

November 16, 2023

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: KRIS FARRO, Director of Community Services

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

### **Introduction**

This year, the Department experienced a high level of turnover primarily due to retirements, transfers, promotions, and resignations. Recruitments have been steady, and positions are continually being filled. Programs in libraries branches and community centers have continued to be reestablished and visits to all facilities continue to rise post Covid restrictions. The Department also worked to provide computer and internet resources to qualifying residents through the implementation of the Digital Equity Project.

This report describes the employee demographics of the Community Services Department for the period October 25, 2022, through October 24, 2023.

### **Organizational Structure and Responsibilities**

#### **OUR MISSION**

Building resilient communities by cultivating healthy bodies and curious minds.

#### **OUR VISION**

Healthy and inquisitive communities that invest in one another's success and honor each individual's intrinsic worth.

#### **OUR VALUES**

Integrity, Innovation, Inclusion, Collaboration, Service Excellence, Stewardship of Resources, Encouraging the Heart.

The Community Services Department serves residents of all age levels, from preschool to seniors and provides programs and services to meet our diverse community needs. The Department also provides programs for individuals who are economically disadvantaged, speak little or no English, have special needs, or are considered at-risk.

The Department is divided into two areas of concentration: Library Services and Recreation Services.

#### **1. Library Services Division – Core Functions**

The Library Division, known as the Stockton-San Joaquin County Public Library, is jointly funded by the City of Stockton and San Joaquin County and serves all of San Joaquin County through an arrangement to provide a regional, multi -branch system. The Library Division is comprised of the Chavez Central Library, 15 branch libraries (Angelou, Fair Oaks, Escalon, Lathrop, Linden, Manteca, Mountain House, Ripon, Rue Micro-Library, Stribley Micro-Library, Van Buskirk Micro-Library, Thornton, Tracy, Troke, and Weston Ranch), and one Mobile Library.

The Division circulates over 1.2 million books, magazines, and audio-visual materials annually. Circulation of physical materials increased from 628,092 to 967,096; the circulation of electronic resources (including downloadable books and movies) increased from 155,404 to 207,984 illustrating the community's continued need for library resources.

In addition to circulating books and other materials, the Library Division offers many online services: renewal of checked out items; downloadable e-books, e-audiobooks, movies, music, and magazines; research databases; Mango Language Learning; and online tutoring for students and Coursera to build professional development for the community. Our libraries play a crucial role focusing on literacy, education and bridging the digital divide by offering Tech Kits which are circulating Chrome books and Hot Spots to provide lifelong learning opportunities for children, teens, and adults. These programs and services range from preschool storytime to hands-on science and technology activities to online book clubs for all ages. The library's dedicated employees use their knowledge to bring together library customers and the information they need by providing resources, programs, and reference services.

