

Child Support Services

Equal Opportunity Plan

2024



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Section 1

Department Head's Acknowledgment & Commitment to the 2024 Departmental Equal Opportunity Plan

The Monterey County Board of Supervisors adopted an ordinance reaffirming their long-standing commitment to providing equal opportunities for all and preventing and eliminating unlawful discrimination. The Board of Supervisors values providing an open and empathetic communication channel for County officials and employees, applicants for employment, and business relationships with the County. Through the adoption of the Nondiscrimination, Sexual Harassment, Reasonable Accommodation, and the Language Access and Effective Communication Policies, the Board of Supervisors reaffirms its expectation that each County official and employee is responsible for maintaining a workplace that is free from unlawful discrimination, harassment, and retaliation.

As Department Head, my signature below verifies the accuracy of this report and affirms my commitment to equal opportunity and civil rights, as outlined in County policies and ordinances.

Darrell McGowan
(Signature)

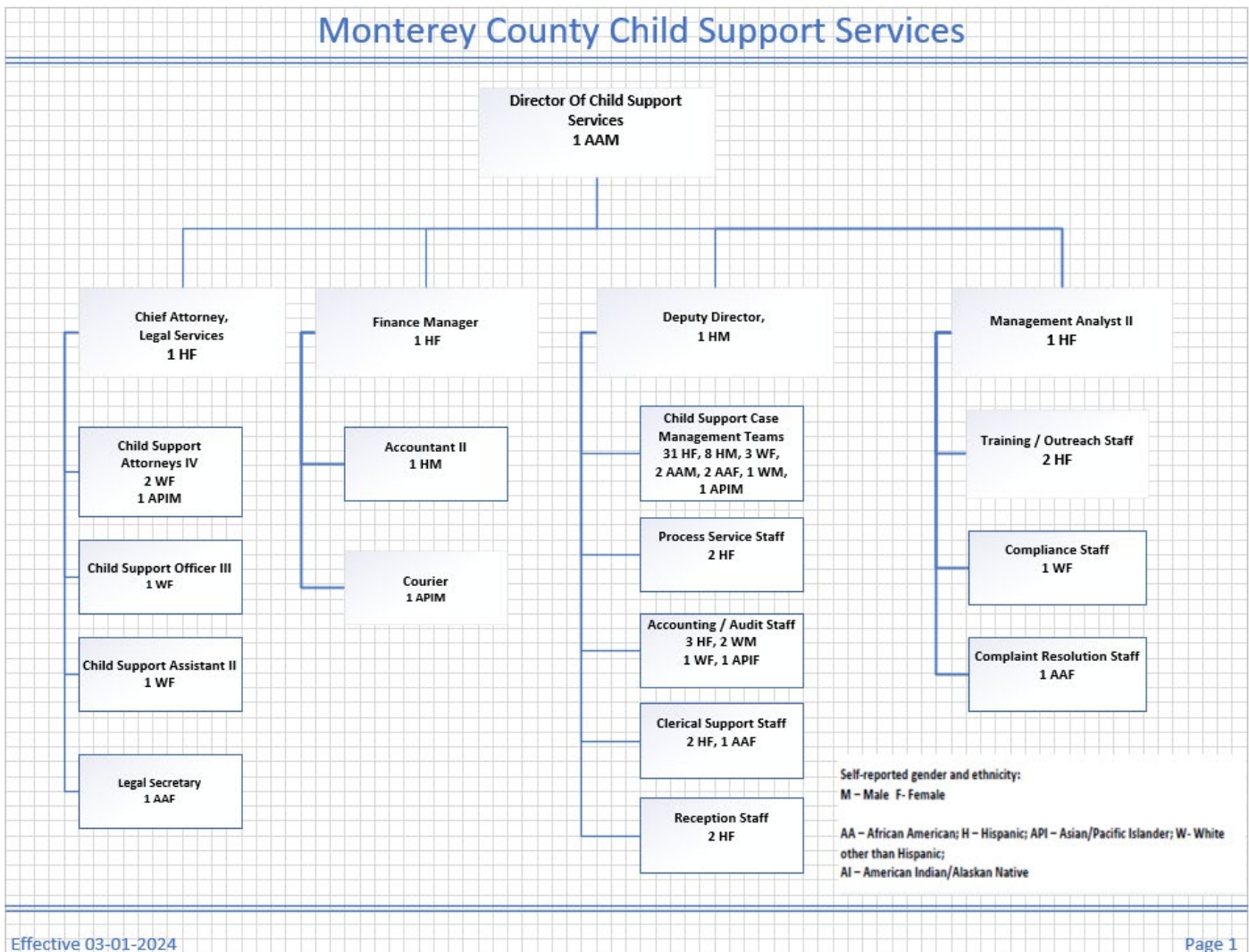
Darrell McGowan

Director

Section 2

Organizational Profile (Child Support Services)

Please show the reporting structure in your organizational chart. Break the chart into separate pages by division, if necessary.



