

Probation Department

Equal Opportunity Plan

2024



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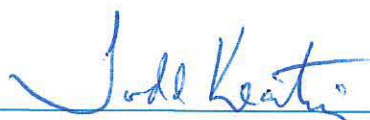
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Section 1

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.



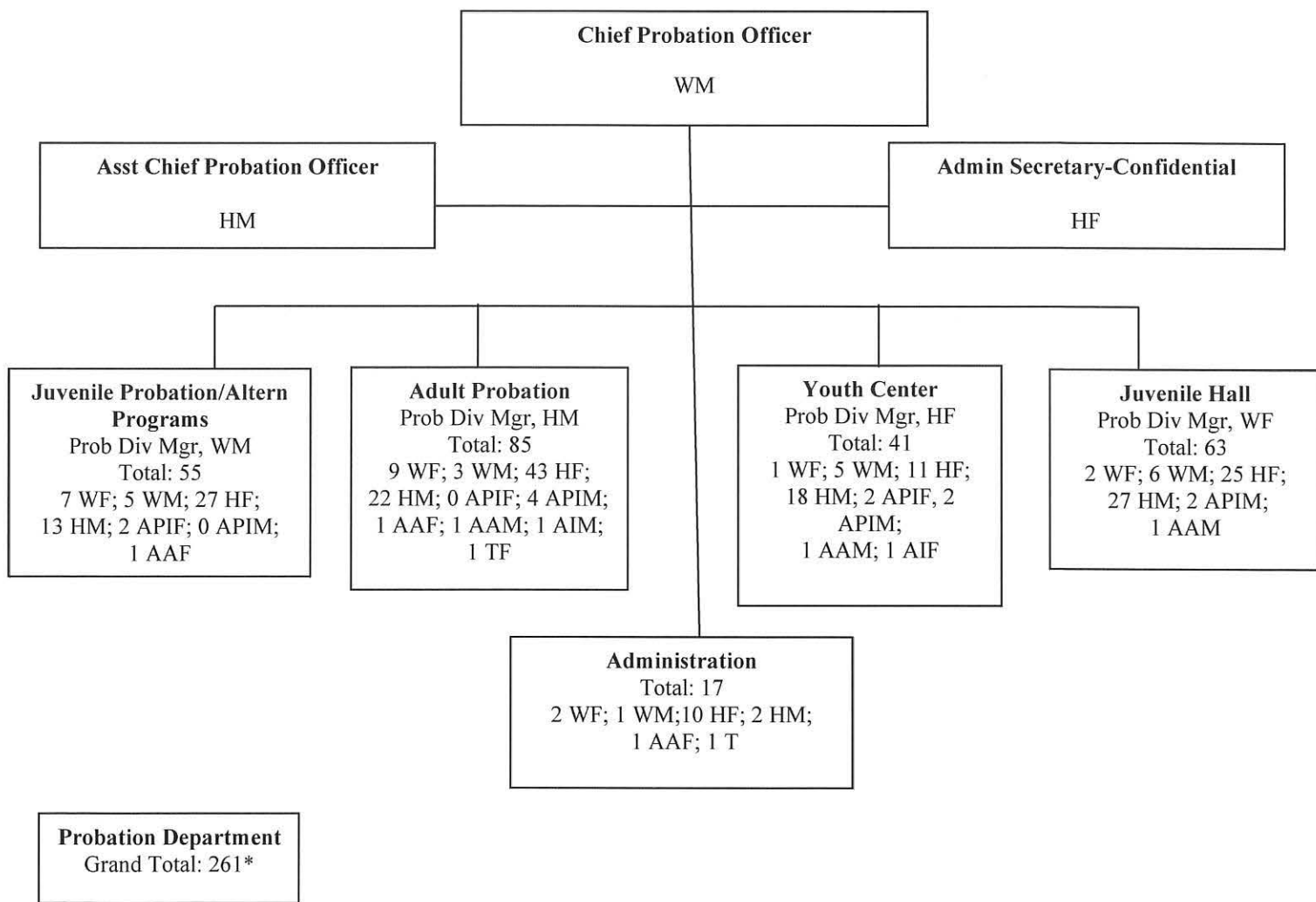
Todd Keating

Chief Probation Officer

Section 2

Organizational Profile Probation Department

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



Self-reported gender and ethnicity:

