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## INTERNAL AFFAIRS COMMITTEE AGENDA

A Committee of the Chico City Council: Councilmembers Huber, Ory, and Chair Brown

**Meeting of April 1, 2019 – 4:00 p.m. to 6:00 p.m.**

Council Chamber Building, 421 Main Street, Conference Room 1

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### REGULAR AGENDA

#### A. DIVERSITY ACTION PLAN REVIEW

On March 5, 2019, the City Council referred the Diversity Action Plan to the Internal Affairs Committee to review and identify tasks from the first-tier that could be moved forward in the coming year. The Internal Affairs Committee is requested to review the Diversity Action Plan and report back to the Council. **(Report – Mark Orme, City Manager)**

**Recommendations:** That the Internal Affairs Committee forwards a recommendation, to the City Council regarding Tier 1 Diversity Action Plan tasks.

#### B. BUSINESS FROM THE FLOOR

Members of the public may address the Committee at this time on any matter not already listed on the agenda, with comments being limited to three minutes. The Committee cannot take any action at this meeting on requests made under this section of the agenda.

#### D. ADJOURNMENT AND NEXT MEETING

The meeting will adjourn no later than 6:00 p.m. The next regular Internal Affairs Committee meeting is scheduled for Monday, May 6, 2019, at 4:00 p.m. in Conference Rm. No. 1.

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### SPEAKER ANNOUNCEMENT

**NOTE:** Citizens and other interested parties are encouraged to participate in the public process and will be invited to address the Committee regarding each item on the agenda. In order to maintain an accurate and complete record, the following procedural guidelines have been implemented:

1. Speaker Cards – speakers will be asked to print his/her name on a speaker card to address the Committee and provide card to the Clerk prior to the completion of the Staff Report.
2. The Clerk will call speakers in the order the cards are received.
3. Speakers may address the Committee one time per agenda item.
4. Speakers will have three minutes to address the Committee.

#### Distribution available in the office of the City Clerk

**Posted: 03-26-19 prior to 5:00 p.m. at 421 Main St. Chico, CA 95928 and [www.ci.chico.ca.us](http://www.ci.chico.ca.us)**

**Copies of the agenda packet are available for review at:**

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## Internal Affairs Agenda Report

Meeting Date: April 1, 2019

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TO: **Internal Affairs Committee**

FROM: **Mark Orme, City Manager**

RE: **Diversity Action Plan Review**

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### **REPORT IN BRIEF:**

On March 5, 2019, the City Council referred Councilmember Schwab's request to implement the City's Diversity Action Plan first tier tasks to the Internal Affairs Committee for further discussion.

**Recommendation:** The City Manager recommends the Committee:

Provide direction, as necessary, to the City Council regarding the Diversity Action Plan.

### **FISCAL IMPACT:**

**Unknown.** Departments will be available to discuss the impact to their departments related to implementing the identified tasks.

### **BACKGROUND:**

On March 5, 2019, the City Council referred Councilmember Schwab's request to implement the City's Diversity Action Plan first tier tasks to the Internal Affairs Committee for discussion.

### **DISCUSSION:**

On September 20, 2011, the City Council approved the proposed Diversity Action Plan and further directed staff to begin the prescribed tiered implementation of the plan. The action also included an annual review by the Sustainability Task Force (**Attachment A**). The Diversity Action Plan included 12 overall goals with 46 specific tasks – 16 of those tasks being deemed Tier 1. Tier 1 tasks were planned for implementation over one to two years.

Since initial approval, the City experienced significant fiscal strain, endured dozens of layoffs, and consolidated departments. These reductions appear to be part of the condition leading to delay and suspension of actions related to the Diversity Action Plan. The City Council's referral to the Internal Affairs Committee is the first time since 2013 that the City Council or its committees have reviewed the Diversity Action Plan (**Attachment B**). City staff will be available to discuss the impacts related to implementing tasks and be able to provide guidance where necessary.

The following includes all 12 goals with the 16 Tier 1 tasks related to the specific goal:

- **Goal 1: Develop, implement and assess City department goals, objectives, policies and procedures that improve diversity in City operations.**
  - Task 1.1. Develop a section in each department's budget narrative that outlines their goals and accomplishments in outreach to diverse groups (All Departments)
  - Task 1.2. Provide an annual report about the diversity of the City work force to council (Human Resources)
  
- **Goal 2: Incorporate diversity priorities in Council funding proposals and include diversity goals in boards and commissions work plans.**
  - Task 2.1. Develop a goal that addresses inclusivity in each Board and Commission work plan (Departments with Boards and Commissions)
  - Task 2.2. Provide an annual report about the diversity of the Boards and Commissions to council (City Clerk)
  - Task 2.3. All community organizations should include what they are doing to provide access to underrepresented groups in their funding proposals to council (City Manager)
  
- **Goal 3: Develop, implement and assess professional development for City staff in the area of diversity.**
  
- **Goal 4: Develop, implement and assess cultural awareness training for City Council, Boards and Commissions.**
  - Task 4.2. Offer presentation time to different cultural groups at City Council meetings (City Clerk)
  
- **Goal 5: Develop, implement and assess how diversity is incorporated in City's recruitment, hiring and promotion policies and practices.**
  - Task 5.1. Make multilingualism incentive in hiring process. Have standard question on job application that lists bilingual qualifications (Human Resources)
  
- **Goal 6: Identify and remove barriers to City services for all community members.**
  - Task 6.3. Extend and continue the use of the AT&T language line or similar service for translation services for English learners (Administrative Services)
  - Task 6.4. Prepare Public Service Announcements that are multi-lingual (All Departments)
  - Task 6.8. Identify a City staff person to be the Diversity Coordinator for the City. This person helps to resolve issues the community has with the city relating to diversity (City Manager)
  
