



COUNTY OF SAN DIEGO

DIVERSITY & INCLUSION

FISCAL YEAR 19/20 REPORT

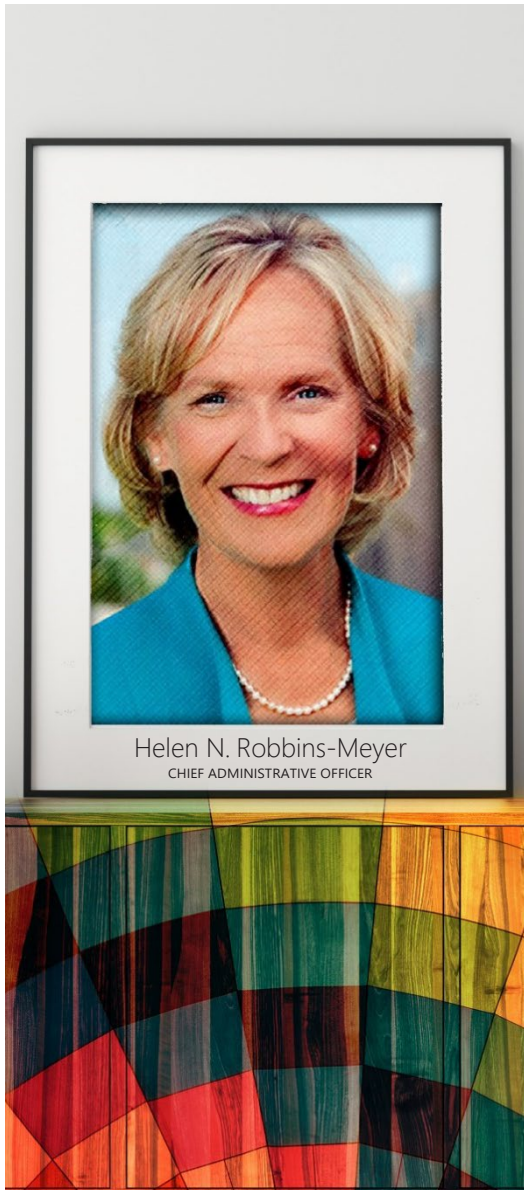


COUNTY OF SAN DIEGO
DIVERSITY
& INCLUSION

A MESSAGE FROM OUR CAO

HELEN N. ROBBINS-MEYER

CHIEF ADMINISTRATIVE OFFICER



Helen N. Robbins-Meyer
CHIEF ADMINISTRATIVE OFFICER

As we look back on the first five years of our Diversity and Inclusion initiative, we do so with open eyes and eager hearts. While the final pages of this first chapter also marked the beginning of a new decade, no one could have anticipated what was to come. 2020 rolled in with unprecedented challenges in the form of the worldwide novel coronavirus, COVID-19, followed by tragedies that have awakened our nation to the gaps in racial equity.

Throughout these challenges, our team of dedicated and passionate staff was unwavering. Innovation has kept us connected and serving in new ways. Seeds of curiosity, self-awareness, and flexibility have been sown and nurtured through collaboration, leadership, and relationship-building. We have endeavored to create an inclusive environment and a diverse workforce for those who serve and those we serve. We have seen our culture grow at all levels of our operations, fortifying our values of integrity, stewardship, and commitment and endeavoring to increase our outcomes in:

- Exceptional Services to Our Diverse Customers
- Inclusion for All Employees & Customers
- A Motivated & Engaged Workforce
- Organizational Effectiveness & Innovation

Building on the foundation and progress since the inception of the Diversity and Inclusion initiative, the following report highlights a spectrum of our accomplishments this year and points to the challenging yet exciting path ahead.

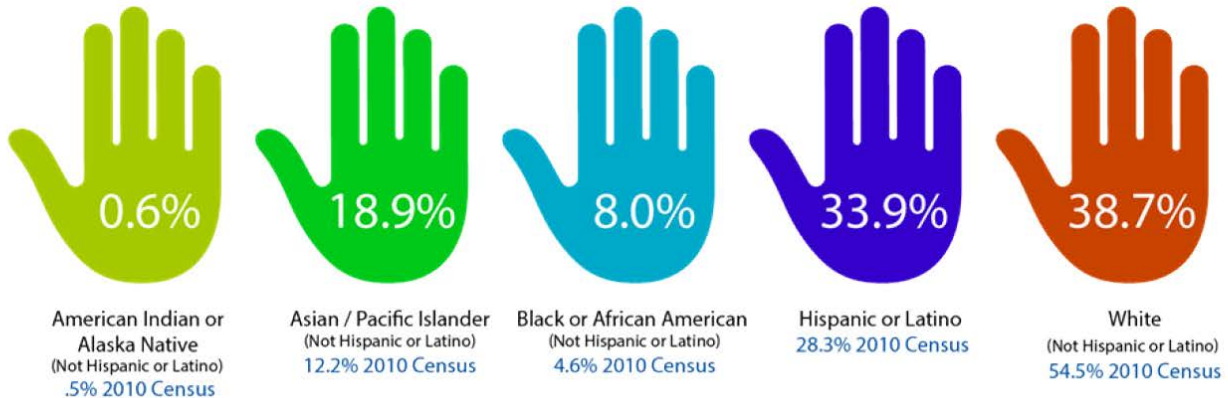
The NACo 2020 Awards are an acknowledgment of the hard work and dedication of County staff and highlight some of the achievements of our Diversity and Inclusion Strategic Plan.

