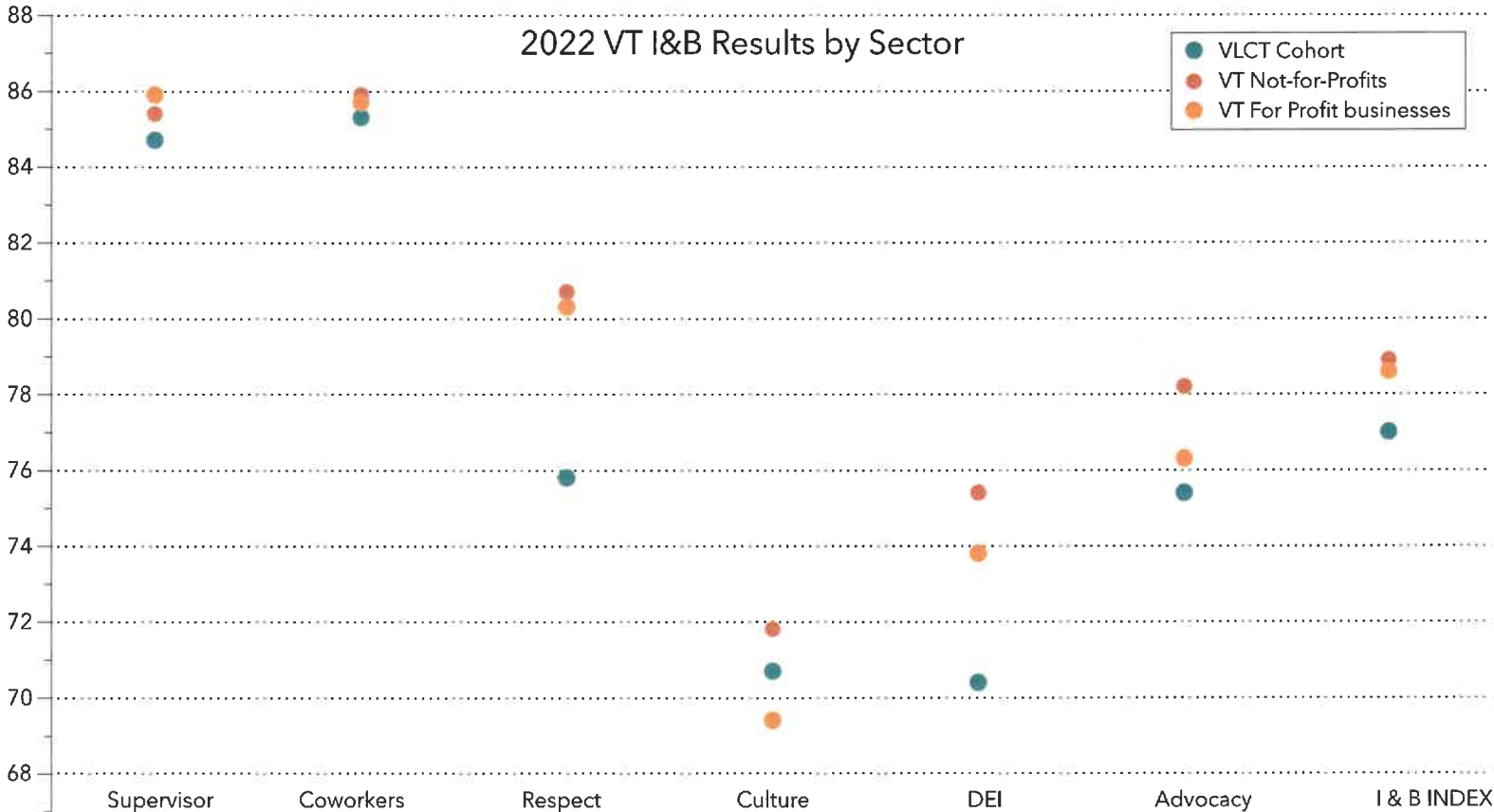
# Inclusion & Belonging Benchmarking

Item	VLCT Cohort Scores	VLCT Cohort Quartile Position	Current Global Median Score
Relationship with Supervisor	84.7	Upper Middle	80.8
Relationship with Coworkers	85.3	Upper Middle	82.4
Treated with Respect	75.8	Lower Middle	76.6
Satisfied with Culture	70.7	Lower Middle	71.8
Org. Commitment to D&I	70.4	Lower Middle	75.0
Organizational Advocacy	75.4	Lower Middle	75.8
INCLUSION & BELONGING INDEX	77.0	Lower Middle	77.1



- Results benchmarked against The Abundant Sun Inclusion & Belonging Index, which consists of approximately 3,000 small and medium sized organizations.

