



*City of Arts & Innovation*

# Inclusiveness, Community Engagement & Governmental Processes Committee

**TO: INCLUSIVENESS, COMMUNITY  
ENGAGEMENT, AND GOVERNMENTAL  
PROCESSES COMMITTEE**

**DATE: SEPTEMBER 6, 2023**

**WARDS: ALL**

**FROM: CITY MANAGER'S OFFICE**

**SUBJECT: UPDATE ON THE CITY'S DIVERSITY, EQUITY, AND INCLUSION (DEI)  
INITIATIVE AND PROJECT COMPLETED BY MGT OF AMERICA CONSULTING**

## **ISSUE:**

The issue for the Inclusiveness, Community Engagement, and Governmental Processes Committee is to receive an update on the City's Diversity, Equity, and Inclusion (DEI) Initiative and Project completed by MGT of America Consulting Services.

## **RECOMMENDATIONS:**

That the Inclusiveness, Community Engagement, and Governmental Processes Committee receive an update on the City's Diversity, Equity, and Inclusion (DEI) Initiative and Project completed by MGT of America Consulting Services.

## **BACKGROUND:**

The City of Riverside has made Diversity, Equity, and Inclusion areas a priority within the organization as it relates to the community stakeholders, residents, and its employee workforce. Over the past few years, the City has embarked on a journey to ensure that Diversity, Equity, and Inclusion are embedded in the City's culture and organizational policies, procedures, and values.

On June 30, 2020, the City adopted a Resolution titled "Racism is a Public Health Crisis," and in October 2020 City Council approved a Riverside Anti-Racism Vision.

On September 15, 2020, the City Council approved the Envision Riverside 2025 Strategic Plan with a Cross-cutting thread of Equity which emphasizes support of racial, ethnic, religious, sexual orientation, identity and other attributes of diversity and its commitment in advancing the fairness of treatment, recognition of rights, and equitable distribution of services in the community.

In December 2020, the City of Riverside issued a Request for Proposal (RFP) soliciting Consulting services for the DEI Citywide initiative to address the City Council's Cost-Cutting thread of Equity

in the community and workplace and subsequently, on June 22, 2021, the City awarded the contract to MGT of America Consulting Services.

In August/September 2021, MGT Consulting began work on the DEI Initiative/Project which was broken into three phases to begin in the Fall of 2021 and completed by June 2023.

On December 7, 2021, the Human Resources Department presented a staff report to City Council with a recommendation from MGT analysis to create a new classification of DEI Officer, the recommendation was not approved, and it was decided this new position should be brought back to City Council with the FY 2022-2023 budget. On June 14, 2022, the Human Resources Department brought back before City Council the recommendation to create the DEI Officer classification and the recommendation was approved.

On June 6, 2022, in collaboration with MGT Consulting, the Human Resources Department launched a confidential and anonymous DEI survey to assist the City in advancing and improving DEI in the organization and identify areas in which DEI can be further incorporated into the workplace culture to create a welcoming, equitable and inclusive work environment.

In March 2023, the DEI Core Committee held two working sessions coordinated by MGT Consulting to develop the City's DEI Action Plan which is part of the DEI Initiative/Project.

As of the date of this report, the Human Resources Department is conducting a Nationwide recruitment in collaboration with an external Executive Recruitment Firm to fill the position of DEI Officer.

## **DISCUSSION:**

To initiate this important DEI undertaking, it was critical to have guidance from a Professional Consulting firm, therefore in December 2020, the City of Riverside issued a Request for Proposal (RFP) soliciting Consulting services for the Diversity, Equity, and Inclusion Citywide initiative to address the City Council Cost-Cutting thread of Equity in the community and workplace. Six proposals were received and evaluated by a cross-departmental team consisting of staff from the City Manager's Office, Human Resources department, Office of Sustainability, and Office of Homeless Solutions. Following a review of all proposals submitted, the top-rated Consultants were interviewed and MGT of America Consulting, LLC (MGT) was selected as the most qualified firm to perform the scope of services outlined in the RFP.

With more than 46 years of experience working with City clients in the areas of equity, human capital, evaluation, strategic planning, organization and operations assessments, disparate treatment, operations, facilities master planning, and financial planning, MGT Consulting was determined to be the most qualified firm to take on the City's DEI project. MGT is nationally recognized for providing customized consulting services, objective research, creative solutions, and quality products that respond to each client's unique needs and environment. Most importantly, MGT is thoroughly familiar with issues related to diversity, equity, and inclusion faced by cities in today's environment. Their team has an extensive track record addressing access, equity, diversity, and inclusion in a variety of organizational settings.

