**2016 ANNUAL**

**WORKFORCE STATISTICS REPORT**

***Human Assistance***

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**TABLE OF CONTENTS**

Departmental Diversity Policies and Efforts Questionnaire 1

Workforce Comparative Analysis -**Table 1** 2

Job Categories Summary - **Table 2** 3

Personnel Actions Report: Hires/Rehires - **Table 3.1** 4

Personnel Actions Report: Terminations - **Table 3.2** 5

Personnel Actions Report: Transfers Out - **Table 3.3** 6

Personnel Actions Report: Promotions/Demotions - **Table 3.4** 7

Discrimination Complaints - **Table 4** 8

**DIVERSITY POLICIES AND EFFORTS QUESTIONNAIRE**

***IF ANY QUESTION HAS A “NON-APPLICABLE” ANSWER, PLEASE EXPLAIN WHY.***

(1) Please provide a brief description of the services and functions provided by your department.

The Sacramento County Department of Human Assistance (DHA) brings together more than 2,000 skilled and dedicated employees to plan, implement and oversee a spectrum of programs and services designed to move people from public assistance to self-sufficiency. DHA’s mission of fostering self-sufficiency among those it serves touches every facet of daily life, from employment, housing and health care to transportation, education and childcare. One out of five residents in Sacramento utilizes one form or another of DHA’s services.

DHA’s programs are specifically designed to help low-income families and individuals find workable solutions to daily-living problems as they make the transition from welfare to the workplace. Their primary goal is to create and carry out programs and activities that help families and individuals reach their highest potential.

DHA offers a range of services to the community including Employment Services, a program that assists residents find and keep jobs by providing pre-employment training workshops, resume assistance, job referrals, on-the-job training, and “dress for success” seminars. DHA has Veterans Services that counsels veterans, their dependents and survivors, and determines eligibility for benefits. They also provide volunteer opportunities for people 55 and older as foster grandparents, senior companions, and retired and senior volunteer programs.

(2) Please describe your department’s selection and hiring procedures and how they help ensure a workforce representative of Sacramento County. (Include, if applicable, hiring interview procedures & policies; internships; education & training opportunities; training & develop assignments, etc);

Selection and Hiring

The DHA follows all Civil Service Rules and applicable County Personnel Policies and Procedures when hiring staff. These are the steps the department follows:

1. Based on our labor agreements with the Welfare Supervisory Unit, the Welfare Non-Supervisory Unit, and the Office Technical Unit, all vacancies are advertised to provide current staff an opportunity to change work locations within DHA.
2. If a vacancy is not filled through the process in #1, the supervisor/manager requests an eligible list from the County Personnel Services Department.
3. The candidates from the top three ranks are considered. Supervisors/managers can also decide to consider candidates from the lateral transfer list.
4. For induction classes for the Human Services Specialist and Eligibility Specialist classes, the most qualified are hired from the first three ranks. If a rank is cleared (there are no more names), the candidates from the next rank are interviewed.

The Department has diverse interview panel members that reflect the diversity amongst our staff and client population. Client statistics are reviewed quarterly. DHA hires employees with special skills (language and/or culture) based on client population. DHA currently has 14 different language and/or culture classifications.

## Internships

## DHA has an Educational Advancement policy that allows staff to flex their work hours if they are attending college classes and, on a limited basis, allows for staff to do required fieldwork or college internships on the job. The department uses interns if possible.

Education and Training Opportunities

DHA management works closely with the various civil rights caucuses on issues relevant to the caucus members and the represented communities. The department currently has five caucuses: Asian Pacific Islander Caucus; African-American Caucus; Latino Caucus; Native American Caucus, and Lesbian Gay Bisexual Transgender Caucus. One of the benefits that the caucuses provide for its members and other employees is training and career development opportunities. The funding for these training opportunities is provided by the department and presently stands at $500 per year per caucus.

In addition to working with the caucuses, the department also provides various training opportunities for employees. Budget, computer, customer service, and diversity training are offered to employees. Some are optional and others mandatory. DHA supervisors and managers have AB1825 training every two years. Client confidentiality training is also provided.

Employees are also eligible to apply for the County’s Education Reimbursement Program. The program offers a maximum of $1,500 per year to employees that are going to school while working for the County. Many DHA staff takes advantage of this program.

Training and Development Assignments

The Department utilizes this program when necessary.

