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Department of Social Services

&

Military and Veterans Affairs Office

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.

DocuSigned by:
Jean-Jacques Murphy
8033EC08721940B...

Jean-Jacques Murphy

Interim Military & Veterans Affairs Officer

DocuSigned by:
Lori A. Medina
DF027950448749D...

Lori A. Medina

Director

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Section 2

Department Information

The Monterey County Department of Social Services

The Department of Social Services (DSS) promotes the social and economic self-reliance of individuals and families in Monterey County through employment services, temporary financial assistance, social support services, protective services to children, dependent adults and seniors, and partnerships with the community to develop and support personal responsibility and self-sufficiency.

Programs and Functions:

COMMUNITY BENEFITS (CB) provide eligibility services for Medi-Cal health insurance, CalFresh nutrition assistance, CalWORKs through cash aid to families with children, and General Assistance to indigent adults.

FAMILY AND CHILDREN SERVICES (FCS) provides child abuse and neglect prevention, assesses and investigates referrals of child abuse and neglect, supports adoptions and other permanency resources when reunification is not possible, and provides independent living skills services for older youth who are in care or emancipating to independence.

CalWORKs EMPLOYMENT SERVICES administers the Welfare-to-Work Employment Program providing self-sufficiency services to CalWORKs customers. This includes childcare, job search support, skill building, wage subsidies, and services to overcome barriers related to housing, mental health, substance abuse, and domestic violence.

AGING AND ADULT SERVICES administers the Adult Protective Services (APS) Program to address abuse and dependent adult exploitation, In-Home Supportive Services (IHSS) program to provide home care services as an alternative to out of home residential or institutional care, Supplemental Security Income (SSI) advocacy to support disabled General Assistance recipients applying for more appropriate SSI benefits, and Area Agency on Aging programs for seniors.

The Military & Veterans Affairs Office

MILITARY & VETERANS' AFFAIRS OFFICE (MVAO) provides support and assistance to veterans, their survivors, and dependents through outreach, preparation of benefit claims, and transportation to the San Jose and Palo Alto Veterans Affairs (VA) healthcare facilities.

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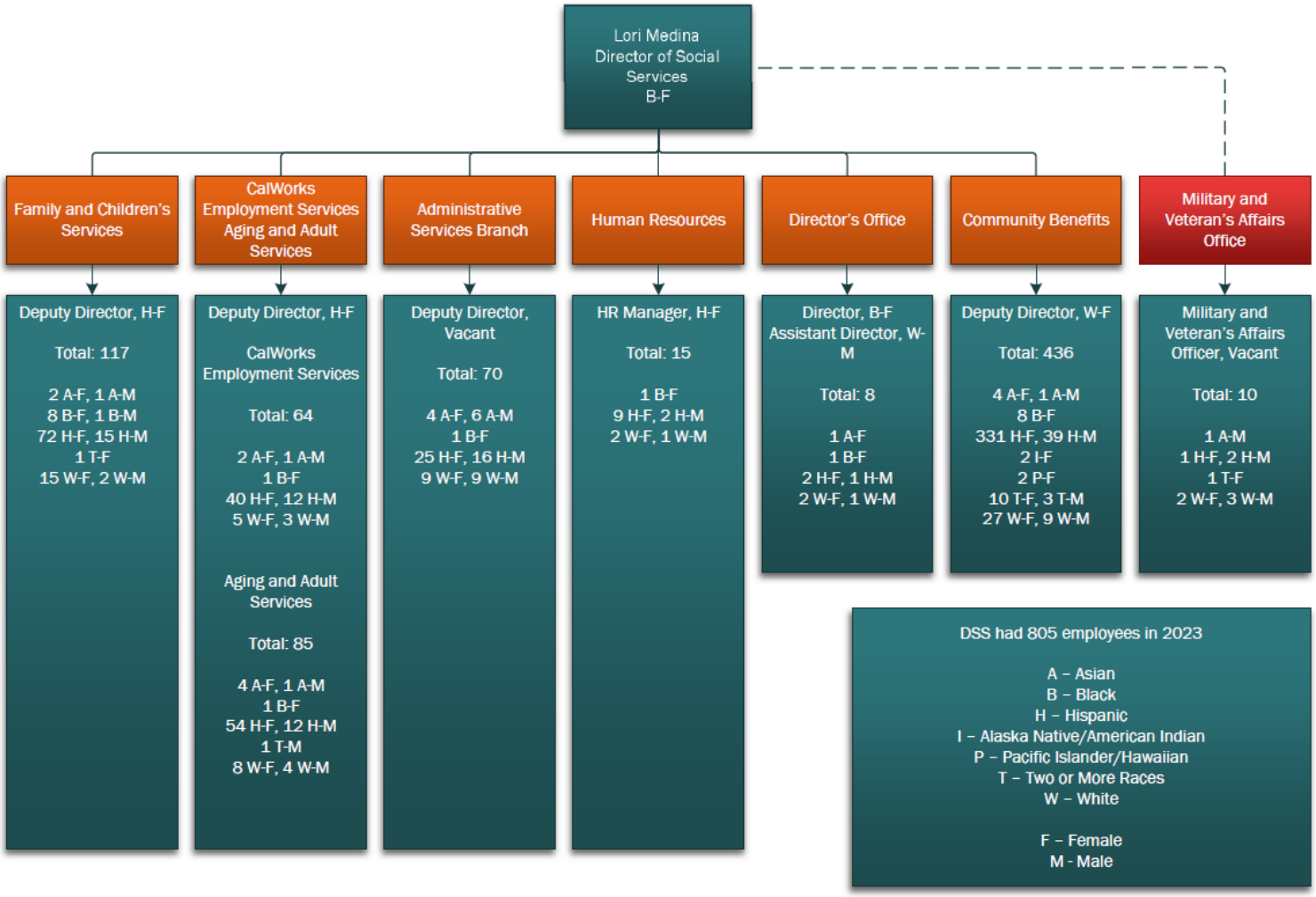
Section 3

Organizational Profile
Social Services

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



Section 4

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

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

Cover Page

Parameters and Prompts

Home Department:	5010
Occupational Group:	*
Title:	*

Report Description
The Monterey County Workforce Analysis Chart for Job Classifications within Job Groups Report is a listing and count of ethnicity, gender, classification and job group within Department(s).

AMS infoAdvantage

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social Services

JOB GROUP 01: Management II - (34.6% Minority Availability) - (52.8% 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
ASSISTANT DIRECTOR SOCIAL SERVICES	OA	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
DEPUTY DIRECTOR SOCIAL SERVICES	OA	0	3	3	0	2	2	0	0	0	0	0	1	0	2	0	0	1	0	2	0	0	3	0
TOTAL Management II		1	3	4	0	2	2	1	0	0	0	0	1	0	2	0	0	2	0	2	0	0	4	0
		75.0%			50.0%													50.0%	0.0%	50.0%	0.0%	0.0%		

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
DEPARTMENTAL HR MANAGER-MERIT SYSTEMS	P	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
DEPARTMENTAL INFORMATION SYSTEMS MANAGER I	P	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
DEPARTMENTAL INFORMATION SYSTEMS MANAGER II	P	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
FINANCE MANAGER II	P	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
FINANCE MANAGER III	P	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
PROGRAM MANAGER II	P	1	14	15	0	12	12	1	0	0	0	0	2	2	10	0	0	3	2	10	0	0	15	0
TOTAL Management I		4	16	20	1	13	14	3	0	1	0	0	3	2	11	0	0	6	2	12	0	0	20	0
		80.0%			70.0%													30.0%	10.0%	60.0%	0.0%	0.0%		

