

Emergency Communications Department

Equal Opportunity Plan

2024



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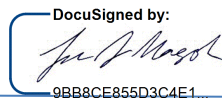
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Section 1

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.

DocuSigned by:

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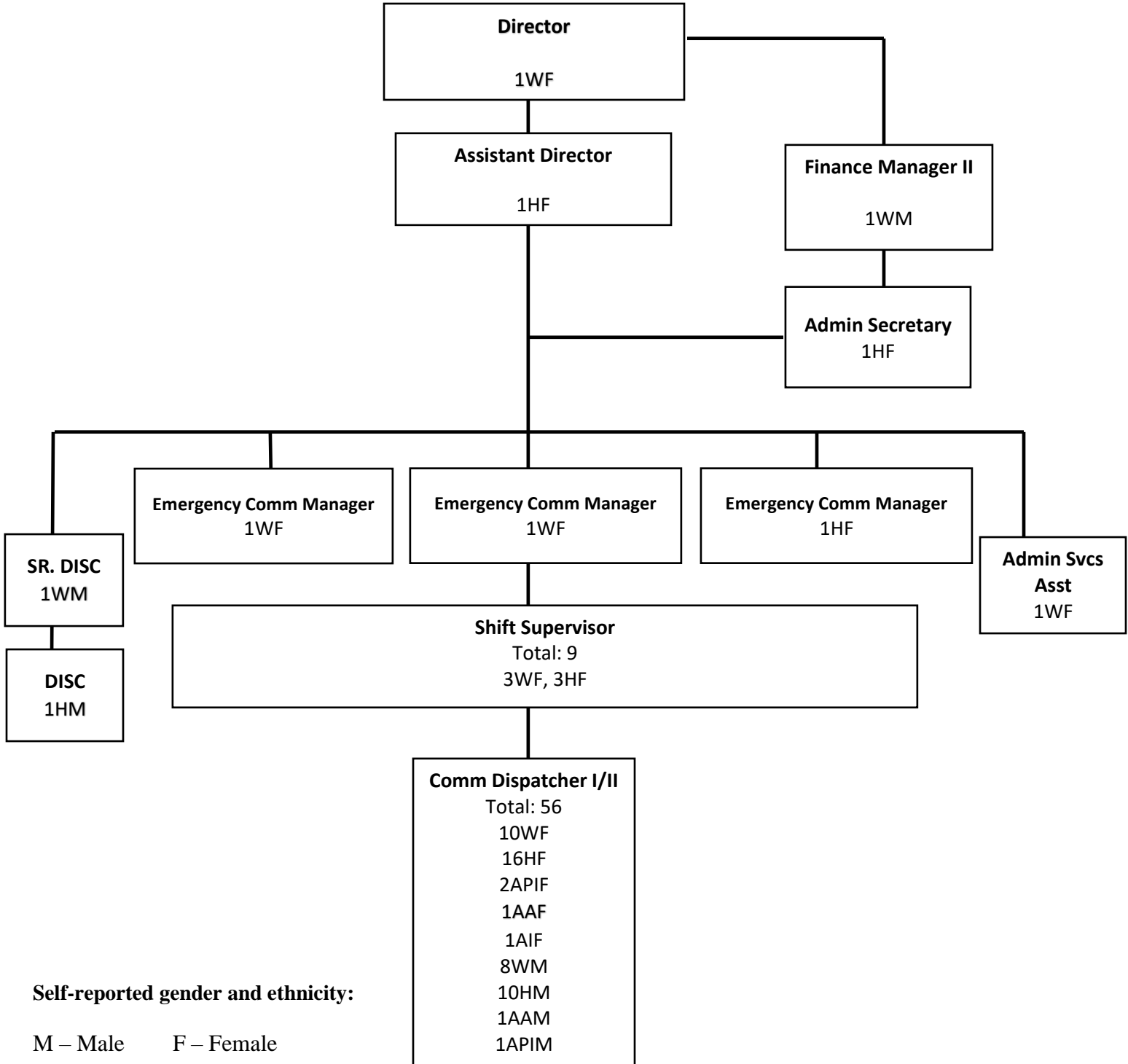
Lee Ann Magoski