(3) Please describe what recruiting and/or informational events your department has participated in and how they help to ensure a workforce representative of Sacramento County. (Include, if applicable, high school or college job fairs, high school or college programs, church events, or community events.

The Department has done active recruitment through various community based organizations whose clientele are predominantly minority and who may speak one of the languages needed in the Department.

(4) Please describe all websites your department advertises its job vacancies to help ensure a workforce representative of Sacramento County.

DHA posts Announcement Bulletins (ABs) on DHAnet, which is the internal department intranet website. When a vacancy occurs, the department posts an AB on the site and interested employees can submit their interest to the hiring contact. Additionally, the County’s Employment Services Division posts open competitive examinations on Neogov, which is the applicant tracking system the County uses. As exams are announced and posted on Neogov, employees who are interested may apply and submit their application before the indicated deadline closes. For job seekers who are interested in an exam which is not yet open to the public, they have the option to fill out a Job Interest Card within Neogov which asks them to provide their name and contact information. Upon submitting the online Job Interest Card, when the exam is announced in the future, Neogov automatically sends an email to the job seekers to inform them the exam is now available for them to apply.

(5) Please describe your department’s promotion and career advancement procedures designed to enable all employees to have an equal and fair opportunity to compete for and attain County Promotional opportunities. (Include, if applicable, mentoring, career development activities, etc.)

The Department currently uses several methods to ensure all employees have an equal and fair opportunity to compete for and attain County promotional opportunities. The DHA informs employees of job opportunities (promotional exams, transfers, jobs outside of the County) by posting them on the Department’s intranet (DHAnet). Besides the DHAnet, paper copies of the above information are made available to employees to review at various work locations.

The Department has a webpage within DHAnet specifically designed to assist employees on career development. Information on various career paths within the Department and the County, career assessment tools, videos on job interviewing and resume writing, and tips on developing job skills and knowledge are some of the resources provided on this website.

DHA also holds mock interviews for employees who have an interest in having their interviews critiqued by a panel of Program Managers. During these sessions, the Program Managers present information on their journey to advancing in their social service careers, sample written exercises are given, a PowerPoint presentation is given on how to prepare for an interview, and then mock interviews are held and recorded. The Program Managers then provide feedback to the employees on how they can improve their interview skills. The recorded interviews are provided to the employees so they can watch their interview performance and panel feedback to help them prepare for future actual interviews.

DHA offered both Management and Leadership Development courses through UC Davis for new supervisors and Managers. The Department is offering the programs next year as well.

(6) Please describe how the County’s Equal Employment Opportunity program objectives are incorporated into your department’s strategic and operational priorities.

It is the policy of both the Sacramento County Board of Supervisors and the DHA Director to provide equal opportunities in all areas of employment to all people, regardless of race, color, sex, national origin, age, marital status, religion, ancestry, medical condition, disability, political affiliation, sexual orientation, or other factors not directly related to county job duties.

DHA is one of the largest departments in the Sacramento County system, with more than 2,000 employees. There are more than 130 job classifications within the department, including social work, eligibility, supervision, management, accounting and law enforcement. Opportunities for advancement to a variety of specialized positions both within the department and throughout the county are continually available. Over 50 percent of DHA’s workforce is classified as minority, and bilingual staff provides services in a dozen languages. The Department also has eleven vendors who assist with our language needs including sign language. In addition, a department-wide TDD-TTY (telephone device for the deaf/teletype) telephone was installed and the number was publicized.

The Department’s five Civil Rights Advisory Caucuses serve as civil rights advisory groups to the DHA Director. These caucuses champion the civil rights of clients as well as employees.

Our job at DHA is to provide basic services and care to the neediest in our community. In recent years, however, we have broadened our mission to also include fostering goals of economic stability and self-sufficiency among those we serve. Today we are as dedicated to curtailing the cycle of poverty through education and job training as we are to providing assistance to those we serve.

DHA has demonstrated innovative policy development, implementation, service delivery, and best practices to achieve workforce diversity including direct contact with community organizations via the Department’s caucuses. All of the Department’s caucuses fund college scholarships for children on our public assistance caseloads.

