



Ethics, Organization, & Personnel Committee

EEO Office Overview

Item 6d

January 9, 2024

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EEO Office Overview

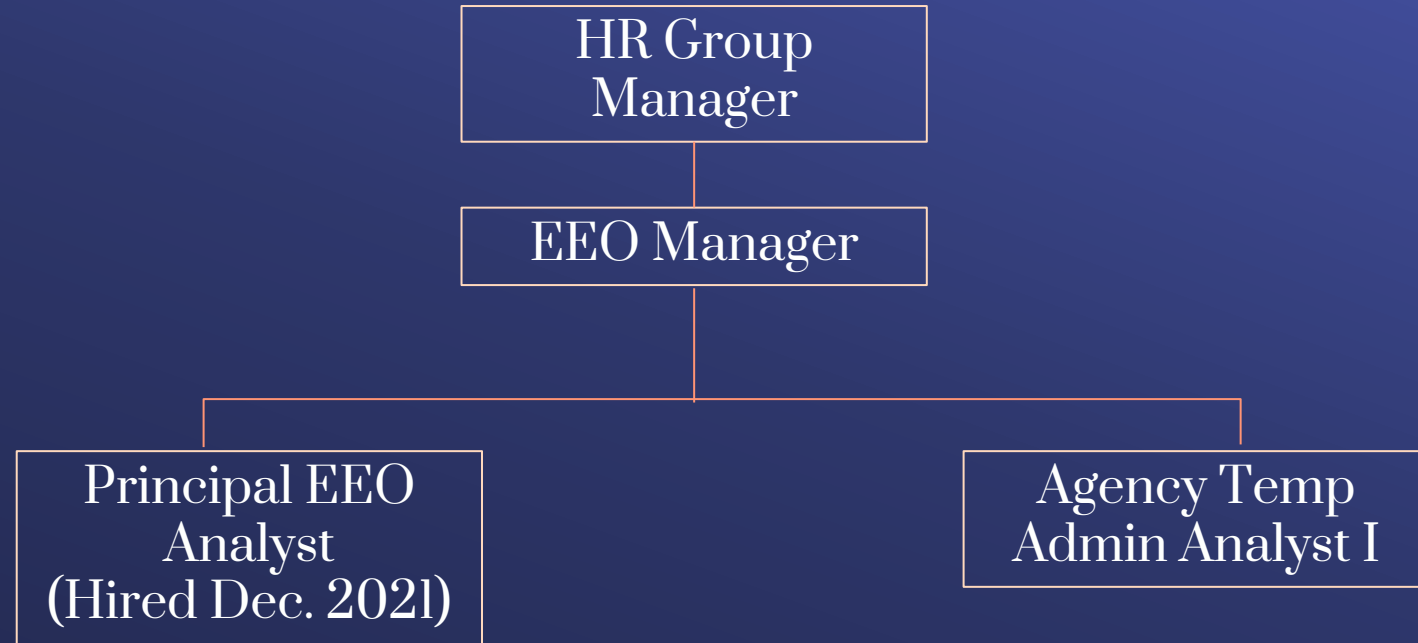
Subject

Update on the implementation of EEO Office policies, practices and procedures since the department's creation

Purpose

Informational update

EEO Office Org Chart (Where We Were)



EEO Office Org Chart (Where We Are)



EEO's Core Guiding Principles

Awareness

We seek to create a heightened awareness of EEO rights and edify the Metropolitan family through professional and personal growth. We commit to creating a harassment-free work environment and enhancing cultural competency.

Accountability

We hold ourselves to the highest standards. We live our values and truths and work to maintain reliable and trustworthy governance. We enforce a zero-tolerance policy that prohibits discrimination, harassment and retaliation in any form. We will work diligently to ensure corrective action is taken in response to any EEO policy violation.

Integrity

We will communicate openly and honestly, listen, and respectfully value multiple perspectives. We will do what we say and be accountable for everything we do. We strive to do the right thing, always, even when it isn't easy.