Director of Emergency Communications

Section 2

Organizational Profile

Emergency Communications Department



Self-reported gender and ethnicity:

M – Male F – Female

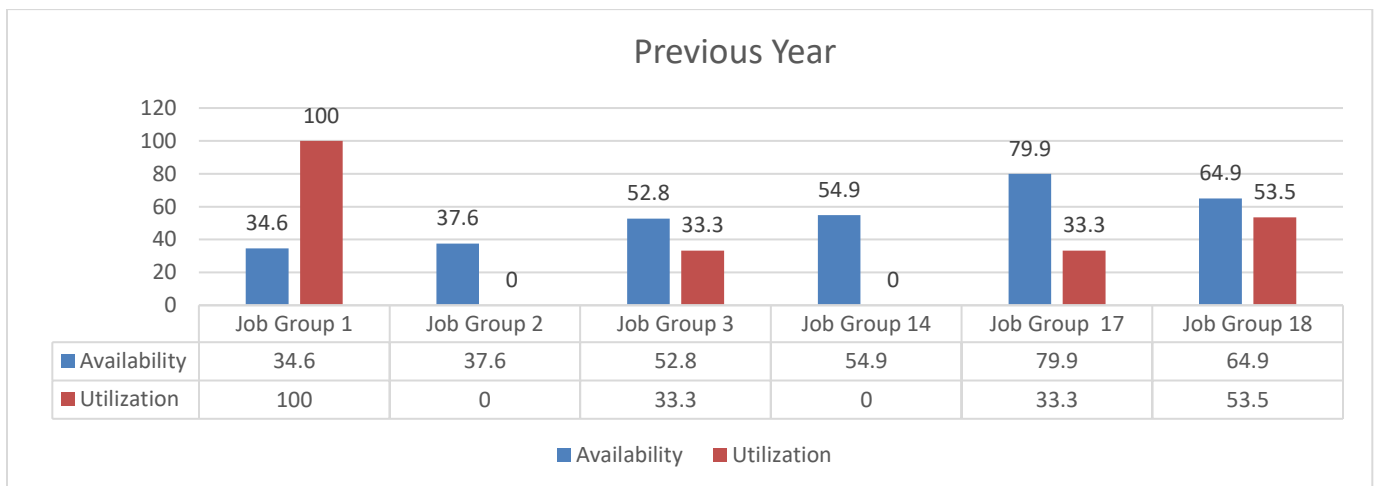
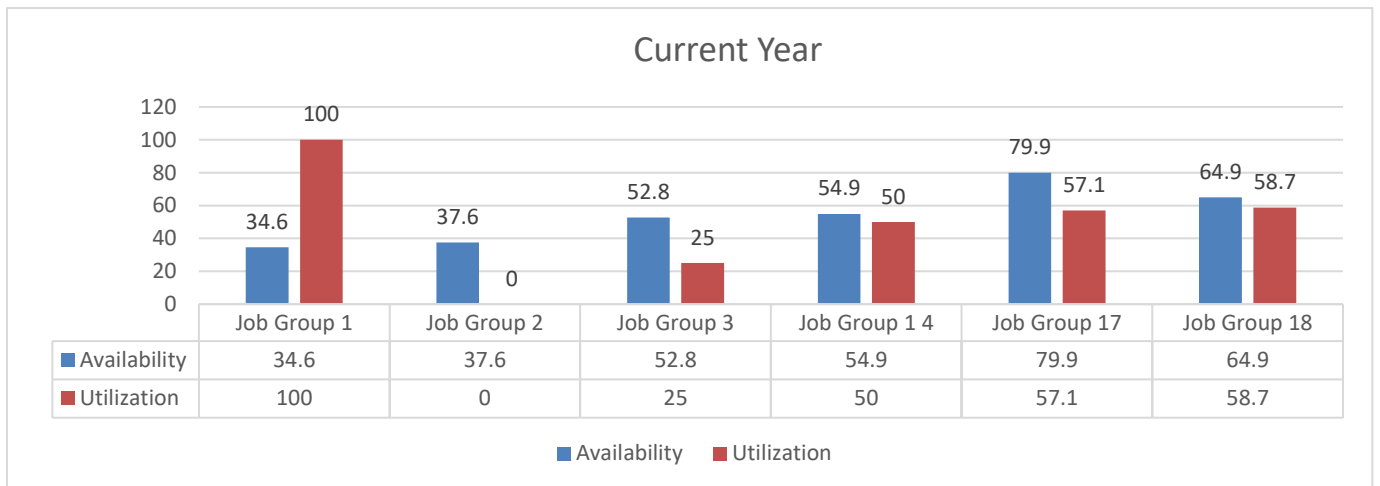
AA - African American; H – Hispanic; API – Asian/Pacific Islander; W - White other than Hispanic; AI – American Indian