# VT Benchmarking



# Employment Net Promoter (eNPS)

Bain & Company's employment Net Promoter score is based on the fundamental perspective that every organization's staff can be divided into three categories.

**"Promoters"** are loyal and focussed employees who give their best at work, going the extra mile for colleagues and clients and act as brand ambassadors with their approach to work.

**"Passives"** are basically satisfied but with a bit more enthusiasm and motivation would produce better results for the organization.

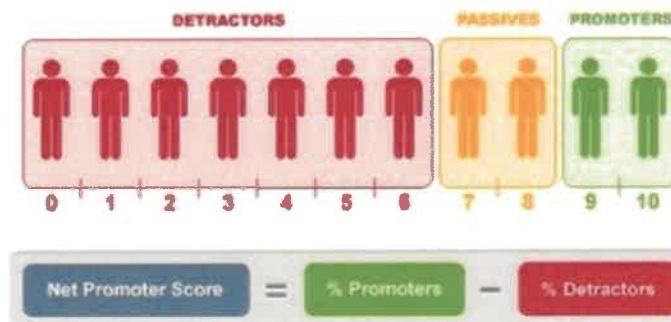
**"Detractors"** are often staff trapped in a bad relationship. They can be disruptive and may not always act in a way consistent with the organization's boundaries and values.

This is therefore a simple but powerful tool to measure staff advocacy with one single question. This question is answered on an 11-point rating scale, ranging from 0 (not at all likely) to 10 (extremely likely).

The e-NPS assesses to what extent a respondent would recommend their employer to other people.

To calculate an e-NPS, we take the percentage of employees who are Promoters and subtract the percentage who are Detractors.

A Net Promoter Score can range anywhere from -100 to 100 and is always shown as an integer (rather than as a percentage).



## Methodology:

- ◆ Promoters: respondents giving a 9 or 10 score
- ◆ Passives: respondents giving a 7 or 8 score
- ◆ Detractors: respondents giving a 0 to 6 score

Net Promoter, Net Promoter Score and NPS are all registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

# Employment Net Promoter (eNPS)

## Net Promoter Score <sup>TM</sup>

Employment Net Promoter <sup>®</sup> Score: **+12**

This is calculated as follows:

**Promoters % - Detractors %**

**Promoters** 37.0%

**Passives** 38.3%

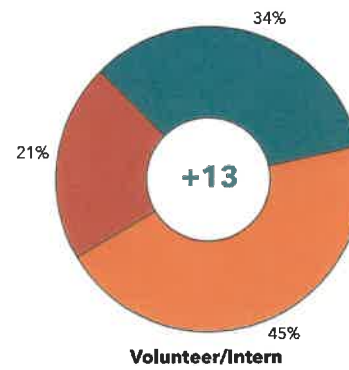
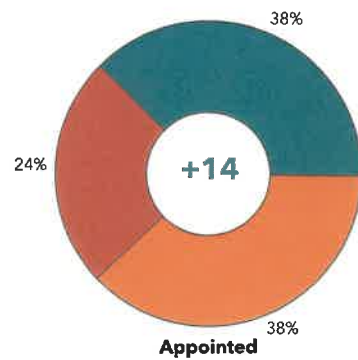
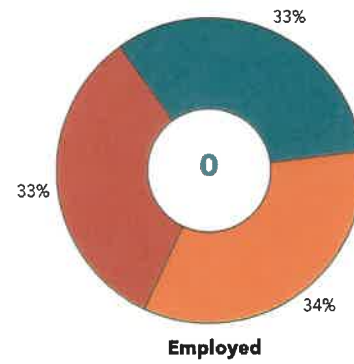
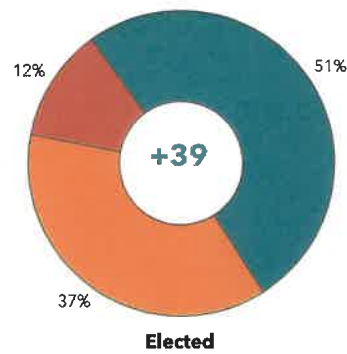
**Detractors** 24.7%