(7) Please describe your department’s method to ensure its EEO activities and efforts result in service delivery across all sectors of the community (e.g. systems or processes for communication between County agencies and direct contact with community organizations, etc)

DHA performs outreach with many agencies in the community and works collaboratively with several other county departments. The latter include such departments as Probation, Sheriff, and Health and Human Services. DHA also has staff members located in schools and other non-profit organizations.

The Department offices throughout the county play an active role in the community. The Department’s meeting rooms are available for the community’s use.

DHA does have a website that can be accessed by members of the public. The site provides information on the various services that the department provides.

(8) For complaints reported in Table 4, if there were any with a finding of *merit*, for each category of complaints (i.e. race, gender, age, etc.) please provide a description of the measures taken to prevent recurrences. Please do not provide specifics regarding the case(s), individual(s) involved, or corrective/disciplinary action taken.

There were no cases found to have merit.

**TABLE 1**

**WORKFORCE COMPARATIVE ANALYSIS**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Census Data** | **Workforce Composition** | | | | **Workforce Composition** | | | |
|  | **2010** | **County of Sacramento** | | | | **HUMAN ASSISTANCE** | | | |
|  |  | **2010 (1)** | | **2015 (2)** | | **2011 Report (3)** | | **2016 Report (4)** | |
| ***ETHNICITY*** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** |
| **2 or More Races** | 4.4% | 168 | 1.5% | 204 | 1.9% | 25 | 1.3% | 34 | 1.7% |
| **Asian/Pacific Islander** | 13.6% | 1,613 | 14.4% | 1,713 | 15.6% | 430 | 21.9% | 431 | 22.0% |
| **American Indian/Alaskan Native** | 1.3% | 131 | 1.2% | 117 | 1.1% | 23 | 1.2% | 19 | 1.0% |
| **Black/African American** | 10.5% | 1,321 | 11.8% | 1,352 | 12.3% | 319 | 16.3% | 342 | 17.5% |
| **Hispanic/Latino** | 17.9% | 1,493 | 13.3% | 1,694 | 15.4% | 352 | 17.9% | 394 | 20.1% |
| **White/Non-Hispanic** | 51.4% | 6,491 | 57.9% | 5,934 | 53.9% | 814 | 41.5% | 738 | 37.7% |
| **Total** | 100.0% | 11,217 | 100.0% | 11,014 | 100.0% | 1,963 | 100.0% | 1,958 | 100.0% |
| **Minority Representation** | 48.6% | 4,726 | 42.1% | 5,080 | 46.1% | 1,149 | 58.5% | 1,220 | 62.3% |
| **Female Representation** | 50.8% | 5,832 | 52.0% | 5,671 | 51.5% | 1,405 | 71.6% | 1,410 | 72.0% |