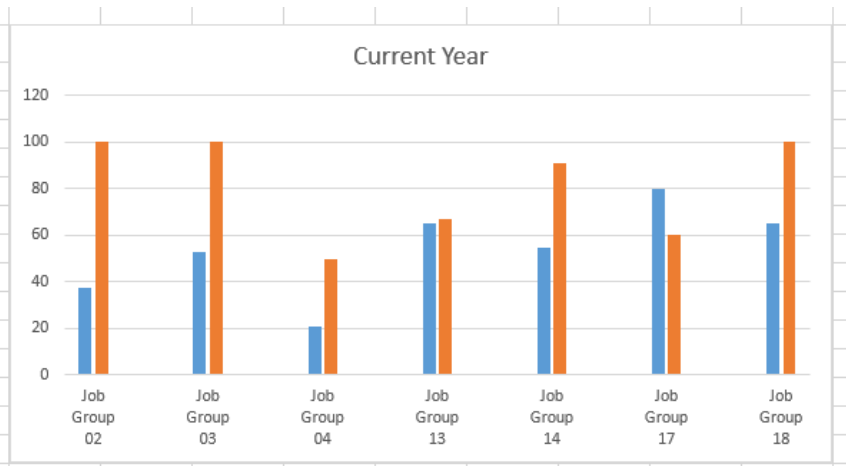
Section 3

Department's Workforce Analysis Chart (MC-HRM-EO-0003)

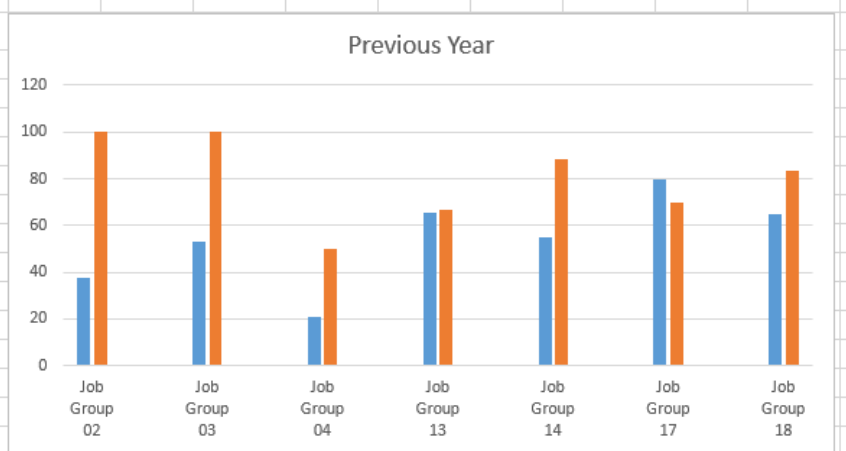
This is the cover sheet for this section. Place a copy of your department's workforce analysis chart here.

Graphs for all job groups on utilization/availability:

Current Year		
	Availability	Utilization
Job Group 02	37.6	100
Job Group 03	52.8	100
Job Group 04	20.9	50
Job Group 13	65.2	66.7
Job Group 14	54.9	91.1
Job Group 17	79.9	60
Job Group 18	64.9	100



Previous Year		
	Availability	Utilization
Job Group 02	37.6	100
Job Group 03	52.8	100
Job Group 04	20.9	50
Job Group 13	65.2	66.7
Job Group 14	54.9	88.1
Job Group 17	79.9	70
Job Group 18	64.9	83.3



Report ID : MC-HRM-EO-0003

County of Monterey Workforce Analysis Chart

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Run Date : 01/10/2024

Job Group Within Department

Run Time : 8:55 AM

2022-2023 Job Group Metrics

2250 - Child Support Services

JOB GROUP 02: Management I - (37.6% Minority Availability) - (49.1% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
		DEPUTY DIRECTOR CHILD SUPPORT SERVICES	OA	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
TOTAL Management I		1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
		0.0%			100.0%													0.0% 0.0% 100.0% 0.0% 0.0%						