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social Services

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

Title	EEO Cat Code	Total Employees M	Total Employees F	Total Employees T	Minorities M	Minorities F	Minorities T	Male W	Male AA	Male HIS	Male API	Male AI	Female W	Female AA	Female HIS	Female API	Female AI	Totals W	Totals AA	Totals HIS	Totals API	Totals AI	Hours F/T	Hours P/T
ACCOUNTANT III	P	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
ADMINISTRATIVE OPERATIONS MANAGER	P	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
ADMINISTRATIVE SERVICES ASSISTANT	P	2	6	8	1	5	6	1	0	1	0	0	1	1	4	0	0	2	1	5	0	0	8	0
ASSOCIATE PERSONNEL ANALYST	P	0	3	3	0	3	3	0	0	0	0	0	0	0	3	0	0	0	0	3	0	0	3	0
BUSINESS TECHNOLOGY ANLYST III	PP	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
BUSINESS TECHNOLOGY ANLYST IV	PP	2	0	2	2	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	2	0
COMMUNITY AFFILIATION MANAGER	P	0	2	2	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	2	0
FINANCE MANAGER I	P	0	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0
MANAGEMENT ANALYST I	P	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
MANAGEMENT ANALYST II	P	6	9	15	2	7	9	4	0	1	1	0	2	0	7	0	0	6	0	8	1	0	15	0
MANAGEMENT ANALYST III	P	3	12	15	1	6	7	2	0	1	0	0	6	0	6	0	0	8	0	7	0	0	15	0
PERSONNEL ANALYST	P	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
SENIOR PERSONNEL ANALYST	P	1	1	2	0	1	1	1	0	0	0	0	0	0	1	0	0	1	0	1	0	0	2	0
TOTAL Professionals - Administration		16	37	53	7	26	33	9	0	4	3	0	11	1	22	3	0	20	1	26	6	0	53	0
			69.8%				62.3%											37.7%	1.9%	49.1%	11.3%	0.0%		

JOB GROUP 05: Professionals - Human Services - (47.4% Minority Availability) - (76.7% Female Availability)

Title	EEO Cat Code	Total Employees M	Total Employees F	Total Employees T	Minorities M	Minorities F	Minorities T	Male W	Male AA	Male HIS	Male API	Male AI	Female W	Female AA	Female HIS	Female API	Female AI	Totals W	Totals AA	Totals HIS	Totals API	Totals AI	Hours F/T	Hours P/T
SOCIAL WORKER IV	P	2	3	5	2	3	5	0	1	1	0	0	0	0	3	0	0	0	1	4	0	0	5	0
SOCIAL WORKER V	P	4	23	27	4	18	22	0	0	2	2	0	5	1	16	1	0	5	1	18	3	0	27	0
SOCIAL WORK SUPERVISOR I	P	5	4	9	4	3	7	1	0	4	0	0	1	0	3	0	0	2	0	7	0	0	9	0
SOCIAL WORK SUPERVISOR II	P	2	16	18	1	15	16	1	0	1	0	0	1	3	12	0	0	2	3	13	0	0	18	0
TOTAL Professionals - Human Services		13	46	59	11	39	50	2	1	8	2	0	7	4	34	1	0	9	5	42	3	0	59	0
			78.0%				84.7%											15.3%	8.5%	71.2%	5.1%	0.0%		

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social Services

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

Title	EEO Cat Code	Total Employees M	Total Employees F	Total Employees T	Minorities M	Minorities F	Minorities T	Male W	Male AA	Male HIS	Male API	Male AI	Female W	Female AA	Female HIS	Female API	Female AI	Totals W	Totals AA	Totals HIS	Totals API	Totals AI	Hours F/T	Hours P/T
ACCOUNTANT II	P	0	5	5	0	5	5	0	0	0	0	0	0	0	4	1	0	0	0	4	1	0	5	0
BUSINESS TECHNOLOGY ANALYST II	PP	3	2	5	2	0	2	1	0	1	1	0	2	0	0	0	0	3	0	1	1	0	5	0
ELIGIBILITY SUPERVISOR	PP	8	25	33	6	23	29	2	0	5	1	0	2	0	22	0	1	4	0	27	1	1	33	0
EMPLOYMENT & TRAINING SUPERVISOR	PP	1	6	7	0	6	6	1	0	0	0	0	0	1	5	0	0	1	1	5	0	0	7	0
EMPLOYMENT & TRAINING WORKER III	PP	7	8	15	7	8	15	0	0	7	0	0	0	0	7	1	0	0	0	14	1	0	15	0
MILITARY & VETERANS REPRESENTATIVE III	PP	3	1	4	2	0	2	1	0	2	0	0	1	0	0	0	0	2	0	2	0	0	4	0
SOCIAL WORKER III	PP	15	54	69	14	46	60	1	0	14	0	0	8	3	42	1	0	9	3	56	1	0	69	0
STAFF TRAINER II	PP	1	9	10	1	7	8	0	0	1	0	0	2	0	7	0	0	2	0	8	0	0	10	0
SUPERVISING STAFF TRAINER	PP	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
TOTAL Paraprofessional - Technicians II		38	111	149	32	95	127	6	0	30	2	0	16	4	87	3	1	22	4	117	5	1	149	0
			74.5%				85.2%											14.8%	2.7%	78.5%	3.4%	0.7%		

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social Services

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
ACCOUNTANT I	PP	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
DEPARTMENTAL INFORMATION SYSTEMS COORDINATOR	PP	4	0	4	4	0	4	0	0	4	0	0	0	0	0	0	0	0	0	4	0	0	4	0
ELIGIBILITY SPECIALIST I	PP	3	32	35	2	31	33	0	0	2	0	0	0	2	29	0	0	0	2	31	0	0	35	0
ELIGIBILITY SPECIALIST II	PP	11	120	131	9	106	115	1	0	9	0	0	9	1	100	4	1	10	1	109	4	1	131	0
ELIGIBILITY SPECIALIST III	PP	17	60	77	14	54	68	2	0	14	0	0	5	1	51	2	0	7	1	65	2	0	77	0
EMPLOYMENT & TRAINING WORKER I	PP	1	2	3	1	1	2	0	0	1	0	0	1	0	1	0	0	1	0	2	0	0	3	0
EMPLOYMENT & TRAINING WORKER II	PP	3	9	12	3	8	11	0	0	3	0	0	1	0	8	0	0	1	0	11	0	0	12	0
MILITARY & VETERANS REPRESENTATIVE II	PP	0	2	2	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	2	0
PERSONNEL TECHNICIAN-CONFIDENTIAL	PP	1	3	4	1	3	4	0	0	1	0	0	0	1	2	0	0	0	1	3	0	0	4	0
SENIOR DEPARTMENTAL INFORMATION SYSTEMS COORDIN/	PP	6	0	6	5	0	5	1	0	3	2	0	0	0	0	0	0	1	0	3	2	0	6	0
SOCIAL SERVICES AIDE I	PP	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
SOCIAL SERVICES AIDE II	PP	4	52	56	4	52	56	0	0	4	0	0	0	0	52	0	0	0	0	56	0	0	56	0
SOCIAL WORKER I	PP	2	8	10	2	8	10	0	0	2	0	0	0	1	7	0	0	0	1	9	0	0	10	0
SOCIAL WORKER II	PP	0	7	7	0	7	7	0	0	0	0	0	0	0	7	0	0	0	0	7	0	0	7	0
SUPERVISING DEPARTMENTAL INFORMATION SYSTEMS COC	PP	1	1	2	1	0	1	0	0	1	0	0	1	0	0	0	0	1	0	1	0	0	2	0
TOTAL Paraprofessional - Technicians I		53	298	351	46	273	319	4	0	44	2	0	17	6	260	6	1	21	6	304	8	1	351	0
			84.9%				90.9%											6.0%	1.7%	86.6%	2.3%	0.3%		

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social 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	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
ACCOUNTING TECHNICIAN	OC	0	7	7	0	7	7	0	0	0	0	0	0	0	5	2	0	0	0	5	2	0	7	0
ADMINISTRATIVE SECRETARY-CONFIDENTIAL	OC	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0
OFFICE ASSISTANT III	OC	1	29	30	0	27	27	1	0	0	0	0	2	0	27	0	0	3	0	27	0	0	30	0
PRINCIPAL OFFICE ASSISTANT	OC	2	11	13	0	10	10	2	0	0	0	0	1	0	9	1	0	3	0	9	1	0	13	0
SENIOR SECRETARY	OC	1	4	5	1	4	5	0	0	1	0	0	0	0	4	0	0	0	0	5	0	0	5	0
SUPERVISING OFFICE ASSISTANT I	OC	1	17	18	0	14	14	1	0	0	0	0	3	1	13	0	0	4	1	13	0	0	18	0
SUPERVISING OFFICE ASSISTANT II	OC	0	2	2	0	2	2	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	2	0
TOTAL Office Clerical II		5	72	77	1	65	66	4	0	1	0	0	7	1	61	3	0	11	1	62	3	0	77	0
			93.5%				85.7%											14.3%	1.3%	80.5%	3.9%	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
COURIER	OC	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
OFFICE ASSISTANT II	OC	8	57	65	8	51	59	0	0	7	1	0	2	1	47	3	0	2	1	54	4	0	65	0
SECRETARY	OC	1	12	13	0	9	9	0	0	0	0	0	3	1	8	0	0	3	1	8	0	0	13	0
STOREKEEPER	OC	2	0	2	1	0	1	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	2	0
TOTAL Office Clerical I		12	69	81	10	60	70	1	0	9	1	0	5	2	55	3	0	6	2	64	4	0	81	0
			85.2%				86.4%											7.4%	2.5%	79.0%	4.9%	0.0%		