M – Male F – Female

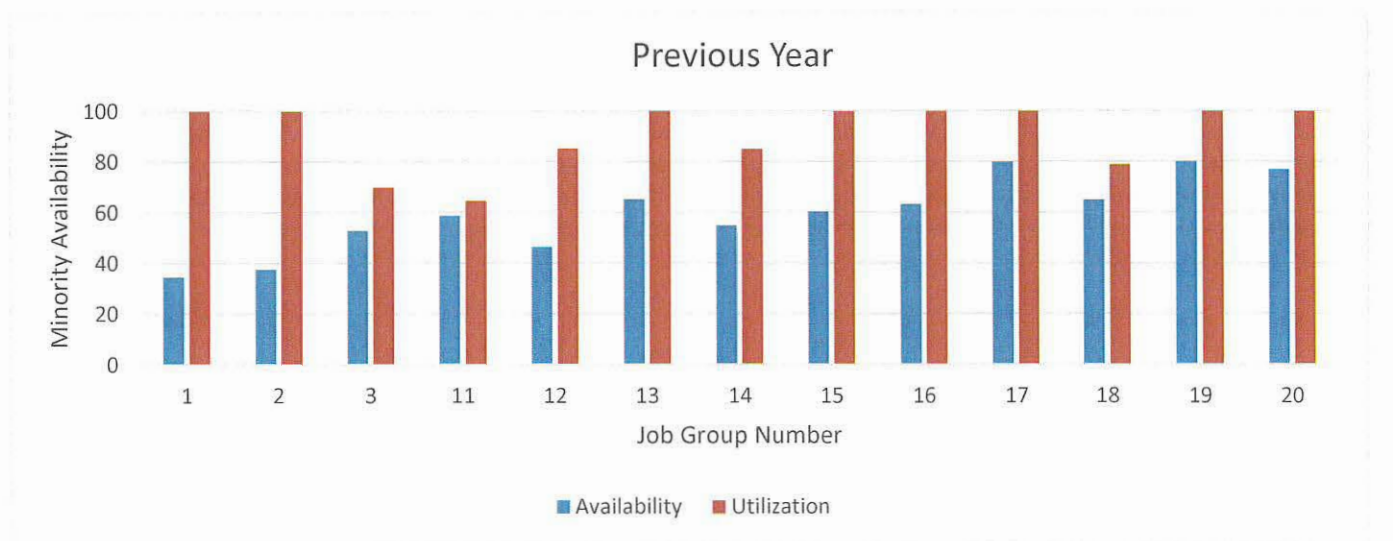
AA - African American; H – Hispanic; API – Asian/Pacific Islander; W - White other than Hispanic; AI – American Indian/Alaskan Native; T-Two or more races; O-Other

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:



Section 4

Personnel Activity (Current Year)

For job group 1, 2, 13, 15, 16, and 19 there were no personnel activities to report

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								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic				1				1
TOTAL (count each person only once)				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)								

Job Group: 11	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White						1	1	1
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic				3		1		
TOTAL (count each person only once)				3		2	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)								

Job Group: 12	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White							2	
African American							2	
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic	2	3	1	2	6	12	2	3
TOTAL (count each person only once)								
	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)								

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						1
African American				1				
Asian/Pacific Islander				1				
American Indian/ Alaskan Native								
Hispanic		2					1	1
TOTAL (count each person only once)		3		2			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)								

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								
African American								
Asian/Pacific Islander				1				
American Indian/ Alaskan Native								
Hispanic		1		2		2		2
TOTAL (count each person only once)		1		3		2		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)								

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								
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								
	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					

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								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic	1	1						
TOTAL (count each person only once)	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				1				
TOTAL (count each person only once)				1				

Personnel Activity (Previous Year)

Job Group: 02	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)								

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*			1	1		
TOTAL (count each person only once)		1			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)								

*This was a lateral transfer from another department, maintained same classification

