

MINUTES
HUMAN RELATIONS COMMISSION SPECIAL MEETING
ASU INNOVATION CENTER
249 E. CHICAGO STREET, CHANDLER, 85225
Wednesday, September 21, 2022, at 6:00 p.m.

CALL TO ORDER / ROLL CALL

Chairperson Tyler Conaway called the meeting to order at 6:13 p.m.

Commissioners & Staff Present:

Shahzad Amjad, Jacob Bello, Tyler Conway, Shannon Begay, John Anguiano, Betty Ramirez, Garry Ong, Joseph Curbello, Pam Morris (arrived at 6:21 p.m.), Erica Maxwell, Cdr Jason Sieczkowski, Niki Tapia, Adrianna Erickson, CC Cantabrana

Absent: Ozetta Kirby

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES

None

DISCUSSION

Chairperson Tyler Conaway welcomes the Commission and audience members to the Special HRC Meeting. He informs the attendees that comments pertaining to the assessment will be at the end of the presentation.

Program DEI Manager Niki Tapia introduces Regina Romero from CPS HR. Ms. Romero apologizes for not being able to attend in person but due to weather and transportation issues, she had to attend via Webex. Ms. Romero shares that she has been working with the City of Chandler since 2020.

Ms. Tapia began the presentation by reviewing the DEI timeline. The HRC recommended the City hire an outside consultant to review internal and external efforts. In December 2020, funds are requested in a Decision Package and in May 2021, Chandler's Brand Statement was updated to include diversity, equity and inclusivity. In October 2021, City Council approved a contract with CPS HR for DEI Assessment and in December 2021- June 2022, City-wide DEI assessment takes place. Today, the final report is being presented to the HRC.

Ms. Romero introduced herself as the DEI Program Manager for CPS HR and reviewed the other members of her team. She also reviewed the CPS HR Philosophy and the Action Plan CPS HR implemented for the City. A current list of DEI Division programs was shared as well as the FY 2021-22 Accomplishments of the division.

Ms. Romero discussed the need for tracking as this allows a snapshot of needs so there is a side-by-side comparison of what is needed, what the successes are, and what progress needs to be made. She also shared the action plan which consisted of meeting with each Councilmember, developing a collective definition, and defining success elements of the assessment.

Ms. Tapia shared what the division is currently working on. This includes Minigrants, DEI memberships, DEI Division produced events, DEI Partner events, Marketing and Promotion, and supporting For Our City. She also shared the FY 2022-22 Accomplishments. Ms. Tapia also stated that there has been complete transparency throughout this entire process. Through the city website, the assessment, all presentations, contracts, documents, and CPS HR Info are all available. The external panel application was also posted as was an online public comment form. She shared that she has worked extensively with the City's Communications team to make everything accessible to the public.

Ms. Romero stated that Online applications were sought for an External Community Panel from Feb to June 2022. 25 Diverse leaders were selected by CPS HR to participate. An in-person kickoff meeting took place and then five themed breakout subcommittees were formed and each met twice. A final large meeting with all members occurred to report the subcommittee findings and to wrap up. The common themes of the subcommittees became the external community target goals. These included outreach to all groups, communicate transparency, educate proactively, develop actionable/visible response to identified needs, Partner with non-profits, community agencies, and provide official City stance and status of discussion for Non-Discrimination Ordinance

Ms. Romero then discussed the Internal Employee Assessment. She shared that 726 surveys were submitted and the surveys were analyzed to identify the overall results across the respondents and by demographic groups. Five focus groups with

a total of 75 participants were then formed and facilitated by CPS HR. Ms. Romero shared that individuals were randomly selected based on work and professional demographics.

Survey results were shared as well as the Focus Group Recommendations. Ms. Romero then shared the internal results' common themes that have become the target goals. These include create and communicate a sustainable vision for the City's DEI Program, find opportunities to improve the recruitment and hiring of diverse candidates, enhance DEI training, streamline information sharing and promote DEI discussions in the workplace.

Ms. Romero also reviewed the target goals of Phases I, II and III as well as additional goals to consider.

Ms. Tapia completed the presentation by discussing the next steps for Chandler DEI which include creating a strategic plan for the division based on the recommendations from the CPS HR Assessment.

Chairperson Conaway asked the other Commissioners if they had any questions.