# Employment Net Promoter (eNPS)

Employment Net Promoter<sup>®</sup> Scores by Category of Respondents:



# I&B Results by Demographic Categories

- Municipality
- Position or Job Type
- Length of Service
- Gender Identities
- Racial or Ethnic Identity
- Age Band
- Disability / Health Condition
- Sexual Orientation



Only sample sizes with  $\geq 8$  cases are reported

# Cohort Results – All Municipalities

Municipality	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
AN28	<i>Individual Town scores remain confidential to each Town</i>	84.4	87.5	83.8	75.0	72.1	80.6	<b>80.9</b>
BD74		86.7	85.9	86.8	79.1	73.7	80.5	<b>81.7</b>
CG67		84.3	85.0	80.4	77.0	75.0	76.7	<b>79.7</b>
FQ35		84.8	84.5	72.4	72.6	70.9	75.6	<b>76.3</b>
JV81		88.4	86.3	70.5	68.5	64.0	80.3	<b>76.0</b>
ME56		85.3	83.8	66.2	64.3	62.5	71.4	<b>72.3</b>
XH92		81.9	82.2	63.3	56.3	67.7	65.0	<b>69.7</b>
ZR43		89.9	88.7	79.2	73.5	73.1	77.6	<b>80.2</b>
(Invalid MVC)	9	66.7	72.2	61.1	50.0	50.0	53.3	<b>59.3</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results – Town Size

Municipality Size	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Smaller	214	86.5	85.9	76.1	72.6	70.6	76.6	<b>77.9</b>
Larger	296	84.0	85.2	76.1	69.9	70.8	75.2	<b>76.9</b>

The results across this factor differ sufficiently to achieve statistical significance

The Town size category is based on the 2020 US Census, with towns with a population of up to 5,000 being reported as "Smaller", and town with a population of over 5,000 being reported as "Larger".

# Cohort Results – Location

Municipality Location	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Chittenden County	296	85.7	86.8	82.3	75.9	73.4	78.9	<b>80.5</b>
Outside Chittenden	214	84.2	83.7	67.4	64.2	67.0	71.4	<b>73.0</b>

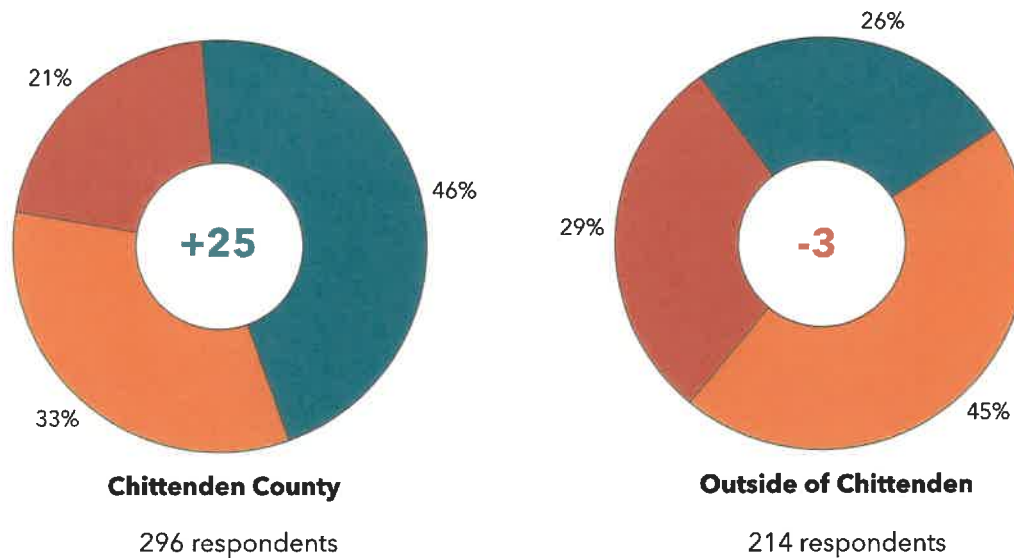
The results across this factor differ sufficiently to achieve statistical significance

An interesting 'quirk' in the data is that in both cases one group's n-size is 214 and the other's is 296. But it should be noted that it is not the same combination of Towns each time.