Job Group: 11	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
TOTAL (count each person only once)			1				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)								

Job Group: 12	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White		1			1		1	2
African American					2			1
Asian/Pacific Islander					1		1	1
American Indian/ Alaskan Native								
Hispanic	3	7	1	4	5	4	3	4
TOTAL (count each person only once)	3	8	1	4	9	4	5	8
	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)								

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								
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)								

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								
American Indian/ Alaskan Native								
Hispanic	1	2						1
TOTAL (count each person only once)	1	3						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)								

Job Group: 16	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)								

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								
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)								

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								
American Indian/ Alaskan Native								
Hispanic	1	5					1	
TOTAL (count each person only once)	1	5					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				1				
TOTAL (count each person only once)				1				

Job Group: 19	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)								

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								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic	1						1	1
TOTAL (count each person only once)	1						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 (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.)

***No recruitment activity in 2023 for underutilized job groups**

Job Group:	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)										

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.)

***No recruitment activity in 2022 for underutilized job groups**

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

Job Group:	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White					
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic					
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?

- In addition to the community groups mentioned in the previous years' plans, the Probation Department continues to work with educational organizations such as California State University-Monterey Bay, Hartnell College, and Monterey Peninsula College. Due to COVID-19 the department had put on hold the internship program, and last year was the first year the department hosted an intern from Hartnell College that completed about a 6-month internship assignment with the Drug Specialty Court Unit. It was also the first year the department participated in the Public Safety Career Fair hosted by South Bay Regional Public Safety Training and the Career Exploration Fair event at the community school in Mount Toro. The relationships that have been established with these various educational institutes provide students that intern with the knowledge, hands-on experience, and grows their skills and abilities to be a qualified candidate for a position in the probation field.

Given the nature of probation work, the department will continuously work closely with Monterey County Health Department Behavioral Health, Department of Social Services staff, Sheriff's Office, among other county departments to provide a diverse array of services to the clients. The department also works with many community-based organizations that provide services, programs, and classes to the clients. Working with staff from other departments and community-based organizations has worked as a recruitment tool for the department because staff from those agencies have been hired on by the department in various positions, both

sworn and non-sworn. For example, the department has Deputy Probation Officers that are assigned to various middle and high schools and security officers that work in those schools have applied and have been hired in the department as Juvenile Institutions Officers. There have also been teachers that have applied and been hired in that same classification. The department has staff that are part of the Military and Veteran's Affairs Office Committee, and that partnership has helped promote department-specific recruitments. The Human Resources staff will send the email recruitment notification to the Military and Veteran's Affairs Officer to help share it with the veteran population. Since doing so, there has been an increase in veteran applications in the recruitments.

The department participates in the annual National Night Out every year which is a free event that promotes law enforcement-community partnerships and neighborhood camaraderie and is open to the public. Last year, the department participated in the event in different areas of the county that included Soledad, Marina, and Salinas. This event is a way to not only highlight services that our specific units provide to the community, but also introduces the work that probation does to potential future applicants. Quite often the officers that participate in this event will speak to someone from the public that is interested in going into probation work.

The Probation Department did not request any selective certification waivers last year. There were no recruitments that were opened where the job group did not meet selective certification requirements.

Hiring

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

- The department uses behavior-based interview questions during the final selection interviews. The questions are usually created by the hiring manager and are then reviewed by the Human Resources team to ensure they are appropriate. The department uses specific criteria that focuses on experience, education, training, and distinct abilities to select the most qualified candidate. Panel members discuss and compare strengths and weaknesses, as well as skills, experience and training expressed or demonstrated during the interview as they pertain to the position's role and responsibilities.

Further suitability for the position is established via working references and through the background investigation process.

For internal promotional opportunities, the Department has developed a grid with percentages weighted for interview skills, work performance and leadership abilities.

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

- The department follows the county guidelines and procedures to ensure there is a diverse panel for every step of the recruitment process to include at least one minority and one female. The department has accomplished diverse panels by reaching out to internal and external panelists who are familiar with the duties and responsibilities of the position being filled. Often times the department will partner with another county department to fill vacancies for both departments, which also helps create a diversified panel. For example, last year the department held final selection interviews for an Administrative Secretary-Confidential position and arranged a joint interview with the Health Department that included a diverse panel. Every attempt is made to ensure that there is diversity on each of the panels, even when a panelist has to be replaced at the last-minute.