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County of Monterey Workforce Analysis Chart
Job Group Within Department
2022-2023 Job Group Metrics

5010 - Social Services

JOB GROUP 20: Service Maintenance I - (76.8% Minority Availability) - (56.1% 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
CUSTODIAN	SM	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
OFFICE MAINTENANCE WORKER	SM	1	1	2	1	1	2	0	0	1	0	0	0	0	1	0	0	0	0	2	0	0	2	0
TOTAL Service Maintenance I		2	1	3	1	1	2	1	0	1	0	0	0	0	1	0	0	1	0	2	0	0	3	0
			33.3%				66.7%											33.3%	0.0%	66.7%	0.0%	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 - 5010	144	653	797	109	574	683	31	1	98	10	0	67	20	533	19	2	98	21	631	29	2	797	0
Social Services		81.9%				85.7%											12.3%	2.6%	79.2%	3.6%	0.3%		

	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
GRAND TOTAL	144	653	797	109	574	683	31	1	98	10	0	67	20	533	19	2	98	21	631	29	2	797	0
		81.9%				85.7%											12.3%	2.6%	79.2%	3.6%	0.3%		

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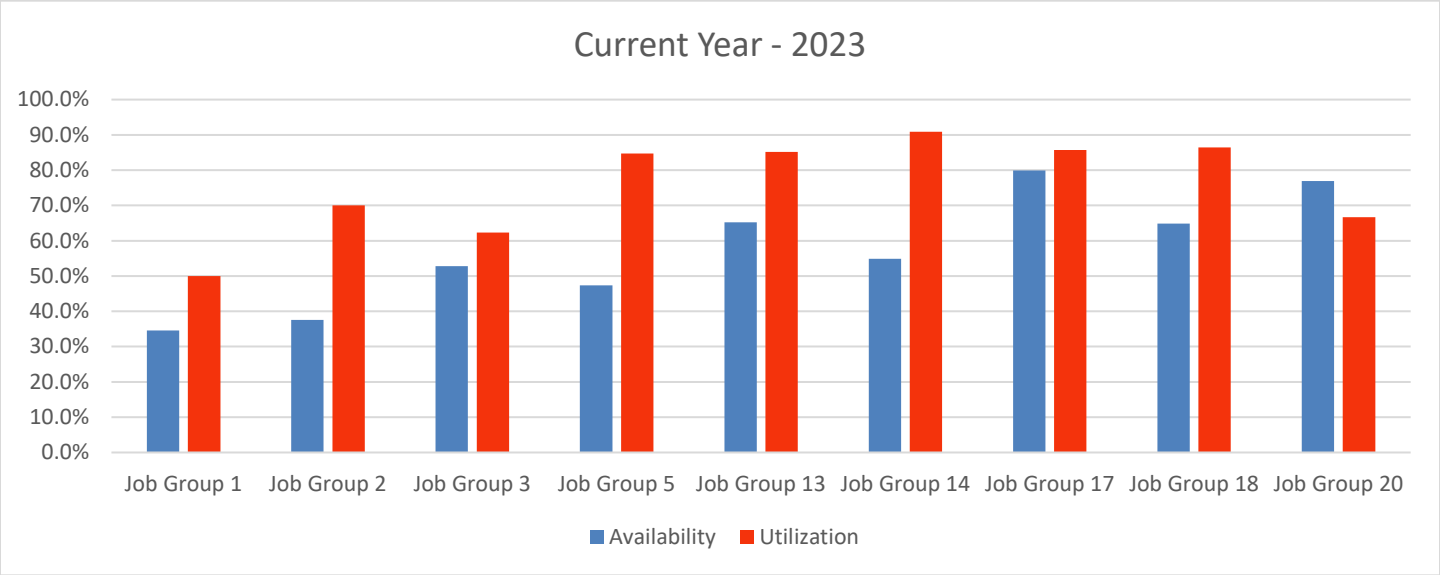
Minority utilization/availability for all job groups:



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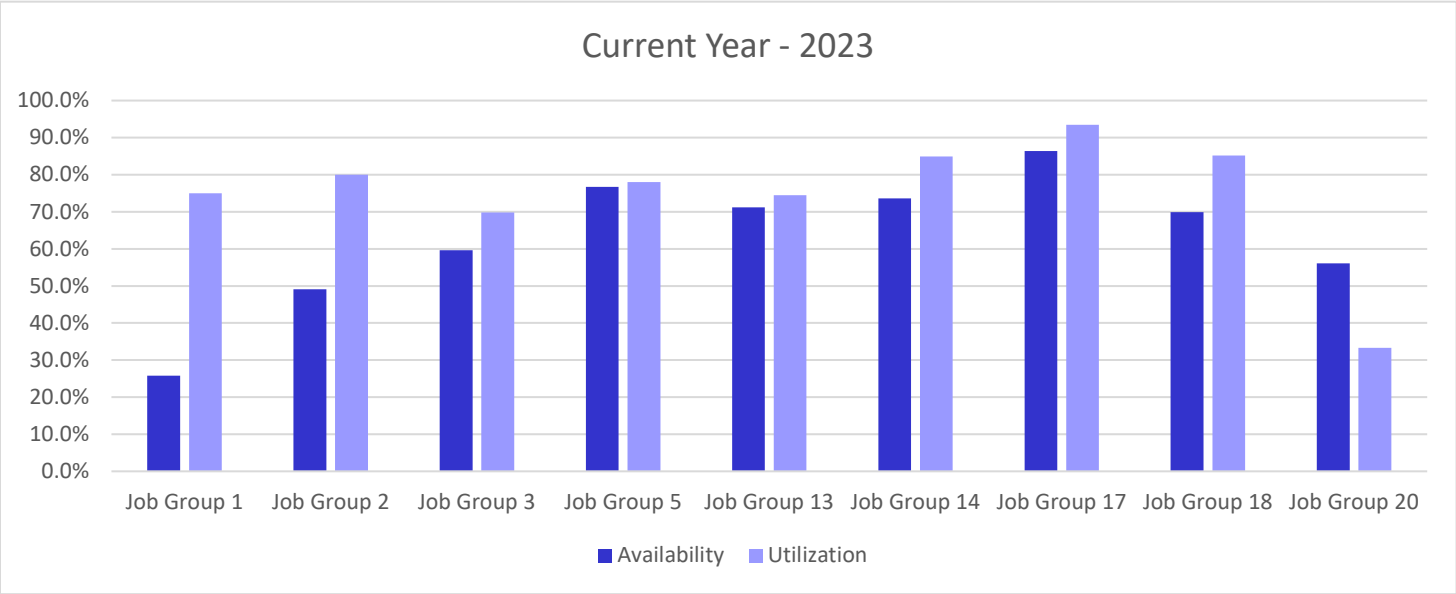
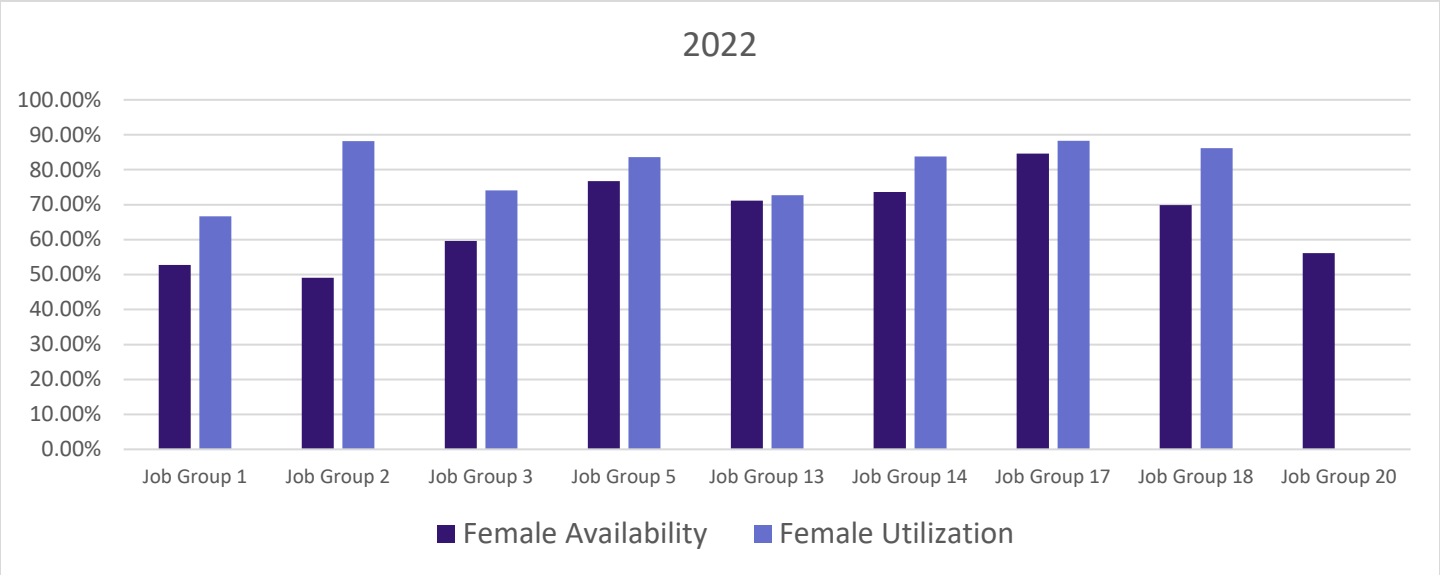
Female utilization/availability for all job groups:





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Section 5

Personnel Activity (Current Year)

Job Group: 1	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	1	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	1	0	0	0	0
TOTAL (count each person only once)	0	0	0	1	0	0	1	0
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

Job Group: 2	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	1	0	0	0	0
TOTAL (count each person only once)	0	0	0	1	0	0	0	0
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	1	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	1	0	0	0	0	0	0	0

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Job Group: 3	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	1	4	2	2	0	0
African American	0	0	0	0	0	0	0	2
Asian/Pacific Islander	0	0	0	0	0	2	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	2	0	7	0	1
TOTAL (count each person only once)	0	0	1	6	2	11	0	3
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	1	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	0	0	0	0	0	0
TOTAL (count each person only once)	0	1	0	0	0	1	0	0

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Job Group: 5	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	2*	0	3
African American	1	0	0	0	0	1	0	0
Asian/Pacific Islander	0	0	0	0	0	0	1	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	2	0	3	0	2	0	4
TOTAL (count each person only once)	2	2	0	3	0	5	1	7
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	1	0	1	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	1	0	1	0	0	0	0

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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	0	0	1	4	0	0	0	1
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	1	0	0	0	1
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	6	15	0	3	2	4
TOTAL (count each person only once)	0	1	7	20	0	3	2	6
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	1	0	0
African American	0	0	0	1	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	1	0	1	0	0

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	3	4	0	0	0	2	2	3
African American	1	2	0	1	0	0	1	1
Asian/Pacific Islander	0	0	0	0	1	2	1	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	5	41	5	5	4	34	7	22
Two or More	1	3	0	1	2	1	2	0
TOTAL (count each person only once)	10	50	5	7	7	39	13	26
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	1	0	0	0	0	0
African American	0	1	1	0	0	1	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	2	4	1	5	0	0
TOTAL (count each person only once)	0	1	4	4	1	6	0	0

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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	0	0	0	0	1	0	0	1
African American	0	0	0	0	0	0	1	0
Asian/Pacific Islander	0	1	0	1	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	6	0	8	0	3	1	5
TOTAL (count each person only once)	0	7	0	9	1	3	2	6
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	3	0	0
TOTAL (count each person only once)	0	0	0	0	0	3	0	0

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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	0	1	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	16	0	0	0	1	1	5
Two or More	0	4	0	0	0	0	0	1
TOTAL (count each person only once)	1	21	0	0	0	1	1	6
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	1	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	0	1	0	3	0	0
Two or More	0	1	0	0	0	0	0	0
TOTAL (count each person only once)	0	2	0	1	0	4	0	0

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Job Group: 20	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	1	0	0	0	0	0	0
TOTAL (count each person only once)	1	1	0	0	0	0	0	0
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0			0	0

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Personnel Activity 2022 (Previous Year)

Job Group: 1	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	1	0	0	0	0	0	0	1
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	1	0	0	0	0	0	0	1
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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Job Group: 2	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	1	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	2	0	0	1	1
TOTAL (count each person only once)	1	0	0	2	0	0	1	1
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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Job Group: 3	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	2	0	0	0	1	0
African American	0	0	0	1	0	2	0	3
Asian/Pacific Islander	0	0	0	1	1	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	2	3	0	4	1	1
TOTAL (count each person only once)	0	1	4	5	1	6	2	4
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	1	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	1	0	0	0	0

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Job Group: 5	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	4	0	0	0	1	0	4
African American	0	2	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	1	1	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	1	0	1	0	9	0	1
TOTAL (count each person only once)	1	7	0	1	0	11	0	1
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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Job Group: 10	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	2
African American	0	0	0	0	0	0	0	1
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	3
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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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	0	0	0	0	1	1	0	1
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	1	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	1	2	11	0	3	0	9
TOTAL (count each person only once)	1	1	3	11	1	4	0	10
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	1	3	0	0	0
TOTAL (count each person only once)	0	0	0	1	3	0	0	0

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	0	2	0	0	0	2	0	6
African American	1	4	0	1	0	1	0	4
Asian/Pacific Islander	0	3	0	0	0	1	0	3
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	3	30	1	6	10	49	4	22
Two or more	3	1	0	0	0	3	1	
TOTAL (count each person only once)	7	40	1	7	3	56	5	35
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	0	3	1	0	0	0
Two or More	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	1	0	3	1	0	0	0

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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	0	0	0	1	0	0	0	3
African American	0	0	0	0	0	0	1	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	1	2	1	13	1	4	0	3
TOTAL (count each person only once)	1	2	1	14	1	4	1	6
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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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	0	0	0	0	0	0	0	0
African American	0	1	0	0	0	0	0	0
Asian/Pacific Islander	0	2	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	3	26	2	2	0	0		5
Two or more	0	1	0	0	0	0	0	0
TOTAL (count each person only once)	3	30	0	2	0	0	0	5
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	1	0	1	0	0
TOTAL (count each person only once)	0	0	0	1	0	1	0	0

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Job Group: 20	**New Hires**		**Promotions – Into Job Group**		**Promotions – Within Job Group**		**Voluntary Terminations & Retirements**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0
	Involuntary Terminations (Non-Probationary)		**Releases During Probationary Period**		**Corrective Actions**		**Layoffs**	
	Males	Females	Males	Females	Males	Females	Male	Females
White	0	0	0	0	0	0	0	0
African American	0	0	0	0	0	0	0	0
Asian/Pacific Islander	0	0	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	0	0	0	0	0	0	0
TOTAL (count each person only once)	0	0	0	0	0	0	0	0

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Section 6

Recruitment – Data (Current Year)

(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: 20	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	0	1	0	1	0	1	0	0	0
African American	1	0	1	0	1	0	0	0	0	0
Asian/Pacific Islander	2	0	2	0	2	0	1	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0	0	0
Hispanic	20	7	20	7	20	7	4	2	1	1
TOTAL (count each person once only)	24	7	24	7	24	7	6	2	1	1

Job Group: 20	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	0	1	0	1. Central Coast Center for Independent Living (CCCIL) 2. North County Recreation and Park district (NCRPD) 3. Hartnell Community College 4. Prunedale Senior Center 5. Area Agency on Aging (AAA)
African American	0	0	0	0	
Asian/Pacific Islander	0	0	0	0	
American Indian/ Alaskan Native	0	0	0	0	
Hispanic	1	1	0	0	
TOTAL (count each person once only)	2	1	1	0	

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Recruitment – Data (Previous Year)

(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: 1	Applicants			Applicants Who Met Minimum Qualifications (Initial Screening)			Applicants Placed on Eligible List			Applicants Interviewed			Applicant Hired for the Position	
	Males	Females	Non-Binary	Males	Females	Non-Binary	Males	Females	Non-Binary	Males	Females	Non-Binary	Males	Females
White	16	28	0	5	2	0	2	2	0	2	2	0	1	0
African American	12	11	0	0	4	0	0	3	0	0	3	0	0	0
Asian/Pacific Islander	3	6	1	0	1	0	0	1	0	0	1	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hispanic	8	21	0	1	0	0	0	0	0	0	0	0	0	0
Two or More	0	7	0	0	2	0	0	2	0	0	2	0	0	0
Declined to Identify	4	3	4	0	1	2	0	1	1	0	1	1	0	0
TOTAL (count each person once only)	43	76	5	6	10	2	2	9	1	2	9	1	1	0

Job Group:1	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White	0	1	1	2	
African American	0	0	0	1	
Asian/Pacific Islander	0	0	0	0	
American Indian/ Alaskan Native	0	0	0	0	
Hispanic	0	0	2	1	
TOTAL (count each person once only)	0	1	3	3	

Note: Missing Gender and ethnicity for 2 Oral Board Panel members. Panel members were asked to provide demographic information and response has not been received.

