



COUNTY OF SAN DIEGO
**DIVERSITY &
INCLUSION**

FISCAL YEAR 18/19 REPORT



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



The County of San Diego's commitment to valuing diversity and practicing inclusion supports our values of Integrity, Stewardship, and Commitment to excellence. When employees feel valued and included they become more engaged and are able to ensure excellence for our customers. We are committed to attracting and retaining a diverse employee base that mirrors the populations we serve. We are creating a workforce which is fair and respectful of individuals and their similarities and differences.

Continuing to build on the progress we have made since we began this initiative we continue to improve organizational performance and increase our influence in the region by honoring the multitude of cultures who call the County of San Diego home.

The following report represents some of our best and brightest moments over the past year of our commitment to a more inclusive and diverse work environment.



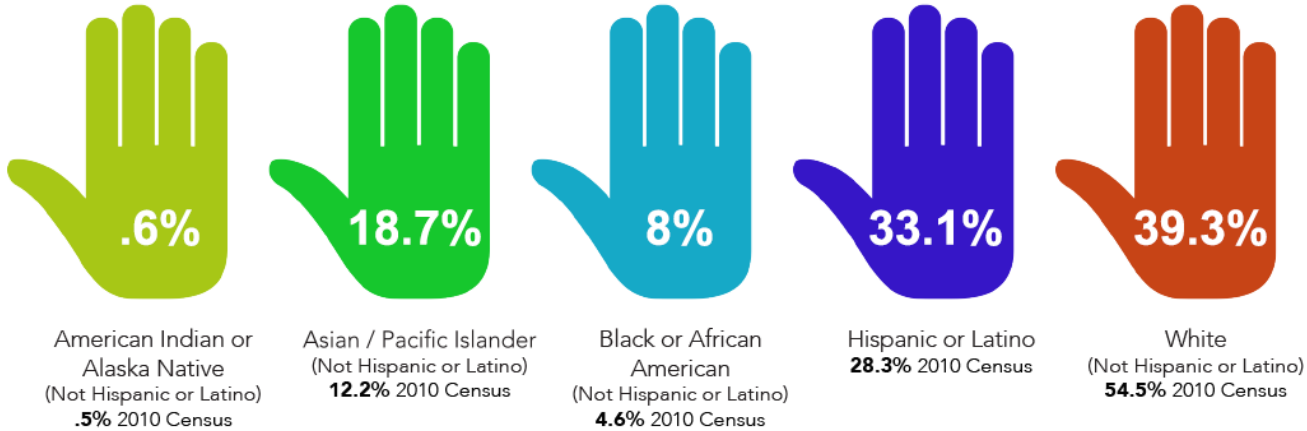
The NACo 2018 Awards are an acknowledgment of the hard work and dedication of County staff and highlight some of the achievements of our Diversity and Inclusion Strategic Plan.

1. *Unconscious Bias in Hiring (Online Training)*
2. *Everyone has an Accent (Classroom Training)*



County of San Diego Employees
 DIVERSITY & INCLUSION FISCAL YEAR 18/19 REPORT

We are the County



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

One of our diversity goals 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:

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:

Americans with Disabilities Act Coordinators were designated for each County Department to work with customers when ADA issues arise.

To provide exceptional service to external customers with disabilities, Department of Human Resources delivered ADA Departmental Coordinator Training to all appointed Departmental ADA Coordinators. The desired outcome was to increase knowledge of ADA law, compliance issues, and clarification of the role of the ADA Coordinator. This training will ensure that the public has easy access to trained professionals when they have questions about access to programs, services and activities.



ADA Coordinator **TOOLKIT**

- A Departmental ADA Coordinator Toolkit was distributed to all Coordinators outlining their role to fulfill their responsibilities.

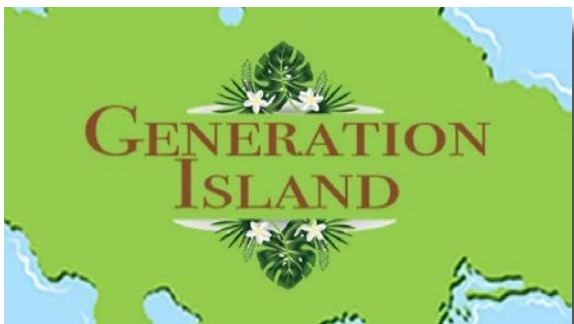
Goal:

“ PROVIDE WORLD CLASS PUBLIC SERVICE BY UTILIZING CULTURAL AND LINGUISTIC COMPETENCE. ”

Results:



- Distributed monthly D&I Digests to Departmental D&I Champions with a focus on cultural and linguistic competence.
- Added a new course, Exploring Linguistic Diversity, to our Diversity and Inclusion Training Series, along with existing courses Cultural Competency Overview and Serving Diverse Customers.



