

Workplace Diversity training provided by Target Solutions

Description:

Ethnic diversity is racial, national and religious variety of groups of people who have varying backgrounds or cultures. An awareness about different cultures and backgrounds helps bring unity and tolerance to the workplace or community. This training course has 7 learning modules with a ten-question exam.

Course Duration:

1 hour(s)

Lessons:

Lesson 1 - Benefits of Workplace Diversity
Lesson 2 - Challenges of Workplace Diversity
Lesson 3 - Creating a Positive Work Atmosphere
Lesson 4 - Federal Job Discrimination Laws
Lesson 5 - Who Anti-Discrimination Laws Affect
Lesson 6 - Filing a Charge
Lesson 7 - Dealing with a Charge
Lesson 8 - Resolving a Charge
Summary – Summary

Contra Costa County

Attachment C

County Administrator
Risk Management Division

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Risk Management
Administration
Fax Number

(925) 335-1400
(925) 335-1421



September 10, 2015

In response to an inquiry from the County Administrator's office, Risk Management would like to offer the following information regarding Contra Costa County's eLearning Diversity training.

What Are the Employer's Responsibilities for Diversity in the Workplace?

Employers have an obligation to provide employees with a safe work environment free from discrimination, harassment and intimidation. Without the proper training and management, a diverse workplace can become a breeding ground for behavior and actions that rise to the level of unlawful and unfair employment practices. Therefore, employers have several responsibilities concerning diversity in the workplace.

Definition

Since the enactment of early nondiscrimination laws such as Title VII of the Civil Rights Act of 1964, the meaning of diversity changed dramatically. In the 1960s, diversity typically referred to differences such as race, color, sex, national origin and religion. In fact, Title VII of the Civil Rights Act specifically prohibits discrimination based on these factors. In later years, the meaning of diversity expanded to include individuals with disabilities, workers age 40 and over, and veterans. However, the definition of diversity in the workplace isn't confined to the characteristics and status codified by law. Workplace diversity includes differences attributed to generation, culture and work styles, and preferences.

Training

An employer's communication policy pertaining to workplace diversity doesn't end with a simple Equal Opportunity Employer (EOE) stamp. Employers also have a responsibility for training employees and managers on topics related to diversity. The U.S. Equal Employment Opportunity Commission strongly recommends a workplace diversity component within every employer's training and development offerings.

The agency states: "Such training should explain the types of conduct that violate the employer's anti-harassment policy; the seriousness of the policy; the responsibilities of supervisors and managers when they learn of alleged harassment; and the prohibition against retaliation." New employees, from entry-level to seasoned workers and from executive leadership to front-line production workers, must receive company training on workplace diversity. Effective training teaches employees how to recognize behaviors that are inconsistent with company policy and actions that demonstrate lack of respect for differences among employees, customers, vendors and suppliers.

Contra Costa County has taken a strong position on ensuring that the workforce learns about the anti-harassment policy; the seriousness of the policy; communicating the responsibilities of the supervisors and managers as it relates to their respective role in handling alleged harassment; and ensured widespread communication on the importance of completing workplace diversity training.

Workplace diversity training is provided through an eLearning platform, Target Solutions. This web-based platform is an exceptional utility program that offers our county employees efficient, time saving, risk management tools. Target Solutions is used by more than 2,500 public entities nationwide. The platform also monitors key compliance tasks, distributes organizational policies, and manages employee certifications and licenses. The workplace diversity training is self-paced and cross-browser compliant with cutting-edge interactions.

On July 1, 2014, David Twa, County Administrator directed all the Department Heads /Directors to ensure that their respective existing staff and new employees be trained according to the County Board of Supervisors' directive. David Twa's memo designated the Workplace Diversity training as a mandated training topic. That directive originated from the Board of Supervisors' Internal Operations report of October 24, 1991. Prior to the memo, this training was not enforced.