- **Goal 7: Ensure that the City fosters diversity and cultural awareness in community events.**
  
- **Goal 8: Ensure that the City fosters diversity and cultural awareness in physical (infrastructure) improvements.**

- Task 8.2. Capital projects that include aesthetic treatments are encouraged to foster cultural diversity and cultural awareness (Public Works)
- Task 8.3. Public art projects are encouraged to reflect diversity and cultural awareness (City Manager)
- **Goal 9: Increase and enhance outreach to underrepresented groups to serve on boards and commissions.**
  - Task 9.2. Continue the Boards and Commissions information meetings for the public. Invite underrepresented groups (City Clerk)
  - Task 9.3. Encourage council do outreach to under represented groups. Have each councilmember self- identify at least one under represented group to which they would like to be a liaison in governmental processes (City Council)
- **Goal 10: Increase and enhance community awareness of public decision-making process.**
  - Task 10.4. Forward the Council and Board/Commission agendas to a larger email list that includes faith-based and cultural organizations (Administrative Services)
  - Task 10.6. Create a social media page to announce City opportunities and information. Include a frequently asked questions section (Administrative Services)
- **Goal 11: Ensure that written and verbal communication is obtainable, available and readily accessible to all community members.**
- **Goal 12: Ensure that the City's commitment to diversity continues in future years.**

**CONCLUSION:**

City staff request the committee provide direction to the City Council as necessary.

Prepared by:



Chris Constantin,  
Assistant City Manager

Recommended and Approved by:



Mark Orme,  
City Manager

**DISTRIBUTION:**

City Clerk (3)

**ATTACHMENTS:**

**Attachment A** City Council Agenda Item – September 20, 2011

**Attachment B** Diversity Action Plan



## City Council Agenda Report

ATTACHMENT A

Meeting Date: 9/20/11

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TO: City Council

FROM: Ann Schwab, Mayor (896-7250)  
John Rucker, Assistant City Manager (896-7202)

RE: Diversity Action Plan Presentation (Continued from the September 6, 2011 Meeting)

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### REPORT IN BRIEF:

The Diversity Action Plan Ad-Hoc Committee has worked since June of 2010 to develop a Diversity Action Plan (DAP) (Exhibit A) for the City of Chico. That plan is now ready for Chico City Council review. After approval by Council, the plan is ready to be delivered to City staff and the Sustainability Task Force. At Council's direction to the City Manager, City staff will take the plan and begin implementation of the first tier tasks. The Sustainability Task Force, as part of their yearly review of the City's progress in sustainability, will incorporate the DAP into their work plan and will provide an annual review to the City council on how well City staff, boards and commissions have attained compliance with the plan.

**Recommendation** – The Mayor, Assistant City Manager and the Diversity Action Plan Ad-Hoc Committee recommend that Council approve the City of Chico Diversity Action Plan and direct the City Manager to have his staff to begin the prescribed tiered implementation of the plan and direct the Sustainability Task Force to incorporate a yearly review of the implementation progress made into their work plan.

### FISCAL IMPACT:

This is an unfunded activity. Activities within the plan are tiered by cost, capacity and importance. The first tier contains important, no, or low cost tasks that it is believed City staff currently have the capacity to complete. The second and third tier tasks have greater cost and capacity needs, but would be delayed until such time as conditions allow them to be implemented.

### BACKGROUND:

After several hate crimes spurred conversations about prejudice in the community, Mayor Schwab suggested it was time to review the City's and the community's efforts in making Chico more inclusive. At its meeting of 6/01/10, the Council voted (4, 2, 1, Gruendl absent) to direct the Assistant City Manager to work with the Mayor to establish an ad-hoc (Brown Act) committee to develop a City of Chico Diversity Action Plan, with the Mayor to select the members of the committee. Mayor Schwab appointed the following community members to serve on the Committee: Ali Sarsour, Amro Jayousi, Ann Schulte, Annie Adamian, Dawn Frank, Evan LaVang, Lee Lyon, Michael Lo, Pedro Caldera, Sandra Knight, and Samad Najjar. Several other community members assisted in the development of the draft Plan: Joe Person, Jay Gallagher, Luis Munoz, Gayle Hutchinson, Tray Robinson, Meagan Cochran, and Dona Bertain.

The Diversity Action Plan (DAP) Ad-hoc Committee met eight times from July through October. The Committee went through a process which included open discussion and brainstorming sessions during publicly noticed meetings. The group developed its own definition of diversity, as well as a purpose statement. Using these definitions as a guide, the Committee developed a "framework" for the Plan which includes two main focus areas, external and internal, along with seven "dimensions of diversity for our community." Each of these dimensions is further broken down into what the Committee sees as "Goal" areas (formerly identified as "priority areas"), where the issue of diversity should be examined. In all, 12 goal areas are identified in the Plan.

In November 2010, the framework for the plan was presented to Council and received their approval to go forward and develop a list of tasks to be accomplished in the plan. The Committee worked together and developed an internal and an external questionnaire which sought to elicit ideas from staff and the public for tasks that could be used to improve the 12 goal areas of the plan. The Committee presented, via the Assistant City Manager, the

Item # 4.1

internally focused goals to City department managers via a survey tool to identify tasks, measures and timelines that would ensure these goals are accomplished. The Committee presented the external goals to the community in a series of individual and group meetings in which a survey tool was administered to gather ideas for tasks for the plan.