JOB GROUP 03: Professionals - Administration - (52.8% Minority Availability) - (59.6% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
		FINANCE MANAGER I	P	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
MANAGEMENT ANALYST II	P	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
TOTAL Professionals - Administration		0	2	2	0	2	2	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	2	0
		100.0%			100.0%													0.0% 0.0% 100.0% 0.0% 0.0%						

JOB GROUP 04: Professionals - Attorneys - (20.9% Minority Availability) - (45.9% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
		CHIEF CHILD SUPPORT ATTORNEY	P	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
CHILD SUPPORT ATTORNEY IV	P	1	2	3	1	0	1	0	0	0	1	0	2	0	0	0	0	2	0	0	1	0	3	0
TOTAL Professionals - Attorneys		1	3	4	1	1	2	0	0	0	1	0	2	0	1	0	0	2	0	1	1	0	4	0
		75.0%			50.0%													50.0% 0.0% 25.0% 25.0% 0.0%						

Report ID : MC-HRM-EO-0003

County of Monterey Workforce Analysis Chart

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Run Date : 01/10/2024

Job Group Within Department

Run Time : 8:55 AM

2022-2023 Job Group Metrics

2250 - Child Support Services

JOB GROUP 13: Paraprofessional - Technicians II - (65.2% Minority Availability) - (71.2% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours		
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T	
		ACCOUNTANT II	P	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1
CHILD SUPPORT PERFORMANCE SPECIALIST	PP	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0		
CIVIL PROCESS SERVER	PP	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0		
SENIOR CIVIL PROCESS SERVER	PP	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0		
SUPERVISING CHILD SUPPORT OFFICER	PP	2	3	5	2	1	3	0	0	2	0	2	0	1	0	0	2	0	3	0	0	5	0		
TOTAL Paraprofessional - Technicians II		3	6	9	3	3	6	0	0	3	0	3	0	3	0	0	3	0	6	0	0	9	0		
		66.7%			66.7%								33.3%					0.0%		66.7%		0.0%		0.0%	

JOB GROUP 14: Paraprofessional - Technicians I - (54.9% Minority Availability) - (73.6% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours		
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T	
		CHILD SUPPORT OFFICER I	PP	1	5	6	1	5	6	0	0	1	0	0	0	5	0	0	0	0	6	0	0	6	0
CHILD SUPPORT OFFICER II	PP	8	23	31	7	21	28	1	2	5	0	2	1	20	0	0	3	3	25	0	0	27	4		
CHILD SUPPORT OFFICER III	PP	1	7	8	1	6	7	0	0	0	1	1	1	5	0	0	1	1	5	1	0	6	2		
TOTAL Paraprofessional - Technicians I		10	35	45	9	32	41	1	2	6	1	3	2	30	0	0	4	4	36	1	0	39	6		
		77.8%			91.1%								8.0%					8.0%		80.0%		2.2%		0.0%	

Report ID :MC-HRM-EO-0003

County of Monterey Workforce Analysis Chart

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Run Date :01/10/2024

Job Group Within Department

Run Time :8:55 AM

2022-2023 Job Group Metrics

2250 - Child Support Services

JOB GROUP 17: Office Clerical II - (79.9% Minority Availability) - (84.6% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
ACCOUNTING CLERICAL SUPERVISOR	OC	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
ACCOUNTING TECHNICIAN	OC	2	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0
CHILD SUPPORT ASSISTANT II	OC	1	4	5	1	3	4	0	0	1	0	0	1	0	3	0	0	1	0	4	0	0	5	0
PRINCIPAL OFFICE ASSISTANT	OC	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
SENIOR ACCOUNT CLERK	OC	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
TOTAL Office Clerical II		3	7	10	1	5	6	2	0	1	0	0	2	0	5	0	0	4	0	6	0	0	10	0
		70.0%			80.0%													40.0% 0.0% 80.0% 0.0% 0.0%						

JOB GROUP 18: Office Clerical I - (64.9% Minority Availability) - (69.9% Female Availability)