Through collaboration of David Twa's memo, the eLearning platform delivery and tracking system, and designating the training as mandatory – 4, 076 Contra Costa County employees have completed the workplace diversity training. Please refer to the table on the following page.

Workplace Diversity Completions by Department			
As of August 2015			
Department	Number of Completions	Total Number of Employees	
Treasurer	28	26	108%
Auditor	49	52	94%
Sheriff's Office	946	1091	87%
District Attorney	183	236	78%
Child Support Services	164	227	72%
County Administrators	120	168	71%
Human Resources	32	54	59%
County Counsel	24	50	48%
County Clerk-Recorder	27	62	44%
Department Heads	10	25	40%
Probation	161	417	39%
Veteran Services	5	13	38%
Health Services	2051	5508	37%
Assessor	43	153	28%
Animal Services	70	253	28%
Board of Supervisors	6	45	13%
Library	32	433	7%
Public Works	28	397	7%
Public Defender	3	87	3%
Agriculture	2	73	3%
Employment and Human Services	87	3300	3%
Retirement	1	55	2%
Conservation and Development	4	258	2%
Totals:	4076	12983	31%

**Total number of employees taken from Target Solutions data, based off CCC PeopleSoft software program; Figures may include temporary employees and contractors.*

In Closing

Increasing attention to workplace diversity has created a new vernacular which includes buzzwords used to describe employer's responsibilities for creating workplaces that recognize and appreciate diversity among its workforce. Inclusiveness is one such buzzword. Contra Costa County has a responsibility to practice, not just advertise, inclusiveness. We practice inclusiveness by expanding recruitment practices through innovative outreach methods that produce a wider pool of qualified applicants.

Creating a diversity friendly workplace in Contra Costa County isn't about political correctness, procuring a buzzword, a quota issue, or dodging a consent decree order. It's about making sure that our employees of all backgrounds and potential employees feel valued.

TO: BOARD OF SUPERVISORS
FROM: INTERNAL OPERATIONS COMMITTEE
DATE: October 14, 1991



Contra
Costa
County

SUBJECT: APPOINTMENTS TO THE ADVISORY COUNCIL ON EQUAL EMPLOYMENT OPPORTUNITY AND REVIEW OF DEPARTMENTAL AFFIRMATIVE ACTION IMPLEMENTATION PLANS

SPECIFIC REQUEST(S) OR RECOMMENDATION(S) & BACKGROUND AND JUSTIFICATION

RECOMMENDATIONS:

1. Authorize the Internal Operations Committee to interview, on November 25, 1991, all applicants for seats on the Advisory Council on Equal Employment Opportunity representing women, minorities, and other protected groups and return to the Board of Supervisors on December 3, 1991 with recommendations for appointments to these seats.
2. Request the Director of Personnel to again contact all employee organizations representing County employees, asking for their nominations to the two seats representing employee organizations on the Advisory Council on Equal Employment Opportunity, authorize our Committee to interview all such applicants if our Committee judges interviews to be appropriate or necessary and return to the Board of Supervisors December 3, 1991 with our recommendations.
3. Request the Affirmative Action Officer to again contact organizations representing the disabled, including organizations representing disabled veterans, urging them to nominate representatives for the seat on the Advisory Council on Equal Employment Opportunity which is reserved for the disabled and authorize the Internal Operations Committee to interview, on November 25, 1991, all applicants for seats on the Advisory Council on Equal Employment Opportunity representing the disabled and return to the Board of Supervisors on December 3, 1991 with a recommendation for appointment to this seat.

CONTINUED ON ATTACHMENT Yes YES SIGNATURE: _____

RECOMMENDATION OF COUNTY ADMINISTRATOR _____ RECOMMENDATION OF BOARD COMMITTEE _____

APPROVE _____ OTHER _____

SIGNATURE(S): ROBERT I. SCHRODER SUNNE WRIGHT McPEAK

ACTION OF BOARD ON October 22, 1991 APPROVED AS RECOMMENDED OTHER _____

10/22/91
IO. 2
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VOTE OF SUPERVISORS

UNANIMOUS (ABSENT n)

AYES: _____ NOES: _____

ABSENT: _____ ABSTAIN: _____

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF AN ACTION TAKEN AND ENTERED ON THE MINUTES OF THE BOARD OF SUPERVISORS ON THE DATE SHOWN.

