

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Policy Session Worksheet

Presentation Date: 02/28/17 **Approx Start Time:** 2:30PM **Approx Length:** 30 mins

Presentation Title: Pre-BCC Board Retreat Equity, Diversity and Inclusion (EDI), Core Values (CV) and Customer Bill of Rights (CBRs) Update

Department: County Administration

Presenters: Emmett Wheatfall, Assistant County Administrator

Other Invitees:

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

Staff would like to give the Board an overview and update relative to the status of County Administration's commitment to EDI, CV and CBRs with respect to Performance Clackamas. *No Board of County Commission action is required.*

EXECUTIVE SUMMARY:

For more than a decade Clackamas County (the employer) has maintained a steadfast commitment to the ideals and principles of EDI. This commitment is evidenced by the following actions.

- Development of a business case for EDI
- BCC EDI Resolutions
- EDI orientations, trainings, workshops and seminars
- Staffing and program administration
- Annual budget allocation

Commencing in June of 2014, the County began the process of identify and incorporating 6 Core Values that would complement its commitment to EDI. They are as follows.

- Service
- Professionalism
- Integrity
- Respect
- Individual Accountability
- Trust

Supplementing the County's Core Values is a new and emerging concept called Customer Bill of Rights. These principles in the form of *Customer Rights* are the byproduct of great work having emerged from the County's Leadership Academy wherein a project team of future County employee leaders developed and now propose CBRs. See attached *Clackamas County Customer Bill of Rights*.

FINANCIAL IMPLICATIONS (current year and ongoing): N/A

STRATEGIC PLAN ALIGNMENT:

- How does this item align with your department's strategic business plan goals?
 - By 2017, all Commission-managed departments will have completed customer focused, outcome-based Strategic Business Plans, to include customer service and satisfaction measures.
- Build public trust through good government?
 - By 2019, 100% of Department Lines of Business will establish performance measure and set targets for providing equitable access to services for diverse populations.
- How does this item align with County's Performance Clackamas goals?
 - By 2020, Clackamas County will achieve the Strategic Results in the Strategic Plan.

LEGAL/POLICY REQUIREMENTS: NA

PUBLIC/GOVERNMENTAL PARTICIPATION: N/A

OPTIONS: N/A

RECOMMENDATION:

Staff asks the BCC to be mindful of and informally affirm its commitment to EDI, CV and CBRs during its strategic planning process at the BCC Board Retreat.

ATTACHMENTS:

- BO 2012-73 A Resolution Valuing Diversity in Clackamas County
- BO 2015-96 A Resolution Valuing Diversity, Equity and Inclusion in Clackamas County
- Our Core Values – SPIRIT
- Clackamas County Customer Bill of Rights

SUBMITTED BY: Emmett Wheatfall, Assistant County Administrator

Division Director/Head Approval _____

Department Director/Head Approval _____

County Administrator Approval _____

For information on this issue or copies of attachments, please contact Emmett Wheatfall
@ 503.655.8291

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF CLACKAMAS COUNTY, STATE OF OREGON**

A RESOLUTION VALUING
DIVERSITY IN CLACKAMAS
COUNTY



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WHEREAS, Clackamas County is home to a diverse array of residents whose perspectives are shaped by their race, ethnicity, residence in rural or urban areas, language, sexual orientation, gender, age, veteran status, political philosophy, disability, and other life experiences; and

WHEREAS, Clackamas County is a big place – larger than Rhode Island - where there is room for people of all backgrounds and perspectives; and

WHEREAS, Clackamas County draws strength from its diversity in terms of our ability to solve problems, understand different perspectives and meet the needs of local businesses, small cities, and rural communities; and

WHEREAS, Clackamas County residents differ in many ways, but we share the values that people should be treated fairly and with dignity, that residents of all backgrounds should be safe and have the opportunity to thrive, and that all customers of county government should receive the best customer service possible; and

WHEREAS, the Board of County Commissioners have requested input from of a community advisory group called the Diversity Leadership Council (DLC) and an employee advisory group called the Diversity Advisory Council (DAC) on how to improve customer service and access to opportunity for residents of our large, diverse county; and

WHEREAS, Clackamas County is committed to providing the best service possible to our customers and a work environment in which employees from all backgrounds feel welcome and have an opportunity to succeed based on their merit;

THEREFORE, BE IT RESOLVED THAT:

1. The Board of County Commissioners establishes as a key priority the goals of striving for high quality customer service and equal access to opportunity to people of all backgrounds who live in or do business in Clackamas County, including but not limited to people who live in rural areas, people from historically disadvantaged groups, English Language Learners, seniors, youth and veterans;
2. The Board directs staff to take the following steps to ensure Clackamas County provides excellent service and fair access to opportunity:
 - a. Continue to support and recognize the leadership of the DLC and the DAC as a valuable resource for departments in implementing this resolution;