The DEI staff team comprised of representatives from multiple departments recommended entering into a 2-year Professional Consultant Services Agreement with MGT of America Consulting through June 30, 2023 to perform tasks related to advancing the Diversity, Equity and Inclusion initiative. These tasks were divided into the following phases which have been completed by MGT Consulting

as of June 30, 2023:

### Phase I

- ☑ Conduct an analysis and develop a baseline assessment report for the City organizational practices. Conduct and facilitate anonymous DEI in the Workplace survey to City staff. Compile results and provide recommendation to City management team.
- ☑ Conduct an analysis on the creation of a new classification of Chief Diversity Officer for the City that would focus on both City staff and community initiatives, define roles and responsibilities, appropriate placement under a City department and a salary recommendation based on comparable classification in other governmental agencies.

### Phase II

- ☑ Review existing administrative policies for best practices (or if necessary possible development of new policies) including any City and Human Resources Administrative Policies and City Charter.
- ☑ Develop a framework that may include an organizational statement regarding DEI, that may later become a mission statement that may guide the practices, operations, and direction of future efforts.
- ☑ Develop a Strategic Plan with recommendations for initial strategies and long-term efforts. The recommendations must be presented on a priority basis and must be achievable in the short-term. Recommendations for long-term efforts should include a timeline and indicate strategies or deliverables for each recommendation.
- ☑ Provide comprehensive training and communication plan for City employees, Elected Officials and selected Board and Commission members to increase individual understanding of what DEI means and how each plays a role in their lives, both on a professional and personal experience. Training topics should include trauma informed cultural sensitivity, etc.

### Phase III

- ☑ Recommend strategies and develop a roadmap that is aligned with the City's DEI Organization Strategic Plan and values and City's Strategic Plan Goals and values to advance efforts to remove barriers and foster DEI initiatives communitywide.
- ☑ Develop a comprehensive toolkit that can be used communitywide by partners, contractors, and other stakeholders. The toolkit may include recommendations for training and communication.
- ☑ Identify key benchmark metrics that can assist the City in monitoring progress, identify risk areas, and measure overall initiative goal attainment. Develop corresponding reporting structure.

Following this update to the Inclusiveness, Community Engagement, and Governmental Processes

Committee, the City Manager's Office will share this information with City staff to provide an update as well. The reports and materials provided by MGT Consulting will serve as the framework for the City's DEI Initiative. Furthermore, at this time the Human Resources Department is working with Koff and Associates, an Executive recruitment firm, to conduct a Nationwide search of the City's DEI Officer and if a successful recruitment is completed, it is anticipated that the City will onboard its first DEI Officer in the next three months. The City's new DEI Officer will be critical and instrumental in implementing and advancing the various recommendations provided by MGT Consulting and working closely with City Senior Management, City staff, the community, and Elected Officials in elevating DEI efforts, programs/policies, and initiatives to ensure equitable and fair treatment in the workplace and distribution of services and programs to the community.

### **STRATEGIC PLAN ALIGNMENT:**

The Diversity, Equity and Inclusion Initiative aligns with **Strategic Priority 5 – High Performing Government** and **Goal 5.5:** "Foster a culture of safety, well-being, resilience, sustainability, diversity and inclusion across the City organization."

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – The DEI Initiative helps build community trust by evaluating, updating, developing, and implementing practices and policies that foster equitable access to services and programs, as well as providing all community members with a strong sense of inclusion. The new DEI Officer will work in partnership with departments to develop educational opportunities for City staff and residents to advance city-wide initiatives with the goal of eliminating disparities. Promoting diversity throughout the City organization creates more opportunities for a city to better connect with its community. With that foundation, the City can better engage with its multiracial and multicultural populations.
2. **Equity** – The DEI initiative evaluates and recommends appropriate resources and efforts to integrate equity into services, engagement, policies, and practices to promote equitable and fair treatment of all individuals, including employees, community members, stakeholders, and partners.
3. **Fiscal Responsibility** – This initiative is neutral towards this cross-cutting thread.
4. **Innovation** –The DEI Initiative will identify and introduce innovative and creative initiatives and solutions related to DEI to foster, improve, and encourage diversity, equity and inclusion throughout the organization and the community with the goal of eliminating disparities.
5. **Sustainability & Resiliency** – The DEI Initiative will play a significant role in creating operational resiliency as research has found that more diverse groups make better decisions. Organizations with more diverse employees find it easier to hire and retain talent and business performance can be improved.

### **FISCAL IMPACT:**

There is no immediate fiscal impact associated with this report. The budget for the DEI Officer position is included in the FY 2023/24 adopted budget.

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Attachment:	Presentation
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