



COUNTY OF SAN DIEGO
DIVERSITY & INCLUSION

FISCAL YEAR 17/18 REPORT



COUNTY OF SAN DIEGO
DIVERSITY & INCLUSION



Helen N. Robbins-Meyer
CHIEF ADMINISTRATIVE OFFICER

A MESSAGE FROM OUR CAO
HELEN N. ROBBINS-MEYER
CHIEF ADMINISTRATIVE OFFICER

Diversity and inclusion is all about creating shared values by working together for a common mission, taking one small step at a time. Our Diversity and Inclusion Initiative has an audacious mission, it defines a vision for the desired outcome, addresses the dynamics of change, designs an appropriate foundational strategy, and selects and combines the most effective interventions and best practices, all the while supporting and celebrating the benefits that diversity, inclusion and equity can bring. Creativity and innovation in the workplace flourish and our County becomes stronger.

Over the past year the County of San Diego's diversity and inclusion efforts have gained momentum and are now receiving numerous national awards. We have been recognized for our focus on inclusion, specifically highlighting programs and activities that pursue authenticity and engagement in work relationships and foster a culture of belonging, where we are encouraged to acknowledge, appreciate and value the contributions each unique individual brings to the County of San Diego.

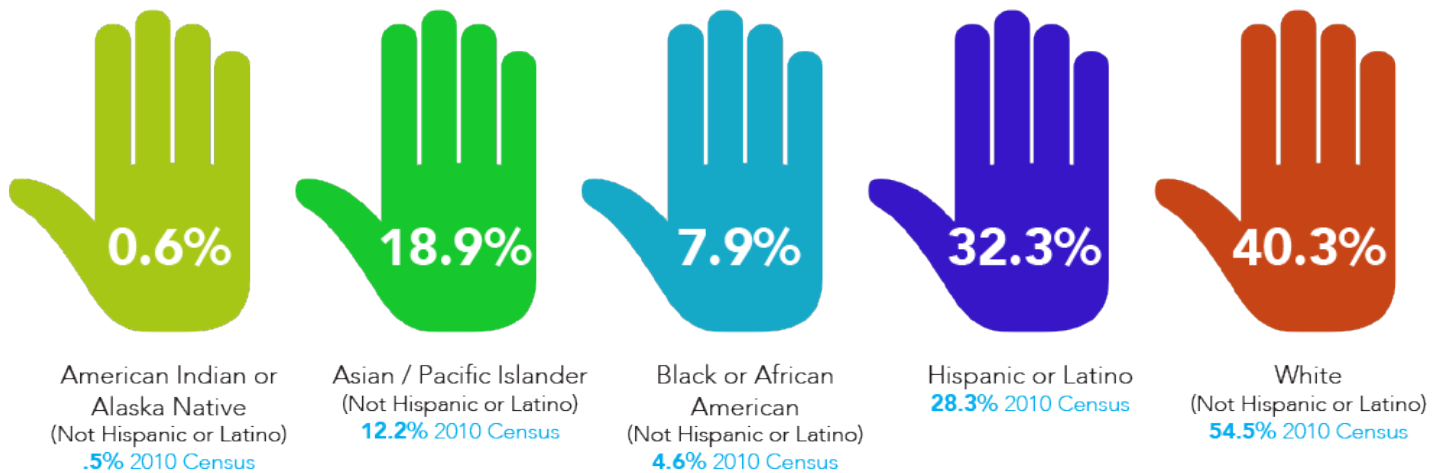


These awards are an acknowledgment of the hard work and dedication of County staff and highlight some of the achievements of our Diversity and Inclusion Strategic Plan. The following report also represents some of our best and brightest moments of our commitment to a more inclusive and diverse work environment.

DIVERSITY & INCLUSION

County of San Diego Employees
DIVERSITY & INCLUSION FISCAL YEAR 17/18 REPORT

We are the County



COUNTY OF SAN DIEGO **WORKFORCE DIVERSITY STATISTICS** 2010 CENSUS COMPARISON

Our diversity goal is to have our workforce be a reflection of those we serve in our communities. As highlighted, we are in alignment with the available workforce in San Diego County as determined by the 2010 Census. By ensuring the ethnic diversity of our workforce, we are better able to provide world-class service for our 3.3 million residents and strengthen our community relationships.

Goal:

- Expand outreach to attract underrepresented suppliers and inform new and established suppliers of additional opportunities to do business with County.
- Ensure that all those involved in the supplier selection process are knowledgeable about D&I.



County Outreach Workshop
COUNTY OPERATIONS CENTER

Results:

In support of this goal, the Department of Purchasing and Contracting is continuing to build upon their community outreach by educating the communities they serve about doing business with the County.