CC: Please see Page 3.

ATTESTED OCT 22 1991
PHIL BATCHELOR, CLERK OF THE BOARD OF SUPERVISORS AND COUNTY ADMINISTRATOR

BY [Signature], DEPUTY

4. Establish as the first task for the Advisory Council on Equal Employment Opportunity the review of all departmental plans for implementation of the County's Affirmative Action Plan and return to the 1992 Internal Operations Committee by January 31, 1992 with their comments and recommendations. For this purpose, refer to the 1992 Internal Operations Committee the oversight of the departmental plans for the implementation of the County's Affirmative Action Plan.
5. Express to the County Administrator the Board's dismay that three County departments (West County Fire Protection District, Office of the Superior Court Administrator-Jury Commissioner, and Social Services Department) were unable to submit their implementation plans within the prescribed deadlines, even with three months advance notice and request the County Administrator to insure that these plans are submitted immediately.
6. Request the Affirmative Action Officer to conduct an analysis of the completeness and adequacy of each department's affirmative action implementation plan and share her comments and recommendations with the County Administrator for his subsequent discussion with the department heads.
7. Clarify the Board's intent that the following goals be established for individual County departments and for the County as a whole, as is indicated:
 - A. Each County department has as a goal to achieve parity with the workforce in Contra Costa County in terms of women and minorities, measured by "class" or "occupational grouping" as those terms are defined by the Affirmative Action Officer.
 - B. The County as an employer has as a goal to achieve parity with the working age population in Contra Costa County in terms of the percentage of women and minorities who are employed by the County.
 - C. The County as an employer has as a goal to achieve parity with the countywide labor force by occupational grouping and salary level, as those terms are agreed on between the Affirmative Action Officer and Director of Personnel, recognizing that the County may be limited in terms of how such data can be presented, depending on what comparable data on the general labor force is available.
8. Request the Affirmative Action Officer to prepare and make available to the Internal Operations Committee data which compares the women and minority employment by salary level in the general population with similar data for the County as an employer.
9. Request the Director of Personnel to insure that all new County employees attend the County's Affirmative Action/Equal Employment Opportunity/Sexual Harassment and Adapting to Cultural Diversity Workshop as a part of their new employee orientation and that all County employees attend such training not less often than once every ~~three~~ years.

BACKGROUND:

On July 9, 1991, the Board of Supervisors approved recommendations from our Committee in the area of affirmative action, including agreeing to establish an Advisory Council on

Equal Employment Opportunity and asking all departments to prepare and submit a plan for how that department would implement the County's Affirmative Action goals.

On October 14, 1991, our Committee met with the Affirmative Action Officer, Director of Personnel and a number of concerned individuals. We received and reviewed applications from those who have applied for membership on the Advisory Council. Since the members of our Committee do not know all of the applicants, we would like the opportunity to interview all of the applicants and then make recommendations for appointments to the Advisory Council.

We were pleased that all but three departments have submitted their implementation plans. In reviewing the plans we noted some omissions which need to be completed and several plans which appear to be excellent. We are, therefore, asking the Affirmative Action Officer to review each of the plans and advise the County Administrator of areas in which each plan may require additional work. Once amended plans are submitted, we would like the Advisory Council to review them and comment on the implementation plans to the 1992 Internal Operations Committee by January 31, 1992.

We have suggested the need to clarify some of our goals which may not have been clear when originally adopted by the Board in July and have, therefore, outlined more clearly what we intend in terms of comparing the County's workforce with that in the private sector.

cc: County Administrator
Scott Tandy, Chief Assistant Administrator
Emma Kuevor, Affirmative Action Officer
Harry Cisterman, Director of Personnel