



Board of Behavioral Sciences

Memo

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To: Board Members

Date: April 25, 2023

From: Steve Sodergren
Executive Officer

Subject: Organizational Development Report

BREEZE SYSTEM UPDATES

During the last quarter, staff worked with the Office of Information Services (OIS) to complete approximately 14 updates to the Breeze system which included efficiency improvements to streamline processes and continuous efforts to add applications online. Most notably, the California Law & Ethics Re-Exam application which is now available for exam candidates in their Breeze accounts. Currently, there are 40 updates waiting to be developed and implemented.

PROCESS IMPROVEMENT PROJECT

DCA's Organizational Improvement Office (OIO) is currently reviewing their final report that should be delivered to the Board in June 2023.

DIGITIZING RECORDS

The DCA's Records Imaging Service Unit is continuing the scan and index process, and the process has been approved. BBS staff continues to prep files to be digitized. At the time of this report BBS staff is sending five boxes per week, which equals approximately 300 files digitized per week. As the process continues, we hope to be able to increase the number of boxes sent to the Records Imaging Service Unit per week to at least 500 files per week.

BBS staff is now working to ensure staff has the proper training to access the digitized files and believes by the time of the next Board meeting all staff will be trained and able to access and print these files. This will make the file retrieval process both faster and more efficient.

DIVERSITY, EQUITY, AND INCLUSION

The Department of Consumer Affairs (DCA) has developed a Mission Statement: To advance a diverse, equitable, and inclusive California Department of Consumer Affairs for all.

The Diversity, Equity, and Inclusion Steering Committee is the primary deliberative body for DEI initiatives within DCA. The role of the committee is to spearhead DEI initiatives that build a diverse workforce and create a work environment that is equitable and inclusive for everyone. DCA's 2023 DEI initiatives are to:

- Support workplace inclusion and diversity.
- Expand culturally competent communications.
- Provide DEI-related training to all staff.

On March 28th all Board staff participated in an unconscious bias training facilitated by DCA's Strategic Organizational Leadership and Individual Development (SOLID) program. Topics in the training included: What DEI means; defining unconscious bias; recognizing types of bias; understanding gender identity; and developing self-reflective habits. The unconscious bias training is a positive first step the Board has taken to help all staff become more aware of opportunities at every level, to recognize, understand, and manage hidden biases, which can lead to poor decision making and undermine the benefits of DEI in the workplace.

Board staff will be participating in a second training session titled "Generational Differences" on May 9th. This course will help staff identify the different generations at DCA; understand generational influences; recognize generational biases; and learn ways to practice generational inclusion. Board staff will continue to work with SOLID to schedule future DEI training sessions in addition to researching vendors for DEI training opportunities.

California Department of Consumer Affairs

DIVERSITY, EQUITY, AND INCLUSION

FACT SHEET

MISSION STATEMENT: TO ADVANCE A DIVERSE, EQUITABLE, AND INCLUSIVE CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS FOR ALL

WHAT DOES DIVERSITY, EQUITY, AND INCLUSION (DEI) MEAN?

DIVERSITY

The inherent and acquired qualities, characteristics, and experiences that make us unique as individuals and the groups to which we belong.

EQUITY

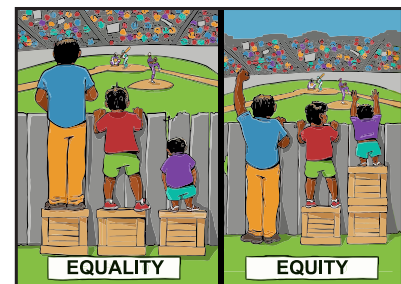
Creates paths to equal outcomes by recognizing that some people and communities have unequal starting points driven by different histories, historical treatment, circumstances, strengths, and needs.

INCLUSION

A practice to maintain a positive environment where all individuals feel recognized, understood, and valued.

UNDERSTANDING THE DIFFERENCE BETWEEN EQUALITY AND EQUITY

Do equality and equity mean the same thing? Though they sound similar, equality and equity are different and it's important to understand the difference between the two. As demonstrated in the image to the right, equality is providing someone the same, equal treatment. Whereas equity is creating paths to equal outcomes by recognizing that some people and communities have unequal starting points.



WHAT ARE THE CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS' (DCA) 2023 DEI INITIATIVES?