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:



Run Date : 03/15/2024

Run Time : 3:47 PM

Job Group Within Department
 2022-2023 Job Group Metrics

1520 - Emergency Communication

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 OF EMERGENCY COMMUNICATIONS	OA	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0
TOTAL Management II		0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0
		100.0%			100.0%													0.0%	0.0%	100.0%	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
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
TOTAL Management I		1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
		0.0%			0.0%													100.0%	0.0%	0.0%	0.0%	0.0%		

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

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
ADMINISTRATIVE SERVICES ASSISTANT	P	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0
EMERGENCY COMMUNICATIONS MANAGER	P	0	3	3	0	1	1	0	0	0	0	2	0	1	0	0	0	2	0	1	0	0	3	0
TOTAL Professionals - Administration		0	4	4	0	1	1	0	0	0	0	3	0	1	0	0	0	3	0	1	0	0	4	0
		100.0%			25.0%													75.0%	0.0%	25.0%	0.0%	0.0%		

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

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
DEPARTMENTAL INFORMATION SYSTEMS COORDINATOR	PP	1	0	1	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
SENIOR DEPARTMENTAL INFORMATION SYSTEMS COORDINATOR	PP	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
TOTAL Paraprofessional - Technicians I		2	0	2	1	0	1	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	2	0
		0.0%			50.0%													50.0%	0.0%	50.0%	0.0%	0.0%		

Run Date : 03/15/2024

Job Group Within Department

Run Time : 3:47 PM

2022-2023 Job Group Metrics

1520 - Emergency Communication

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	
ADMINISTRATIVE SECRETARY-CONFIDENTIAL	OC	0	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0
EMERGENCY COMMUNICATIONS SHIFT SUPERVISOR	OC	0	6	6	0	3	3	0	0	0	0	0	3	0	3	0	0	3	0	3	0	0	6	0	
TOTAL Office Clerical II		0	7	7	0	4	4	0	0	0	0	0	3	0	4	0	0	3	0	4	0	0	7	0	
		100.0%			57.1%													42.9%	0.0%	57.1%	0.0%	0.0%			

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

Title	EEO Cat Code	Total Employees			Minorities			Male					Female					Totals					Hours	
		M	F	T	M	F	T	W	AA	HIS	API	AI	W	AA	HIS	API	AI	W	AA	HIS	API	AI	F/T	P/T
COMMUNICATIONS DISPATCHER I	OC	6	7	13	6	4	10	0	1	4	1	0	3	0	4	0	0	3	1	8	1	0	13	0
COMMUNICATIONS DISPATCHER II	OC	14	21	35	6	14	20	8	0	6	0	0	7	1	12	0	1	15	1	18	0	1	35	0
TOTAL Office Clerical I		20	28	48	12	18	30	8	1	10	1	0	10	1	16	0	1	18	2	26	1	1	48	0
		58.3%			62.5%													37.5%	4.2%	54.2%	2.1%	2.1%		