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
ACCOUNT CLERK	OC	0	2	2	0	2	2	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	2	0
COURIER	OC	1	0	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
LEGAL PROCESS CLERK	OC	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0
LEGAL SECRETARY II	OC	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0
OFFICE ASSISTANT II	OC	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
TOTAL Office Clerical I		1	5	6	1	5	6	0	0	0	1	0	0	2	3	0	0	0	2	3	1	0	6	0
		83.3%			100.0%													0.0% 33.3% 50.0% 16.7% 0.0%						

	Total Employees			Minorities			Male					Female					Totals					Hours	
	M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
TOTAL - 2250	19	58	77	16	48	64	3	2	11	3	0	10	4	44	0	0	13	6	55	3	0	71	6
Child Support Services	75.3%			83.1%													18.9% 7.8% 71.4% 3.9% 0.0%						

Section 4

Personnel Activity (Current Year)

Job Group: 04	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								1
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								1
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Current Year)

Job Group: 13	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American				1				
Asian/Pacific Islander			1					
American Indian/ Alaskan Native								
Hispanic				1				
TOTAL (count each person only once)			1	2				
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Current Year)

Job Group: 14	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic					2	6		
TOTAL (count each person only once)					2	6		
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Current Year)

Job Group: 18	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander		1						
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)		1						
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Previous Year)

Job Group: 03	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic				1				
TOTAL (count each person only once)				1				
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Previous Year)

Job Group: 13	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								1
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic			1				1	1
TOTAL (count each person only once)			1				1	2
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Personnel Activity (Previous Year)

Job Group: 14	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								1
African American								
Asian/Pacific Islander		2						2
American Indian/ Alaskan Native								
Hispanic	1	4		1				3
TOTAL (count each person only once)	1	6		1				6
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic		1						
TOTAL (count each person only once)		1						

Personnel Activity (Previous Year)

Job Group: 17	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White					1	1		
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic		4						
TOTAL (count each person only once)		4			1	1		
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								

Section 5

Recruitment – Data (2023)

(Please include information for each underutilized job group. Please include information about the department’s challenges in recruiting a diverse and qualified applicant pool.)

Job Group: 03 Finance Manager	Applicants		Applicants Who Met Minimum Qualifications (Initial Screening)		Applicants Placed on Eligible List		Applicants Interviewed		Applicant Hired for the Position	
	Males	Females	Males	Females	Males	Females	Males	Females	Males	Females
White		2								
African American										
Asian/Pacific Islander	1		1		1		1			
American Indian/Alaskan Native										
Hispanic	3	3	2	2	2	2	2	2		1
TOTAL (count each person once only)	4	5	3	2	3		3	2		1

Job Group: 03 Finance Manager	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White				1	Cal HR Website Monterey County Website Child Support Directors Website
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic	1	1	1	1	
TOTAL (count each person once only)					

Recruitment – Data (2023)

Recruitment – Data (2023)

(Please include information for each underutilized job group. Please include information about the department’s challenges in recruiting a diverse and qualified applicant pool.)

Job Group:13 Accountant II	Applicants		Applicants Who Met Minimum Qualifications (Initial Screening)		Applicants Placed on Eligible List		Applicants Interviewed		Applicant Hired for the Position	
	Males	Females	Males	Females	Males	Females	Males	Females	Males	Females
White	1	2								
African American										
Asian/Pacific Islander	3	3								
American Indian/Alaskan Native										
Hispanic	6	29	3	10	3	10	3	10	1	
TOTAL (count each person once only)	10	34	3	10	3	10	3	10	1	

Job Group:13 Accountant II	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White					Cal HR Website Monterey County Website Child Support Directors Website
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic	1	1	1	2	
TOTAL (count each person once only)	1	1	1	2	

Recruitment – Data (2023)

(Please include information for each underutilized job group. Please include information about the department’s challenges in recruiting a diverse and qualified applicant pool.)

Job Group:13 Supervising Child Support Officer	Applicants		Applicants Who Met Minimum Qualifications (Initial Screening)		Applicants Placed on Eligible List		Applicants Interviewed		Applicant Hired for the Position	
	Males	Females	Males	Females	Males	Females	Males	Females	Males	Females
White		1								
African American	2	2		2		2		2		1
Asian/Pacific Islander	2		2		2		2		1	
American Indian/Alaskan Native										
Hispanic	12	27		2		2		2		1
TOTAL (count each person once only)	16	30	2	4	2	4	2	4	1	2

Job Group:13 Supervising Child Support Officer	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White					Cal HR Website Monterey County Website Child Support Directors Website
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic	1	1			
TOTAL (count each person once only)	1	1			

Recruitment – Data (2023)

(Please include information for each underutilized job group. Please include information about the department’s challenges in recruiting a diverse and qualified applicant pool.)