- Launched a new online training series, Generation Island, to increase awareness of generational differences and how their cultural influences transfer to the workplace.
- Premiered a revamped New Employee Orientation D&I introductory training, From Me to We, with a focus on cultural competence and providing exceptional customer service to our region's diverse population.



Workshops

Workshops were held to increase awareness of cultural diversity, to celebrate our D&I Champions many accomplishments and to provide an opportunity to share best practices across County Departments.



SAM BROWN, AN ELDER IN THE VIEJAS BAND OF KUMEYAAY INDIANS.

The Department of Human Resources hosted a presentation from Sam Brown, an elder in the Viejas Band of Kumeyaay Indians, who shared stories of culture and community in a lunchtime gathering at the County Operations Center. His stories focused on the local indigenous people, Kumeyaay culture, traditions, beliefs, and creation tales. He also shared insightful tips on basic communication etiquette with native populations to help better understand the nuances of cross-cultural communication.

CHAMPIONS

S H O W C A S E

D&I Champion Showcase

The Diversity and Inclusion Executive Council and Resource Team for D&I hosted a “D&I Champion Showcase” at the County Operations Center in April 2019. Attendees got a chance to see what others are doing to strengthen diversity and inclusion within their departments. More than 20 champions shared ideas through demonstrations and informational displays. This interactive collaborative event was an opportunity to showcase their creative ideas, resources and best practices that have fostered a greater sense of inclusion in their departments and helped to build trusting relationships. Additionally, this event was an opportunity to acknowledge the D&I Champions for their hard work and continued commitment as D&I leaders.



PUBLIC SAFETY GROUP CHAMPIONS - Receive recognition for their hard work and dedication as Champions.



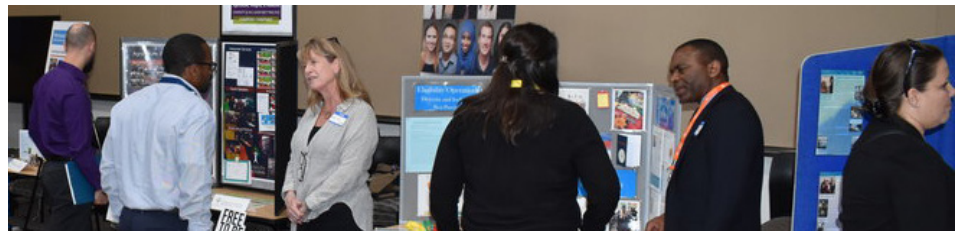
REGISTRAR OF VOTERS CHAMPION - Yuo-Sheng Wu



PLANNING AND DEVELOPMENT SERVICES - Champions share ideas.



ENVIRONMENTAL HEALTH - HAZMAT DIVISION CHAMPION - Ryan White



Education



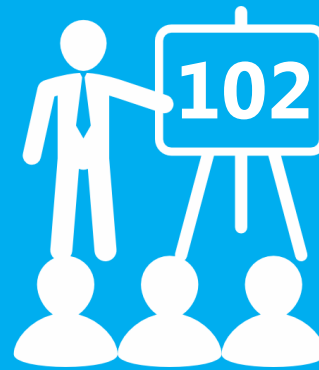
Countywide Diversity & Inclusion Training Series

- Generations in the Workplace
- Promoting an Inclusive Workplace
- From Me to We
- Serving Diverse customers
- Generation Island
- Cultural Competency Overview
- Diversity and Inclusion for Supervisors
- Exploring Linguistic Diversity

99% of new employees reported that after New Employee Orientation training they understood the County's diversity vision and goals.

100% of New Employee Orientation attendees reported that they understood that valuing diversity is an integral part of the County's mission and strategy.

94% of trainees reported that the examples, materials, and content of training reflect the County's commitment to a diverse workforce.



D&I Trainings Available for COSD Employees

- ▮ 76 Classroom
- ▮ 7 Video
- ▮ 19 Online



4,805
EMPLOYEES PARTICIPATED
IN D&I RELATED TRAININGS



10,326
DIVERSITY & INCLUSION
TRAINING HOURS



3,736
COMPLETIONS OF
GENERATION ISLAND



98%
OVERALL SATISFACTION
EMBRACING DIVERSITY
& INCLUSION

Employee Resource Group

Collaboration

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



Our Employee Resource Groups also sponsored multiple activities for employees to get together and build relationships including: hikes, book chats, movie nights, chai chats, educational opportunities, workshops, and social mixers.

