

**Lead Agency:** Non-Departmental - All

**Program Contact:** Kalissa Canyon-Scopes

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Office of Diversity and Equity (ODE) is a hub for Multnomah County diversity and equity initiatives. The ODE mission is to hold Multnomah County accountable to ensure access, equity, and inclusion in our services, policies, practices, and procedures. Diversity is a workforce reality and an advantage, positively affecting creativity, problem solving and organizational flexibility and enabling the county to provide stronger services and better serve all county citizens.

ODE services include: data analysis, training and consulting, policy, practice, and procedure review, coordination of diversity and equity initiatives, equal employment opportunity (EEO) and Affirmative Action compliance, stakeholder and community relations, coordination and oversight for the County's Employee Network Groups, educational resource library, identifying institutional barriers to inclusiveness and opportunity, recruitment outreach audits, public employee diversity conference sponsorship and outreach support and consultation.

**Program Description**

A healthy workplace with open, respectful communication has been shown to reduce turnover, absenteeism, and employee health problems and to increase job satisfaction and client/customer satisfaction. Successful Diversity, Equity and Inclusion efforts are championed from the top with the whole workforce held accountable for a culture based on healthy behavior, open communication and respect.

In FY 12 ODE launches a two year culture change effort, "What Work Should Be Like" to be completed in four stages (I. Courageous Leadership, II. Courageous Conversation, III. Courageous Action, IV. Courageous Commitment), over two years. Outcomes and activities from that effort will include:

**Team building:** Establishing a county-wide Diversity Committee to communicate and coordinate existing work across the county and an Equity Council to review policy and practices and make recommendations for change and engaging all staff in identifying healthy vs. harmful behaviors so that standards of behavior are agreed upon throughout the organization

**Assessment:** A county-wide equity inventory is being conducted within the FY12 budget process. "ODE-to-Go" ODE staff travels to a county building for a brown bag lunch to meet employees, explain ODE services, better understand county departments and cultures and to field questions. (FAQ are posted to the ODE website), the Chief Diversity and Equity Officer uses "Field Trip Fridays" to meet with employees throughout the county to gain in-depth understanding of culture, challenges and successes of county programs and services.

**Implementation:** Establishment of Healthy Workplace and Diversity policies, creating a robust informal complaint mechanism including a hotline, tracking system, mediation program, and Ombudsman position and program. A variety of educational interactive efforts including book groups, Face book and Twitter campaigns, educational videos and focus questions for county-wide discussion. Enhanced communication and best practice sharing strategies will include ODE Website toolkits, social media, video messaging and desktop training,

**Accountability and Evaluation:** Establishing an annual scorecard to measure progress including employee satisfaction, performance, and retention; recruitment and hiring, and complaint resolution satisfaction.

**Sustaining Change:** Incorporating behavioral expectations into county-wide trainings, adding a component to the county new-employee-orientation that describes county work culture and behavioral expectations, implementing practice improvements to ensure county hiring processes reflects behavioral expectations and creating procedures to ensure that behavior is directly linked to performance expectations and review. Toolkits will be available on the ODE website for internal use and for other organizations to use, and presentations at national conferences will share the county model nation-wide.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	# Monitoring Reports	10	10	10	10
Outcome	Minority Employment vs Labor Market	113.9%	100.0%	100.0%	100.0%
Output	# of county-wide policies, plans, quantitative and qualitative reports	8	16	20	20
Output	county-wide diversity and equity inventory/assessment and strategic plan	0	1	1	1

**Performance Measure - Description**

## Legal/Contractual Obligation

Implement Board Resolution NO. 07-072, Affirmative Action Plan 2007-2009. Maintain complaint procedures in accordance with Article 24(b) of Local 88 agreement. Carry out intent of Presidential Executive Orders 11246, (as amended) and 11478 Congressional Federal Register; Title 41 Part 60-2 Revised Order No. 4 Title VII of the Civil Rights Act of 1964, as amended by the President on March 24, 1972, CFR Titles 28, 29 and 43 Vietnam-era Veterans Readjustment Act of 1974 and American with Disabilities Act (Public Law 101-336); Oregon Revised Statutes ORS 659A.030; Multnomah County's Municipal Code 3.10.270; Multnomah County Personnel Rule 3-40, Discrimination and Harassment-free Workplace Multnomah County Code 9.060 Equal Employment Opportunity that prohibits discrimination in any employment action; Multnomah County Personnel Rules - Chapter I General Provisions, 1-10-040, requiring affirmative action to prevent current or future discriminatory conditions and eliminate unlawful discrimination.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2011	2011	2012	2012
Personnel	\$511,851	\$0	\$547,672	\$0
Contracts	\$48,000	\$0	\$9,000	\$0
Materials & Supplies	\$5,300	\$0	\$17,940	\$0
Internal Services	\$27,934	\$0	\$34,149	\$0
Total GF/non-GF:	<b>\$593,085</b>	<b>\$0</b>	<b>\$608,761</b>	<b>\$0</b>
Program Total:	<b>\$593,085</b>		<b>\$608,761</b>	
Program FTE	4.00	0.00	5.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This is a General Fund program.

## Significant Program Changes

✔ Significantly Changed

**Last year this program was:** #10037A, Office of Equity & Diversity

1.0 FTE added for office manager to coordinate social and other media, equity council meetings, provide employee network group and library and reference support.