Of more interest, however, were (1) the desire to understand how these scores might impact on employment Net Promoter Scores (eNPS) between the two aggregated locations and (2) to what extent that the five item factors (of supervisor, colleagues, respect, culture, and D&I) were related to our respondents being advocates for their Towns by recommending it as a great place to work (eNPS 'Promoters').

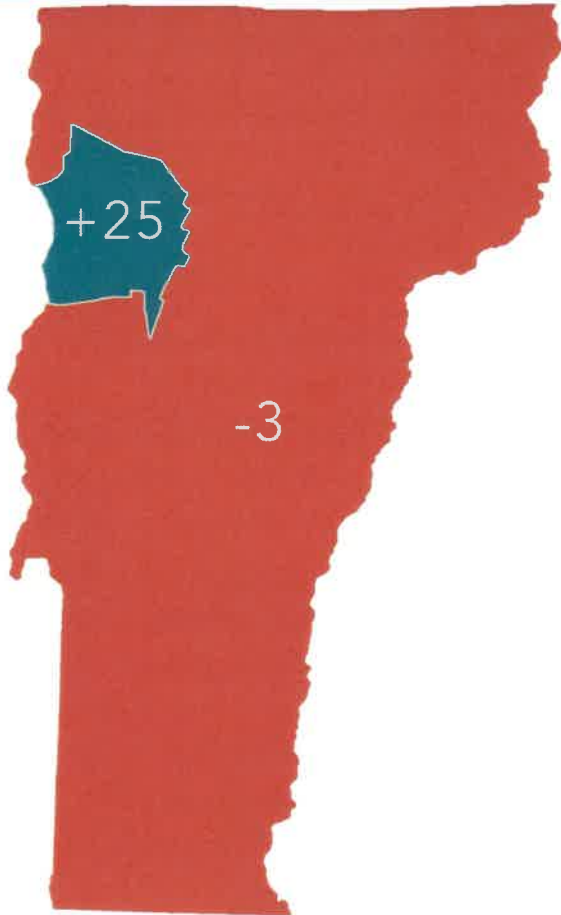
# Employment Net Promoter (eNPS)

Employment Net Promoter<sup>®</sup> Scores by Location of Respondents:



These are aggregations of all individual respondents, and so it should **not** be interpreted that all Towns in Chittenden County have positive scores and that all Towns outside of Chittenden County score negatively, because that is not the case!