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

- For the past six years, the Human Resources Analyst has provided the screeners and interview panelists with a short training before they complete the screening or interview. The information reviewed is the County of Monterey's Knowledge Level Definitions form, Screening Benchmark Definitions, Good vs. Poor Behavioral Statements form, Subject Matter Expert Instructions, and the Panel Member Sign-In sheet. All this information is reviewed via ZOOM and sent via email to the screeners. Before each interview, candidate information is provided in an organized binder that is distributed to all the panel members along with other interview materials (e.g., interview questions, candidate applications, resume, etc.). Also, being discussed, prior to the interview, is the description of what the hiring manager is looking for in an ideal candidate. The last thing reviewed is the rating system and what is considered a passing/failing score.

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?

- The department does not have a specific system in place to support protected groups moving into senior job classifications. Career progression is based on professional performance within the department and everyone who is interested in participating in the recruitments for promotions to senior job classifications is welcome to participate. The department has a transfer policy in place which encourages individuals who are interested in transferring to a different unit or division within the department to submit a transfer request form to express their interest. By transferring to a different unit or division, the employee could gain varied professional experience and are looking to expand their knowledge and growth opportunities when they become available. This wealth of knowledge is a career enhancement tool and part of the internal promotional process.

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?

- Performance evaluations assess employees in areas of interpersonal skills, adaptability, positive attitude, objectivity/tolerance and teamwork, as well as motivation, initiative, and assertiveness, among other performance factors. These specific qualities that are being evaluated focus on the values that each individual should demonstrate that help build a diverse and inclusive workforce and environment. For example, communication is key when it comes to building an inclusive workforce therefore assessing staff in the areas of interpersonal skills and teamwork aligns with that goal. For promotional opportunities, in addition to these performance factors, staff are also assessed in the area of leadership, as all of these traits are valued and needed in the management and supervision of staff.

Furthermore, the department's commitment to maintain and grow a diverse and inclusive workforce, strives to maintain the highest level of participation in Civil Rights trainings and other County required training, as well as others managed by

Probation's Training Unit in the areas of gender identity, intergenerational issues, cultural sensitivity and indigenous issues, and motivational interviewing.

Retention and Inclusion

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

- To track the turnover rate for protected job groups, the Human Resources analyst generates the annual report in the County's InfoAdvantage system that shows all the years' worth of personnel transactions (e.g. new hires, promotions, retirements, separations, etc.). This report does not include the ethnicity and gender of the person, therefore multiple reports must be generated to capture this information for each personnel transaction. Human Resources staff and the Office of the Chief perform exit interviews for non-sworn employees and Officers, respectively, which give the department insight into reasons employees may leave (e.g., retirement, better opportunities, better pay, support for family members, relocation, etc.).

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

- The data from last year is the first year where retirements was not the number one reason for separations, but it still accounted for a little over one-third of the total separations. There was a total of 20 separations and seven were due to retirements. The remaining separations were either due to career changes and/or advances (higher pay), relocations (out of the county or state), or for a personal reason. Out of the total separations, 15 belonged to a protected group. This has been an ongoing trend for the last six years and is not surprising as most of our workforce (84%) belongs to a protected group. Half of the total separations were female, but this is also not alarming as the male: female ration for the department is close to 50/50.

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

- The data does not indicate a negative or concerning trend related to minority turnover. Although retirements were not the top reason of last year's separations, a big number of them continue to be retirements. This data confirms that staff tend to choose probation as their lifelong career from which they retire.

As mentioned in previous plans, the Department has steadily increased minority representation of employees over the last several years while maintaining female representation at over 50% of the employee population. This data shows the department has been able to maintain consistency in minority and female populations among its employees and even slightly increase these populations each year.