TOTAL - 1520 Emergency Communication	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
	23	40	63	13	24	37	10	1	11	1	0	16	1	22	0	1	26	2	33	1	1	63	0
	63.5%			58.7%													41.3%	3.2%	52.4%	1.6%	1.6%		

GRAND TOTAL	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
	23	40	63	13	24	37	10	1	11	1	0	16	1	22	0	1	26	2	33	1	1	63	0
	63.5%			58.7%													41.3%	3.2%	52.4%	1.6%	1.6%		

Section 4

Personnel Activity (Current Year)

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

Section 4

Personnel Activity (Current Year)

Job Group: 14	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic			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)								

Section 4

Personnel Activity (Current Year)

Job Group: 18	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White	1	8				1	1	6
African American	1							
Asian/Pacific Islander								3
American Indian/ Alaskan Native								
Hispanic	4	11				3		5
TOTAL (count each person only once)	6	19				4	1	14
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	Males	Females	Males	Females	Males	Females	Male	Females
White				1				
African American								
Asian/Pacific Islander								
American Indian/ Alaskan Native								
Hispanic			1					
TOTAL (count each person only once)			1	1				

Section 4

Personnel Activity (Previous Year)

Job Group: 17	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White								1
African American								
Asian/Pacific Islander								1
American Indian/ Alaskan Native								
Hispanic								
TOTAL (count each person only once)								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)								

Section 4

Personnel Activity (Previous Year)

Job Group: 18	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	Males	Females	Males	Females	Males	Females	Male	Females
White		3				2		4
African American								
Asian/Pacific Islander		1				1		
American Indian/ Alaskan Native		1						1
Hispanic	1	1				1		3
TOTAL (count each person only once)	1	6				4		8
	Involuntary Terminations (Non-Probationary)		Releases During Probationary Period		Corrective Actions		Layoffs	
	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					

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.)

Job Group: 3	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	5	4	2	1	1	3		1		1
African American	1									
Asian/Pacific Islander	1	1		1						
American Indian/Alaskan Native				1	1	1				
Hispanic	2	6		1		1		1		
TOTAL (count each person once only)	9	11	2	4	2	5		2		1

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	2	1		1	<ul style="list-style-type: none"> • Monterey County Civil Rights Office Talent • Acquisition Database • County Website • Employee referral
African American		1			
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic				1	
TOTAL (count each person once only)	2	1		2	

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.)

Job Group: 14	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	8	9		1	3	1	3	1		
African American	2		1		1		1			
Asian/Pacific Islander	4									
American Indian/Alaskan Native	1									
Hispanic	26	3	15	1	10	1	5		1	
TOTAL (count each person once only)	41	12	16	2	14	2	9	1	1	

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	1			1	<ul style="list-style-type: none"> • Monterey County Civil Rights Office Talent • Acquisition Database • County Website • Employee referral
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic	1	1	1	1	
TOTAL (count each person once only)	2	1	1	2	

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.)

Job Group: 17	Applicants		Applicants Who Met Minimum Qualifications (Initial Screening)		Applicants Placed on Eligible List		Applicants Interviewed		Applicant Hired for the Position	
	Males	Females	Males	Females	Males	Females	Males	Females	Males	Females
White	2	1	1	1	1	1	1	1		
African American										
Asian/Pacific Islander		1		1		1		1		
American Indian/Alaskan Native										
Hispanic	1	3	1	1	1	1	1	1		
TOTAL (count each person once only)	3	5	2	3	2	3	2	3	0	0

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	1	1		1	<ul style="list-style-type: none"> • Monterey County Civil Rights Office Talent • Acquisition Database • County Website • Employee referral
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic		1		1	
TOTAL (count each person once only)	1	2		2	

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.)