# Employment Net Promoter <sup>®</sup> (eNPS)

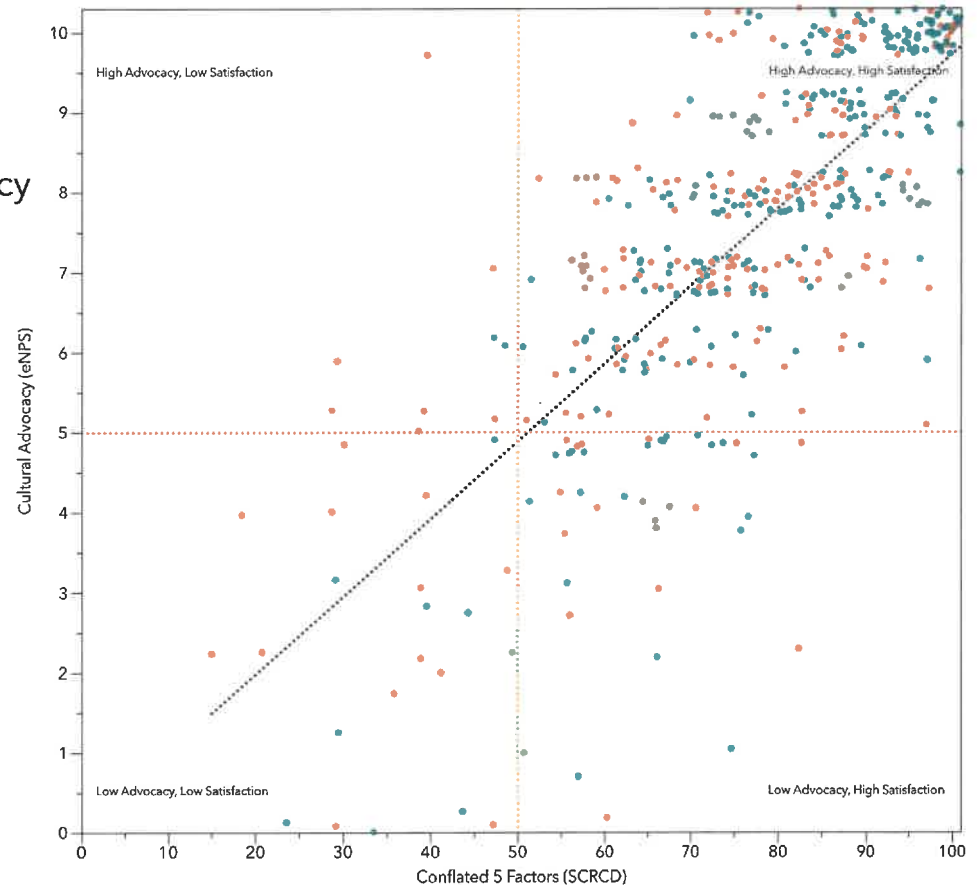


We observe a **strong positive correlation** between Cultural Advocacy and the five Item scores.

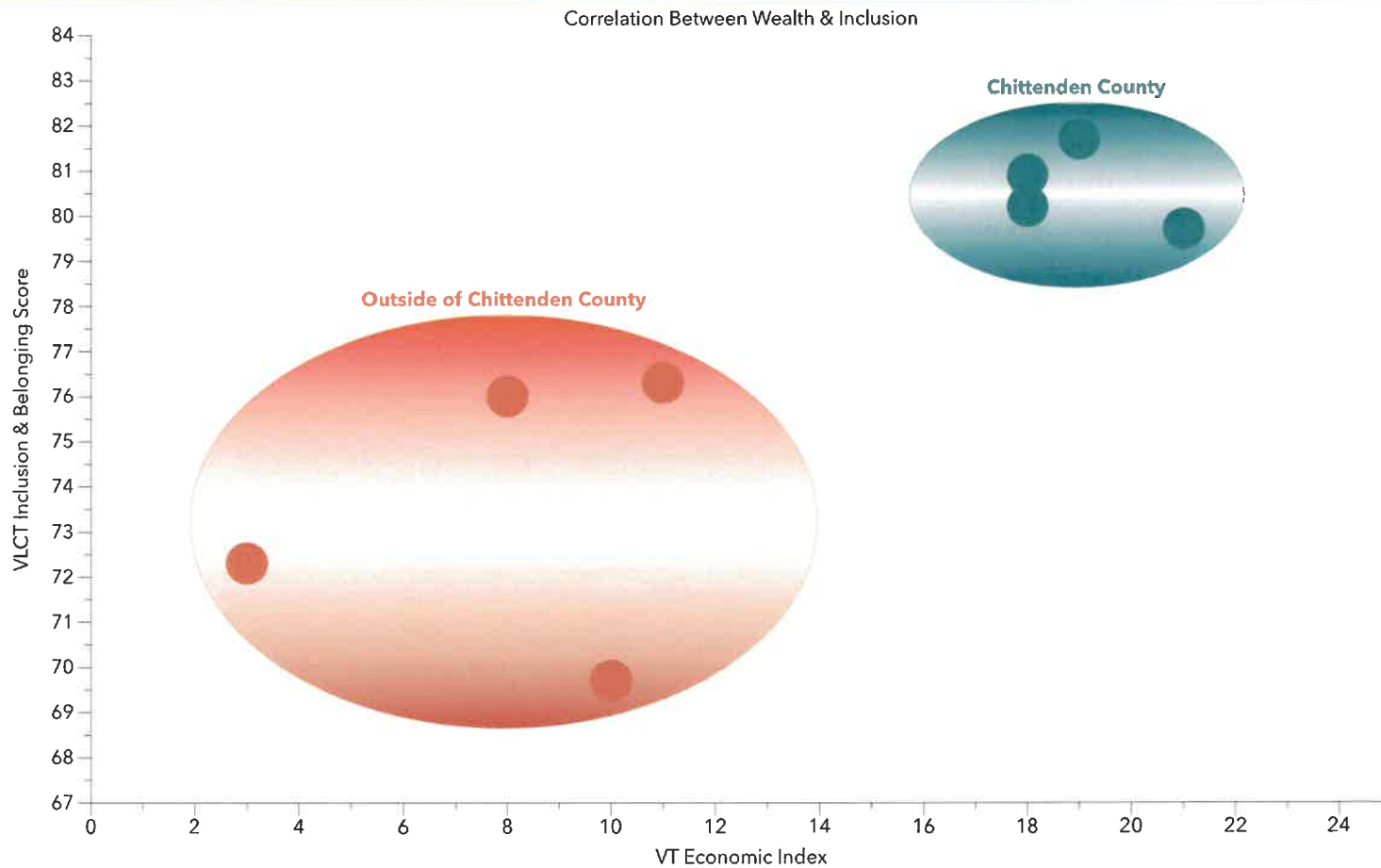
In other words, typically those staff who score highly on one scale also tend to score highly on the other. Pearson's  $r(508) = 0.748, p = <0.001$