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

- There have been no changes to how the department ensures lactation accommodations are available for staff. As previously mentioned, when a staff requests a leave of absence (LOA) for maternity, Human Resources staff will provide the County's Lactation Accommodation packet prior to the start of their leave. Once the employee is ready to return to work, Human Resources staff will connect with the employee to ask if a lactation accommodation is requested/needed. If so, Human Resources will contact the supervisor to make them aware of the request and discuss what accommodation is available. For example, the supervisor and Human Resources representative will identify the location and schedule that would be most appropriate for the staff depending on their position/assignment. Since there are various locations, the supervisor and employee are advised to check-in to discuss the specifics and possible accommodations prior to their return to work.
- A location that has been identified for our department so far is in the Adult Building where there is a room that has been designated as the lactation room. The room adheres to the guidelines set forth in the County's Lactation in the Workplace Policy. At Juvenile Hall, staff may use one of the manager's rooms and/or an interview room for which they are provided a key, so they can easily access the rooms as needed. There is a refrigerator where they can store their milk nearby. When there is no designated lactation room, the manager/supervisor will work with Human Resources staff to find an appropriate place that follows the guidelines for employees to use. The room will then be designated as the lactation room for the remainder of the time that the employee needs to use it. The employees are provided with a privacy sign to be placed outside the door showing that the room is being used and therefore, need to provide privacy. The signs are provided by the County's Health Promotion staff.

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

- For Lactation Accommodation, the department follows the steps noted above. For other types of accommodations, the department's recruitments contain contact information if the applicant has a disability that would require an accommodation. If there is an employee requesting a work accommodation, the department follows the guidelines set forth in the County's Equal Opportunity for Persons with Disabilities and Reasonable Accommodation Policy. In the last couple of years, requests for reasonable accommodation have included Interactive Process Meetings with the employee and Employee Relations Manager, determining the essential functions of the job/position with the manager/supervisor, and purchasing ergonomic items for employees based on the recommendation of the ergonomic evaluation.

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 Human Resources staff will invite staff that are separating from employment for an exit interview with the Office of the Chief, the meeting is optional and not required. During the exit interviews, staff have an open conversation with the Assistant Chief Probation Officer where questions are presented that focus on ways the department can improve overall. Also, this is a safe space for staff to suggest any ways the department can improve in areas like trainings offered, increase employee morale, best communication methods, etc. Last year, there were no suggestions from employees on ways to improve and/or promote diversity and inclusion, but the department routinely reflects on ways to bring in more diversity to the workforce. Most of the time, when a staff chooses to separate from employment, the reason will be included in their letter of resignation. If the reason is not provided on the letter, then this is a question that will be asked during the exit interview.

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

- In the past, the department has organized events throughout the year to promote inclusiveness and camaraderie among staff. Last year, the department continued to

resume most of the social events and gatherings and even celebrated new ones. For example, the department celebrated the national Employee Appreciation Day on March 3, 2023, by organizing a get together for all staff to attend and passed out the years of service pins during the event. Another new event that was greatly enjoyable and well-received from staff was the candygram event in the month of September. Staff were able to purchase a candygram to send to anyone in the department as a way to show their appreciation. Candygrams were delivered by the FunRunners team and Human Resources staff along with a note of appreciation and a balloon, well over 300 candygrams were delivered that week!

The department culture continues to foster a sense of participation, inclusion, and a family-type environment and organizes in and/or participates in various events. Some social events that were celebrated again last year were the Little Hat Barbeque that is open to all departmental staff and retirees as well as staff from The Monterey County Sheriff's Office, District Attorney's Office, Public Defender's Office, Natividad Medical Center, among other county departments. Staff continued to participate in the annual holiday programs such as "Adopt-a-Child/Family" during Thanksgiving and Christmas holidays, Special Olympics, Polar Plunge and Torch Run. The department celebrated the annual "Probation Services Week" in the month of July with the traditional Board Resolution presented and received by the Chief Probation Officer and staff that attend. Later that day, staff were greeted with a sweet treat from Cookie Crumbles. Another event that was resumed last year was the Chief's Forum as a way to give staff a "state of the department address" on all matters regarding the department.