1 Sacramento County Workforce as of pay period 26 ending 12/18/2010

2 Sacramento County Workforce as of pay period 27 ending 12/26/2015

3 Employed by County of Sacramento as of pay period 26 ending 12/18/2010

4 Employed by County of Sacramento as of pay period 26 ending 12/26/2015

**TABLE 2**

**JOB CATEGORIES COMPARISION**

**BETWEEN 2015 AND 2016 REPORTS**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| JOB | | Minority | | Minority | | Minority | | Female | | Total | |
| Categories | | Females | | Males | | Total | | Total | | Employees | |
| *REPORT:* | | 2015\* | 2016\* | 2015\* | 2016\* | 2015\* | 2016\* | 2015\* | 2016\* | 2015\* | 2016\* |
| 1. Officials/Administrators | # | 5 | 5 | 4 | 5 | 9 | 10 | 21 | 25 | 31 | 36 |
| % | 16.1% | 13.9% | 12.9% | 13.9% | 29.0% | 27.8% | 67.7% | 69.4% | 100.0% | 100.0% |
| 2. Professionals | # | 356 | 374 | 131 | 125 | 487 | 499 | 589 | 604 | 807 | 814 |
| % | 44.1% | 45.9% | 16.2% | 15.4% | 60.3% | 61.3% | 73.0% | 74.2% | 100.0% | 100.0% |
| 3. Technicians | # | 2 | 2 | 0 | 0 | 2 | 2 | 5 | 5 | 6 | 6 |
| % | 33.3% | 33.3% | 0.0% | 0.0% | 33.3% | 33.3% | 83.3% | 83.3% | 100.0% | 100.0% |
| 4. Protective Services | # | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 21 | 24 |
| % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 23.8% | 20.8% | 100.0% | 100.0% |
| 5. Para-Professionals | # | 53 | 55 | 27 | 15 | 80 | 70 | 79 | 77 | 106 | 106 |
| % | 50.0% | 51.9% | 25.5% | 14.2% | 75.5% | 66.0% | 74.5% | 72.6% | 100.0% | 100.0% |
| 6. Office/Clerical Workers | # | 465 | 466 | 163 | 172 | 628 | 639 | 713 | 694 | 974 | 972 |
| % | 47.7% | 47.9% | 16.7% | 17.7% | 64.5% | 65.7% | 73.2% | 71.4% | 100.0% | 100.0% |
| 7. Skilled Craft Workers | # |  |  |  |  |  |  |  |  |  |  |
| % |  |  |  |  |  |  |  |  |  |  |
| 8. Service Maintenance | # |  |  |  |  |  |  |  |  |  |  |
| % |  |  |  |  |  |  |  |  |  |  |
| Total | # | 881 | 902 | 325 | 317 | 1206 | 1220 | 1412 | 1410 | 1945 | 1958 |
| % | 45.3% | 46.1% | 16.7% | 16.2% | 62.0% | 62.3% | 72.6% | 72.0% | 100.0% | 100.0% |
| **TABLE 2** |  | \* The numbers for the 2015 Report are taken from pay period 26, ending December 13, 2014. | | | | | | | | | |
|  | \*\* The numbers for the 2016 Report are taken from pay period 27 ending December 26, 2015. | | | | | | | | | |

**TABLE 3.1**

**Personnel Actions Report**

**HIRES/RE-HIRES - Permanent Position Employees**

**(From 01/01/2015 to 12/31/2015)**

|  |  |  |
| --- | --- | --- |
| **NEW HIRES** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALES HIRED | 293 | 70% |
| TOTAL MALES HIRED | 125 | 30% |
| TOTAL MINORITIES HIRED | 137 | 32% |
| TOTAL CAUCASIANS HIRED | 88 | 21% |
| TOTAL NEW EMPLOYEES HIRED | 418 | 100% |

|  |  |  |
| --- | --- | --- |
| **RE-HIRES** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALES RE-HIRED | 21 | 88% |
| TOTAL MALES RE-HIRED | 3 | 12% |
| TOTAL MINORITIES RE-HIRED | 18 | 75% |
| TOTAL CAUCASIANS RE-HIRED | 6 | 25% |
| TOTAL EMPLOYEES RE-HIRED | 24 | 100% |

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| **COMMENTS FOR TABLE 3.1** |
| 193 new employees hired did not identify their ethnicity. |
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**TABLE 3.2**

**Personnel Action Report**

**TERMINATIONS – Permanent Position Employees**

**(From 01/01/2015 to 12/31/2015)**

|  |  |  |
| --- | --- | --- |
| **TERMINATIONS** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALES TERMINATED | 133 | 76% |
| TOTAL MALES TERMINATED | 41 | 24% |
| TOTAL MINORITIES TERMINATED | 95 | 55% |
| TOTAL CAUCASIANS TERMINATED | 77 | 44% |
| TOTAL EMPLOYEES TERMINATED | 174 | 100% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REASON TERMINATED** | **Number** | **% of Total** | **# of Female** | **# of Minority** |
| RETIRED OR DISABILITY RETIREMENT | 71 | 41% | 56 | 15 |
| RESIGN OTHER EMPLOYMENT | 23 | 13% | 16 | 7 |
| EMPLOYEE INITIATED / NO REASON GIVEN | 40 | 23% | 28 | 12 |
| DECEASED | 2 | < 1% | 2 | 0 |
| LAID OFF/REDUCTION IN FORCE | 0 | 0% | 0 | 0 |
| DISCIPLINARY, PENDING DISCIPLINE OR RELEASE FROM PROBATION | 31 | 18% | 24 | 7 |
| AUTOMATIC RESIGNATION | 4 | < 1% | 4 | 0 |
| OTHER– Please list: ACADEMIC | 2 | < 1% | 2 | 0 |
| OTHER– Please list: MEDICAL DISQUALIFY | 1 | < 1% | 1 | 0 |
| Totals: | 174 | 100% | 133 | 41 |

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| **COMMENTS FOR TABLE 3.2** |
| 2 employees terminated did not identify their ethnicity. |
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**TABLE 3.3**