Hosted 11 Community Outreach events:

- 6 Quarterly County Outreach Workshops
- 2 Evening events at the COC for small businesses and local businesses
- 3 Regional Contractor/Community Forums

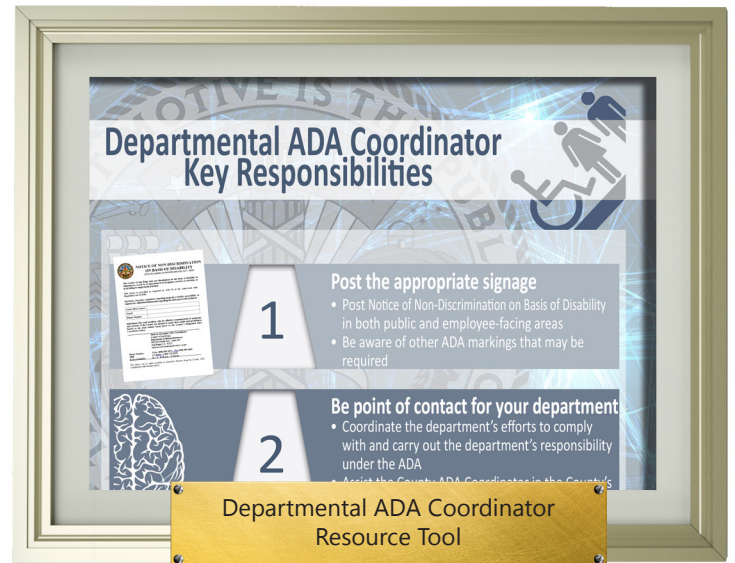
Subjects included explanations of:

- Needs of goods and services of the County
- Registration into "BuyNet"
- The bid and proposal process
- Contract terminology
- Rules and regulations
- How to find business opportunities with COSD



County Outreach Workshop
COUNTY OPERATIONS CENTER

By providing these resources and informational seminars to small business owners, the Department of Purchasing & Contracting hopes to see an increase in contracts awarded to individuals who have never done business with the County, particularly in the communities where the work is being done, thus increasing the diversity of our supplier pool.



Goal:

- Create a more inclusive and accessible climate at the County where employees can be proud of their identity and use it as a source to channel their skills for benefit of the County.
- Promote accessibility and accommodations for employees and customers with disabilities at the County and ensure that areas where people work and socialize are accessible.

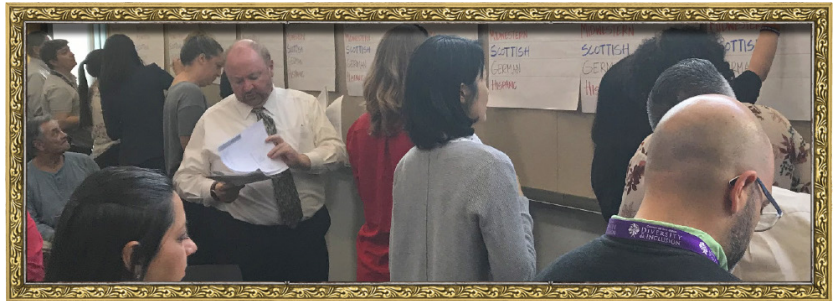
Results:

- Reviewed existing processes and procedures and best practices to determine areas of improvement.
- Identified Departmental ADA Coordinators to work with customers when ADA issues arise.
- All ADA Departmental Coordinators will be trained on appropriate procedures and policies.
- A Departmental ADA Coordinator Toolkit has been created to be distributed to all Coordinators outlining their role to fulfill their responsibilities.
- An E-Learning module has been designed to provide all new Departmental ADA Coordinators with basic ADA information.
- Annual Classroom training is in the final stages of development.
- Expanded DiverseAbility Course for Amazing Race 6.

These additional resources will ensure that the public has easy access to trained professionals when they have questions about programs, services and activities.

Workshops

Four workshops were held to increase awareness of cultural diversity. Employees came together to celebrate our uniqueness directly aligning to the desired outcomes of the strategic plan by encouraging individuals to be authentic and respectful with others.



1. D&I Movie Night

The first event was an evening at the movies, premiering the film, "The Music of Strangers featuring Yo-Yo Ma & the Silk Road Ensemble". The film gave attendees the opportunity to gain an understanding of the world beyond our own borders. The evening encouraged us to explore what can happen when people from different cultures meet and share their artistic traditions. The highlight of the evening was the introduction of the pipa player Wu Man who shared her personal experiences with music and culture. All participants acquired an appreciation of the role we all have in preserving one's own cultural traditions and at the same time understanding and connecting with people from vastly different backgrounds.



Workshops



2. Everyone Has An Accent

The D&I Resource team sponsored a workshop that brought to light this very concept, with the intention of teaching County employees how to give positive experiences to customers who might have a different accent from us.