One last thing the department is proud of is the fact that management and staff really pull together in times of personal crisis, professional interventions, community needs (such as food, socks and toy drives, collections for Special Olympics, and support to victims of crime, especially gang crimes) and assistance with colleagues.

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

One thing the department is aware of is that there is always room for improvement when it comes to showing appreciation for the staff that work in this field to provide services,

assistance, and aid to those in dire situations. To reach this goal, the department will reintroduce the Employee of the Quarter, celebrate the national days focused on employee appreciation, and continue to express how much the staff is truly cherished for all their hard work. Another opportunity is to provide different avenues in which staff can freely voice their concerns, questions, and ideas. The plan is to reintroduce the “suggestion box” avenue where staff can anonymously submit their suggestions in an electronic format (e.g. create the suggestion box email). One last goal is to identify organizations to partner with to do more recruitment outreach for specific protected groups. The department already has successful working relationships with many county and community-based organizations, the goal is to identify key people within those groups to help with recruitment outreach.

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	79	56	71%
Employees (non-supervisor/non-manager)	188	183	97%
Totals	267	239	90%

Civil Rights Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	79	64	81%
Employees (non-supervisor/non-manager)	188	181	96%
Totals	267	245	92%

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.

The Probation Department last presented the Equal Opportunity Plan in 2022 to the Commission and there were no follow-up items requested.

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	Notices were placed in all public counters in all the Department's locations	Yes	Department has previously fulfilled this requirement
	Internal process to forward discrimination complaints to Civil Rights Office	Staff are provided information on the Civil Rights Office when a discrimination complaint is filed	Yes	Department has previously fulfilled this requirement
	Nonstandard contracts include a nondiscrimination clause	A clause has been added for all future non-standard agreements processed as they occur	Yes	Department has previously fulfilled this requirement
	Data is collected on the ethnicity and language of the people served		Yes	Department has previously fulfilled this requirement
Language Access	Departmental language assessment completed	About 37% of our staff are bilingual. All employees requesting a bilingual status are evaluated and tested with the assistance of Human Resources.	Yes	Department has previously fulfilled this requirement
	Vital documents translated into Spanish	Our case management system maintains both client communication letters	Yes	Ongoing

	in Spanish and English. These are easily accessed by all our staff		
Website – minimize PDFs. When using PDFs, include a Spanish version		Yes	Ongoing
Procedures and budget for the use of interpretation and translation services	The department contracts with two translation agencies for in-person and over the phone translations. The department primarily works with Fast Translation and Language line. The annual budget is \$20,800.	Yes	Department has previously fulfilled this requirement
Communication services for people who are deaf or hard of hearing	The contract with the translation services agencies include video to communicate via sign language	Yes	Department has previously fulfilled this requirement
Public voicemails in English and Spanish		Yes	Department has previously fulfilled this requirement
Public counters: language charts available		Yes	Department has previously fulfilled this requirement
Public counters: all signage in English and Spanish		Yes	Department has previously fulfilled this requirement
Public counters: procedures to have bilingual staff available	Last year there were about 89 staff that had been designated as bilingual this	Yes	Ongoing

		includes sworn and non-sworn staff		
Community Engagement	Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds	The department works closely with various organizations to provide services and programs that are most appropriate for all the diverse populations we assist. For example, some of our officers offer parent classes in Spanish and English and are offered in the evenings, in-person, via ZOOM, hybrid (e.g. Loving Solutions, Parent Project)	Yes	Ongoing
	Analyzed potential disproportionate adverse human health or environmental effects on communities of color, tribal communities, or others underrepresented in the public process	The department along with the organizations we work with will continually assess any new programs, services offered and that focus on the clients being assisted. For example, different religious people are available for the youth inside our institutions. There are non-denominational, and catholic clergy that visit one a week. Youth also have a right to request a specific clergy member to visit. The	Yes	Ongoing

		department also approves religious accommodation requests (e.g., Ramadan)		
	Considerations taken to ensure equitable engagement	All services are offered and provided to our client population	Yes	Ongoing
	Key community engagement contacts established	The department continually establishes and expands relationships with different agencies that provide services to our youth and/or adult clients	Yes	Ongoing

* 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.