



## Diversity, Equity, and Inclusion Work Plan

October 2024 Update

STRATEGY & MISSION			
GOAL	TARGET	STATUS	PROGRESS
Start with a shared vision, goals, and a clearly articulated strategy as to how the City will move DEI forward	Q2 2022	Mar-24	Staff DEI group has been working on a preliminary strategy and foundation for DEI work, including a vision and mission for the staff DEI work. Working to refine and prioritize this work with our DEIB consultant now on board.
Provide clarity around purpose and implement a citywide DEI charter and strategy with specific goals, objectives, action items, timelines/commitment, responsible parties with a accountability and tracking mechanism	Q3 2022	Mar-24	Staff DEI group been working to provide clarity and build foundation for community DEI group. Specific goals and tracking are being done in this sheet, further goals may be added as work progresses and is identified by consultant or staff. City became a GARE member and have been using resources, including attending recent GARE conference.
Review, revise, and update mission, vision and value statements where social justice and racial justice are clearly stated	Q2 2022	Mar-24	Staff has created a preliminary vision and mission for internal DEI work and hopes to get consultant assistance and community input for a more broad mission/vision/values goal.
Create an office of DEI that has a professional oversight DEI strategy	N/A	Jul-24	Kimberley Rhoades has taken on the assignment of the DEIB Engagement Specialist along with her Children's Outreach Librarian role.
Conduct stronger oversight with the Police Department	Ongoing	Jun-23	City Council reviewed numerous applications, conducted interviews, and in June 2023 appointed seven members to the Police Review and Recommend Committee.
Review internal policies, procedures, including the city charter, ordinances, etc. and scrub and revise written communication and policies	Ongoing	Ongoing	Municipal code comprehensive update for gender neutrality done in 2020. Internal policies for gender pronoun use updated and internal systems for including pronouns in email signature are in place and encouraged. Planning undergoing a code review for clear and objective standards. Awaiting direction from consultant on further strategy on where to focus resources. Progress still ongoing.

ORGANIZATION & CULTURE			
GOAL	TARGET	STATUS	PROGRESS
Establish a special DEI task force comprised of staff and community volunteers to help understand who has been most impacted by past policies, inequities, practices, systems, programs and advance DEI in the City and community	Q1 2022	May-22	An internal DEI Task Force was established in May 2022. An internal DEIB Committee was established September 2024.
Reevaluate committees and boards structure (i.e., purpose, goals, scope of work, objectives, composition and type of members, recruitment process, etc.).	Q3 2022	Ongoing	Council has expressed DEI community group assist with this work and help to diversify CAGs. Council has been more intentional about encouraging and incorporating diversity in board appointments. Many advisory boards have been undergoing reevaluation of purpose to better focus work outcomes, including most recently the CCI.

RECRUITMENT, PERFORMANCE & PROMOTION			
GOAL	TARGET	STATUS	PROGRESS
Hire a DEI professional to manage the office of DEI	N/A	N/A	Tricia Brand has been retained as a DEIB consultant since 2021. She has had an ongoing relationship with the COWL since 2017.
Modify recruiting and hiring practices/policies to align with citywide DEI strategy	2022	In progress	Community input is regularly sought in higher level hiring decisions, including community members on interview panels for Police management and other high level positions. HR made changes to recruitment process and software to remove names and other identifying information to eliminate possibility of unconscious bias.
Ensure hiring, contracting, policies, and processes are in place for programming, committees, and departments with more equity focus	2023	In progress	Contracting, hiring and personnel policies include equity focus, but additional review and improvement possible. Awaiting consultant assistance to help prioritize.