Job Group:10	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										
African American										
Asian/Pacific Islander			No Personnel Activity in this Job Group in 2022							
American Indian/ Alaskan Native										
Hispanic										
TOTAL (count each person once only)										

Job Group: 10	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	No recruitments in this job group in 2022.
White					
African American					
Asian/Pacific Islander					
American Indian/ Alaskan Native					
Hispanic					
TOTAL (count each person once only)	0	0	0	0	

Job Group:20	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										
African American										
Asian/Pacific Islander										
American Indian/ Alaskan Native										
Hispanic										
TOTAL (count each person once only)										

No Personnel Activity in this Job Group in 2022

Job Group:20	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	No Recruitments in this Job Group in 2022.
White					
African American					
Asian/Pacific Islander					
American Indian/ Alaskan Native					
Hispanic					
TOTAL (count each person once only)					

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Section 7

Community Engagement

Department of Social Services (DSS) has fostered community collaborative relationships, in our commitment to provide services to Monterey County residents. These community groups include, but are not limited to:

- Management of the Child Abuse Prevention Council, the Area Agency on Aging, the Community Action Commission, the Military and Veterans Affairs Commission, the Commission on the Status of Women, the In-Home Support Services (IHSS) Advisory Commission, the Veterans Cemetery Advisory Commission, and the Salinas Downtown Community Board.

- The Community Action Partnership, operating under the auspices of Social Services, the Department funds community services by contracting with approximately 15 nonprofit organizations.

- Membership in the Children's Council, Domestic Violence Coordinating Council, and the Equal Opportunity and Civil Rights Advisory Commission, and the Coalition of Homeless Services Providers.

- Sponsorship of the MC-CHOICE Collaborative, the Pathways to Safety Program, the Family-to-Family Initiative, the Foster and Kinship Care Education Center with Hartnell College, and the steering committee supporting youth in the development of the Epicenter youth-led community center.

- Partnership with Impact Monterey County, our local chapter of the California Youth Connection, the Coalition of Homeless Services Providers, the Lead Me Home Plan to End Homelessness, the Early Childhood Development Initiative, the Bright Futures Initiative, and the Non-profit Alliance of Monterey County.

- Numerous contracts with community-based organizations to promote accessibility and collaborative service delivery paradigms.

Further, DSS administers over seventy (70) programs that daily serve an estimated 100,000 Monterey County residents. Department services and outreach efforts are noted below by branch:

Aging & Adult Services & CalWorks Employment Services Branches

<u>One Stop Multigeneration Service Delivery Model in Aging and CalWORKs Employment Services</u>

When budget cuts forced the County of Monterey, Department of Social Services to eliminate a Deputy Director position and merge the CalWORKs Employment Services and Aging and Adult Services Branches under one Deputy it wasn't exactly obvious how the two seemingly diverse service populations

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might connect. But once the programs and staff were co-located at a One Stop Community Center (730 La Guardia St., Salinas, CA) the common needs – access to affordable caregivers, services for disabled children and adults, food, education, jobs and legal services, just to name a few, began to surface and the Multigenerational Service Delivery Model for this newly combined Branch was born.

Leadership began by focusing on creating dedicated time for staff to learn from each other about each of the programs being offered through the newly combined branch. This created opportunities for staff to connect on a personal level and set in motion a no wrong door policy for community members to access services. The Branches require staff to collaborate at every level and provide warm handoffs to help address the needs of the whole family.

Emergency Management – Emergency Operations Center

During February 2024 storm season, the Emergency Operations Center (EOC) was activated to support the Monterey County residents. The Aging and Adult Services Branch provided the following support services:

1. Checked the IHSS GIS map and APS records (both current and closed in the last 3 months) to identify clients in the current Evacuation Warning Zones.
    a. 7 IHSS and 2APS impacted clients were contacted and provided with the current emergency information and resources.
2. Attended the 2/5/2024 EOC briefing.

The Aging and Adult Services Branch is in the process of:

3. Identifying IHSS/APS clients who could be impacted by the power outage and may need power for their medical equipment.
4. Working on developing a script and list for robocalls to provide to EOC.
5. Having IHSS Supervisors and Social Workers contact impacted clients to check on them and provide them information on locations for power access and resources.

Area Agency on Aging

The County of Monterey AAA partnered with CCCIL to conduct workshops and small senior focus groups in rural areas of north and South Monterey County to obtain qualitative data. The Senior Focus Group Report is attached as **Exhibit 1**. The workshops provided information on the Master Plan for Aging and gathered valuable insight from seniors living in these areas regarding service needs. Seniors from the three rural communities who participated in the focus groups were representative of the socio-economic range that exists in Monterey County, and the challenges they face. Common themes for both low-and high-income seniors living in these rural communities were a need for accessible health care and mental health providers. This included access to doctors, transportation to medical appointments, affordable mediations, mental health counselors and support groups. In addition, having walkable and safe sidewalks, street lighting, parks, and safe roads was also important for the focus group participants.

Agencies AAS collaborated with for these focus groups to conduct the senior focus groups:
6. Central Coast Center for Independent Living (CCCIL)

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7. North County Recreation and Park district (NCRPD)
8. Hartnell Community College
9. Prunedale Senior Center
10. Area Agency on Aging (AAA)

Community Benefits

In 2023,

The Community Benefits Customer Service Center (CSC), **answered** a total of 152,636 calls.

- Total calls into the CSC were over 210,000. Unfortunately, with staffing and workload impacts the branch was unable to staff at levels to account for the volume of calls received and approximately 30-35% calls were unanswered.
- The number of total calls does not account for any calls that come into staff's direct lines. The Branch is unable to track customer calls that are made to direct staff lines; however, the volume of direct calls is high.

New applications

- 67,285 new applications were received. This is the total number for all programs (Temporary Cash Assistance, General Assistance, Medi-Cal, CalFresh, and CalWORKs).
- CalFresh had the highest number of applications received, with Medi-Cal having the second highest number of applications.
- 16,900 individuals walked into our offices to apply for benefits.
- 21,000 individuals applied for benefits on-line.

The Community Benefits Branch had 156,330 in office Customer Visits.

- This is the total number of customers logged in.
- Combined with calls received, almost 310,000 the branch tracked customer contacts for the year.
- The Community Benefits branch has many other pathways for customers to contact staff, such as direct calls, that the branch is unable to track. The branch estimates these additional contacts to be an additional 150,000 – 200,000 direct customer contacts if not more.
- Out of the 156,330 – only 1338 were scheduled appointments.
- Our drop-in customer visits are highest for our Ongoing area, which consists of… and is our biggest part of operations.
- Our customers struggle with our forms, especially for Renewals, a lot of assistance is needed.

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- We are ranging between 265,000 – 259,00 people served with our services, with Medi-Cal expansion for non-citizens we expect this to grow by 10,000 - 20,000 more (we have seen increases in applications for those that were not on restricted scope emergency services prior to this change).
- 29 million dollars in CalFresh benefits were issued in November and December.
    - This is an essential service for both customers and Monterey County business as it is a form of revenue.