Job Group:17 Child Support Assistant II	Applicants		Applicants Who Met Minimum Qualifications (Initial Screening)		Applicants Placed on Eligible List		Applicants Interviewed		Applicant Hired for the Position	
	Males	Females	Males	Females	Males	Females	Males	Females	Males	Females
White		2								
African American										
Asian/Pacific Islander		2								
American Indian/Alaskan Native		2								
Hispanic	4	50		16		16		16		3
TOTAL (count each person once only)	4	56		16		16		16		3

Job Group:17 Child Support Assistant II	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White				1	Cal HR Website Monterey County Website Child Support Directors Website
African American					
Asian/Pacific Islander			1		
American Indian/Alaskan Native					
Hispanic	1	1	1		
TOTAL (count each person once only)					

Section 6

Action-Oriented Programs

(Under the County's Equal Opportunity Plan
Chapter 5: Designation of Responsibility)

Recruitment

What collaborative relationships has your department established with community groups and stakeholders? How have these relationships supported the department's recruitment efforts? How many selective certification waivers did your department request last year? How many were granted and why?

None required as recruitment activities are conducted by the California Department of Human Resources (CAL HR) in accordance with federally mandated Merit System Services.

The department has been successful with their recruitment efforts. The department is overall, composed of 91.1% minorities and 77.8% females.

No waivers required.

Hiring

What selection criteria does the department use in the fit interview?

All hiring decisions are based on Merit Systems qualifications and abilities.

How does your department ensure diversity on panels of screeners and interviewer panelists?

Best efforts are made to always have diverse panel members. The department always strives to include minority groups on panels.

What training or information is given to screeners and interview panelists to help minimize bias in decision-making?

Screeners and interview panelist are given the county Equal opportunity policy. The department uses experienced panel members who are aware of the policy and interview accordingly. Merit Systems also proctors and briefs screeners and panel members on Merit Processes.

Promotions

What processes, procedures, or systems have been implemented in your department to support protected groups moving into senior job classifications beyond regular career progression (e.g., training, leadership development, mentoring, etc.)? How effective have these initiatives been in supporting promotional opportunities for women and people of color?

Promotions are filled by a competitive process through the Merit System, The Child Support Department actively recruits from within its ranks for promotional opportunities. Out of five senior positions, 100% are minorities and three employees are female.

How does your department utilize performance evaluations to assess employees' commitment to building a diverse and inclusive workforce? How is this commitment considered when considering employees for promotional opportunities?

All employment decisions are based on merit qualifications and abilities per section #5.

Retention and Inclusion

What data collection procedures/tools have you implemented to track the turnover rate for protected groups?

The department utilizes Human Resources and Civil Rights Office Reports which track all County personnel transactions.

What does the data show regarding turnover rates of protected groups compared to your department's general population?

There is not enough movement to establish a trend.

Based on the data collected, what are the negative and positive trends you have found, and how will you act on them?

There is not enough movement to establish a trend.

What steps has the department taken to ensure lactation accommodations for all its employees?

The department supports lactation accommodation by having a dedicated lactation room and allowing a flexible schedule, teleworking, along with providing other resources as requested. All Managers and Supervisor have taken the “Lactation Accommodation” online training.

What is the department’s practice when an employee requests an accommodation?

Managers and Supervisors respond to a request for accommodation according to the County Policy.

Does the department conduct exit interviews? If so, what do you do with the answers to promote diversity and inclusion? If not, what alternative methods do you use to collect information regarding reasons for separation?

Exit interviews are conducted by our County HR Analyst upon request.

What has been the greatest success/es regarding inclusiveness in your department?

The department overall is composed of 83.1% minorities and 75.3% females.

What opportunities for improvement have you found, and how will you address them?

No opportunities identified at this time. The department will continue to strive for diversity and a culture of inclusiveness.

Section 7

Accomplishments and Resource Needs

Please highlight your department's successes in achieving a diverse workforce in this section. Describe your department's assessment of resource needs from the Civil Rights Office. Please share any suggestions and recommendations for improvement you can offer regarding current policies and procedures. Feel free to use examples or specify by job group.