This workshop created a thought-provoking environment where D&I champions worked side by side with Customer Experience Initiative Ambassadors.

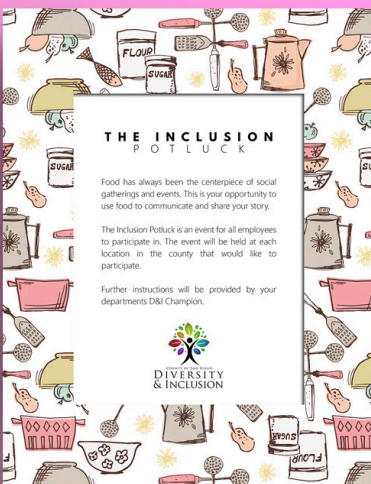
Participants were asked to explore their own biases and perceptions of individuals with accents different than their own. Many participants stated that the workshop was beneficial and gave them a greater sense of empathy and compassion for others.



3. Multicultural Customer Service Workshop

Recognition that our customer's needs and expectations may vary across cultures and our desire to provide the same quality service to ALL customers frequently means adapting our personal delivery style and usual business practices to meet individual customer's needs.

We hosted a collaborative workshop that was filled with various techniques and tips to expand knowledge of our own culture and other cultures, to build rapport with our customers, and to be observant of our customer's behaviors, preferences, and traditions. Barriers to delivering exceptional multicultural customer service were discussed and creative solutions were revealed.



4. The Inclusion Potluck

Our final event of the year was Inclusion Potlucks that were hosted in over 20 departments throughout the County. Food has always been the centerpiece of social gatherings and events. It is a great way to bring people together. In addition to uniting people, food tells a story about who we are, where we come from, and our heritage. Everyone was invited to share a dish from their family or culture and use this opportunity to communicate and share their story.

Education

The Department of Human Resources designed a new E-learning course, Unconscious Bias in Hiring, to address the topic of bias during the interview process. Unconscious Bias in Hiring highlights the importance of avoiding preconceived ideas and refraining from making judgments about candidates due to our biases.

The training emphasizes approaching each candidate with an open mind and determining their eligibility and suitability for the job based solely on their qualifications. This class is required for any County staff who will be participating on an interview panel.

Current Countywide Classroom Trainings:

- Generations in the Workplace
- Promoting an Inclusive Workplace
- Embracing Diversity & Inclusion
- The Art of Inclusive Communication (NCRC)
- Serving Diverse Customers
- Championing D&I
- Cultural Competency Overview



D&I Trainings Available for COSD Employees

- 45 Classroom
- 8 Video
- 18 Online



4,726
EMPLOYEES PARTICIPATED
IN D&I RELATED TRAININGS



11,880
TRAINING HOURS



1,780 Completions
UNCONSCIOUS BIAS
IN HIRING



90% Overall Satisfaction
EMBRACING DIVERSITY
& INCLUSION

91% of new employees reported that they understood the County's diversity vision and goals

92% of new employees reported that valuing diversity is an integral part of the County's mission and strategy

80% of trainees reported that the examples, materials and content of training reflect the County's commitment to a diverse workforce



Employee Resource Group

Collaboration

To foster the inclusive environment, teams from multiple Employee Resource Groups and County Departments worked together to plan and present events that focused on our cultural uniqueness at the same time bringing us together.

- Light the Night for Pride at CAC - July 13, 2018
- AAACE's Juneteenth Celebration - June 15, 2018
- Philippine Independence Day Celebration – June 8, 2018
- Asian Pacific Islander (API) Heritage Month – May 2nd, 2018
- Middle Eastern Employee Resource Group Spring Event - April 27, 2018
- Plant the Seeds of Diversity & Inclusion – April 21, 2018
- Annual Black History Month Celebration at Spring Valley Library – February 24, 2018
- March with AAACE in the MLK Jr Day Parade - January 14, 2018
- Employee Resource Group Holiday Party – December 16, 2017
- Hispanic Heritage Month Celebration - October 23, 2017

Diversity and Inclusion CHAMPIONS

The County of San Diego has 70 D&I Lead Champions representing departments from all five business groups. Our champions work in collaboration with their Director and Departmental Human Resource Officers to actively support the County's Strategic Plan for Diversity and Inclusion. They conduct activities to promote inclusive teams and look for opportunities to create learning opportunities on diversity, inclusion, cultural competence and equity.

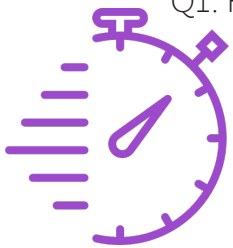
Champions are dedicated to creating a safe environment for all employees to express their true selves at work. They work hard to educate and motivate people about the importance of D&I and how it helps us better serve all residents in the County. Many champions have told us how rewarding it is to be part of this effort and how proud it makes them to be part of a County that values diversity and inclusion.