Job Group: 18	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	46	89	46	89	3	19	2	15	1	8
African American	8	16	8	16	2	2	2	1	1	
Asian/Pacific Islander	9	18	9	18	5	1	1	1		
American Indian/Alaskan Native	4	2	4	2						
Hispanic	143	279	143	279	29	8	10	24	4	11
TOTAL (count each person once only)	210	404	210	404	39	30	15	41	6	19

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			1	1	<ul style="list-style-type: none"> • Monterey County Civil Rights Office Talent Acquisition Database • County Website • Employee referral <p>Challenges: This is a continuous recruitment. We receive many applications; however, during the testing process, on an average we may lose up to 65% or more due to not being successful in the testing process, no longer interested in position, and/or not passing background investigation.</p>
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic			1	3	
TOTAL (count each person once only)			2	4	

Section 5

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: 3	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	11	27	3	9	3	9	1	6		1
African American		3								
Asian/Pacific Islander		1								
American Indian/Alaskan Native		1								
Hispanic	7	42	1	12	1	12	1	10		
TOTAL (count each person once only)	18	74	4	21	4	21	2	16		

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	1			1	<ul style="list-style-type: none"> • Monterey County Civil Rights Office Talent Acquisition Database • County Website • Employee referral
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic		1		1	
TOTAL (count each person once only)					

Section 5

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: 18	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	43	81	2	17	6	14		9		3
African American	8	10		1		1	1			
Asian/Pacific Islander	15	19	3	3	3	3	1	2		1
American Indian/Alaskan Native	3	10		2		2		1		1
Hispanic	139	257	11	23	13	23	5	8	1	1
TOTAL (count each person once only)	208	377	16	46	22	43	7	20	1	6

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		1			<ul style="list-style-type: none"> • Local colleges and Universities • Monterey County Civil Rights Office Talent Acquisition Database • County Website • Employee referral
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic		1		3	
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?

- ECD consults with Civil Rights Office and Human Resources Department as needed.
- In 2023, ECD transitioned all the HR function responsibilities to Central HR. There is on-going communication with assigned HR Analysts on recruitments, interviews, and benefits.
- ECD requested one waiver and granted to open recruitment for the Emergency Communications Shift Supervisor for less than 30 days. The reason was to coincide with another internal recruitment to be able to manage the hiring timeline.

Hiring

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

- ECD uses a structured final selection interview process designed to solicit information regarding each candidates' skills and abilities for all job openings in the Department. ECD also evaluates the candidate's qualifications and experience as it relates to the specific job classification. Selection questions address communication, interpersonal skills, work environment and general work habits that include getting along with others. The questions are reviewed and updated on a regular basis prior to conducting interviews to ensure questions are geared towards finding suitable and trainable candidates specifically for our 911 Public Safety Dispatcher positions. In addition, all candidates for Communications Dispatcher must go through a thorough background investigation where past behavior, employment history, and ethics are considered.

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

- ECD uses a combination of internal and external subject matter experts (SMEs) and is committed to ensuring there is always a diverse group participating based on expertise, gender, and ethnicity.

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

- ECD conducts both verbal and written standardized guidance to the screeners and interviewers prior to the start of any process. This includes a thorough review of the job, skills, knowledge and abilities, expectations, confidentiality, Equal Opportunity employer, review of the structured questions being asked, and identify any known candidates to panel to avoid conflict of interest. A debriefing is also conducted at the conclusion of interviews.

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?

- ECD actively recruits from within its ranks for promotional opportunities.
- ECD provides training opportunities for all staff (when feasible) to promote professional career and personal growth.
- Ensure all staff complete the P.O.S.T. Continuing Education requirements.
- Mentor and coach employees to enhance their personal and professional development.
- ECD supports training opportunities including webinars, conferences, seminars.
- As a result of ECD supporting promotional opportunities within the Department, we promoted a female, F unit employee to an X-unit Manager.

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 are completed on all staff on a regular basis. The Department promotes a diverse group into the supervisory positions based on job performance, and work habits that reflect excellence in the workplace.