Please include your department's current compliance rates with the required training from the Civil Rights Office. All employees must complete the Harassment and Discrimination Prevention Training and the Civil Rights Training every two years.

Harassment & Discrimination Prevention Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	14	13	92.8%
Employees (non-supervisor/non-manager)	60	60	100%
Totals			

Civil Rights Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	14	14	100%
Employees (non-supervisor/non-manager)	60	60	100%
Totals			

Section 8

Follow-Up Requested by the Commission

Please discuss any follow-up requested by the Commission during past years' presentations on the Departmental Equal Opportunity Plan in this section. Follow-up may occur via action, memorandum, or additional presentation to the Commission.

No follow-up information has been requested by the Commission.

Section 9

Title VI of the Civil Rights Act Implementation*

	Requirement	Implementation Notes (explain how your department fulfilled or plans to fulfill this requirement. Also include outcomes of the implementation if applicable)	Completed (Y/N)	Completion Date (include actual completion dates and expected completion dates for requirements not yet completed)
General	Title VI notice at public counters	The notice is posted in our lobby and is showing on our lobby display TV	Y	01/01/2023
	Internal process to forward discrimination complaints to Civil Rights Office	All complaints go to the California Department of Child Support Services as well as the Civil Rights Office.	Y	01/01/2023
	Nonstandard contracts include a nondiscrimination clause	The department uses the County's contract templates which include a nondiscrimination clause	Y	01/01/2023
	Data is collected on the ethnicity and language of the people served	Data is only collected on the automated Child Support System based on self-identification.	Y	01/01/2023
Language Access	Departmental language assessment completed	Approximately 57% of case managers who deal with public Spanish and receive bi-lingual pay. Twenty-five percent of the caseload self-identify as Spanish speaking only	Y	01/01/2023

Vital documents translated into Spanish	All vital documents are available in Spanish	Y	01/01/2023
Website – minimize PDFs. When using PDFs, include a Spanish version	The website doesn't contain PDF's	Y	01/01/2023
Procedures and budget for the use of interpretation and translation services	Interpretation and translation services are provided by new vendor Language Link which is provided by the California Department of Child Support Services at no cost. *Previous interpretation and translation services were provided by Voiance Language Services.	Y	09/01/2023
Communication services for people who are deaf or hard of hearing	The California Department of Child Support Services provides a TTY line 866-399-4096 allowing people who are deaf, hearing impaired, or speech-impaired to use the telephone to communicate with our office	Y	01/01/2023
Public voicemails in English and Spanish	All staff members have their voicemails in English and Spanish	Y	01/01/2023
Public counters: language charts available	Public counters have the Language Link sign in plain view at lobby counter.	Y	01/01/2023

	Public counters: all signage in English and Spanish	Public counters have the Language Link sign in plain view at lobby counter.	Y	01/04/2023
	Public counters: procedures to have bilingual staff available	At least one Spanish speaking employee is always at the reception counter	Y	01/01/2023
Community Engagement	Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds	The department continues to try to provide additional outreach efforts to residents of South Monterey County. We also have a co-locate office station in the DSS King City office. The department has Spanish speaking case managers assigned to Spanish speaking caseloads. Spanish speaking Child Support Officers are available during all court hearings to help explain the proceedings.	Y	01/01/2023
	Analyzed potential disproportionate adverse human health or environmental effects on communities of color, tribal communities, or others underrepresented in the public process	None currently		
	Considerations taken to ensure equitable engagement	All customers are given the opportunity to complete electronic or hard copy customer	Y	01/01/2023

		<p>service surveys after contact with our staff members. Surveys are available in English and Spanish. Spanish speaking employees always attend all outreach and community events. The department provides service for the deaf via a Statewide TTY number of 866-399-4096.</p>		
	<p>Key community engagement contacts established</p>	<p>The department collaborates with over 100 agencies. Some examples where we were able to participate by providing presentations were: Salinas Share Center, Prunedale Elementary, Amor Salinas Earth Day, Salinas Valley fair, Monterey County Fair, National Night Our, Community Homeless Services, Day of The Worker, Ciclovía Salinas, Breastfeeding Walk and Health Fair.</p>	<p>Y</p>	<p>01/01/2023</p>

* The County’s [Title VI of the Civil Rights Act Implementation Plan](#) includes a general overview of how the County of Monterey will comply with requirements pertaining to Title VI of the Civil Right Act of 1964. Learn about the County’s Title VI Plan by following the link.