



# DIVERSITY & INCLUSION

ANNUAL REPORT

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COUNTY OF SAN DIEGO  
**DIVERSITY  
& INCLUSION**

The County of San Diego is pleased to present our first diversity and inclusion (D&I) progress report. Though our D&I Strategic Plan is new, the County has long valued diversity. The natural next step was to leverage that diversity by actively practicing and promoting inclusion, throughout all levels of our organization. We wanted to do this in an effective and organized manner in order to achieve maximum positive impacts for our diverse workforce and customers. We consciously decided that success depended on putting some key pieces in place for D&I to advance on our D&I journey. We focused on four pieces this year: create a formal structure to support D&I; education and increase awareness; identify and develop D&I champions, and develop tools and resources. With the support and encouragement of our Chief Administrative Officer, D&I Executive Council, Resource Team for D&I, Employee Resource Groups (ERG), D&I Champions, and a receptive workforce, we made progress in all of these areas. The accomplishments in this report represent the first phase of a five year strategic plan which solidifies the County of San Diego's commitment to being on a continuous and evolving D&I journey.



# FORMAL STRUCTURE

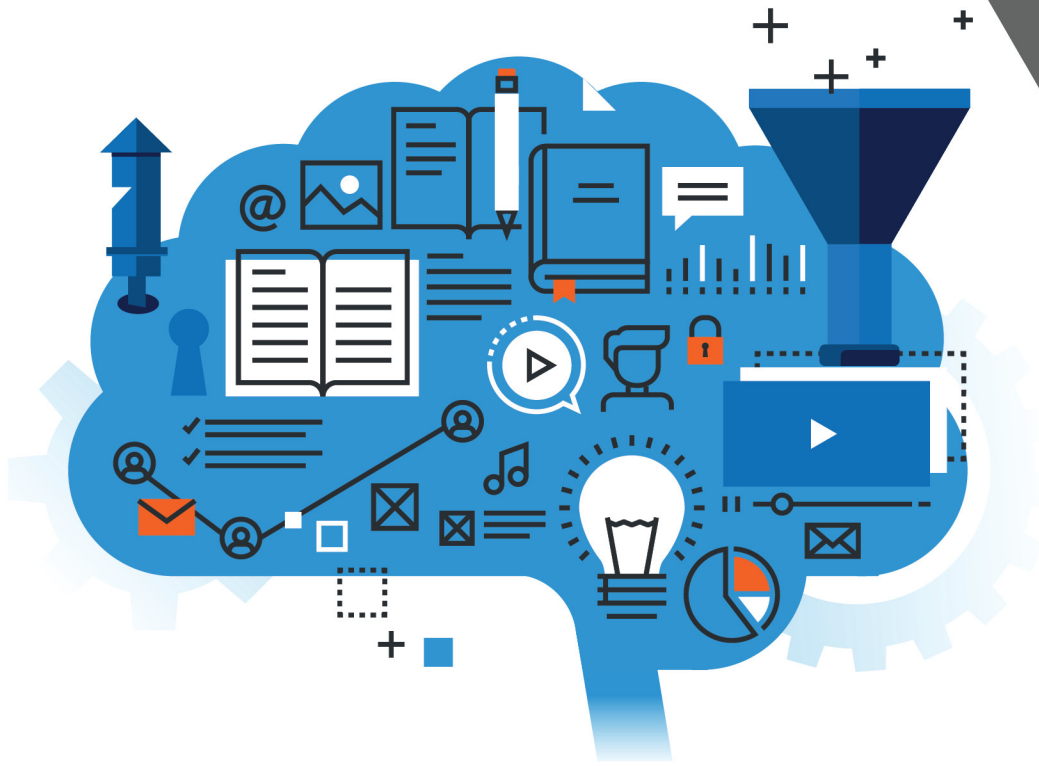
A formalized structure communicates that D&I is a County value, and provides a mechanism for guidance, accountability, performance measurement, and communication.

A D&I Executive Council role model and champion D&I efforts, establish priorities and measure progress. In addition the Task Force that developed the County's Strategic Plan was asked to transition into a Resource Team for Diversity and Inclusion to drive communication and educational efforts and implement some of the goals and activities outlined in the D&I Strategic Plan. Each activity and/or goal must support one of the four desired outcomes articulated in the plan, which are:

1. Exceptional Services to Our Diverse Customers
2. Inclusion for All Employees & Customers
3. A Motivated & Engaged Workforce
4. Organizational Effectiveness & Innovation



# INCREASE AWARENESS & EDUCATION



One of our first education efforts was to create a Speaker's Bureau, a group of D&I resource team members available to present an overview of D&I concepts to County departments upon request. Members of the speaker's bureau conducted a total of 15 presentations in 2016 to over 2,000 employees, including the executive teams of all five business groups, the county-wide human resources community, and various departments and divisions. In response to a request from the executives, the speaker's bureau developed a list of D&I action items which shows employees at every level of the organization how they can and do play a role in promoting inclusion and providing culturally competent customer services. The executive council approved the list for use by every County department.

## INCREASE AWARENESS & EDUCATION

The Department of Human Resources Employee Development division updated its core diversity class to reflect the new D&I strategy. This class, entitled Embracing Diversity and Inclusion, is mandatory for all new employees in New Employee Orientation. This class communicates our values on an employee's second day of employment, and is designed to empower and help employees to understand that everyone is responsible for creating a county culture that values diversity and promotes inclusion. This class covers the four concepts of diversity, inclusion, cultural competence & equity. Employees are guided through activities intended to increase awareness of their own cultural background and how it compares to their coworkers. In addition to this class, the Employee Development Division designed a new class called Promoting an Inclusive Workplace which highlights how employees can promote an inclusive workplace by defining, practicing & demonstrating cultural competence and communication through: curiosity, self-awareness, flexibility collaboration, leadership, and relationship building.