1. *Diversity and Inclusion Digest*
2. *Generation Island Online Training*
3. *Whole Self Workshop*

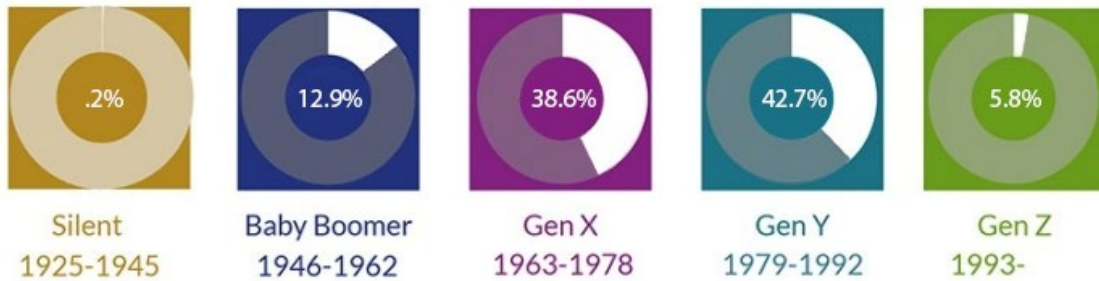


We are the County

County of San Diego
 Workforce Diversity Statistics
 2010 CENSUS COMPARISON



Generations



One of our diversity goals is to have our workforce reflect 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. When the 2020 census results are released, we will use the data to inform our continued diversity and inclusion efforts. 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:

**DEVELOP
INFRASTRUCTURE TO
IMPLEMENT AND
SUSTAIN THE D&I
STRATEGIC PLAN**

Results:

D&I Group Leads

This past year, D&I Group Lead Champions were selected for their passion for Diversity and Inclusion efforts by the Deputy Chief Administrative Officers (DCAO's) to represent each County Group. Group Leads serve as a vital link between executives, departmental champions, and departmental management teams. These new positions are tasked with channeling information, mentoring Champions, and fostering dialogue between all levels of the organization. They regularly collaborate with the DHR D&I Team to stay apprised of various needs, successes, and areas of focus to establish opportunities for cross-functional threading and consistent messaging at all levels of the organization.



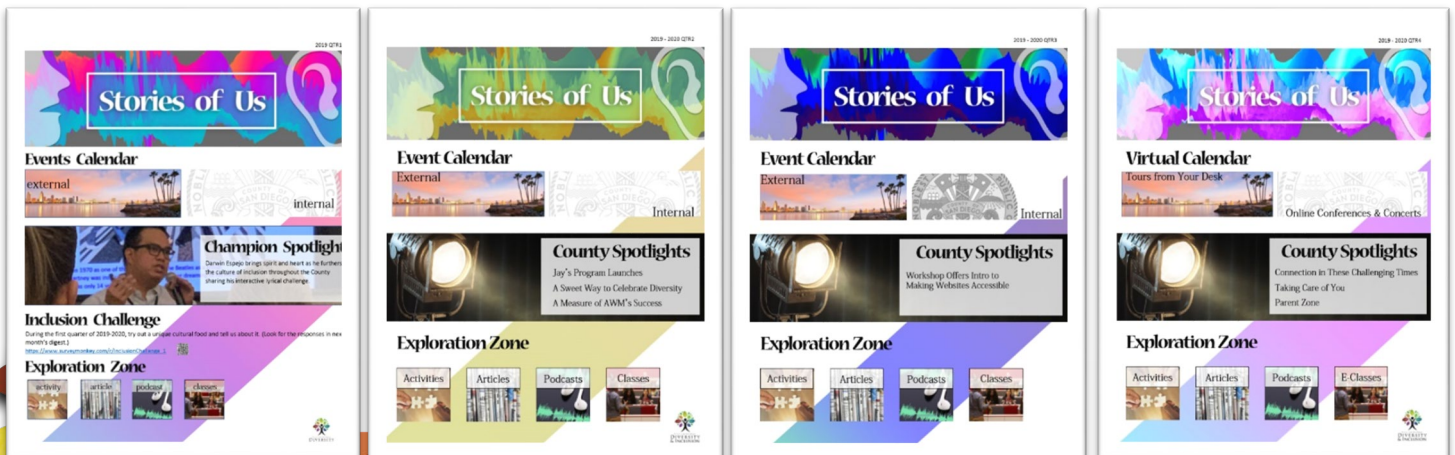
Goal:

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

Results:

Digestible Content for Departmental Champions

The D&I Digest transformed from a monthly email into an interactive quarterly publication providing a wide range of information, resources, and guided activities for the departmental Diversity and Inclusion (D&I) Champions. The newsletter serves as a tool to capture and share ideas and stories about things that are happening in our workplace and community. Utilizing human interest topics, delivered in multiple formats, we engage our Champions by focusing on themes that are relevant and work toward our future D&I goals. The D&I Digest is an information bridge to those carrying out the important inclusion work on the front lines of County services. The Digest offers insightful examples of inclusion, connection, and engagement using the digital medium to facilitate discussion and empathy-building.





Whole Self Workshop

Whole Self Workshop

Creating a diverse and inclusive environment is vital to our success and is closely connected to our mission of providing exceptional customer service to the communities we serve. The DHR D&I team designed the Employee Whole Self Workshop as the main collaborative activity during Countywide Customer Service HEART (Helpfulness, Expertise, Attentiveness, Respect, and Timeliness) Week activities. This learning experience encouraged employees to engage in meaningful interactive opportunities that explored the direct correlation between providing exceptional customer service and nurturing our authentic selves physically, emotionally, culturally, spiritually, and intellectually. To provide world-class service we first need to understand what it means to take care of our whole self. This event served as the culminating activity where employees networked, explored ways to nurture their "whole best self" and created a sense of community, connection, and belonging among participants.





Leveraging Linguistic Diversity Workshop

Leveraging Linguistic Diversity Workshop

As a county “committed to valuing diversity and practicing inclusion,” the Leveraging Linguistic Diversity Workshop demonstrated the benefit of a diversity of languages spoken by our employees and the expanded opportunities we have to provide “above and beyond” service.

The one-hour event was crafted to show the uniqueness of languages throughout the world and highlight moments when the ability to communicate in multiple languages is an asset. This virtual interactive experience encouraged participants to share their experience and engage in conversation while demonstrating the value of language diversity, ways to leverage language, and sharing specific language and translation resources.

The feature story was an interview with our own Ms. Fery Samani from the Department of Agriculture, Weights, and Measures. Samani immigrated to the United States from Iran in her early professional years. She serves as a point of contact between the Association of Iranian American Professionals (AIAP) and the COVID-19 Outreach program, which provides free grocery shopping and delivery services to vulnerable individuals with language barriers. Her story is a beacon of how language can bring light to those who feel the disconnection of difference and highlights the benefits of linguistic diversity.

LEVERAGING LINGUISTIC DIVERSITY
DIVERSITY & INCLUSION WORKSHOP

1 HR WEBINAR

GUEST SPEAKER: MS. FERY SAMANI
IRANIAN BORN, COMMUNITY LEADER AND COUNTY EMPLOYEE

TOPICS INCLUDE:

- VALUE OF LANGUAGE DIVERSITY
- WAYS TO LEVERAGE LANGUAGE
- LANGUAGE & TRANSLATION SERVICES

JOIN US:
THURSDAY, JUNE 25TH
AT 1 PM

D&I CHAMPIONS & CEI AMBASSADORS
PLEASE REGISTER IN THE LMS

“This was a really interesting training. I learned a lot and felt this training provided a lot for one hour.”

-WORKSHOP PARTICIPANT





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

100% of respondents to the New Employee D&I training, "From Me to We," said they understood the County's diversity vision and goals.



97% of trainees reported that the examples, materials, and content of training reflect the County's commitment to a diverse workforce.



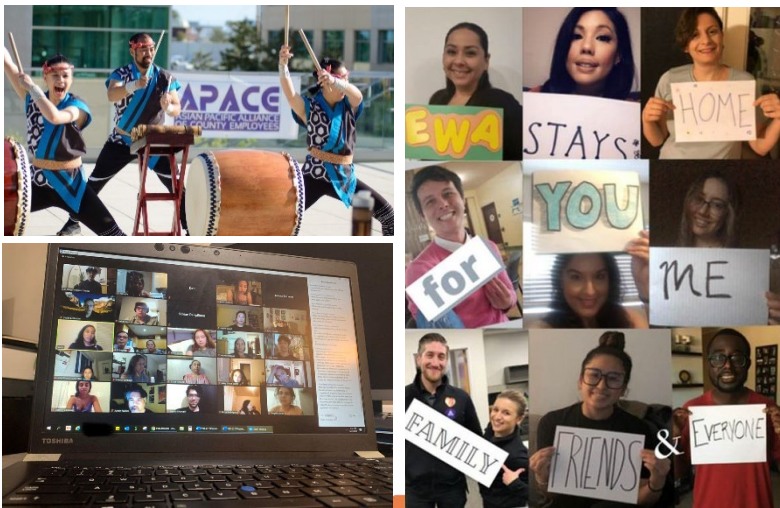


Employee Resource Group

Collaboration



The County's Employee Resource Groups (ERGs) are a thriving part of the County's culture. Their efforts enhance cultural awareness, support workforce outreach, recruitment and retention, partner with departments, and community organizations to promote County initiatives, and provide professional development and networking opportunities.