N.B. A small amount of random jitter has been applied to the scores to aid visual interpretation.

Respondent based within:



# Do Economic Factors affect levels of I&B?





# Cohort Results - Position

Position Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Appointed role	99	86.5	84.6	79.7	73.4	69.0	77.7	<b>78.3</b>
Elected member	39	91.4	84.0	80.1	72.3	80.1	86.4	<b>82.2</b>
Elected official	45	93.4	88.3	80.2	74.4	64.2	80.2	<b>79.6</b>
Executive / Senior Management	32	87.5	86.7	75.0	71.9	72.7	76.3	<b>78.3</b>
Supervisory or Management	40	81.3	84.4	68.1	66.9	73.8	67.5	<b>73.6</b>
Staff Member	107	82.0	85.0	69.6	65.9	70.6	68.5	<b>73.5</b>
Voluntary or Intern	144	82.8	85.8	78.7	73.5	69.5	77.6	<b>78.1</b>
Multiple - no Primary role	13	75.0	78.8	65.4	57.7	63.5	62.3	<b>67.3</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results – Length of Service

Length of Service Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Less than 1 year	65	87.9	85.1	80.7	80.2	73.3	82.0	<b>81.5</b>
1 - 2 years	83	85.7	85.0	75.0	70.3	69.2	74.1	<b>76.7</b>
3 - 5 years	118	81.6	82.4	73.2	65.3	66.3	72.6	<b>73.5</b>
6 - 10 years	97	84.8	87.1	76.1	70.2	69.9	76.7	<b>77.3</b>
11 years +	144	86.0	86.4	76.0	72.3	73.2	75.6	<b>78.3</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results - Gender

Gender Identity Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Female	225	84.6	84.3	74.0	69.1	66.6	74.6	<b>75.3</b>
Male	271	85.0	86.1	77.2	72.8	73.7	77.1	<b>78.7</b>
Non-binary/Other	8	83.3	78.1	71.9	68.8	68.8	73.8	<b>74.3</b>

Cisgender or Transgender Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Cisgender	490	84.9	85.3	75.6	71.1	70.5	75.8	<b>77.2</b>
Non-Cisgender or Transgender	14	81.8	80.4	82.1	65.4	67.9	76.4	<b>75.9</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results - Race or Ethnic Identity

Racial Identity Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
BIPOC	19	82.4	85.3	76.4	66.2	68.4	71.6	<b>75.2</b>
White / Caucasian	486	84.9	85.3	75.8	71.2	70.6	76.1	<b>77.3</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results – Age Band

Age Band Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
16 - 29	34	78.2	80.9	73.5	69.4	75.8	75.6	<b>75.7</b>
30 - 39	70	85.2	82.7	71.1	63.2	63.8	67.7	<b>72.2</b>
40 - 49	94	82.4	85.5	72.8	67.5	67.3	71.9	<b>74.6</b>
50 - 59	95	83.9	83.3	73.4	68.5	71.0	73.7	<b>75.9</b>
60+	215	87.1	87.2	80.0	75.9	72.4	80.7	<b>80.3</b>