Retention and Inclusion

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

- ECD collects turnover data for frequent review. Exit interviews are conducted at the time of separation. We also review all training program material to ensure it continues to be relevant, and accurate. The information from exit interviews is carefully reviewed to determine reason/s employee is leaving and to gain valuable information that can assist ECD to make appropriate changes in retaining employees when possible.

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

- The majority of turnover occurs in the position of Communications Dispatcher Trainee. Our research indicates a variety of areas contributing to turnover equally to all groups. These include, but not limited to the 24/7 operation work environment (working holidays, nights, weekends), unable to work from home, inability to multi-task, unable to deal with the type of calls coming in, position not flexible from a schedule perspective, wanting more time off, and unwilling to work the required overtime.

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

- Recruitment and retention continue to be a challenge. Many of the newly hired employees have a difficult time working in a 24/7 work environment and have a difficult time with multi-tasking simultaneously. Retaining employees within the first 12 months has also been a challenge. During this time, employees either determine the Dispatcher job is not for them or they just simply do not want to commit to working overtime and working traditional weekends on a regular basis.
- ECD has been able to successfully hire qualified females and minority candidates consistently. We continue to review work schedules shifts that will have a better work/life balance for all employees.
- Continue to provide information about the job opportunities, the demands, the work environment, the type of calls received to be able to recruit a diverse group of applicants. As part of the selection process, a sitalong is required of all final candidates which will provide them with a general overview of the job and the work environment, so they are able to evaluate whether they want to work in this type of environment.

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

- ECD is committed and complies with the requirements as outlined in the County Lactation Workplace Policy. The Department has a designated Quiet/Lactation Room available for all employees to use.

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

- ECD responds to all requests for accommodation. Each request is evaluated and is committed to working with the employee through the interactive process.

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?

- ECD conducts exit interviews. A standard exit interview form with questions is used to conduct the interviews. The information obtained during the interview is shared with the Director and Managers. ECD has received valuable constructive feedback and suggestions on how to improve the training program and overall experience for new employees.

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

- The diversity in the Department in all job categories.
- Keeping the lines of communication open on every level.
- Supporting training

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

- We continue to conduct Stay interviews with all staff. This has been very productive in the sense that it has given Management an opportunity to review processes and practices that have been identify by staff. We have received positive and constructive feedback.
- Continue to increase minority hires in all classifications.
- Provide promotional opportunities. ECD hosted a workshop for employee interested in preparing for promotional opportunities. This was well received and ECD intends to host on an annual basis.

Section 7

Accomplishments and Resource Needs

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

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

Harassment & Discrimination Prevention Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	14	14	100%
Employees (non-supervisor/non-manager)	63	62	98%
Totals	79	78	98%

Civil Rights Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	14	14	100%
Employees (non-supervisor/non-manager)	63	62	98%
Totals	79	78	98%

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.

N/A

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		N/A	
	Internal process to forward discrimination complaints to Civil Rights Office	Manager is notified and forwards to Civil Rights Office	Yes	
	Nonstandard contracts include a nondiscrimination clause	N/A		
	Data is collected on the ethnicity and language of the people served	N/A		
Language Access	Departmental language assessment completed	N/A		
	Vital documents translated into Spanish	N/A		
	Website – minimize PDFs. When using PDFs, include a Spanish version		Yes	
	Procedures and budget for the use of interpretation and translation services	Website updated	Yes	
	Communication services for people who are deaf or hard of hearing	The Department uses California Relay Service, Text-2-911, and Viper 911 which has a built-in teletype writer service	Yes	
	Public voicemails in English and Spanish	N/A		
	Public counters: language charts available	N/A		

	Public counters: all signage in English and Spanish	N/A		
	Public counters: procedures to have bilingual staff available	N/A		
Community Engagement	Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds	N/A		
	Analyzed potential disproportionate adverse human health or environmental effects on communities of color, tribal communities, or others underrepresented in the public process	N/A		
	Considerations taken to ensure equitable engagement	N/A		
	Key community engagement contacts established	N/A		

* 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.