COMMUNITY ENGAGEMENT			
GOAL	TARGET	STATUS	PROGRESS
Develop meaningful partnerships with neighborhood associations/groups and advance DEI externally, in order to meet the needs of and enhance services or provisions to underserved communities	2022	Ongoing	City relationship with NA's and external community groups continues to grow and improve substantially. This is partly due to increased coordination through emergencies, but also done intentionally to build stronger bridges to the community through interpersonal relationships. Community Services Director has been making deeper regular connections with school, faith, and other community groups, including through regularly scheduled faith and community leader meetings (last one at McLean House in June: addressing houselessness and emergency resilience).
Support and encourage the creation of diverse community based advisory boards focused on enhancing DEI and include their feedback in policy and decision making	Q3 2022	On hold	Council interested in creation of a new DEI Community Advisory Group. This new board could also assist in diversification of existing DEI CAGs. Council has been more intentional about ensuring diversity in many forms during recent CAG appointments. All CAGs feedback is used in policy and decision making processes. Council approved name change to "Community Advisory Groups" in effect 10/13/21 for Muni Code to better represent how groups were operating and ensure more consistent inclusive language use (update shared publicly).
Create a formal process to address DEI concerns or complaints	Q3 2021	In progress	Ethicspoint software and contract updated to include a process to report multiple types of misconduct, including DEI concerns or complaints. Links have been provided on multiple webpages (CM, HR, Finance and "How Do I menu") to make this more easily accessible.
Cultivate an outreach strategy to ensure services reach underserved communities	Q3 2021	In progress	Outreach includes multiple strategies to reach underserved populations which are constantly being evaluated and further improved. Social media, website, newsletter, FlashAlert, press releases, local newspaper, utility bill inserts, posterboards, and advertising are typically used. We also use neighborhood associations, community advisory groups, faith groups, school organizations, diverse community groups (recently created an email distribution list), apartment complexes, adult care homes, local chambers of commerce and business groups (including historically underrepresented chambers) and other forms of outreach to target underserved groups. Multilingual translation is used when available, but could be increased. West Linn and Wilsonville Libraries collaborate on a regular newsletter that includes DEI topics and is shared widely with WLWV-School District educators. City participated in sponsoring Cultivating Belonging in Clackamas County: A Research Justice Study by the Coalition of Communities of Color.
Offer internships to youth within the community to enhance exposure	2021	In progress	City has offered internships in the recent past in coordination with school district and local college. The City's Youth Advisory Council, Teen Library Advisory Board, and West Linn Ambassadors are great places for youth to learn and influence City policy and events.
Design and implement programs that celebrate all cultures	2021	Ongoing	Added new highly successful Juneteenth event that was celebrated by several hundred people. Extra efforts put towards visibility and support of Pride Month, including first flying of Pride flags at City facilities, and a Juneteenth celebrations. Library and Parks programs regularly celebrates cultural events and discusses difficult societal issues as part of their programming, including DEI topics. Library runs a regular discussion group in coordination with the West Linn Alliance. County library system has undergone a DEI audit of holdings and final report will inform further DEI collection improvements.
Allocate budget, time, and resources needed to design, develop and implement DEI strategic citywide initiatives. Initiative should have a clear framework, strategies, policies, activities, and measurable outcomes	2021	Ongoing	\$40K allocated in current budget for consultant assistance in addressing DEI goals. DEI staff group meets biweekly to progress work. Every Council Agenda has a DEI Update item to check in on status. DEIB consultant to help with a prioritizing strategy, given low staffing and limited resources.
Generate a financial dashboard to tracks where funds are going and who is impacted	Complete	Complete	Completed several years ago and available through the Finance page. There are also project pages that tie back to the financial reporting software to show current project spending.
Evaluate, revise, and update selection process for consultants, contractors, suppliers, to reflect a commitment to DEI	2022	Early stages in 2024	Current procurement policies include DEI processes. DEI considerations are more top of mind during procurement: recently added a DEI component to scoring RFQ for tax increment financing.
Review zoning codes and conditional use	2022	In progress	A consultant is under contract and performing an initial code audit. The recommended code amendment package will be reviewed by the CDC Chapter 98 Working Group to be appointed by Council.
Utilize community demographic information to inform planning and development and to address gaps in City services	2023	Early stages in 2024	Demographic information is used during planning of specific projects and outreach, housing analyses, and similar projects. Further work in this area could be used, particularly in communication outreach. City participated in sponsoring Cultivating Belonging in Clackamas County: A Research Justice Study by the Coalition of Communities of Color.
Promote the Library as a resource for DEI research, including increasing its BIPOC and foreign language materials and programs	2021	Ongoing	The Library has enhanced their collection by adding additional titles by BIPOC Authors with BIPOC characters. Moved our foreign language collections to a more prominent location in the Children's area and adding Mandarin in 2022 to help support the dual language program at WLWVSD. Using a diverse and inclusive lens to our collection development and programming throughout the Library. Special collections are regularly highlighted in coordination with special events (e.g. Black History/Women's Months, Juneteenth). Hosting West Linn Alliance DEI programming, and starting a speaker series on DEI in conjunction with LO Library in 2022. West Linn Library produces a regular newsletter in coordination with the Wilsonville Library including DEI topics for the WLWVSD. Library hosting the WLWV Family Empowerment Center in January. The Library is adding a Russian collection in 2024.