The results across this factor differ sufficiently to achieve statistical significance

We observe a large degree of collinearity between 'Role' and 'Age Band'. In other words, Age Bands are distributed very differently across Roles with respondents in the lower age bands typically identifying as Employed Staff and respondents in the older bands more likely to identify as Appointed, Elected or Volunteers. So for example, people in elected positions are over 15 times more likely to be 60 years or over, compared to a respondent in the 30 - 39 years band. [ $\chi^2(4) = 17.771$ ;  $p < .001$ ].

# Cohort Results – Disability/Health Condition

Disability or ill health status Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Not disabled/no ill-health	448	84.5	85.4	75.6	71.0	70.1	75.6	<b>77.0</b>
Disabled/ill health	53	87.5	83.8	77.4	70.1	72.1	76.2	<b>77.6</b>

The results across this factor differ sufficiently to achieve statistical significance

# Cohort Results – Sexual Orientation

Sexual Orientation Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Asexual	21	78.9	82.1	66.7	65.0	73.8	74.8	<b>74.0</b>
Bisexual	22	84.5	77.3	65.9	61.3	53.6	74.5	<b>70.0</b>
All other LG+ groups	20	78.3	84.2	73.8	65.3	55.0	72.0	<b>71.8</b>
Straight/Heterosexual	429	85.5	86.1	77.2	72.3	71.6	76.7	<b>78.1</b>

Sexual Orientation Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
All non-Straight	63	80.9	81.0	68.7	63.8	60.9	73.8	<b>71.9</b>
Straight	429	85.5	86.1	77.2	72.3	71.6	76.7	<b>78.1</b>

The results across this factor differ sufficiently to achieve statistical significance

We observe that by grouping together all of the 'non-straight' categories, that two additional factors 'Co-workers' and 'Culture' also achieve statistical significance when investigating differences between these two groups.

# Abundant Sun's Beyond Binary Model



\*Category makes a statistically significant contribution to the model

**Notes**

1. Gender is approaching statistical significance with Females scoring -2.6 lower than Males.
2. \*\*As previously highlighted, we observe a large degree of collinearity between "Role" and "Age Band". Age Band could equally be applied as a core predictor, but we have considered that, to a larger extent, Role is a function of Age in this case and a more relevant as an explanatory variable. This decision has been theoretically, rather than scientifically, guided and either option will produce a similar model overall.

$R^2 = 0.107, F(10, 473) = 5.679, p < .001$ .



If you could introduce steps to improve diversity, belonging and inclusion within your Municipality what would they be and why?

## **Affordable housing**

*Acknowledge Abenaki heritage, **Treat everyone the same,***  
***Better transparency, Have clear policies, Have a publicly available statement,***  
***Stop old boys club mentality, Change VT Towns always being run by white, older people***  
***Improve transportation systems, Cross class dialogue,***  
*Improve sidewalks, **Be more accessible for diverse neighborhoods,***  
***Pursue refugee resettlement programs, Advertise and offer relocation allowances,***  
*Higher pay, **Form a DEI committee,** Hire a DEI consultant,*  
***Outreach to low income and diverse communities,***  
*More whole staff get together, Affordable childcare, **More DEI training,***  
***Create more community events,** Make sure all offices are ADA compliant,*  
***Make job openings more encouraging for underrepresented groups to apply,***  
*Encourage younger people to participate, Implicit bias training,*  
***Hire more diverse people***

## Strengths

- 519 completed responses giving us a robust sample of responses with which to work.
- Excellent levels of demographic disclosure, all over 95% for every demographic category.
- Most respondents reporting that they have strong working relationships with their Town colleagues and immediate supervisor.
- A positive eNPS of +12 meaning the cohort overall has more municipality **promoters** than *detractors*.
- Respondents within Chittenden County score well on five of the six Inclusion & Belonging factors, and score well overall (80.5), combined with an eNPS of +25.