In an informal sampling of over 150 Chicoans including many members of what the Committee felt were underrepresented groups, citizens gave their perspectives on the current status of local diversity efforts to Committee members. (Underrepresented groups are defined as those who are insufficiently or inadequately represented in local government.) Committee members then returned with both internal and external staff/community input and assembled the information into 46 "tasks" to be accomplished in the plan. In addition to the tasks, a separate document, "Voices from Chico" (Exhibit B) was compiled from community answers to the first seven questions in the external questionnaire.

The Committee then examined each task, weighed the priority (importance) of the task, the capacity of the City and city staff to accomplish the task, the cost of accomplishing the task, and developed a system of three tiers for the suggested implementation of the plan. The first tier is defined as tasks intended to be accomplished within one to two years. It contains tasks that are currently in progress as well as new tasks that are low or no cost. These tasks were considered to require staff's current capacity and were deemed a high priority by the committee. The second tier's tasks are recommended to be accomplished, given sufficient finances and capacity, in the next two to five years. The third tier is made of tasks that have great value, but are largely too expensive for implementation in the near term, and should be pushed back from five to ten years unless budget conditions change. It is suggested that nothing should prevent a higher tier task from being accomplished if another need or activity calls for its implementation at an earlier date.

#### TIMELINE

May 2010	A series of perceived hate crimes occurs in Chico and spurs the community to review its efforts to make the community more inclusive.
June 2010	City Council directs Mayor Schwab and ACM Rucker to develop a Diversity Action Plan for the City similar to the Diversity Action Plan being developed by CSUC. Mayor Schwab forms the Diversity Action Plan Ad-hoc Committee and begins work.
November 2010	The Diversity Action Plan framework is presented to Council for approval. The framework, developed by the Committee, contains the two main focus areas, six dimensions of diversity and 12 goal areas. Council directs the Committee to develop the tasks needed to accomplish the goals in the plan.
Nov 2010 – April 2011	The Committee developed questionnaires and conducted meetings and "one on one" sessions with citizens to get ideas for tasks in the plan. Both community members and City staff were interviewed.
May- July 2011	The Committee developed the tasks for the plan, compiled them into the document and determined the tiered implementation schedule by cost, importance and capacity.
September 2011	The plan is presented to the City Council for approval.
September 2011	City Departments and Council Boards and Commissions integrate the Plan's tasks into their respective annual Goals and Objectives/ work plans.
Jan - Mar 2012 (Annually)	The Sustainability Task Force, as part of their Work Plan, scores the level of success each department, board and commission has made at meeting the Plan tasks and reports the scores to the community and Council.

**DISCUSSION:**

The National Academy of Public Administration defines the term **social equity** as; *"the fair, just and equitable management of all institutions serving the public directly or by contract; the fair, just and equitable distribution of public services and implementation of public policy; and the commitment to promote fairness, justice, and equity in the formation of public policy."*

Furthermore, the City of Chico 2030 Draft General Plan Update states: *"For the purposes of this General Plan, equity means ensuring equal access to housing, transportation, government, jobs, education, and recreation for all residents, and equal protection from potential hazards and nuisances. Promoting social equity is a critical investment in human capital, which in turn supports the other two sustainability components of economic vitality and environmental protection."*

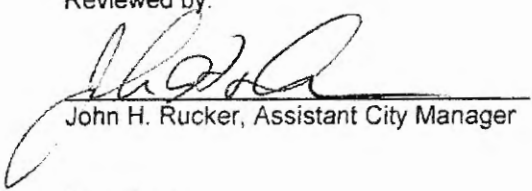
The City of Chico DAP Ad-Hoc Committee has provided a diversity statement which reads: *"Diversity is constantly changing. When we recognize, appreciate and respect differences, we can work and communicate more effectively in governance and create a more unified and multifaceted community enriched through appreciating and understanding others' perspectives."*

It is important to remember that the promotion of diversity and social equity in our community does not include setting quotas in hiring or appointments. The promotion of diversity and social equity means extending our recruitment efforts and outreach efforts toward all groups. By law, there must be equal access to City government for all people and there can be no discrimination against any group by government. We should make certain that all groups are invited to participate in government and we can work to ensure that all groups are aware of their opportunities.

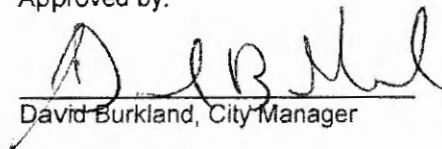
Some in our community feel strongly that there are language, ethnic, and cultural barriers to accessing City services and in being able to fully participate in our community. Many of the same citizens feel strongly that some City staff and some members of our community are unaware that these barriers exist and do not understand what it feels like to be a member of an underrepresented group.

The assignment of the implementation of the Plan to the Sustainability Task Force clearly fits into the overall sustainability component of the Draft General Plan. Policy SUS-1.4 links diversity to sustainability, "Cultivate ethnic, cultural and socio-economic diversity by supporting programs that celebrate cultural differences and similarities." That same section references the Sustainability Task Force's coordinating role. Action SUS-1.3.1 states, "Conduct regular meetings of the Sustainability Task Force to identify and develop programs and initiatives that advance Chico's sustainability goals." The issues of promoting diversity and social equity are clearly represented in the Sustainability section of the Draft General Plan and it follows that the Sustainability Task Force is the appropriate body for implementation.