As a future project, The Community Benefits Branch is working on the development of a Benefits-Self Service Center. The Branch is working to open a new lobby to be located at the Life Foundation Building, this lobby will be equipped with computers and some mobile devices so we can help customers learn to upload documents, apply for benefits, check status of benefits, send communications and ask questions through electronic pathways such as BenefitsCal and DSS-Upload. Staff will be available in this new lobby, to teach customers how to access services from their cell phone, tablet, or computer/laptop.

Family & Children Services

As part of Title VI the Family & Children Services Branch does the following:

1. Collect data on ethnicity and language of the families served.
2. Departmental Language assessment completed: The branch ensures that all public facing phone lines have messages in English and Spanish.
3. Public counters have charts and signage in English and Spanish.
4. Ensures Spanish bilingual staff is available including, Social Workers, Social Service Aides, Office Assistants, Secretaries, Social Work Supervisor, Program Managers, Deputy Director.
5. Utilizes County contract for translation of other languages such as the indigenous language of families served.

Regarding specific services:

1. Resource Family Approval orientations and service training for potential relative caregivers or community-based series is available in Spanish.
2. Child Welfare Presentations are conducted in both English and Spanish. **Exhibit 2** is a Child Welfare presentation that was conducted in Spanish for the Centro Bi-nacional meeting. **Exhibit 3** is the same Child Welfare presentation in English utilized for Hartnell College.
3. Town Halls held in Spanish for Caregivers.
4. Documents are translated for families.
5. Child and Family Team Meetings held in Spanish.
6. Request that contractors also provide their services in Spanish.

Military & Veterans Affairs Office

In 2023 the Military and Veterans Affairs Office

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- Held 114 outreach events, resulting in 1968 new veteran contacts, Outreach Organization list is attached as **Exhibit 4**.
- Answered 7,795 phone calls.
- Held 4,356 appointments.
- Processed 5,985 claim actions (including non-VA claims such as DMV, College Tuition, Dependent and Survivor claims, and Burial.
- Granted 279 College Fee Waivers for a total of $1.97 million.
- Processed 1,203 VA Disability Compensation Awards.
- In a customer satisfaction survey, MVAO received 90% Very Satisfied results.

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Section 8
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?

The department has not requested any selective certification waivers. Because the DSS receives federal funds for social services programs, the state requires we use a merit system principle for all recruitment, selection, and advancement opportunities. As such, DSS operates under the California Department of Human Resources (CalHR) Merit System Services (MSS) for recruitment and selection. The selection of candidates is a competitive process that is conducted with CalHR.

DSS Human Resources staff works closely with MSS to review all recruitment announcement and flyers prior to them being posted, in an effort to attract diverse candidates. Additionally, prior to the examination phase, CalHR/MSS requires that the knowledge, skill, and abilities required for a specific classification are identified in a Job Analysis study and the developed training and exam plans (T&E). While MSS maintains Job Analyses studies for MSS classifications such as the Eligibility Specialist series, DSS HR is responsible to provide Subject Matter Experts (SMEs) and incumbents to aide in the development of Job Analysis studies for County-specific classifications. In addition, DSS HR has recently participated in trainings and reviewed templates and other resources provided by MSS to conduct Job Analysis studies for all County-specific classifications DSS utilizes. DSS utilizes and hires for approximately 44 County-specific classifications.

For each recruitment, DSS emails recruitment announcements and flyers, to each community group listed below:

- Salinas Filipino Community
- Citizen Alliance
- NAACP
- City of Sand City
- Filipino Woman's Club
- EMQ Children and Family Services
- LULAC Council #2055
- Local universities and colleges

These community organizations post our recruitment flyers in a public area for their members can see. and utilize if interested in applying for the vacancy.

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DSS also uses social media platforms to advertise all job opportunities, this includes adding QR codes to all recruitment flyers, making it easier for interested applicants to scan and view the job information plus search additional job opportunities within DSS. Further, DSS announces all job opportunities internally and encourage staff to apply for promotional opportunities and share the recruitment flyer among their networks.

Prior to the COVID-19 pandemic, DSS Human Resources staff attended career fairs as an active means to connect with a diverse pool of candidates. It is the goal of the Department to re-establish in-person outreach in the near future, specially to attract candidates for difficult to fill positions such as Masters-level Social Workers and Eligibility Specialists. Department staff participated in the County-wide Interactive Workplace Tour and Career Exploration Fair with students from Salinas Unified High School District in October 2023.

For MVAO specific recruitments DSS HR provides MVAO with recruitment announcements which they share with their network to distribute and post on bulletin boards or use to refer veterans to apply. Due to the diverse nature of the military, this information may reach many individuals with disabilities and minority groups. MVAO also shares recruitment opportunities with the California Association of County Veterans Service Offices, California Department of Veterans Affairs, The California Military Department, the Military and Veterans Affairs Commission and the Veterans Issues Advisory Commission.

MVAO utilizes its partnership with the Presidio of Monterey and Naval Postgraduate School - Transition Assistance Programs (TAPs), to address current military members, who will be discharging from the military, on Monterey County as a possible employer. The main purpose is to create awareness of Monterey County as a Veteran friendly employer and encourage the military members to explore the many job opportunities at DSS, MVAO and Monterey County.

More specifically for the Family & Children Services branch, the Department was struggling to fill Social Worker level IV and V positions in Child Welfare. Approximately 34 positions (75%) of our master's in social work positions were vacant and our ongoing efforts to fill and retain them were not working. To address, this issue in Social Worker recruitment and retention in Child Welfare, the newly promoted FCS Director, who has grown her career within DSS and identifies as a Hispanic woman, decided came up with several strategies to grow our own. The first step was to obtain authorization to underfill the MSW positions with individuals who held a bachelor's degree in social work, psychology, criminal justice, or other closely related fields and once hired, support employees to get their master's in social work (MSW) by partnering with local universities and providing schedule flexibility for courses and internships. This effort began in February of 2023 and in just 9 months FCS is down to just 9 vacancies and a 25% vacancy rate.

Other strategies that contributed to filling Social Worker vacancies included:

1. Holding ongoing monthly meetings with the FCS management team and the Human Resources Branch to address recruitment, interviewing, training, onboarding, and retention.
2. Using the job recruitment flier to advertise our support of staff pursuing their master's in social work.

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3. Working closely with local universities. Partnerships with California State University at Monterey Bay and San Jose State University have helped to promote their MSW programs among our staff and to promote our County as an employer of choice to their existing students.
4. Providing hiring bonuses for Social Worker IVs of $5000.
5. Changing the Social Worker I bilingual recruitment, which resulted in just a few applicants, to a monolingual (English) recruitment which resulted in over 100 applicants.
6. Using bilingual testing with existing staff who had not been previously bilingual certified helps to address the need for bilingual staff.
7. Using ongoing, open recruitment, behavioral interview techniques, day-in-the-life videos and job shadowing.
8. In collaboration with County Welfare Directors Association of California-Human Resources Committee, advocated for Merit System Services to update the Social Worker IV/V classification specification to allow candidates who are within six months of satisfying the education requirement for the Social Worker IV/V classification be admitted to the examination process.

Hiring

DSS Human Resources (DSS-HR) takes special care to ensure hiring practices are free from biases related to a candidate's age, race, gender, religion, sexual orientation, or other personal characteristics that are unrelated to their job performance. To ensure all candidates are fairly and effectively evaluated, HR staff work with the hiring manager to develop standardized interview questions to assess candidate's knowledge, skills, and abilities prior to interviewing candidates. This helps reduce bias in our hiring process.

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

Hiring managers are encouraged to identify strong answers for the interview questions being asked and determine what they are looking for in a candidate prior to interviewing. During the interview process, the Department uses open-ended interview questions to allow the candidate to demonstrate their knowledge, skills and abilities as related to the position. Further, behavioral interview questions are asked to reveal how candidates behaved in past work situations**.** These behaviors can give insight into how people will react in similar situations in our department. Candidates' responses are then scored utilizing a pre-determine rating scale. The department also utilizes Skill Survey to conduct reference checks with pre-drafted job questionnaires to further assess candidate's knowledge, skills, and abilities.

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

Applications received and screened by CalHR/MSS. The Department has no role in this part of the process. DSS receives the certified eligible list upon the completion of the recruitment and exam process. MSS does not provide the Department with any demographic information for any of the applicants. DSS HR ensures that there is a diverse panel for final hiring interviews; this includes reaching out to DSS branches not participating in the recruitment, other county departments, and the community for interview panelists.