Awareness Accountability Integrity

Awareness

- EEO Brochure /Policy Dissemination
- EEO Website (<https://intramet/EEO/index.html>)
- Onboarding

Accountability

- EEO Quarterly Report
- EEO-4 Report
- Interview Admonitions

Integrity

- Post Investigative Follow-up
- Professional Development
- Confidentiality

The Equal Employment Opportunity (EEO) Office

The EEO Office's Responsibilities

- Ensure Metropolitan complies with all applicable federal and state EEO laws and regulations
- Conduct fair and impartial workplace investigations
- Implement the Non-Discrimination Program to monitor the recruitment and selection process
- Develop and enforce EEO policies and procedures
- Develop and implement state-mandated EEO trainings, presentations and other educational resources

EEO Protected Categories

- Age (40 & Above)
- Race
- Color
- National Origin or Ancestry
- Citizenship Status
- Religion
- Mental or Physical Disability
- Genetic Information
- Marital Status
- Medical Condition
- Sex/Gender (including pregnancy and sexual harassment)
- Gender Identity/Gender Expression
- Sexual Orientation
- Military/Veteran Status
- Other Protected Characteristics

Policies & Procedures

What EEO Implemented:

- **Revised EEO Policies**

Updated policy language to include info about retaliation, mandated reporting, external agency complaints, and 3-year complaint filing period

- **Developed Complaint Procedures**

Created investigative procedures to cover EEO complaint lifecycle from assessment through investigation and closure

- **Annual Policy Reviews**

Implemented yearly policy reviews to ensure they align with EEO laws and best practices

Complaint & Investigative Process

What EEO Implemented:

- **Intake Assessment Process**

Instituted an intake process to establish EEO jurisdiction prior to case acceptance

- **Informal Resolution Process**

Instituted an informal resolution process to address non-egregious complaints and isolated incidents that do not rise to a policy violation

- **Increased Reporting Options**

Introduced various complaint and reporting options (verbal, written, online, anonymous) to simplify the reporting process

Roundtable, Reconciliation & Retaliation

What EEO Implemented:

- EEO Roundtable Process
 - Developed EEO Roundtable Process to ensure relative consistency in the disciplinary process
- Reconciliation Program
 - Developed Restorative Justice/Reconciliation Program to help parties gain closure after an investigation is complete
- Retaliation Prevention & Monitoring
 - Added stronger retaliation language to policies and notification letters
 - Instituted monthly communications with relevant parties and post-investigative check-ins with Complainants

Reporting & Record- Keeping

What EEO Implemented:

- **Case IQ**
Established a confidential, online case management system to store EEO files
- **Reporting Mechanism**
Established a reporting tool to monitor complaint trends and capture statistical data
- **Quarterly Reports**
Implemented quarterly reports for Board staff to maintain integrity and transparency of the EEO Office

Training & Outreach

What EEO Implemented:

EEO Investigations 101 Training

Live training developed to provide an opportunity for the workforce to learn and ask questions about the EEO complaint and investigative process.

- Four trainings conducted in 2023
- 163 attendees

EEO Site Visits to Desert Facilities

- EEO Leadership visited in October 2022
- EEO Staff held office hours 2x in 2023

Equal Employment Opportunity

Nondiscrimination Program (NDP)

- An NDP is a set of specific and results-oriented procedures to which an agency commits itself for the purpose of ensuring equal employment opportunity for all employees and applicants for employment.
- Legally required per California Code of Regulations, Title 2 Administration, § 11103 Nondiscrimination Program.

Nondiscrimination Program continued...

Determining Utilization

- Is MWD's workforce reflective of the demographics in the available labor market?
- Approx. 1,882 employees
- Review job classifications (approx. 455)
- Develop job groups – aggregations of jobs similar in wage, content, and opportunity.
- NDP's – currently have 8 Groups (ex. Water System Operations, Real Property, etc.)

Demonstrated Commitment to EEO Principles

Reaffirmation Statement of EEO Policy

- Metropolitan's commitment to maintaining an environment that values diversity and where its employees are free from unlawful discrimination, harassment, and retaliation.
- Disseminated to all employees on 11/20/23.

Concurrence Process

- Means that EEO has reviewed employment documents to ensure actions of the agency are not discriminatory.
- EEO will review job descriptions, posting period, outreach platforms, panel diversity, observe interviews, when applicable, assist management in identifying areas for improvements

EEO-4 Data Collection



U.S. EEO Commission

- Federal mandatory requirement of biennial data collection that requires all state and local governments with 100 or more employees to submit demographic workforce data aggregated by EEO categories and salary levels.
- Certified on 11/6/23.

EEO Office (Where We're Going)

Looking Ahead to 2024

- Develop live, instructor-led supervisor-level sexual harassment trainings
- Update current sexual harassment prevention and correction online training
- Continue EEO Investigations 101 Training
- Review sexual harassment training designations to ensure compliance (supervisor vs. non-supervisor)
- Analyze job descriptions to ensure they're in the proper EEO job categories and to remove any unnecessary impediments to equal opportunity
- Fully implement EEO Concurrence Process in partnership with Human Resources
- Continue EEO office hours at Desert facilities at least twice per year