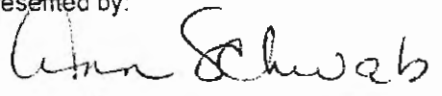
Reviewed by:

  
John H. Rucker, Assistant City Manager

Approved by:

  
David Burkland, City Manager

Presented by:

  
Ann Schwab, Mayor

Re: Diversity Action Plan  
Meeting Date: September 20, 2011  
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**DISTRIBUTION:**

City Clerk (18)  
HR/RM Director  
Human Resources Commission  
AA Cultural Diversity List  
Diversity Action Plan Ad-Hoc Committee

**ATTACHMENTS:**

Exhibit "A" – City of Chico Diversity Action Plan  
Exhibit "B" – Voices from Chico





City of Chico  
Diversity Action Plan  
July 2011





# Aspects of Diversity

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## Acknowledgements

### Committee Members

Ali Sarsour	Evan LeVang
Amro Jayousi	Lee Lyon
Ann Schulte	Michael Lo
Annie Adamian	Pedro Caldera
Dawn Frank	Samad Najjar

### Additional Assistance Provided By

Joe Person	Meagan Cochran
Jay Gallagher	Sandra Knight
Luis Munoz	Dona Bertain
Gayle Hutchinson	Beverly Perry
Yvette Zuniga	London Long
Tray Robinson	

## **Message from the Mayor**

Chico is a livable, healthy, and sustainable community that offers a high quality of life with a strong sense of community and place. Chico's small-town character and value of innovation provides opportunities for future generations to thrive. To assure all citizens can prosper, regardless of cultural, language or physical boundaries, we must join together and examine what barriers exist and take action to remove those obstacles to success.

When we recognize, appreciate and respect differences, we can work and communicate more effectively in providing transparent governance that values public participation, celebrates arts and culture, assists the more vulnerable members of the community and creates both a more unified and multifaceted community. As we move towards the future and engage in a global economy, our success depends on opening doors to the inter-connected world by appreciating and understanding others' perspectives and cultures.

As the Mayor of the City of Chico, I am committed to creating a more inclusive community through careful planning and continuous improvement. The City of Chico's Diversity Action Plan clearly states goals, identifies specific steps, assigns accountability, and identifies a timeframe to measure our progress. To gauge progress toward reaching our goals, the City will develop indicators and annually evaluate our progress to Council and you, the community.

This work cannot be done alone. I invite you to join me to build an inclusive Chico which depends on our community's commitment to accept other's ideas, to reach out to others who are from different backgrounds, and to work and move beyond tolerance, to inclusion, to equity. When we join together to address these concerns, we bring together the collective will of a great community. Although this work may be difficult, challenging and sometimes uncomfortable, when we stay focused on the goal of promoting inclusivity we build a stronger, more prosperous community.

Chico's commitment to diversity underscores our pledge to treat each other with dignity, respect and creating a Chico that is a safe place to raise a family, an ideal location for business and a premier place to live.

Ann M. Schwab  
Mayor, City of Chico

## **Diversity Statement**

Diversity is constantly changing. When we recognize, appreciate and respect differences, we can work and communicate more effectively in governance and create a more unified and multifaceted community enriched through appreciating and understanding others' perspectives.

The City of Chico Diversity Action Plan is a strategy to actively remove barriers and promote diversity within the city government and the larger community. The plan seeks to establish a climate for all individuals and groups to develop the trust and understanding to engage in city governance processes, influence decision making and access municipal services.

## **Declaración de la Diversidad**

La diversidad está en constante cambio. Cuando nosotros podemos reconocer, valorar y respetar las diferencias, podemos trabajar y comunicar con mayor eficacia en el gobierno y crear una comunidad más unida y plural que enriquece a través del aprecio y comprensión de las perspectivas de los demás.

El Plan de Acción de Diversidad de La Ciudad de Chico es una estrategia para eliminar activamente los obstáculos y promover la diversidad en el gobierno de la ciudad y la comunidad en general. El plan tiene por objeto establecer un entorno favorable de todos los individuos y grupos para desarrollar la confianza y el entendimiento para participar en los procesos de gobierno de la ciudad, influir en la toma de decisiones y acceso a los servicios municipales.

Tsab Ntawv qhia txog txhua haiv neeg

Muaj txhua haiv neeg coob thiab txawv zuj zus. Thaum peb pom, paub txog, los yog tos txais, thiab hwm txog txhua haiv neeg lawm peb yuav ua tau hauj lwm ua ke thiab peb yuav hais lus sib to taub zoo heev li. Kev sib to taub yog lub fwj chim uas yuav ua tau rau peb sawvdaws los koom ua ib pab ib pawg thiab koom tau ua ib zej zog. Tej pej xeeb yuav txawj sib hwm thiab sib pab kom zoo, peb ib tug yuav to taub txog ib tug txoj kev ua noj ua haus thiab yuav tsum pom txog lwm tug txoj kev xav.

Lub nroog Chico Diversity Action Plan yog ib lub hom phiaj muaj zog heev uas yuav muaj lub peev xwm los tshem tawm tej kev tsi sib to taub, tsi sib kag siab ntawn txhua haiv neeg. Tsi tas li xwb lub hom phiaj no tseem yuav los kho thiab txhawb nqa txhua haiv neeg nyob ib txheeb tseem ntawm cov nom tswv thiab zej zog. Lub hom phiaj no yuav los nrhiav ib txoj hauv kev kom txhua haiv neeg thiab txhua pab pawg neeg los sib tham, nrhiav tsw yim kho kom sawvdaws kom muaj kev sib ntseeg siab, sib to taub, thiab sib koom tes zoo. Tsi tas li xwb, txhua haiv neeg tseem yuav los nrog tej nom tswv sib tawm tswv yim, pab txhiav txim, thiab muab suab rov qab rau cov pej xeeb.