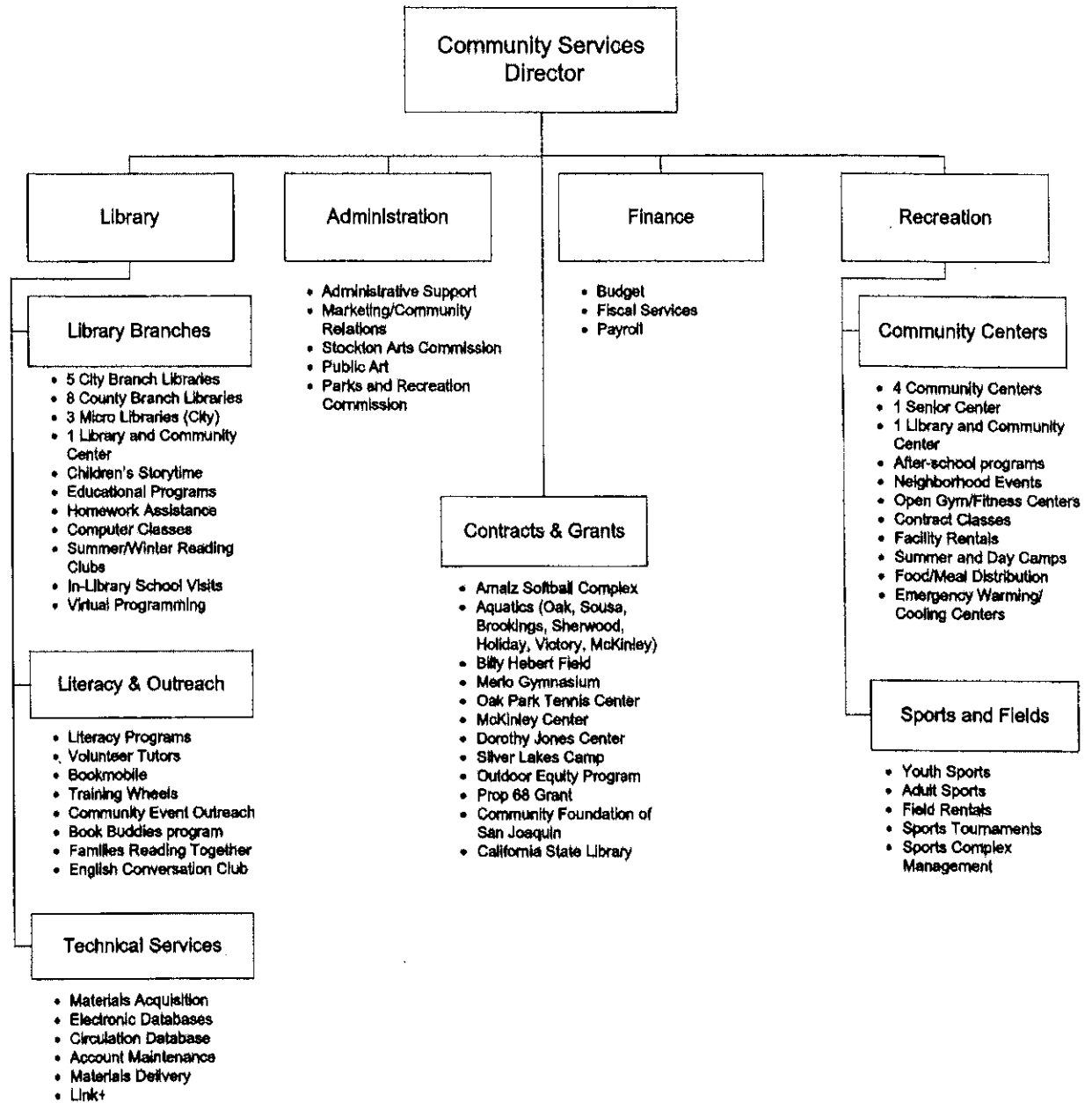
## 2. Recreation Services Division – Core Functions

Recreation is comprised of programs that improve the community as well as the personal health and well-being of Stockton residents.

Recreation programs are known to foster physical health, promote social equity, build life skills, and strengthen community bonds. Through a variety of facilities, the Department offers youth and adult sports leagues, senior programs, supplemental food distribution, nutritious meals for youth and seniors, day camps, after-school programs for grade school-aged children and teens, instructional classes and a variety of other community engagement events and activities. The Recreation Division also provides coordination and planning for the development and improvement of communities by empowering the citizens to make a difference through volunteerism and partnerships. Facility reservations and program registrations can be completed online.

Recreation facilities include community centers, a senior center, sport complexes and fields, swimming pools, Silver Lake Campground, and Swenson Golf Course. Some facilities and programs are operated by the City directly, some are jointly used with other agencies, and others are contracted to private and non-profit agencies for full or partial management.

In addition to operational areas, the department provides oversight to the Parks and Recreation Commission and the Stockton Arts Commission.



## COMMUNITY SERVICES DEPARTMENT

### **Workforce Composition**

The Community Services Department consists of two divisions with 118 full-time budgeted positions including those funded by Strong Communities. The Department has a total of 94 current employees and 24 vacancies.