July 11, 2019
Light the Night for Pride
sponsored by *LGBTQA*



September 28, 2019
Filipino American History
Month Celebration
sponsored by *CSDFEA*



October 11, 2019
National Coming Out Day
sponsored by *LGBTQA*



October 15, 2019
Hispanic Heritage Month Celebration
sponsored by *SDCLA*



November 15, 2019
Holiday Mixer
sponsored by *all ERGs*



December 16, 2019
Wreaths Across America
sponsored by *VALOR*



December 20, 2019
American Red Cross Holidays for
Heroes Program
sponsored by *EWA*



January 19, 2020
March in Martin Luther King Jr. Parade
sponsored by *AAACE*



February 28, 2020
Black History Month Celebration
sponsored by *AAACE*



May 1, 2020 & May 4, 2020
API Heritage Month – Netflix Viewing
Party & Discussion
sponsored by *APACE*

June 7, 2020
Philippine Independence Day
Celebration
sponsored by *CSDFEA*

DIVERSITY AND INCLUSION DEPARTMENTAL HIGHLIGHTS



LUEG’s Department of Agriculture, Weights, and Measure (AWM) was the proud recipient of the 2019 Joe Cordero Diversity and Inclusion Award. The department created a dedicated and passionate team of D&I Champions who consistently promote the message and vision of Diversity and Inclusion, helping to foster an inclusive environment for employees and customers alike. Whether it was by producing outreach materials and internal operational processes in multiple languages; holding welcoming cultural experiences like their international coffee bar, or training managers and staff in inclusion; AWM has been diligent to make D&I integral to their practice.



The Department of Human Resources and FG3 collaborated with Partnerships With Industry and San Diego Workforce Partnership to launch Jay’s Program. Twenty paid internship positions were created for people with intellectual and developmental disabilities, with the intent to provide relevant work experience and job skills that will help them qualify for permanent County positions.



The HHSA D&I Transformation Team took a deep dive into the Employee Engagement data related to experiences of inclusion for different identity groups within HHSA. This data was presented to the HHSA Executive Team and over 500 managers and leaders at the Manager’s Forum. Discussions and brainstorming took place to identify strategies to enhance experiences of inclusion for those groups who reported lower levels. The Transformation Team is dedicated to identifying and removing the barriers to inclusion so that all employees can be themselves and experience inclusion at work.



The Office of the Public Defender in PSG designed the Fresh Start Program to educate and advocate for people previously convicted of non-violent crimes who want to move past their previous mistakes and start anew. Public Defender attorneys investigate clients’ criminal histories, develop comprehensive Fresh Start case plans, and seek all appropriate conviction relief. The goal is for the person to have successful community reintegration, improve access to employment, housing, education, and other forms of civic engagement, reduce recidivism, and improve community safety.





COUNTY OF SAN DIEGO

DIVERSITY & INCLUSION

The Next Steps: Diversity and Inclusion

2020 has already been a monumental year and as we move into the fiscal year of 2020-2021, we anticipate more events that will require additional audacious change and innovation. There are many opportunities in place at all levels of our organization to keep us moving forward. We recently increased the voices of our D&I Executive Council, which is tasked with establishing priorities and strategic vision to advance enterprise-wide progression and oversee the implementation and monitoring of the Strategic Plan. Recently the Leon L. Williams Human Relations Commission (HRC) was reinstated with an anticipated 31 members. The goal of the HRC is to promote positive human relations, respect, and the integrity of every individual regardless of gender, religion, culture, ethnicity, sexual orientation, age, or citizenship status. We also look forward to the creation of the new Office of Equity and Racial Justice to give voice and perspective to policy and budgetary processes. On an employee level, we are encouraged by the participation of staff in the continuing ERG employee listening forums. The DHR D&I Team plan to broaden their support to Champions through quarterly launch and learns tied to the D&I Digests and coordinated efforts with the Group D&I leads throughout the year. And as always, our departmental D&I Champions are always looking for opportunities to provide education and learning about diversity, inclusion, and cultural competence. Each piece plays its part, just as each of us have a role in moving us closer to a culture of equity and belonging.