## **Background and Methodology**

In May of 2010 a series of perceived hate crimes occurred in Chico. Due to citizen concerns, Mayor Schwab suggested that it was time to review the City's and the community's efforts in making Chico more inclusive. At its meeting of June 1, 2010, the Council voted to direct the Assistant City Manager to work with the Mayor to establish an ad-hoc (Brown Act) committee to develop a City of Chico Diversity Action Plan, with the Mayor to select the members of the committee. Mayor Schwab appointed the following community members to serve on the Committee: Ali Sarsour, Amro Jayousi, Ann Schulte, Annie Adamian, Dawn Frank, Evan LeVang, Lee Lyon, Michael Lo, Pedro Caldera, and Samad Najjar. Several other community members eventually assisted in the development of the draft Plan: Joe Person, Sandra Knight, Jay Gallagher, Gayle Hutchinson, Tray Robinson, Meagan Cochran, Dona Bertain, Luis Munoz, Beverly Perry, London Long, and Yvette Zuniga.

The Diversity Action Plan (DAP) Ad-hoc Committee met many times from July 2010 through June of 2011. The Committee went through a process which included open discussions and brainstorming sessions during publicly noticed meetings. The group constructed a working definition of diversity, as well as a purpose statement. Using these constructs as a guide, the Committee developed a "framework" for the Plan which included two main focus areas, "city (internal) operations" and "city (external) outreach" (indicated in gray in the table below), further defined by six "dimensions of diversity for our community" (delineated by different colors). Each of these dimensions was further broken down into what the Committee saw as "goal" areas where the issue of diversity should be examined. In all, 12 goal areas were identified in the Plan.

The Committee presented, via the Assistant City Manager, the internally focused goals to City department managers to identify tasks, measures and timelines that would ensure these goals are accomplished. The Committee presented the external goals to the community in a series of individual and group meetings in which a survey tool was administered to gather ideas for tasks for the plan.

In an informal sample of over 150 Chicanos including many members of what the committee felt were underrepresented groups, citizens gave their perspectives on the current status of local diversity efforts to committee members. (Underrepresented groups are defined as those who are insufficiently or inadequately represented in local government.) Committee members then returned with both internal and external staff/community input and assembled the information into 46 "tasks" to be accomplished in the plan. The committee then examined each task, weighed the priority (importance) of the task, the capacity of the city and city staff to accomplish the task, the cost of accomplishing the task, and developed a system of three tiers for the suggested implementation of the plan. The first tier is defined as tasks intended to be accomplished within one to two years. It contains tasks that are currently in progress

as well as new tasks that are low or no cost. These tasks were considered to require staff's current capacity and were deemed a high priority by the committee. The second tier's tasks are recommended to be accomplished, given sufficient finances and capacity, in the next two to five years. The third tier is made of tasks that have great value, but are largely too expensive for implementation in the near term, and should be pushed back from five to ten years unless budget conditions change. It is suggested that nothing should prevent a higher tier task from being accomplished if another need or activity calls for its implementation at an earlier date.

The Final Diversity Action Plan, once vetted by the Chico City Council, is intended to be delivered to City staff, boards and commissions with the direction to implement these tasks per the tiered implementation schedule. It is proposed that the Sustainability Task Force take the attached implementation schedule and conduct a yearly review of the City's progress in implementing the tasks. That review should be annually provided to council and the city manager.



# 2011 City of Chico Diversity Action Plan

**KEY:**

Priority to stakeholders:	1-high	2-moderate	3-low
Cost:	1-low to none	2-some cost	3-significant cost
Capacity:	1-infrastructure exists	2-need to build some	3-significant infrastructure needed
Tier:	1- 1 to 2 years	2- 2 to 5 years	3- 5-10 years

**CITY OPERATION FOCUS:** *Focuses on how municipal policies and procedures including hiring, training and promotion address and increase diversity awareness. Examines entryways for community members to use City services and how to improve access and use.*

**INTERNAL MONITORING DIMENSION:**

How City departments address diversity in their goals and objectives

How Council Boards and Commissions address diversity in their work plans

<b>Goal 1: Develop, implement and assess City department goals, objectives, policies and procedures that improve diversity in City operations.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 1.1. Develop a section in each department's budget narrative that outlines their goals and accomplishments in outreach to diverse groups	1	1	1	All	Annual Review	1
Task 1.2. Provide an annual report about the diversity of the City work force to council	1	1	1	HR	Annual Review	1

<b>Goal 2: Incorporate diversity priorities in Council funding proposals and include diversity goals in boards and commissions work plans.</b>						
Task 2.1. Develop a goal that addresses inclusivity in each Board and Commission work plan	1	1	1	Depts. with Boards & Commissions	Annual Review	1
Task 2.2. Provide an annual report about the diversity of the Boards and Commissions to council	1	1	1	City Clerk	Annual Review	1
Task 2.3. All community organizations should include what they are doing to provide access to underrepresented groups in their funding proposals to council	1	1	1	City Manager	Annual Review	1
<b>TRAINING DIMENSION:</b>						
Staff and Council are trained in cultural awareness and communication.						
<b>Goal 3: Develop, implement and assess professional development for City staff in the area of diversity.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 3.1. Provide mandatory cultural diversity and non-discrimination training to current staff and new hires	1	3	3	HR	% of compliance	3
Task 3.2. Partner with CSUC and Butte College and other institutions in diversity training opportunities	1	2	2	HR	Annual Review	2
Task 3.3. Provide a list of community cultural events for City employees that they may choose to attend while off-duty to advance their own education.	2	1	2	HR	Annual Review	2
Task 3.4. Hold discussion groups/ study circles on specific topics relating to diversity	2	1	1	City Manager	Annual Review	2

<b>Goal 4: Develop, implement and assess cultural awareness training for City Council, Boards and Commissions.</b>						
Task 4.1. Provide mandatory cultural diversity and non-discrimination training to Council, Boards and Commission members and to new members at start of term.	1	3	3	HR	% of compliance	3
Task 4.2. Offer presentation time to different cultural groups at City Council meetings	2	1	2	City Clerk	Annual Review	1
Task 4.3. Hold discussion groups and study circles on specific topics relating to diversity for Council, Boards and Commissions	2	1	1	City Manager	Annual Review	2

**RECRUITMENT HIRING AND PROMOTION DIMENSION:**

Evaluation and improvement of increasing diversity in the workplace.