JUNE 27, 2019

ERG Lunch and Learn with Dan McCallister
sponsored by EWA

JUNE 15, 2019

Juneteenth Celebration
sponsored by AAACE

JUNE 7, 2019

Philippine Independence Day Celebration
sponsored by CSDFEA

MAY 1, 2019

Asian and Pacific Island Heritage Month
sponsored by APACE & PISCE

MARCH 28, 2019

6th Annual Ethics Awareness Month Fair
FEBRUARY 27, 2019

Generational Diversity in the Workplace
sponsored by EWA

JANUARY 21, 2019

March in Dr. Martin Luther King Jr. Parade
sponsored by AAACE

DECEMBER 15, 2018

Wreaths Across America
sponsored by Valor

NOVEMBER 10 & 11, 2018

Warrior Hike Challenge & Holiday's for Heros
sponsored by Valor

OCTOBER 22, 2018

Hispanic Heritage Month Celebration
sponsored by SDCLA

OCTOBER 11, 2018

National Coming Out Day
sponsored by LGBTA

JULY 13, 2018

Light the Night for Pride
sponsored by LGBTA

DIVERSITY AND INCLUSION EMPLOYEE ENGAGEMENT SURVEY RESULTS



Research has shown that an engaged workforce has higher goal achievement, higher retention rates, takes pride in their work and finds personal meaning in the work that they do. An engaged employee is happier in the workplace because they feel a greater sense of inclusion and belonging. The County of San Diego set out to measure employee engagement and asked specific questions in relation to diversity, inclusion and belonging. Here are those results.



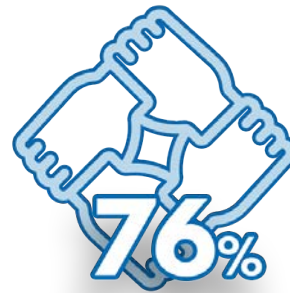
I make an effort to make others feel like they belong at the County.



I actively seek out ideas and perspectives that are different from my own.



I can be authentic and genuine - can be myself when I interact with members of my workgroup.



My department values diversity and practices inclusion.



Employees in my Department treat each other with respect.

DIVERSITY AND INCLUSION DEPARTMENTAL HIGHLIGHTS



The County of San Diego Libraries continue to provide learning opportunities to share other cultures with staff and customers and create an inclusive space for everyone. The Library provides educational programs and special events such as: Black History Month, Dia de las Muertos, Bi-lingual storytimes including Spanish/Japanese/Chinese and many more activities to meet the needs of the communities they serve. County Libraries won the Joe Cordero Diversity and Inclusion Award from the CAO in December 2018.



Department of Human Resources brought the excitement and diversity of the World Cup soccer competition to the cubicles of employees. Each participant learned interesting facts about the countries who participated in the tournament and expanded their cultural competence.



Child Welfare Services created a Cultural Responsiveness Academy to help employees better understand customers who represent diverse cultures in our region. The Academy encouraged empathetic interactions and assertive communication to foster positive dialogue and outcomes.



Department of Public Works created the "Diversity Party Wheel Game" to engage employee's with an interactive learning experience that promoted the Diversity & Inclusion Initiative. The game created a safe space for employees to explore deeper topics to gain a greater appreciation for each other.



The County's Office of Emergency Services and the County's Department of Public Health continue to build relationships with agencies in the region to share critical, vetted, information with Limited English Proficient communities during emergencies. The Partner Relay is made up of over 400 community leaders from non-profit organizations, community-based groups, houses of worship, and refugee resettlement agencies throughout the region, representing nine different languages Spanish, Tagalog, Chinese, Korean, Arabic, Vietnamese, Somali, and Karen, as well as homeless and newly arrived immigrant populations.



In fiscal year 2019-2020 we will be evaluating the initial strategic plan while continuing to focus on the goals of cultural and linguistic competence set forth in the first five years. The most significant goal is to embed the inclusive mindset and outcomes of the initiative into the departments by utilizing four group leads. The leads will work closely with both DHR staff and the departmental champions to better assess the operational needs and inclusion challenges specific to their groups. They will function as champions for the initiative at the executive level to channel information and foster dialogue between the departmental champions they represent and the management teams. This new structure will help to build upon the organizational transformation begun in the initial rollout of the strategic plan and help us reach our D&I desired outcomes.

Additionally, we will focus on engaging all levels of employees through educational activities, cultural events, opportunities to share their stories, and community connections.

Finally, we will continue to recruit and retain a diverse workforce and promote a culture of teamwork and inclusion throughout the County.