Commissioner Shannon Begay asked what neurodivergent meant (on slide 13). Ms. Romero responded that neurodivergent refers to different learning styles, Autism, and ADHD for example.

Chairperson Conaway asked what key performance indicators the city should look for.

Ms. Romero responded by looking at representation on all levels such as whether they are being adequately compensated, and if there is an opportunity for staff development. She shared that looking at all of these things, we want to close the gap on a lot of these points. Externally, it should be asked if certain zip codes are receiving better services, call center calls, and tax collection. Is there equity in response times, funding, and infrastructure? Reviewing this data to ensure that there isn't a gap and that we are all aligned to receive equitable services.

Chairperson Conaway asked if Employee Resources Groups (ERG) would be beneficial to help execute some of the goals of the internal assessment.

Ms. Romero stated that ERGs were not a part of the scope of work for this phase, but CPS HR does help with the creation of ERGs and how they are governed, constructed, and implemented.

Ms. Tapia added that currently, we have 15 memberships for the Local Government Hispanic Network that supports training and development opportunities and conferences for members.

Chairperson Conaway asked why the response rate on the internal survey, any insight on why the response rate was so low and what can we do to boost it?

Ms. Romero informed the commission that the 32.9% response rate was on the lower side, but there is an opportunity to promote what it is we are doing. This allows us to set a goal and this is just a part of the conversation that needs to be had and is a part of the internal outreach plan. She reminded everyone that this is just a starting point and it should be viewed as an opportunity. Ms. Tapia added that the survey was open for two weeks and four different reminders were sent out.

Chairperson Conaway asked if the city has other employee experience or satisfaction surveys.

Ms. Tapia responded yes.

Chairperson Conaway suggested maybe mixing some of the diversity questions into those surveys so the city does get a higher response to these questions.

Commissioner Erica Maxwell asked if there were youth representation on the external panel and if not, why?

Ms. Tapia responded that she wasn't sure why, but she does not recall if any youth applied to be on the panel. However, numerous members of the panel work with the work.

Ms. Romero shared that there were no restrictions on applications for the panel.

Commissioner Betty Ramirez commented that we need more youth to be involved as well as more education for the youth. She added that a lot of people cannot express what they want or how they feel and communication through social media isn't for everyone. She stated that we need to think about how we can connect with them. She also shared that we should move forward with caution so that we do not excuse anyone and that we ensure everyone has fair treatment. She expressed her appreciation for what DEI has been doing and she praised Niki Tapia and the division for a phenomenal job.

Commissioner Joseph Cubello stated that he liked how this was all coming together well but we need to keep talking about the next go around.

Ms. Tapia reminded the commission that CPS HR did their work and now it is up to the Commission and the DEI office.

Ms. Romero added that her firm did do the assessment but they can also help with road mapping and other engagement opportunities.

PUBLIC COMMENTS

Eduarda Shroeder shared that she is looking forward to the tangible changes that are to come.

Chairperson Conaway said that the commission began this process with a recommendation of a Non-Discrimination Ordinance. He asked Ms. Romero her professional opinion if 6 of 7 communities approved an NDO and one did not, how would that one be perceived?

Ms. Romero said that it needed to be looked at from a historical perspective and the question that needs to be asked is what is it that Chandler is trying to go to? There are a lot of ordinances that come and go because a rule means enforcement. She suggested normalizing conversations and having a stance of what the commission supports is more important. It is more important to show what an inclusive city means, this action could be more important than just a statement. Not having a statement isn't necessarily detrimental but this is an opportunity for the city to come out and say something.

MEMBER COMMENTS/ANNOUNCEMENTS

Chairperson Conaway stated that the commission needs to make a decision about what its stance is and have the proper policy discussion and then put it to rest.

Ms. Romero shared that there were a lot of different ways to address the needs of the community and that does mean something.

Ms. Tapia said that our work continues on and thanked everyone for their efforts.

ADJOURN

Betty Ramirez moved to adjourn the Human Relations Commission Special meeting. Shannon Begay seconded, and the motion passed unanimously. The meeting adjourned at 7:36 p.m.

Dated: 10/19/22

Tyler Conaway
Commission Chair Tyler Conaway

Adrianna Erickson
Adrianna Erickson, Recording Secretary