<b>Goal 5: Develop, implement and assess how diversity is incorporated in City's recruitment, hiring and promotion policies and practices.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 5.1. Make multilingualism incentive in hiring process. Have standard question on job application that lists bilingual qualifications	1	1	1	HR	Accomplished?	1
Task 5.2. Develop a plan for bi-lingual staff. Show that it is valued	2	1	1	HR	Accomplished?	2
Task 5.3. Verify that job announcements go out to places where they are seen by diverse groups	1	2	1	HR	Annual Review	2

**ACCESS TO CITY SERVICES DIMENSION:**

How the City makes all services accessible.

<b>Goal 6: Identify and remove barriers to City services for all community members.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 6.1. Translate all public "directive" signage into Hmong and Spanish	1	3	2	General Services	% of compliance	3
Task 6.2. Translate documents, website and forms into Hmong and Spanish	1	3	3	All	% of compliance	3
Task 6.3. Extend and continue the use of the AT&T language line or similar service for translation services for English learners	1	1	1	Information Services	% of compliance	1
Task 6.4. Prepare Public Service Announcements that are multi-lingual	2	2	2	All	Annual Review	1
Task 6.5. Develop a single contact phone number for the City. The contact would determine any special needs and then route the person to the correct department.	1	2	2	Information Services	Accomplished?	2
Task 6.6. Assess access barriers through a customer service survey	2	2	3	City Clerk	Annual Review	3
Task 6.7. Include information on translation, and homeless and social services in community shuttles, buses, bus shelters and in phone booths	1	2	2	Neighborhood Services	Annual Review	2
Task 6.8. Identify a City staff person to be the Diversity Coordinator for the City. This person helps to resolve issues the community has with the city relating to diversity.	1	1	1	City Manager	Accomplished?	1

Task 6.9. Use City website calendar for community events including cultural events	1	3	3	Information Services	Accomplished?	3
Task 6.10. Have City booths listing services at various community events	2	2	2	All	Annual Review	2

**CITY OUTREACH FOCUS:** Concentrates on the quality and types of community interactions. Examines and improves how the City communicates with, educates, and informs the public about issues related to diversity. Addresses diversity from the perspective of public participation by individuals and stakeholder groups in the decision making process.

**CITY'S MESSAGE DIMENSION:**

How the City demonstrates a commitment to diversity

<b>Goal 7: Ensure that the City fosters diversity and cultural awareness in community events.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 7.1. Create a cultural festival/education week	3	3	3	Neighborhood Services	Annual Review	3
Task 7.2. Encourage City sponsored cultural festivals by incentivizing the lease rates for City facilities.	2	2	1	BDS & General Services	Accomplished?	2
Task 7.3. Partner with CSU, Chico, Butte College and other institutions to assist with community cultural events	1	2	2	Neighborhood Services	Annual Review	2

<b>Goal 8: Ensure that the City fosters diversity and cultural awareness in physical (infrastructure) improvements.</b>						
Task 8.1. Accelerate progress implementing the City ADA plan when possible	1	3	2	Capital Improvement	Annual Review	3
Task 8.2. Capital projects that include aesthetic treatments are encouraged to foster cultural diversity and cultural awareness	1	1	1	Capital Improvement	Annual Review	1
Task 8.3. Public art projects are encouraged to reflect diversity and cultural awareness	1	1	1	City Manager	Annual Review	1
<b>ACCESS TO GOVERNANCE DIMENSION:</b>						
Community members are invited to contribute to policy via Council, Boards and Commissions and public process						
<b>Goal 9: Increase and enhance outreach to underrepresented groups to serve on boards and commissions.</b>	Priority	Cost	Capacity	Dept. Resp.	Measure	Tier
Task 9.1. Have City open houses in various departments. Invite underrepresented groups	2	2	2	All	Annual review	2
Task 9.2. Continue the Boards and Commissions information meetings for the public. Invite underrepresented groups	1	2	1	City Clerk	Annual review	1
Task 9.3. Encourage council do outreach to under represented groups. Have each councilmember self-identify at least one under represented group to which they would like to be a liaison in governmental processes	1	1	1	Council	Annual review	1

<b>Goal 10: Increase and enhance community awareness of public decision-making process.</b>						
Task 10.1. Create a citizen "civics" training program to introduce people to how government works and how they can participate. Invite underrepresented groups.	1	3	3	HR	Accomplished?	3
Task 10.2. Increase local visibility of public process by posting at public buildings, libraries, Farmer's Market, etc.	2	2	2	All	Annual Review	2
Task 10.3. On City website create streaming video tutorials about department functions and how to engage in civic processes	1	3	3	City Clerk	Accomplished?	3
Task 10.4. Forward the Council and Board/Commission agendas to a larger email list that includes faith-based and cultural organizations	2	1	2	Information Services	Accomplished?	1
Task 10.5. Use outdoor advertising displays at areas away from downtown to advertise community events. The displays can be networked together and controlled from City hall. (in front of fire stations, busy intersections; paid for by sponsorships?)	3	3	3	Information Services	Accomplished?	3
Task 10.6. Create a social media page to announce City opportunities and information. Include a frequently asked questions section	1	1	1	Information Services	Accomplished?	1
Task 10.7. Create a media campaign to advertise City events and processes through the use of newsletters, ads on campus, direct mail, TV and radio in multiple languages	2	3	3	Information Services	Annual Review	3