“Being a D&I Champion is one of the most rewarding opportunities I’ve had while working for the County of San Diego!”

- Diversity and Inclusion Champion

Q1: How long have you been a D&I champion?



Answer Choices	Responses
1-2 years	50%
Less than 1 year	29%
More than 2 year	21%

Q2: On average, how often do you engage with your staff/department on D&I?



Answer Choices	Responses
Once a month	59%
Weekly	24%

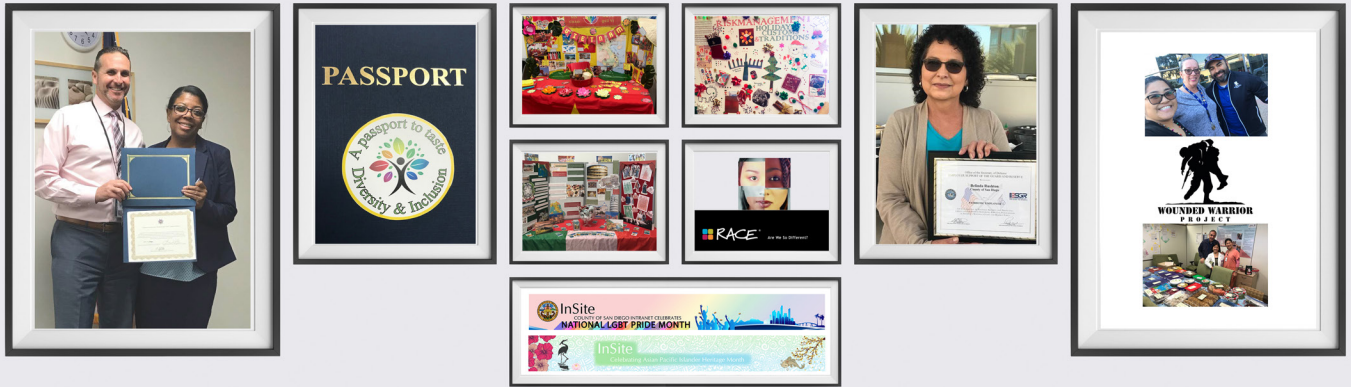
“I enjoy being a D&I Champion. This initiative is vital to the growth and development of the County of San Diego as a well rounded agency to work for.”

- Diversity and Inclusion Champion



Q3: What types of activities have you conducted as a Champion?

Answer Choices	Responses
Icebreaker / teambuilding activities	73%
Dialogues / conversations	70%
Potlucks or cultural heritage events	67%
Show video at a staff meeting	65%
Email blasts	62%
Presentations / meetings in a box	53%
Bulletin boards	36%
Newsletter column	23%



Departmental Highlights



PSG: The Probation Department awarded their first HEART/Diversity and Inclusion Award to Supervising Probation Officer, Tabatha Wilburn, for her efforts in coordinating the annual Black History luncheon and her efforts to enhance the Probation Departments' diversity and inclusion efforts.



LUEG: The Air Pollution Control District is leading efforts to reduce pollution exposure in under served communities in San Ysidro and the Portside Neighborhoods of Sherman Heights, Logan Heights, Barrio Logan and National City. To insure inclusion, APCD led or attended 18 meetings to get ideas, hear concerns, and receive suggestions from community members on how to achieve this goal.



HHSA: Eligibility Operations hosted a Passport to Taste Diversity & Inclusion Event which assigned participants "citizenship" to two randomly picked countries. Each team researched and showcased the food and historical facts about their assigned country.



CSG: County Libraries took 30 employees to the Museum of Man in Balboa Park to a guided tour and discussion on the exhibit, Race: Are We So Different. This program focused on the complex history of race in the United States and included a professional development focus for library staff.



FG3: Our County Communications team began featuring a cultural heritage month banner on InSite and will continue doing so throughout the year in alignment with the County's ten Employee Resource Groups.



Beginning fiscal year 2018/19 and continuing through 2020, we will continue to meet the goals as set forth in the D&I Strategic Plan by providing world-class public service by utilizing cultural and linguistic competence. We plan to achieve this goal by building upon the HEART initiative to discover the cultural and language backgrounds of our customers in order to develop the cultural and linguistic competence of our workforce. We also plan on identifying the gaps and barriers that exist to providing language services to our customers so that we can promote awareness, expectations and skills required for culturally and linguistically competent customer service.

Additionally, the Diversity and Inclusion Executive Council along with the Resource Team for Diversity and Inclusion will continue to work to define the County's reputation as a leader on D&I through actions and results. We will achieve this goal by demonstrating progress towards D&I desired outcomes through key metrics organizational transformation. Finally, we will continue to promote a culture of teamwork and inclusion throughout the County.

