



June 25, 2024

# Department of Diversity, Equity, and Inclusion: Overview

# Introductions - Staff

**Tiffany Whitman**, Director

**Marquita Chong**, Administrative Assistant

**Valerie Fatica**, Disability Manager

**Benita Robinson**, Gender Equity Manager

**Leah Williams**, Operations Manager

- **Leslie Gray**, Investigator
- **Jaime Mancha II**, Investigator

# The City of Toledo & DEI

## 1. Cities thrive when diversity, equity, and inclusion are in action.

- The growth and prosperity of cities are stunted when significant portions of the population are marginalized, underresourced, or overlooked.
- Toledo is better when all residents, regardless of their backgrounds, earn a living wage, live in safe and healthy neighborhoods, pay taxes, and support local businesses and entrepreneurs.
- In other words, *diversity, equity, and inclusion are not optional for the City of Toledo.*

# The City of Toledo & DEI

2. Statutes on the local, state, and federal level guide the DEI Department.

3. The DEI Department is *foundational* to the success of our City departments.



# Department Overview

# Department Overview - Mission

- The City's Department of Diversity, Equity, and Inclusion (DEI) fosters **safe and equitable work environments**, supports **inclusive economic growth through local businesses**, and works to **advance systemic change** throughout the community.

# Department Overview – Who We Serve

- Our Department internally prioritizes the work culture of City of Toledo **Employees** and, externally, the livelihoods of City of Toledo **Residents**.

# Department Overview – Departmental Functions

Workforce Culture

Compliance & Investigations

Accessibility Services

Business & Supplier Inclusion

Advocacy & Opportunity



# Department Overview – Departmental Functions

## Workforce Culture

- DEI, in partnership with the City of Toledo HR, strives to make the City of Toledo a model employer by fostering fair and safe work environments.
- We take a proactive approach by providing opportunities for employees to receive education, training, leadership development, and mediation.

# Department Overview – Departmental Functions

## Compliance & Investigations

### *DEI enforces and investigates all reported violations of:*

- City of Toledo's (AP 31) Policy on Grievance Procedure under Section 504 and the Americans with Disabilities Act (ADA)
- City of Toledo's (AP 071 and AP 076) Policies Against Harassment and Discrimination within employment or a City program, service, or activity
- DEI also maintains compliance with the Ohio Civil Rights Commission and the U.S. Equal Employment Opportunity Commission (EEOC).

# Department Overview – Departmental Functions

## Accessibility Services

- DEI strives to create fair and equitable access to all city programs, services activities, and facilities. Accessibility means more than legal compliance; it ensures that all Toledo residents have access to the best quality of life: **Employment, Effective Communication, Modification to Policies and Procedures, & Website Standards**

# Department Overview – Departmental Functions

## Business & Supplier Inclusion

- We foster inclusive economic growth by supporting local businesses through certification, increasing resource access, and capacity-building.
- Mandated by city code and state/federal laws to monitor, analyze, and report minority, women, veteran, and disadvantaged business enterprise utilization for all city departments based upon city certifications, contract awards, contract payments, and vendor registration data.

# Department Overview – Departmental Functions

## **Advocacy & Opportunity- *Advancing Systemic Change***

- Our advocacy agenda operates on a core belief that your background and where you live in Toledo should not determine your livelihood and ability to thrive.
- DEI, in collaboration with corporate and community partners, seeks to **increase opportunities to advance systemic change** throughout the community under our City's priorities: ***basic services, quality investment, customer service, workplace culture, and environment.***



# Department Leadership

# Department Leadership – Director

Department oversight & leadership service, including **Board of Awards** (City Contracts), **Civil Service Commission**, **Position Control**, signature approval on **Personnel Action Forms II**, and **City Hirings**.

## Priorities

- Department-Specific Training Pilot (Partnership with HR)
- Inclusive Executive Level Opportunities (External)
- Disparity Study Implementation - Business & Supplier Inclusion Strategies
- Workforce & Opportunity
- Age & Accessibility
- Mayoral & Departmental Priorities (housing, safe neighborhoods, community affairs, etc.)



# Department Leadership – Disability Manager

- ADA Coordinator for City of Toledo – federally mandated position responsible for complaints and grievances, non-discrimination, program accessibility, accommodations, effective communication, etc.
- Bonus: Advance strategic policies and programs for people with disabilities. Liaison between City of Toledo and people with disabilities.