Task 10.8. Calendar of City activities/events on City website, TV and radio	1	3	3	Information Services	Accomplished?	3
<b>Goal 11: Ensure that written and verbal communication is obtainable, available and readily accessible to all community members.</b>						
Task 11.1. Translate website into Spanish and Hmong. Use interns and automated services to translate	1	3	3	Information Services	Accomplished?	3
Task 11.2. Utilize Spanish language tv/radio stations and publications	1	3	3	City Clerk	Annual Review	3
Task 11.3. Increase translation services, create a list of available translators, translate council minutes upon request	1	3	3	City Clerk	Annual Review	3
<b>Goal 12: Ensure that the City's commitment to diversity continues in future years.</b>						
Task 12.1. Every 5 years re-convene a citizen/staff committee to review this plan and make changes as needed.	1	1	1	City Council	5 year review	2

Priority to stakeholders: 1-high                      2-moderate                      3-low

Cost:    1-low to none                      2-some cost                      3-significant cost

Capacity:    1-infrastructure exists                      2-need to build some                      3-significant infrastructure needed

Tier:    1- 1 to 2 years                      2- 2 to 5 years                      3- 5-10 years



## DEPARTMENTAL RESPONSIBILITY MATRIX

Focus		City Operation Focus																									
Dimension	Goal	Internal Monitoring Dimension					Training Dimension						Recruitment Hiring and Promotion			Access to City Services											
		Goal 1	Goal 2		Goal 3			Goal 4			Goal 5			Goal 6													
Task		Task 1	Task 2	Task 1	Task 2	Task 3	Task 1	Task 2	Task 3	Task 4	Task 1	Task 2	Task 3	Task 1	Task 2	Task 3	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10	
City Council																											
Boards and Commissions																											
	Airport Commission			x																							
	Architectural Review and Historic Preservation Board			x																							
	Arts Commission			x																							
	Bidwell Park and Playground Commission			x																							
	Planning Commission			x																							
City Departments																											
	Building and Development Services	x																x		x							x
	Capital Projects Services	x																x		x							x
	City Clerk	x			x							x						x		x		x					x
	City Management	x		x		x												x		x					x		x
	Finance Committee	x																x		x							x
	Fire	x																x		x							x
	General Services	x		x														x	x		x						x
	Housing and Neighborhood Services	x				x																		x			x
	Human Resources and Risk Management	x	x				x	x	x		x			x	x	x		x		x							x
	Information Systems	x																x	x	x	x					x	x
	Planning Services	x		x														x		x							x
	Police Department	x																x		x							x

## DEPARTMENTAL RESPONSIBILITY MATRIX

Focus	City Outreach Focus																	
Dimension	City's Messag e Dimension									Access to Governance								
	Goal 7			Goal 8			Goal 9			Goal 10			Goal 11			Goal 12		
Task	N	O	N	O	N	O	N	O	N	O	N	O	N	O	N	O	N	O
City Council									X									X
Boards and Commissions																		
Airport Commission																		
Architectural Review and Historic Preservation Board																		
Arts Commission																		
Bidwell Park and Playground Commission																		
Planning Commission																		
City Departments																		
Building and Development Services	X						X				X							
Capital Projects Services			X	X			X				X							
City Clerk							X	X			X	X					X	X
City Management					X		X				X							
Finance Committee							X				X							
Fire							X				X							
General Services	X						X				X							
Housing and Neighborhood Services	X		X				X				X							
Human Resources and Risk Management							X			X	X							
Information Systems							X				X	X	X	X	X	X	X	
Planning Services							X				X							
Police Department							X				X							

# 2011 City of Chico Diversity Action Plan implementation schedule by tier

<b><u>TIER 1 - To be implemented in the next 1 to 2 years</u></b>						
Task 1.1. Develop a section in each department's budget narrative that outlines their goals and accomplishments in outreach to diverse groups	1	1	1	All	Annual Review	1
Task 1.2. Provide an annual report about the diversity of the City work force to council	1	1	1	HR	Annual Review	1
Task 2.1. Develop a goal that addresses inclusivity in each Board and Commission work plan	1	1	1	Depts. With Boards & Commissions	Annual Review	1
Task 2.2. Provide an annual report about the diversity of the Boards and Commissions to council	1	1	1	City Clerk	Annuals Review	1
Task 2.3. All community organizations should include what they are doing to provide access to underrepresented groups in their funding proposals to council	1	1	1	City Manager	Annual Review	1
Task 4.2. Offer presentation time to different cultural groups at City Council meetings	2	1	2	City Clerk	Annual Review	1
Task 5.1. Make multilingualism incentive in hiring process. Have standard question on job application that lists bilingual qualifications	1	1	1	HR	Accomplished?	1
Task 6.3. Extend and continue the use of the AT&T language line or similar service for translation services for English learners	1	1	1	Information Services	% of compliance	1
Task 6.4. Prepare Public Service Announcements that are multi-lingual	2	2	2	All	Annual Review	1

