

2015 Race and Social Justice Initiative Accomplishments

Finance and Administrative Services Department

Report to City Council

2015 Race & Social Justice Initiative Work Plan Summary

FAS has several ongoing initiatives that help improve racial equity:

- Business Licensing unit provides clear and concise information to small businesses, many of which are WMBEs, to help them obtain a license to conduct business in Seattle.
- Purchasing and Contracting Division:
 - Manages the Priority Hire program and Project Labor Agreement, to allow for labor harmony and to ensure that a fair share of work is available to workers living in disadvantaged zip codes.
 - Administers the WMBE initiatives, including city department outreach to WMBE businesses. The division created and implements the citywide application of the WMBE Inclusion Plan for City contracting to promote utilization of WMBE firms.
 - Collaborates with the Office of Economic Development to refer to business development programs that would be beneficial to minority-owned businesses.
 - Identifies and enforces potential wage theft violations by going to the City's public works construction jobs.

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- Fleets Management Division:
 - Has an apprenticeship program to provide opportunities to become an automotive mechanic and subsequent promotion pathways.
 - Has established a Green Fleet Action Plan to plan for the installation of electric charging stations and associated infrastructure in all of Seattle's neighborhoods, including those that are economically disadvantaged.
 - Utilizes electric cars in the City's motor pool to improve the environment and reduce the City's carbon footprint.
- Real Estate Services unit looks for City leasing opportunities in underserved communities.

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- Communications and Customer Relations Division uses its Find-it-Fix-it application which allows residents throughout the City to report on, among other things, graffiti, litter and illegal dumping.
- Neighborhood Payment and Information Services ensures interpretation and free legal clinics are available when needed at the Neighborhood Service Centers.
- The planning for the new Mobile Customer Service Center (MCSC) will improve the public's access to City services.
 - Customer service representatives staffing the MCSC will provide information and referrals to City and human services; enter online service requests; process payments for Seattle Public Utilities, City Light, and Municipal Court; and sell Pet Licenses.
 - The MCSC will visit pre-identified, underserved neighborhood destinations on a regular and rotating basis, and will be scheduled to be in-service at high-profile community gatherings.
 - Services offered can be customized to address needs of a specific community or outreach project and can include language interpretation.
- The Seattle Animal Shelter provides low cost spay and neuter services and makes such services available at no cost on a case-by-case basis when a low-income pet owner finds even the lower cost unaffordable.

FAS Initiatives Using the Racial Equity Toolkit

- **Priority Hire** – Ensuring that the RFP for construction training contracts was equitably distributed and that RSJI-related organizations understood and were comfortable with the process
- **Claims for Damages** – Ensuring that the process for filing a damage claim with the City is equitable and accessible.

Using the Tool Kit: Priority Hire RFP

- In 2015, FAS received funds to contract with pre-apprenticeship training providers for support that would build the program with a goal of increasing graduation, retention and employment rates for priority zip codes, women and people of color.

The Racial Equity Toolkit reviewed two aspects:

- Ensure diverse communities are aware of the RFP
- Did they understand how to work within an RFP approach

Using the Tool Kit: Priority Hire RFP

We learned:

- Small organizations can be unsure of the difference between contracts and grants
- Small organizations don't watch traditional advertising; provide individualized recruiting and awareness
- Small organizations may have less experience writing proposals and rely on interviews/presentations to explain their proposal.

Using the Tool Kit: Claims for Damages

Risk Management Unit of FAS wants to ensure that the City's claims process is accessible and equitable for people of color and those with language barriers, with the understanding that city processes that work for people of color will ultimately work better for all claimants.

Previous concerns:

- Claims web address and web searching on the City's site were somewhat difficult.
- It was not clear how to receive language services at all steps in the claims process, and there were barriers to accessing the information that's available in languages other than English.
- There was not an introductory description on the claims webpage as to why one might file a claim, and it was somewhat unclear exactly who to call for help.
- Other City touch-points for residents accessing services have varying levels of information available on the claims process.

Using the Tool Kit: Claims for Damages (continued)

Five Key Improvements:

- Shortened the URL link and increased the number of City webpages that include a link to claims, such as the Customer Service Bureau (CSB) page and major department pages.
- Ensured access to language services by providing instructional information on the claims webpage, on the claims FAQ forms in several languages, on CSB's website, and on CSB's rack fliers, which are available in a range of languages.
- Made edits to the claims website text to clarify the filing process and provide information on CSB's services for assistance.
- Considering changes to the claims form and usage of an online format, instead of a PDF.
- Will increase awareness of the claims process by meeting with City agencies that have direct interactions with residents (including Seattle Public Library, Human Services, Dept. of Neighborhoods, Neighborhood Service Centers, and the Office of Immigrant and Refugee Affairs) and asking that they provide claims forms and FAQs at their locations.

Future Action: Review geographic data on citywide claims for RSJI implications and determine any further steps.

Thank You