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- b. Evaluate and consider moving the current diversity manager position within the Department of Employee Services to an executive level position with authority spanning departments to ensure that support for diversity, excellent customer service, and fair access to opportunity is integrated into planning and implementation throughout the organization;
- c. Conduct an internal review of departments to assess preparedness to meet the needs of our diverse customers and identify steps for improvement and implementation, which may begin with self assessments and pilot projects;
- d. Identify and include multilingual information on the Clackamas County website and signage in county buildings to assist English Language Learners in accessing the services they need;
- e. Include a diversity training module in the regular training that county managers receive;
- f. Allow county employees to create affinity groups, on a voluntary basis, so that people can develop camaraderie and get to know one another, as desired, within the workplace;
- g. Further develop our multilingual capacity to help customers communicate with other county staff to meet their needs;
- h. Integrate our diversity values into the hiring process to help indicate that support for diversity is a core value of the Clackamas County workplace;
- i. Conduct regular Board of County Commissioner town hall meetings in rural Clackamas communities and other parts of the county to make it easier for residents who lack easy access to Oregon City to provide input to the county commissioners regarding their needs and ideas;

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3. The Board directs staff to report back in November 2012 with a plan, timeline and budget for implementing next steps and conducting this work in a cost neutral manner that utilizes existing staff wherever possible. The Board recognizes staff needs to integrate this work with other pressing matters. This work is valuable, but it does not have to be expensive.

ADOPTED this 19th day of July, 2012

By the BOARD OF COUNTY COMMISSIONERS

A handwritten signature in blue ink, appearing to read "Charlotte Leha", is written over a horizontal line.

Chair

A handwritten signature in blue ink, appearing to read "Mary Raetnke", is written over a horizontal line.

Recording Secretary

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF CLACKAMAS COUNTY, STATE OF OREGON**

A Resolution Valuing Diversity, Equity
and Inclusion in Clackamas County



Resolution No. 2015-96
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WHEREAS, on July 19, 2012, Clackamas County adopted Resolution No. 2012-73, Valuing Diversity in Clackamas County, in keeping with these values, this is a new Resolution Valuing Diversity, Equity and Inclusion in Clackamas County; and

WHEREAS, the founding principles of our nation set forth the fundamental ideals of equality, equity and inclusion; the basic right of people to life, liberty and the pursuit of happiness; and equal protection as expressed in the United States Constitution; and

WHEREAS, the County values the multifaceted ways embracing diversity enables it to be a welcoming and inclusive place to live, work and enjoy life; and

WHEREAS, the County is committed to good governance, quality customer service, nondiscrimination, equal employment opportunity, equal pay, safe and healthy work environments, and cultural awareness; and

WHEREAS, the County does not discriminate in public accommodations; the County welcomes all people to its places of work and service. Everyone should feel welcome at County public facilities and events; and

WHEREAS, the County is committed to promoting equity by calling upon the knowledge and experience of its employees and community members, especially those who serve in advisory capacities as members of the County's diversity councils; and

WHEREAS, the Board of County Commissioners, County Administration, Executive Management Team, and County Employees are committed to supporting and participating in training opportunities as they pertain to best practices in diversity awareness, equity, workplace harassment prevention, employment law, disability awareness and fair housing.

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF CLACKAMAS COUNTY, STATE OF OREGON**

A Resolution Valuing Diversity, Equity
and Inclusion in Clackamas County



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**NOW, THEREFORE, the Clackamas County Board of Commissioners do hereby
resolve:**

1. To affirm as matters of principle the values of diversity, equity and inclusion in every aspect of County governance, operations and services rendered to County residents and the public at large; and
2. To establish by example and leadership the County's commitment to these principles.

Dated this 1st day of October, 2015

CLACKAMAS COUNTY BOARD OF COMMISSIONERS



Chair



Recording Secretary



OUR CORE VALUES

SPIRIT

SERVICE

In all our actions we...

Advance the needs of the community and the individuals we serve

Are committed to finding positive solutions for our customers

Respond to customers promptly in all matters, especially when it is hard to do so

Are mindful of our duty to provide our best efforts every day

PROFESSIONALISM

In all our actions we...

Are the face of Clackamas County

Develop and apply our knowledge and skills to continually improve our performance

Conduct the public's business with consistency and excellence

INTEGRITY

In all our actions we...

Are sincere and trustworthy

Acknowledge and learn from our mistakes

Demonstrate fairness in interactions with others

RESPECT

In all our actions we...

Accept personal differences and value others' perspectives

Communicate in a positive and courteous manner

First listen to understand, then seek to be understood

INDIVIDUAL ACCOUNTABILITY

In all our actions we...

Accept and demonstrate personal responsibility at all times

Do what we say we are going to do

Are prudent with the use of public funds and resources

TRUST

In all our actions we...

Remain approachable and objective

Declare our intentions

Address issues honestly and directly

Right our wrongs in good faith



CLACKAMAS COUNTY CUSTOMER BILL *of* RIGHTS

Customers have the right to...

- ▶ be served by professional, competent and reliable staff.
- ▶ be valued and treated with dignity, respect and kindness.
- ▶ be treated fairly and equitably.
- ▶ expect staff to follow through on their service commitments.
- ▶ prompt, thorough and efficient customer service.
- ▶ straightforward and honest information.
- ▶ be served by positive, friendly and attentive staff.
- ▶ expect staff to be dependable and accountable for their responsibilities.
- ▶ be served by staff that are focused on results and committed to working together to find solutions.
- ▶ reach staff by phone, email or counter.