Task 6.8. Identify a City staff person to be the Diversity Coordinator for the City. This person helps to resolve issues the community has with the city relating to diversity.	1	1	1	City Managers	Accomplished?	1
Task 8.2. Capital projects that include aesthetic treatments are encouraged to foster cultural diversity and cultural awareness	1	1	1	Capital Improvement	Annual Review	1
Task 8.3. Public art projects are encouraged to reflect diversity and cultural awareness	1	1	1	City Managers	Annual Review	1
Task 9.2. Continue the Boards and Commissions information meetings for the public. Invite underrepresented groups	1	2	1	City Clerk	Annual review	1
Task 9.3. Encourage council do outreach to under represented groups. Have each councilmember self-identify at least one underrepresented group to which they would like to be a liaison in governmental processes	1	1	1	Council	Annual review	1
Task 10.4. Forward the Council and Board/Commission agendas to a larger email list that includes faith-based and cultural organizations	2	1	2	Information Services	Accomplished?	1
Task 10.6. Create a social media page to announce City opportunities and information. Include a frequently asked questions section	1	1	1	Information Services	Accomplished?	1
<b><u>Tier 2 - To be implemented in the next 2 to 5 years</u></b>						
Task 3.2. Partner with CSUC and Butte College and other institutions in diversity training opportunities	1	2	2	HR	Annual Review	2
Task 3.3. . Provide a list of community cultural events for City employees that they may choose to attend while off-duty to advance their own education.	2	1	2	HR	Annual Review	2

Task 3.4. Hold discussion groups/ study circles on specific topics relating to diversity	2	1	1	City Manager	Annual Review	2
Task 4.3. Hold discussion groups and study circles on specific topics relating to diversity for Council, Boards and Commissions	2	1	1	City Manager	Annual Review	2
Task 5.2. Develop a plan for bi-lingual staff. Show that it is valued	2	1	1	HR	Accomplished?	2
Task 5.3. Verify that job announcements go out to places where they are seen by diverse groups	1	2	1	HR	Annual Review	2
Task 6.5. Develop a single contact phone number for the City. The contact would determine any special needs and then route the person to the correct department.	1	2	2	Information Services	Accomplished?	2
Task 6.7. Include information on translation, and homeless and social services in community shuttles, buses, bus shelters and in phone booths	1	2	2	Neighborhood Services	Annual Review	2
Task 6.10. Have City booths listing services at various community events	2	2	2	All	Annual Review	2
Task 7.2. Encourage City sponsored cultural festivals by incentivizing the lease rates for City facilities.	2	2	1	BDS & General Services	Accomplished?	2
Task 7.3. Partner with CSU, Chico, Butte College and other institutions to assist with community cultural events	1	2	2	Neighborhood Services	Annual Review	2
Task 9.1. Have City open houses in various departments. Invite underrepresented groups	2	2	2	All	Annual review	2
Task 10.2. Increase local visibility of public process by posting at public buildings, libraries, Farmer's Market, etc.	2	2	2	All	Annual Review	2

Task 12.1. Each 5 years re-convene a citizen/staff committee to review this plan and make changes as needed.	1	1	1	City Council	5 year review	2
<b><u>Tier 3 - To be implemented in the next 5 to 10 years.</u></b>						
Task 3.1. Provide mandatory cultural diversity and non-discrimination training to current staff and new hires	1	3	3	HR	% of compliance	3
Task 4.1. Provide mandatory cultural diversity and non-discrimination training to Council, Boards and Commission members and to new members at start of term.	1	3	3	HR	% of compliance	3
Task 6.1. Translate all public "directive" signage into Hmong and Spanish	1	3	2	General Services	% of compliance	3
Task 6.2. Translate documents, website and forms into Hmong and Spanish	1	3	3	All	% of compliance	3
Task 6.6. Assess access barriers through a customer service survey	2	2	3	City Clerk	Annual Review	3
Task 6.9. Use City website calendar for community events including cultural events	1	3	3	Information Services	Accomplished?	3
Task 7.1. Create a cultural festival/education week	3	3	3	Neighborhood Services	Annual Review	3
Task 8.1. Accelerate progress implementing the City ADA plan when possible	1	3	2	Capital Improvement	Annual Review	3
Task 10.1. Create a citizen "civics" training program to introduce people to how government works and how they can participate. Invite underrepresented groups.	1	3	3	HR	Accomplished?	3
Task 10.3. Create streaming video tutorials on City website about department functions and how to engage in civic processes	1	3	3	City Clerk	Accomplished?	3

Task 10.5. Use outdoor advertising displays at areas away from downtown to advertise community events. The displays can be networked together and controlled from City hall. (in front of fire stations, busy intersections; paid for by sponsorships?)	3	3	3	Information Services	Accomplished?	3
Task 10.7. Create a media campaign to advertise City events and processes through the use of newsletters, ads on campus, direct mail, TV and radio in multiple languages	2	3	3	Information Services	Annual Review	3
Task 10.8. Calendar of City activities/events on City website, TV and radio	1	3	3	Information Services	Accomplished?	3
Task 11.1. Translate website into Spanish and Hmong. Use interns and automated services to translate	1	3	3	Information Services	Accomplished?	3
Task 11.2. Utilize Spanish language tv/radio stations and publications	1	3	3	City Clerk	Annual Review	3
Task 11.3. Increase translation services, create a list of available translators, translate council minutes upon request	1	3	3	City Clerk	Annual Review	3

Priority to stakeholders:	1-high	2-moderate	3-low
Cost:	1-low to none	2-some cost	3-significant cost
Capacity: infrastructure needed	1-infrastructure exists	2-need to build some	3-significant
Tier:	1- 1 to 2 years	2- 2 to 5 years	3- 5-10 years