&

## Challenges

- Overall, Inclusion & Belonging within this Cohort scores in the bottom half of small and medium sized organizations
- Nearly a quarter of this cohort (24.7%) rate as organizational **detractors**.
- Respondents in Employed positions score just 0 on eNPS.
- Respondents outside of Chittenden County score low on four of the six Inclusion & Belonging factors, and low overall (73.0); combined with an eNPS of -3.
- Once all other differences between people have been equalized; respondents who don't identify as 'straight' score 6.3 points lower than someone who does identify as straight.

SUMMARY

# Appendices



## APPENDIX I

Your Town's Dashboard.

## APPENDIX II

Differences in scores between the Town's different stakeholder groups (*where categories are sufficiently large*). This requires a minimum of 7 cases per category.

## APPENDIX III

Your Town also receives their complete dataset in aggregated form. (An additional PDF attachment is provided).

# **Your Town's Results**

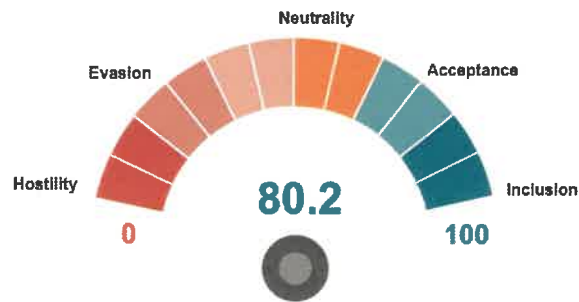
**Town of: HINESBURG**



## Inclusion & Belonging in Vermont - Results Dashboard -



Organization Name: **The Town of Hinesburg**  
 MVC: **ZR43**  
 Number and percentage of Respondents: **54 (47.0%)**



Your 2022 Quartile Positioning: **Upper Middle**

- Top >82.3
- Upper Middle 77.2 - 82.3
- Median = 77.1
- Lower Middle 68.9 - 77.0
- Bottom <68.9

I & B Index	
Factor	Your Results
Relationship with Supervisor	89.9
Relationship with Coworkers	88.7
Treated with Respect	79.2
Satisfied with Culture	73.5
Commitment to D&I	73.1
Advocacy	77.6
<b>Overall I&amp;B Index Score</b>	<b>80.2</b>

VLCT COHORT	
Cohort Median	Variance to Cohort
85.0	4.9
85.4	3.3
75.8	3.4
73.1	0.4
71.5	1.6
77.2	0.4
<b>78.0</b>	<b>2.2</b>

GLOBAL SME ORGNs.	
Global Median	Variance to Global
80.8	9.1
82.4	6.3
76.6	2.6
71.8	1.7
75.0	(1.9)
75.8	1.8
<b>77.1</b>	<b>3.1</b>

Variance above median score  
 (Variance below median score)

Town result benchmarked against Cohort median scores, which in this case is the mid-point between the Towns ranking in 4<sup>th</sup> and 5<sup>th</sup>.  
 Global result benchmarked against The Abundant Sun Inclusion & Belonging Index, which consists of approximately 3,000 small and medium sized organizations



Organization Name: **The Town of Hinesburg**

## Inclusion & Belonging in Vermont - Differences by Category-



Position Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Appointed	7	85.7	82.1	75.0	75.0	78.6	84.3	<b>80.1</b>
Elected	13	100.0	92.3	86.5	71.2	71.2	81.5	<b>82.5</b>
Employed	15	88.3	86.7	81.7	76.7	80.0	73.3	<b>81.1</b>
Volunteer or Intern	17	86.5	90.6	73.4	67.3	64.1	73.5	<b>76.7</b>

Gender Identity Category	n	Supervisor	Co-workers	Respect	Culture	Diversity & Inclusion	Advocacy	I&B INDEX
Female	20	98.5	90.0	83.8	80.3	78.8	81.5	<b>84.7</b>
Male	33	84.5	87.5	76.6	70.0	70.3	75.5	<b>77.7</b>

The results across this factor differ sufficiently to achieve statistical significance



Appendix III is supplied to you as a separate PDF document and sent along with this full report to your nominated principal survey contact within each Town.

We recommend that you review before any further onward distribution to others - as it contains all free-text comments received relating to your Town.

**Your Results**



**Thank You!**

**Thank you for participating in the  
Inclusion & Belonging Survey**

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