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

Panel members for DSS recruitments are provided with guidelines for conducting the interview. The guidelines review immediately reporting any conflict of interest in interviewing any candidate to DSS-HR, reminds panelist they are not to use candidate's information to Google or search through candidate's social media accounts, equal treatment of candidates, what acceptable and unacceptable questions are, to avoid discussions of any protected characteristics, if a candidate voluntarily starts disclosing information of any protected characteristic, panel members are to not take this into consideration in their hiring decision, the requirement that all matters discussed in an interview are confidential and ensure consistency of questions during each interview. Candidate interviews are conducted in a structured interview format, with prepared questions. This increases the objectivity and consistency of the panel. DSS-HR is also in the process of finalizing a short fifteen-minute training all panel members will be asked to complete regarding biases prior to participating in an interview panel for DSS.

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?

Newly hired and promoted employees meet with their supervisor at a minimum bi-weekly throughout their probationary period and monthly once the probationary period concludes. These meetings help to identify training needs, career goals and the resources that can help the employee thrive in their current assignment and begin to prepare them for advancement. In addition, employees are encouraged to participate in their evaluation of their job performance and are asked specifically about their career interests and the support needed to achieve their goals.

DSS also provides employee training opportunities with the goal of equipping employees with new skills and knowledge to increase their potential for advancement. Employees have access to hundreds of courses related to the development of leadership and management skills, available online. Additional training opportunities are provided by staff trainers in each of the Department's branches. These trainings include mandatory trainings, trainings to support employees in meeting job performance expectations, and training related to their professional development goals.

Further, in addition to branch specific trainings, the HR Training, Mentoring and Development (TMD) unit provides contract management and coordination services for the:

- UC Davis Inter-County Training Consortium
- Title IV E Internship Program through the California State University at Monterey Bay (CSUMB) and San Jose State University (SJSU)
- Bay Area Social Services Consortium
- Deaf and Hard of Hearing Service Center
- SkillSurvey

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In fiscal year 2022/2023, 375 training courses were completed by 846 employees. The DSS Program Statement from the Annual Training Plan is included as **Exhibit 5**.

The Department has also developed The *Mentoring Together* program which provides opportunities for intergenerational learning across our different Branches, job classifications and work units. All DSS and MVAO employees are encouraged to participate. They start by submitting information about their knowledge, skills, and abilities to the HR TMD unit, so individuals can be matched in either a mentor or a mentee role. For example, TMD has matched a veteran senior level manager as a mentee to an entry level job holder just out of school who served as their mentor because of their knowledge and skills navigating and using Microsoft Office 365 programs. Other scenarios have included matches of those who were interested in promoting to a new role, had recently been promoted or were interested in switching Branches or careers.

After offering Mentoring Together for a few years we learned that not everyone was able to participate in a structured mentorship program. Some employees were simply looking to better understand the types of tasks, responsibilities or challenges for a specific job classification or branch. In response, the HR TMD unit created the "A Day in the Life" program. Staff have access to fill out a request regarding the type of job, branch, or work unit they want to know more about. Our TMD unit then seeks out staff in those positions and sets up a 1.5-hour virtual meeting with a facilitated panel discussion and Q&A about what they actually do in their role, their career path, the success, and challenges. All staff are invited to attend not just those who submitted the request further advancing our efforts toward ensuring equal employment opportunities are available for all.

Further, as staffing needs arise due to leave of absences and/or vacancies, the department announces and offers Working-Out-of Class opportunities or interim assignments to continue to build and develop the Department's current workforce, while the vacancy is posted, and competitive interviews are held. Staff are encouraged to apply and compete for the Working-Out-of-Class opportunity and the permanent vacancy.

The effectiveness of these initiatives in supporting promotional opportunities for women and people of color has yet to be evaluated.

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?

The Department's performance evaluations rate a variety of factors where commitment to building a diverse and inclusive workforce may be evaluated. Specifically, in the areas of Initiative in Learning and Work Improvement where one applies oneself to responsibilities and seeks to improve work by initiating action to accomplish a task without direction. As well as Innovation, where one seeks out, suggests, and uses new ideas and approaches to reach goals and solve problems. But other areas of the evaluation also demonstrate a commitment to diversity and inclusion. Examples such as Communication Skills, Judgement, Observance of Rules, Coordination of Work, Following Direction,

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and Performance in New or Difficult Situations. The Department is committed to all employees completing Civil Rights Training and Sexual Harassment Training and attendance is tracked by our training unit staff. The evaluation process includes a checklist that must be completed. The first item on the checklist requires the date the employee last completed Civil Rights Training and they are required to sign off that they are committed to the Equal Opportunity Plan. Failure to complete the trainings will be reflected in the ratings in the evaluation. When an employee is being considered for promotion, the evaluations are reviewed to ensure the employee is meeting standards.

Retention and Inclusion

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

We utilize the data available from the Department demographics in Advantage. The Department can run monthly separation reports to track turnover among all groups. In addition, the Human Resources Branch encourages separating staff to complete the DSS Exit Interview Questionnaire and participate in in-person Exit Interview with a Human Resources Analyst if appropriate. The Department will review separation reports and Exit Interviews monthly to identify patterns on the turnover rate for protected groups.

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

No significant trends among protected groups or the general population have been identified.

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

The Department has not identified any negative or positive trends in the data collected. The Department is committed to providing equal opportunity to members of protected groups. We will continue our efforts to attract, recruit and retain qualified employees from underrepresented groups.

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

The Department follows the County's policy to have an inclusive work environment for breastfeeding employees. The Department supports breastfeeding employees by providing time for expressing breast milk in appropriate locations and has assigned a Human Resources Analyst as the Lactation Coordinator. DSS currently has five designated private lactations rooms at the following work locations: the Life Foundation Building, the King City office, the Seaside office, 730 La Guardia St. Salinas location and 713 La Guardia St. Salinas location. Each lactation room is equipped with an electrical outlet, table, chair, window coverings, and brochures and literature for nursing mothers regarding the benefits of nursing and contact information offering post-partum support.

If a nursing mother works at a location without a designated lactation room, the employee can connect with their supervisor/manager and with DSS Human Resources to submit an accommodation request.

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The DSS Lactation Coordinator will then evaluate options and identify a private suitable location that can be converted into a lactation room for the employee's use.

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

The Department follows the Americans with Disabilities Act (ADA), Fair Employment and Housing Act (FEHA), and all other applicable federal and state laws, regulations, and guidelines concerning providing reasonable accommodations, as necessary, to afford equal employment opportunity and equal access to programs, services, and benefits for qualified employees with disabilities. The Department has assigned a Human Resources Analyst as the Disability and Reasonable Accommodation Coordinator (DRAC). We are committed to ensuring a timely, good faith process. When an employee requests an accommodation, the DRAC engages in the interactive process (IAP) with the employee, the employee's healthcare provider and the employee's supervisor/manager to determine whether the Department can provide a reasonable accommodation that will enable the employee to perform the essential duties of his/her position. In order to find a potential accommodation, the DRAC will work with the employee's supervisor and manager to review the employee's job duties and determine if a modification or adjustment can be made. The Department will continue the interactive process until an accommodation determination has been made. HR will document any accommodation agreements and continue communication with all parties through the length of the employee's request. If a reasonable accommodation cannot be provided the Department explores reassignment opportunities County-wide. If the Department is unable to accommodate and place the employee in another department, the DRAC meets with the Reasonable Accommodation Request Committee (RARC) to determine the next steps.

When an employee has a workstation ergonomic evaluation, the DRAC reviews the report to ensure workstation modifications and equipment identified are provided timely to the employee. Ergonomic evaluation requests can be made as part of an accommodation request, by an employee's worker's compensation healthcare provider or directly by an employee.

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?

The Department offers all separating employees the opportunity to complete an online questionnaire, the responses to which are reviewed by Human Resources. If appropriate, a separating employee may be invited to participate in an exit interview with a Human Resources Analyst as part of the offboarding process in the event that their responses warrant further information-gathering. DSS Human Resources staff will review the information to see if any problem areas are identified. Any issues concerning diversity and inclusion are followed up on by working with the appropriate area management to resolve work issues, initiate an investigation and if appropriate, report to the Civil Rights Office.

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

Please see the Community Engagement that outlines the Department's efforts to ensure that services provided to our clients meet the needs of the community.