The Department continues to fill selected vacancies, expand ethnic diversity with new hires and transfers and is working with Human Resources to prioritize, recruit, establish lists, and hire employees for these vacancies. We had a total of 62 vacancies in this time period of which the following remain unfilled and are currently being worked on with Human Resources.

Positions where vacancies remain are:

| <b>CSD Division</b> | <b>Number of Vacancies</b> | <b>Position Name, Location</b>  |
|---------------------|----------------------------|---|
| Library             | 7                          | Librarian II (Fair Oaks, Manteca, Escalon, Troke Libraries, Technology & Shared Services, Literacy & Community Education, Northeast Library & Community Center) |
| Library             | 5                          | Library Assistant I/II (Manteca Library, Mt House Library, Weston Ranch Library, Literacy & Community Education, Northeast Library & Community Center)          |
| Library             | 5                          | Circulation Assistant I/II (Manteca Library, Mt. House Library, Ripon Library, Tracy Library, Northeast Library & Community Center)                             |
| Recreation          | 1                          | Project Manager 1 (Recreation Administration)   |
| Recreation          | 1                          | Recreation Supervisor (Teen & Youth Services)   |
| Recreation          | 1                          | Recreation Program Coordinator (NE Rec Center & Library)  |
| Recreation          | 2                          | Senior Recreation Assistant (Sports & Fields, Northeast Rec Center & Library)   |
| Recreation          | 2                          | Recreation Assistant II (Seifert Comm Ctr, Sports & Fields)   |

For the period of time covered by this report (10/25/2022 – 10/24/2023), a total of 38 positions were filled. Please see the Personnel Changes section for a list of positions filled with ethnicity and gender information.

The Department is comprised primarily of female employees (69%), higher than the 2019 Census figures of females in Stockton (49%) and in San Joaquin County (50%). A breakdown of ethnicity for the Department as it compares to City employees, Stockton residents, and San Joaquin County residents is as follows:

| Ethnicity         | Community Services Department |             | City Employees |             | City of Stockton<br>(Figures Reflect Employable Population Only)<br><i>Taken from the 2019 U.S. Census Bureau</i> |             | San Joaquin County<br>(Figures Reflect Employable Population Only)<br><i>Taken from the 2019 U.S. Census Bureau</i> |             |
|-------------------|-------------------------------|-------------|----------------|-------------|---|-------------|---|-------------|
| White             | 36                            | 38%         | 703            | 48%         | 59,410  | 19%         | 228,644   | 30%         |
| Hispanic          | 34                            | 36%         | 487            | 33%         | 134,738   | 43%         | 320,102   | 42%         |
| Black             | 6                             | 6%          | 77             | 5%          | 31,268  | 10%         | 54,825  | 7%          |
| Asian             | 13                            | 14%         | 164            | 11%         | 68,790  | 22%         | 121,944   | 16%         |
| American Indian   | 2                             | 2%          | 7              | 0%          | 2,517   | 1%          | 2,336   | 0%          |
| Two or More Races | 3                             | 3%          | 35             | 2%          | 12,832  | 4%          | 30,486  | 4%          |
| Other             | 0                             | 0%          | 7              | 0%          | 3,127   | 1%          | 3,811   | 1%          |
| <b>Total</b>      | <b>94</b>                     | <b>100%</b> | <b>1480</b>    | <b>100%</b> | <b>312,682</b>  | <b>100%</b> | <b>762,148</b>  | <b>100%</b> |

| Gender       | Community Services Department |             | City Employees |             | City of Stockton<br>(Figures Reflect Employable Population Only)<br><i>Taken from the 2019 U.S. Census Bureau</i> |             | San Joaquin County<br>(Figures Reflect Employable Population Only)<br><i>Taken from the 2019 U.S. Census Bureau</i> |             |
|--------------|-------------------------------|-------------|----------------|-------------|---|-------------|---|-------------|
| Male         | 29                            | 31%         | 972            | 66%         | 159,468   | 51%         | 381,074   | 50%         |
| Female       | 65                            | 69%         | 508            | 34%         | 153,214   | 49%         | 381,074   | 50%         |
|              |                               |             |                |             |   |             |   |             |
|              |                               |             |                |             |   |             |   |             |
| <b>Total</b> | <b>94</b>                     | <b>100%</b> | <b>1480</b>    | <b>100%</b> | <b>312,682</b>  | <b>100%</b> | <b>762,148</b>  | <b>100%</b> |