**Personnel Action Report**

**TRANSFERS OUT – Permanent Position Employees**

**(From 01/01/2015 to 12/31/2015)**

**)**

|  |  |  |
| --- | --- | --- |
| **TRANSFERS** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALE TRANSFERS | 85 | 79% |
| TOTAL MALE TRANSFERS | 23 | 21% |
| TOTAL MINORITY TRANSFERS | 66 | 61% |
| TOTAL CAUCASIANS TRANSFERS | 42 | 39% |
| TOTAL EMPLOYEE TRANSFERS | 108 | 100% |

|  |
| --- |
| **COMMENTS FOR TABLE 3.3** |
| During 2015, 9 transfers out returned to the department either as a Return to Former Class, or accepting a Promotion: |
| 8 Females – 3 Minority, 5 Caucasian |
| 1 Male - Minority |
|  |
|  |
|  |

**TABLE 3.4**

**Personnel Action Report**

**PROMOTIONS/DEMOTIONS - Permanent Positions**

**(From 01/01/2015 to 12/31/2015)**

|  |  |  |
| --- | --- | --- |
| **PROMOTIONS** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALE PROMOTIONS | 119 | 80% |
| TOTAL MALE PROMOTIONS | 29 | 20% |
| TOTAL MINORITY PROMOTIONS | 100 | 68% |
| TOTAL CAUCASIAN PROMOTIONS | 48 | 32% |
| TOTAL EMPLOYEE PROMOTIONS | 148 | 100% |

|  |  |  |
| --- | --- | --- |
| **DEMOTIONS** | **NUMBER** | **PERCENTAGE**  **OF TOTAL** |
| TOTAL FEMALE DEMOTIONS | 4 | 100% |
| TOTAL MALE DEMOTIONS | 0 | 0% |
| TOTAL MINORITY DEMOTIONS | 3 | 75% |
| TOTAL CAUCASIAN DEMOTIONS | 1 | 25% |
| TOTAL EMPLOYEE DEMOTIONS | 4 | 100% |

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| **COMMENTS FOR TABLE 3.4** |
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**TABLE 4**

**Discrimination/Harassment Complaint Activity**

**(From 01/01/2015 to 12/31/2015)**

***The purpose of this section is to provide the Committee with an overview of the complaint activity in the department. Please supply information pertaining to the last 12 months if your department is reviewed annually or the last two years if your department is reviewed bi-annually.***

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **In House** | | | | **Outside Investigator** | | | | **DFEH or EEOC** | |  |
| **Complaint Types** | **Merit** | **No Merit** | **Insuff Evid** | **On-going** | **Merit** | **No Merit** | **Insuff Evid** | **On-going** | **Closed** | **On-going** | **Total Allegat.** |
| **Age** |  |  |  |  |  | D |  |  |  |  | 1 |
| **Disability/Medical Condition** |  | B,F |  |  |  | D |  |  |  | I,J,K,N | 7 |
| **Marital Status** |  | B,C |  |  |  |  |  |  |  |  | 2 |
| **Pregnancy** |  |  |  |  |  |  |  |  |  |  |  |
| **Political Affiliation or Beliefs** |  |  |  |  |  |  |  |  |  |  |  |
| **Race/Color/National Origin/Ancestry** |  | A,G |  | H |  | D |  |  | O | L | 6 |
| **Religion** |  | B |  |  |  |  |  |  |  |  | 1 |
| **Retaliation** |  | B |  | E |  | D |  |  | O | J,K,L,M | 8 |
| **Sex** |  | A,B,C |  | E |  | D |  |  |  |  | 5 |
| **Sexual Orientation** |  |  |  |  |  |  |  |  |  |  |  |
| **TOTAL Allegations:** |  | 11 |  | 3 |  | 5 |  |  | 2 | 9 | 30 |

Note: Use an alpha to represent each complaint. ***[DHA HAD 15 EEO RELATED COMPLAINTS]***

i.e. Employee Smith files a complaint involving Gender / Disability. You would place alpha A in columns Gender and Disability.

Employee Lopez files a complaint involving Religion / Race. You would place alpha B in columns Religion and Race

*This information is collected for use by the Equal Employment Opportunity Advisory Committee to tabulate the County’s total annual number of complaints.*.