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For our applicants, DSS has standardized the recruitment process, including ensuring all interview questions are job-related and seek to evaluate the candidate's knowledge, skills and abilities relative to the needs of the vacant position(s).

For our employees, we believe that the Department has been successful in the following areas:

1. Reasonable Accommodations
    a. The Department has improved its process on responding to employees with disabilities who request reasonable accommodations by timely engaging them in the IAP process, this ensures all employees are afforded equal employment opportunities and access to programs and services.

2. Equal access
    a. The Department has ensured gender neutral bathrooms are available at all of our work locations.

3. Appreciation of Individual Attributes
    a. Every year we hold Employee Recognition Award that encourages staff to nominate fellow colleagues in 6 categories (Role Model, Mentor, Customer Service, Innovator, Leadership, Teamwork). Each winner is recognized for their individual contributions to DSS.

4. Access to Opportunity
    a. Working Out of Class Opportunities are announced to all qualified individuals within the Branch

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

DSS operates under the California Department of Human Resources (CalHR) Merit System Services (MSS) for recruitment and selection. The Department's greatest challenge is MSS inability to meet the Department's high recruitment volume and timely administration of exam plans and application screening. The lack of timely screening of applications has led to large applicant pools, but very small eligible lists or candidates no longer available for a position to which they applied four (4) to six (6) months ago. Further, candidates have reached out to DSS HR requesting appeal information after having incorrectly been screened out from a recruitment. The Department receives weekly updates from MSS on all active recruitments. Updates include recruitment open and closing dates, number of unscreened applicants received, status of the recruitment (minimum qualification screening or Training & Experience examination), number of candidates on the eligibility list and when it will be released. DSS HR connects with MSS when discrepancies are found to discuss possible resolutions.

In reviewing the DSS Workforce Analysis Chart, there is an opportunity to increase targeted recruitment efforts for underrepresented groups, such as: veterans, persons with disabilities, males, American Indians, African Americans and Alaska Indian/Pacific Islanders. Further, the Department will continue to request that MSS collect and provide thorough demographic recruitment data.

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Section 9

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	180	156	87%
Employees (non-supervisor/non-manager)	697	641	92%
Totals	877	797	91%

Civil Rights Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	180	142	78%
Employees (non-supervisor/non-manager)	697	604	87%
Totals	877	746	85%

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Section 10

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.

During the date presentation to the Commission. The Department was asked to provide the quantity of bilingual designated positions and how many of those positions are filled.

The Department has 502 employees who receive a bilingual stipend. DSS does not designate vacant positions as bilingual required or preferred until such time the Hiring Manager looks to fill the position.

Hiring Managers based on customer's and client's needs, as well as staffing and operational needs, identify the need to recruit for bilingual skills at the time recruitment paperwork is completed and submitted to DSS-Human Resources staff to initiate a recruitment.

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Section 11

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	DSS HR sent a staff member to each work site to ensure notices were posted.	Y	November 14, 2023 – January 10, 2024
	Internal process to forward discrimination complaints to Civil Rights Office	DSS HR is in the process of scheduling a training date for supervisor/managers on the Civil Rights Complaint Form.	Y	November 14, 2023 – January 10, 2024
	Nonstandard contracts include a nondiscrimination clause	DSS utilizes the County's standard nondiscrimination clause in all contracts.	Y	Ongoing.
	Data is collected on the ethnicity and language of the people served	The department collects ethnicity and language of people served through the various software used throughout the department such as Capstone, LEAPS, CMIPS, SSI-Advocacy, CalSAWS, CalWorks during intake or as part of the systems on-line applications. MVAO does not collect data on ethnicity or language at this time. MVAO clientele are	Y	Reviewed 3/25/24.

		active servicemembers, Veterans, and their families. In order to serve in the US military, you must have rudimentary fluency in English.		
Language Access	Departmental language assessment completed	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Vital documents translated into Spanish	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Website – minimize PDFs. When using PDFs, include a Spanish version	DSS website has minimal use of PDF's and when used a Spanish version is provided. Posted videos are in English and Spanish.	Y	Reviewed 3/25/24.
	Procedures and budget for the use of interpretation and translation services	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Communication services for people who are deaf or hard of hearing	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Public voicemails in English and Spanish	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Public counters: language charts available	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Public counters: all signage in English and Spanish	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
	Public counters: procedures to have bilingual staff available	Verified by DSS HR	Y	November 14, 2023 – January 10, 2024
Community Engagement	Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds	First, in order to understand and identify the diverse demographic backgrounds served within our community, Community Action Partnership requires all service providers to collect and report	Y	Annually Demographics gathered in January. Contracts updated and executed in December/January.

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		demographic data on all service recipients. This information is collected, reviewed, and reported to the state and supports the organization in staying informed of fluctuations among the diverse populations served. In recognizing the diversity of our community and in effort to ensuring services are sensitive to the diverse needs, all service agreements executed under Community Action Partnership include the following contractual responsibility: CULTURAL CONSIDERATION REQUIREMENTS: CONTRACTOR shall make efforts to provide all services in a low-barrier, trauma informed, and culturally considerate manner. All written and spoken communication intended for consumers shall be made available in English and Spanish at minimum and efforts to accommodate additional languages, when necessary, should be made. Some of these considerations include specific DEI operating policies, adding specific questions and agenda discussions regarding inclusion efforts, intentional recruitment of		

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		lived-experience voices on action and decision-making boards, and strategically positioning meetings at times and locations that best accommodate attendance of diverse and underrepresented populations. Furthermore, when seeking new providers, RFP's deliberately include questions regarding multilingual services and cultural accommodations that reflect the community served.		
	Analyzed potential disproportionate adverse human health or environmental effects on communities of color, tribal communities, or others underrepresented in the public process	Community Action Partnership engages in the nationally recognized Next Generation Results Oriented Management and Accountability (ROMA-NG) framework for management and administration. To this end, we collect annual demographics data from all service recipients to capture and analyze the demographics. This annual data is compared with census information and community partners who are trained and identified as "trusted community partners" within hard-to-reach communities. This cross-analysis process provides our unit with key information regarding discrepancies in census data (for example – our community believes the	Y	Annually Demographics gathered in January. Annual reports submitted in January. And Biennially. Community Needs Assessment process occurs every two years and is completed by June of each odd year.

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		number of seasonal farmworkers transitioning in and out of our community is much higher than data reports due to high number of undocumented individuals who intentionally avoid being included in data reports) and helps indicate service deserts and underrepresented populations. Community Action Agencies throughout the nation are known for taking a local and strategic approach to providing services through existing and trusted channels. This often means directing federal funding to small, grassroots organizations who are experts in unique services and maintain long-term, trusted relationships with vulnerable populations that would often not otherwise engage with government entities. Community Action Partnership uses these relationships to develop comprehensive community needs assessment plans that support bringing attention to these often-overlooked populations and advocating for additional needs and customized services to continue be performed by local organizations. These		

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		plans are published on local and state platforms, including testimony performed by the Director of the Community Services and Development department at congressional hearings.		
	Considerations taken to ensure equitable engagement	Community Action Partnership engages in the nationally recognized Next Generation Results Oriented Management and Accountability (ROMA-NG) framework for management and administration. To this end, we collect annual demographics data from all service recipients to capture and analyze the demographics. This annual data is compared with census information and community partners who are trained and identified as "trusted community partners" within hard-to-reach communities. This cross-analysis process provides our unit with key information regarding discrepancies in census data (for example – our community believes the number of seasonal farmworkers transitioning in and out of our community is much higher than data reports due to high number of undocumented individuals who intentionally avoid being included in data reports) and helps indicate service	Y	Annually Demographics gathered in January. And Semi-annually. Consumer evaluations are collected in June and January.

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		deserts and underrepresented populations. Community Action Agencies throughout the nation are known for taking a local and strategic approach to providing services through existing and trusted channels. This often means directing federal funding to small, grassroots organizations who are experts in unique services and maintain long-term, trusted relationships with vulnerable populations that would often not otherwise engage with government entities. Community Action Partnership uses these relationships to develop comprehensive community needs assessment plans that support bringing attention to these often-overlooked populations and advocating for additional needs and customized services to continue be performed by local organizations. These plans are published on local and state platforms, including testimony performed by the Director of the Community Services and Development department at congressional hearings.		

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	Key community engagement contacts established	Please refer to the "Community Engagement" section of this report.	Y	Completed through various events through 2023 calendar year.

* 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.