

## Key resources for empowering constituents and promoting diversity, equity, and inclusion

The following are a few practical guides, tools, and other resources for better empowering constituents and promoting diversity, equity, and inclusion in your organization and with organizations with whom you work.

### Cultural competence and equity in monitoring, evaluation, and learning

- The Center for Culturally Responsive Evaluation and Assessment has a range of [publications](#) to help integrate cultural and contextual dimensions into evidence creation.
- American Evaluation Association has a [Statement On Cultural Competence In Evaluation](#) providing a definition of cultural competence, its role in evaluation, and essential practices.
- Jara Dean-Coffey et al. article, "[Raising the Bar – Integrating Cultural Competence and Equity: Equitable Evaluation](#)," describes the concept of equitable evaluation alongside and an approach for building equitable-evaluation capacity.
- The [Racial Equity Toolkit](#) provides tools on how to operationalize equity. While it's specifically focused on government efforts, it is also relevant for more general tracking of differential impacts, data on racial inequity, and constituent engagement.
- UNICEF has published a guide, [How to Design and Manage Equity-focused Evaluations](#), on how to conduct and oversee evaluations that focus on the equity dimensions of interventions.
- Annie E Casey's report [By The Numbers: A Race for Results Case Study](#) offers lessons on using disaggregated data to inform policies, practices, and decision-making.
- UN Women's [How to Manage Gender-Responsive Evaluation](#) provides advice and tools for managing every step of an evaluation oriented to gender equality and women's empowerment, how gender and power relations change as a result of an intervention, and how interventions affect men and women differently.
- Racial Equity Tools includes an entire section on [evaluation](#). Some are general evaluation tools and some are specific to racial equity, with a focus on issues of power and privilege.
- D5 provides [resources](#) for collecting demographic data.



### Constituent insight and accountability

- Feedback Labs includes a number of [guides](#) and [tools](#) that address every stage of feedback loop creation, from design through course correction.
- Fund for Shared Insight shares learnings across multiple organizations in promoting the collection of feedback [overall](#) and through [Listen for Good](#).
- Development Initiatives' [Beneficiary Feedback Mechanisms: A Literature Review](#) includes a list of projects involving beneficiary feedback.
- The Global Partnership for Social Accountability has a [knowledge repository](#) with a range of materials related to social accountability.

## Key resources for empowering constituents and promoting diversity, equity, and inclusion cont.

- Threlfall Consulting's [Perceptual Feedback: What's It All About](#) provides definitions, typologies and techniques for gathering constituent perceptual data.

### User-centered design and customer experience

- Stanford's Design School provides a range of [design tools and resources](#).
- Code for America lists user-centered design [resources](#), including guides and toolkits.
- The Global Innovation Exchange lists [resources](#) for human-centered design, including ones with specific attention to evidence of impact and evaluation.
- Paul Brest et al's [Problem Solving, Human-Centered Design, and Strategic Processes](#) applies human-centered design principles for the social sector to help foundations improve their understanding of the problems they are trying to solve.

### Participatory and community engagement

- The AEA's [Collaborative, Participatory & Empowerment Evaluation TIG](#) has a number of [resources](#) for evaluations that involve stakeholders in the evaluation process and that provide communities with the tools and knowledge to monitor and evaluate their own performance.
- [The Art & Science of Place-based Evaluation](#), which grew out of a convening by the Aspen Institute, Jacobs Center for Neighborhood Innovation, and Neighborhood Funders Group, synthesizes place-based evaluation's topics and themes, involving "adaptive, learning-based models to support change."
- Laurenellen McCann's [Experimental Modes of Civic Engagement in Civic Tech: Meeting People Where They Are](#) compiles multiple processes for integrating user-centered design and community engagement into community-driven processes for creating technology for the public good.
- The Building Movement Project's [Nonprofits Integrating Community Engagement Guide](#) includes tools and resources to help nonprofit groups develop core competencies on constituent and community engagement, including for evaluation and measuring impact.
- GEO's [Building Community Capacity for Participation in Evaluation](#) provides steps for engaging community residents in evaluation and learning.
- [Harnessing the Power of Collective Learning](#), edited by Roy Steiner and Duncan Hanks, provides case studies and insight on the value of feedback, accountability, and constituent voice to enable constituents and communities to transform their circumstances.

### Constituent data privacy and security

- Digital Impact at Stanford's Center on Philanthropy and Civil Society provides [policy and agreement templates, tools and resources](#) for protecting digital data and the privacy and security of constituents.
- The Responsible Data Forum lists [practical tools and resources](#) on data security and developing responsible data policies.
- The UN's Office for the Coordination of Humanitarian Affairs offers the guide [Building Data Responsibility into Humanitarian Action](#).
- The Cash Learning Partnership has [multiple resources](#) on personal data protection.

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