# Department Leadership – Disability Manager

## Progress

- Employer Partner with OOD; Snow Angels; Deaf Communication Card; Training; Evac. chairs in Muni. Court; Voluntary Self-ID; Facility Evaluations; Disabled and Proud Fest; implement CC Ordinance; Veo, Collaborations

## Priorities

- Increase communication about accessibility in City programs or services
- Support accessible housing/aging-in-place initiatives
- Specialized training offerings
- Increase number of employees with disabilities
- Safe routes throughout City (sidewalks/bus stops)
- Create or partner on mowing/yardwork program

# Department Leadership – Gender Equity Manager

- Equal Employment Opportunity – reporting, planning, goal setting, and accountability
- CEDAW Gender Equity Commission
- Community Engagement

# Department Leadership – Gender Equity

## Progress & Priorities

### *Internal*

- Gender Equity Analysis
- Recruitment, hiring and retention
  - Expansion of recruitment efforts
  - EEO reps in interviews
  - Employee Resource Group for Women and Allies
  - Professional development

### *External*

- Toledo CEDAW Gender Equity Commission
  - Universal Pre-K/Childcare
  - Community engagement and support – partnerships, resource mapping, and prioritizing needs impacting women (i.e. Black maternal health, domestic violence related gun violence)

# Department Leadership – Operations Manager

- The Operations Manager oversees all Title VI (City program, service, or activity) and Title VII (City employment) investigations, as well as the Harassment Awareness and Prevention training initiative, investigation-related training, and mediation services.
- The Operations Manager serves on the Position Control with the director and acts as their backup for citywide administrative approvals and committees.

# Department Leadership – Operations Manager

## Progress

- **Reduction in Complaint Processing Time:** Since April 2023, the Operations division has been fully staffed with one manager and two investigators. This has allowed us to significantly reduce our average complaint response time from 71 days in 2022 (when understaffed) to just 24 days in 2023 (with full staffing).
- **Harassment Awareness and Prevention Training Initiative:** Launched in April 2023 as a pilot program in DPU, this pilot transformed into a city-wide training initiative. *We have held 42 trainings to date, reaching 29 of the City's departments and divisions (85%), including DPU, DPS, TPD & TFRD Academies, Transportation, HR, DEI, the Mayor's Office, etc.*

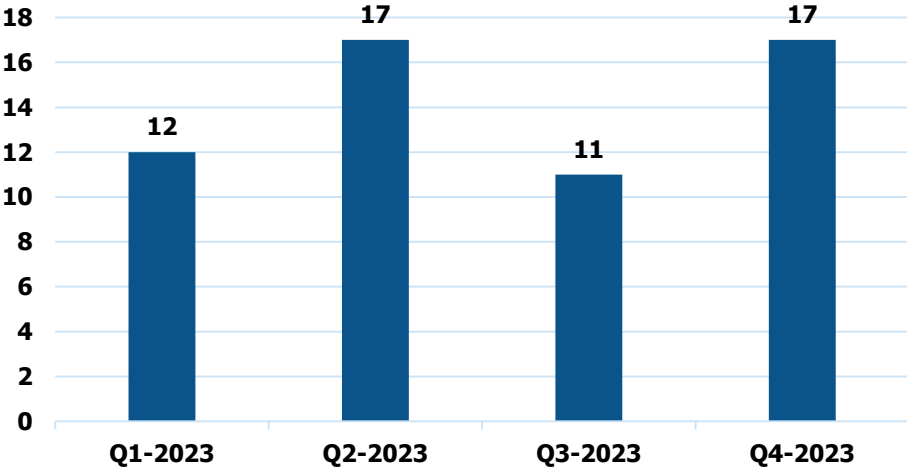
## Priorities

- Ongoing Title VI and VII Investigations
- Harassment Awareness and Prevention Training Initiative
- Mediation Services Rollout

# Department Leadership – Operations Manager

## 2023 Investigations Snapshot

**COMPLAINTS OPENED BY QUARTER**



**DEMOGRAPHIC INFORMATION**

<u>Basis of Complaint</u>	<u>Count</u>	<u>PCT</u>	<u>Complainant Race</u>	<u>Count</u>	<u>PCT</u>
Race	25	44%	Black	28	49%
Not Specified/Other	10	18%	Caucasian	12	21%
Sex	7	12%	Unknown	10	18%
Retaliation	6	11%	Hispanic	5	9%
Disability	2	3%	Middle Eastern	2	3%
Age	2	3%			
Gender/Gender Identity	2	3%	<u>Complainant Sex</u>	<u>Count</u>	<u>PCT</u>
Genetic Info	1	2%	Male	26	46%
National Origin	1	2%	Female	20	35%
Religion	1	2%	Unknown	11	19%



**Q&A**



**Thank you.**

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