1 Support Workplace Inclusion and Diversity

2 Expand Culturally Competent Communications

3 Provide DEI-Related Training to All Staff

WHAT DCA SERVICES SUPPORT DEI EFFORTS?

Diversity, Equity, and Inclusion Steering Committee

In 2022, Director Kimberly Kirchmeyer established the Diversity, Equity, and Inclusion Steering Committee, which is the primary deliberative body for DEI initiatives within the Department. The role of the committee is to spearhead DEI initiatives that build a diverse workforce and create a work environment that is equitable and inclusive for everyone.

Contact: *Tonya Corcoran, DCA Compliance and Equity Officer, Tonya.Corcoran@dca.ca.gov*



From left: Christine Lally, Reji Varghese, Angela Jemmott, Melissa Gear, Nicole Le, Marlon McManus, Monica Vargas, Paul Sanchez, Yeaphana La Marr, and Tonya Corcoran. Not pictured: Yvonne Dorantes and Ken Garcia.

Tribal Consultation



Yeaphana "Phana" La Marr serves as the DCA tribal liaison to facilitate effective communication between the Department and Native American tribes and tribal communities and to provide meaningful input into the development of regulations, rules, policies, programs, projects, plans, and activities that may affect tribal communities. La Marr is Pit River and Paiute and an enrolled member of the Susanville Indian Rancheria.

Contact: *Phana La Marr, DCA Tribal Liaison, Yeaphanna.LaMarr@dca.ca.gov*
Additional resource: [DCA Tribal Policy](#)

Multilingual Language Assistance

DCA provides language access services that are available to all DCA programs:

- The Equal Employment Opportunity (EEO) Office administers the American Sign Language and real-time captioning services contract.
- The EEO Office conducts the Departmentwide language survey to identify the public it serves, the language(s) spoken, and the bilingual resources available to ensure equal access to DCA services is provided for all consumers.
- The Office of Human Resources administers the bilingual pay program including the establishment of bilingual positions.
- The EEO Office administers the contract for over-the-phone interpreter services to non-English speaking consumers in over 200 languages.
- The Office of Publications, Design and Editing coordinates requests for the translation of written materials.

DEI-Related Training/Strategic Planning Services

DCA's Strategic Organizational Leadership and Individual Development (SOLID) Training and Planning Solutions offers DEI-related trainings to all Department staff at no cost. The current trainings include:

- Understanding Diversity, Equity, and Inclusion.
- Unconscious Bias.
- Generational Differences.
- Color Lingo: Communication Styles.

DCA strategic planning services include surveying stakeholders, planning sessions and facilitation, and drafting strategic plans.

Contact: SOLID@dca.ca.gov

Disability Advisory Committee

The Department's Disability Advisory Committee currently consists of 10 employees who have an interest in increasing the hiring and retention opportunities for people with disabilities. The committee promotes its mission of inclusion by developing and sponsoring employee awareness programs and events.

Contact: *Shamekia McBride, DAC Coordinator and EEO Investigator, Shamekia.McBride@dca.ca.gov*

THINGS TO CONSIDER

✓ *Include feedback from the public in strategic planning.*

- Identify organizations and communities that utilize your Board's services to garner input from all Californians.
- Review information collected through the new environmental scans that incorporate diversity, equity, and inclusion questions.
- Develop objectives that guide the Board to achieving the goal of embedding equity in policies and processes of the Board.

✓ *Review policy decisions including regulatory, statutory, and continuing education requirements with equity in mind.* *Consider:*

- Who will benefit from or be burdened by the particular decision/proposal?
- Are there needs that may be different for demographic or geographic groups? Once implemented, how will boards measure impacts on impacted populations?
- What data/metrics will be used to evaluate the impacts?

✓ *Other common terminology in DEI:*

- **Belonging:** From the [Othring and Belonging Institute at U.C. Berkeley](#), "[B]elonging describes values and practices where no person is left out of our circle of concern. Belonging means more than having just access, it means having a meaningful voice and the opportunity to participate in the design of political, social, and cultural structures. Belonging includes the right to both contribute and make demands upon society and political institutions."
- **Accessibility:** From the [U.S. Department of Justice Civil Rights Division](#) in relation to the [American with Disabilities Act](#), "Title II requires that state and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g., public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings)."

✓ *For consistency across DCA, boards, and bureaus, the standard terminology is "Diversity, Equity, and Inclusion."*