TRAINING, AWARENESS & EDUCATION			
GOAL	TARGET	STATUS	PROGRESS
Provide all elected officials, leaders, staff, boards, committees, volunteers, etc. with basic DEI training so everyone has a stronger self-awareness, understanding of bias, compassion-based practices, and sustainable actions	Q1 2022	In progress	Police take specific training to address diverse community contacts and implicit bias specific to police work. PD continues to seek meaningful speakers and training opportunities for DEI, bias, and perspective awareness. General management staff complete implicit bias and diversity training. All electeds, boards, staff have to complete harassment training. All staff went through self-care training in Dec. 2021 that also included compassion and understanding of perspectives. A strategic DEIB training plan has been discussed and will be further refined with the consultant currently onboard. Respectful Workplace training required in Fall 2024 for all staff.
Require staff to attend DEI customer service-oriented training to ensure service is extended in a respectful manner to residents regardless of individual values, beliefs, and knowledge	Q2 2022	Ongoing	Training plans are being researched and evaluated, want to ensure they are fully integrated into culture, not just checking a box. Hoping for consultant assistance in 2022 to develop a meaningful training plan. Cultural Class was completed by 20% of employees in 2023-24.
Require managers and senior leaders attend higher-level DEI training to enhance skills needed to manage diverse staff/groups, to better deliver services to a diverse community, and work in collaboration with marginalized groups in the community	Q4 2022	Ongoing	80% of Department Heads completed higher level implicit bias and diversity training. DEI internal workgroup has discussed training strategies and hopes to get consultant assistance to design meaningful trainings to create a truer culture of DEI awareness.
Hold internal DEI related discussions, add DEI to meeting agendas (i.e. department meetings, staff meetings, etc.) and celebrate differences (i.e. food trucks, movies in the park, etc.)	2021	Ongoing	DEI staff task force meets biweekly. DEI discussed at regular leadership team meetings and is a standing topic of all City Council agendas. New 2022 Juneteenth event included food, fun, and education on different cultural perspectives.

COMMUNICATIONS			
GOAL	TARGET	STATUS	PROGRESS
Provide communications support for visual, hearing, cognitive, speech impairments, and different languages	2022	In progress	All agendas include provision to contact the City for ADA accommodations to ensure accessibility of City services. Written minutes are provided for all meetings to support hearing impaired. Listening assistive technology and devices are available in Council chambers (IT has process to connect bluetooth devices such as personal hearing aids to system, in addition to regular amplified headphones being available). Closed captioning is available on public meetings streamed over cable channel 30. Added multilingual translation to all City website pages.
Monitor social media platforms and acknowledge the City is listening, interpreting, and considering implications	2021	Ongoing	Staff monitors and responds daily to social media platforms, webforms, emails, and phone calls to let the public know their input is important and really used to inform the decision making process.
Establish a citywide DEI communication (i.e. social media, bulletin, website, newsletter, etc.) to provide updates and progress on DEI initiatives	2022	In progress	A regular internal staff newsletter includes DEI updates, sustainability, HR, and other topics of employee interest. DEI topics of general community interest are regularly shared in the City newsletter and on social media, in addition to mention at Council and other public meetings. DEIB resources and accomplishments are available through both the City and Library websites.
Develop a marketing/inclusion plan to underserved populations	2022	In progress	Outreach to underserved populations occurs through electronic formats easily available, in addition to connection and regular communication with neighborhood associations, community advisory groups, faith groups, school organizations, diverse community groups, apartment complexes, adult care homes, local chambers of commerce and business groups (including specific underserved chambers/business groups) to help capture those that don't follow City communications.