



NSGC 2024 J.E.D.I. Organizational Assessment: High-level Findings and Recommendations Webinar

August 21, 2024

Q&A

Q: Could someone describe some of the differences between DEI Knowledge and DEI Familiarity domains (such as questions that were categorized into each domain)?

A: DEI Knowledge assesses members' perceived knowledge and general understanding of diversity, equity and inclusion concepts. DEI Familiarity reflects the degree to which members are comfortable working with diverse individuals and discussing diversity, equity and inclusion. The survey questions for each of these domains are listed on pg. 76 – 77 of the [Executive Summary](#).

Q: Curious if drop in membership from 2020 to 2023 is reflective of JEDI concerns stemming from the 2023 conference in Chicago. Was this drop comparable to previous years?

A: The difference in membership numbers on the slide addressing response rate is attributed to just the difference in timing during the calendar year when the survey was administered. Every year there are fewer members in March than in October. That is expected. Membership renewal opens in October of each year and the membership grace period ends the following year at the end of February. The survey was open from March 5 – 25, 2024. Around the time the survey was administered, NSGC's total membership was 3,542. In 2023 around this same time, the total membership was 3,665.

Q: There appears to be a large gap in DEI Index regarding location; other countries with over 90% and US/Canada at only ~70%. Has anyone looked at statistical significance of this and thought about implementing practices from other countries to increase our DEI Index?

A: Location results are from the 2021 survey. The results showed that members who completed the survey and reside in a country outside the U.S. and Canada (six respondents) view the organization most favorably with respect to DEI. A majority of respondents and NSGC members currently reside in the United States or Canada. NSGC continues to work with its committee members and Board to implement new policies and practices that benefit and support NSGC's diverse members.

Q: How often does the Community Conversation Series happen? I don't recall seeing any in the last year...

A: NSGC hosted a Community Conversation in April 2024. You can view past recordings of the Community Conversations Series on [NSGC.org](https://www.nsgc.org). The NSGC Education Committee and J.E.D.I. Stewardship Committee are exploring additional topics to incorporate in future

Community Conversations. Please stay tuned for the announcement of when the next Community Conversation will be scheduled.

Q: Will you please address why the recommendation on inclusion is to focus on lapsed members rather than personalizing reaching out to current members about how/if needs are being met and recommendations they may have? Why is the recommendation FOCUSED on lapsed members? Why isn't the focus on the needs of current, active members?

A: In Exeter's interviews, some interviewees suggested regularly reaching out to new, continuing and lapsed members to understand their interests and concerns in an effort to ensure diversity and inclusion within NSGC. Exeter's recommendation is to "continue to survey lapsed members to better understand their reasons for not renewing and assess their perception around inclusion and belonging," while also continuing to obtain and utilize feedback from current members to inform NSGC's programming, education and member experience. NSGC will continue to reach out to current members throughout the year to obtain their feedback and recommendations through communications such as J.E.D.I. Pulse Surveys, the Member Needs Assessment and the Education Needs Assessment.

Q: Our DEI "score" of 72% (C-) to 76% (C) seems like a small increase yet it's the highest score increase Exeter has seen in comparison. What is the usual/typical score change for a large organization?

A: The Exeter Group's first administrations typically score between 74.00% to 85.00%. The usual percentage change, or percent delta (Δ) average that Exeter has seen is 2.23%. Some organizations have seen an increase in their DEI Index, and a few have seen a decrease. Prior to NSGC's increase of 4.45%, the highest increase that Exeter has seen is an increase of 2.89%.

Q: I am wondering about the focus on HS and college recruitment for a profession that is currently over saturated? Are there efforts for improving [the] number of jobs/opportunities etc.

A: As NSGC works towards fostering greater diversity within NSGC, it is important to reach a younger generation of students and expose them to genetic counseling as a potential career path that they might not have considered. Early outreach efforts to underrepresented student groups within the profession can help to diversify the genetic counseling profession. Survey respondents encouraged NSGC to continue working for greater diversity within the profession at large and suggested partnering with other organizations to conduct outreach to middle and high schoolers.

Although NSGC can't directly impact the job market or larger economy, there are many efforts underway at NSGC to help address some of the specific issues that make a challenging economic climate even more challenging for genetic counselors. When genetic counselors are bringing in little or no reimbursement, it is harder to argue for new genetic counseling positions, or even replacing genetic counseling positions when a vacancy

occurs. NSGC is taking a four-pronged approach to help improve the reimbursement landscape: 1) continuing to push for enactment of the Access to Genetic Counselor Services Act to provide recognition and reimbursement for genetic counselors at the federal level (Medicare); 2) advocate for improved reimbursement and credentialing for genetic counselors on the state level through Medicaid and state licensure; 3) pursuing improved reimbursement through private payers by seeking a new CPT® code for genetic counseling and meeting with payers to educate them about the new code, and simultaneously, the value of genetic counseling to their beneficiaries; and 4) developing educational materials for our members to empower them to work with the many different employers, billing departments and institutions/organizations to gain support for credentialing and pursuing payment for genetic counseling services.

While none of these efforts can be done by NSGC alone, we can make a significant difference, especially if our 5,000 members are all using our voices. If genetic counselors are reimbursed and institutions are receiving revenue for our services, positions are more likely to be created and filled and patients are more likely to have access to us. This will make our profession less vulnerable at times of economic strain.

Q: Is GC program faculty participation in JEDI training being considered as a metric for the scorecard or on the dashboard?

A: NSGC does not have oversight or direct visibility into program faculty training, but we can share this recommendation during our regular conversations with the leadership of the other North American Genetic Counseling Organizations.

Q: For the next surveys, can you send individual emails to members from the previous year, so that you can include those who did not choose to renew their NSGC membership?

A: As part of the 2024 organizational assessment process, NSGC sent emails to former NSGC members whose membership lapsed in 2022 or 2023, inviting them to sign up to be considered for a key stakeholder interview.

Additionally, NSGC sends an annual Lapsed Member Survey to former members who chose not to renew their membership in that particular year to better understand their reasons for not renewing their membership.

Q: Curious how 'diversity dimensions' are decided to be included. And if possible to leave more open-ended to allow respondents to simply note that they consider themselves to be a member of a minoritized group, ensuring any and all dimensions of diversity are accounted for.

A: The diversity dimensions/demographic groups included in the J.E.D.I. Organizational Assessment Survey match those in the latest NSGC Professional Status Survey (PSS). The demographic questions in the assessment survey also included an option to self-describe

or add an answer not listed in the questions related to one's primary role, secondary role, work setting, race/ethnicity, gender identity, sexual orientation and religious and/or spiritual affiliation. If there is a diversity dimension or group not included that you would like to be considered to include in future surveys, please email nsgc@nsgc.org with your specific recommendations.

Q: What are the plans to address concern that DEI training "overshadows the genetic science updates"?

A: This is consistent with feedback NSGC has received in other surveys as well. NSGC is exploring how to address members' feedback about providing more scientific education, while also continuing to incorporate J.E.D.I. into all education topics and programming.

Q: Will future surveys track how the current job market is impacting diverse GC?

A: NSGC will share this feedback with the J.E.D.I. Stewardship Committee and NSGC Board to consider for future surveys related to diversity within the profession and the job market.

Note: NSGC will continue to collect members' feedback about their experiences related to J.E.D.I. within NSGC through future J.E.D.I. surveys and assessments conducted internally and/or with the support of external vendors.