The Community Services Department continually seeks to recruit and retain employees of all genders and races. The Department strives to create a better workforce by improving recruitment efforts, providing adequate training, and by hiring qualified, educated staff.

### **Personnel Changes in the Department**

The department had 62 vacancies during the reporting period. The department filled the following positions in this reporting period:

- 23 Open Recruitments:
  - Circulation Assistant I – 5: 2 Asian, 2 Hispanic or Latino, 1 White - Females
  - Executive Assistant (Confidential) - 1 Hispanic or Latino - Female
  - Librarian I - 2 Hispanic or Latino - Females
  - Library Assistant I, 2 Hispanic or Latino - Females
  - Library Assistant I, 1 Hispanic or Latino - Male
  - Library Driver/Clerk, 1 White - Male
  - Recreation Assistant II, 2 Black - Females
  - Recreation Assistant II – 3: 2 Hispanic or Latino, 1 White - Males
  - Recreation Manager, 1 White - Male
  - Recreation Program Coordinator, 1 Black - Female
  - Senior Recreation Assistant, 2 Hispanic or Latino – Females
  - Senior Recreation Assistant, 2 Hispanic or Latino – Males

- 10 Internal Promotions:

- Librarian Trainee - 2: 1 Hispanic or Latino, 1 White – Females
- Library Assistant I - 3: 2 Asian, 1 Hispanic or Latino - Females
- Library Manager - 2: 1 Asian, 1 White – Females
- Recreation Program Coordinator, 1 American Indian/Alaskan – Female
- Senior Recreation Assistant – 2: 1 Hispanic or Latino, 1 White - Male

- 5 Internal Transfers:

- Librarian II – 3: 1 Hispanic or Latino, 2 White - Females
- Library Assistant I, 1 Hispanic or Latino - Female
- Library Assistant II, 1 White - Female

### **Professional and Diversity Training**

Community Services employees are aware they are often the first point of contact for City residents for their cultural, recreational, and informational needs, whether for rental of parks, inquiries about recreation programs, literacy services, instructional classes, or booking a public computer. To best represent the community, several Community Services employees participate in Human Resources' bilingual certification program. Our certified bilingual staff speak Spanish, Tagalog, Hmong, Vietnamese, and Farsi.

The Community Services Department promotes training and continuing education as opportunities to enhance personal growth and organizational awareness of current workplace diversity issues. Community Services staff take advantage of free training on a wide variety of topics as scheduling will allow. Staff also attend various professional conferences and training in both the library and recreation fields. These trainings and conferences allow participants to stay current with national recreation and library trends and to bring back important materials and information for the Department. In addition, there is training on topics such as innovative business practices, navigating politics in local governments and creating programs and services to serve a diverse population. Workshops at these conferences provide opportunities to learn, discuss, and network with fellow staff on common issues, challenges, and opportunities facing recreation and library professions. Most important is the opportunity to learn the current best practices.

The training courses ranged from professional to technical and were attended by various staff via webinars or in person. Training topics included harassment and substance abuse awareness, development of supervisory skills, safety awareness, workshops for advanced leadership concepts, and stress management. Many of the classes offered such as training in operating software program, and Liebert Cassidy Whitmore courses in legal issues related to mandated reporting, performance management, and violence in the workplace were free of charge through the Human Resources and Information Technology Departments.

Following are examples of trainings Community Services Department staff have received this reporting period:

|   |                                  |
|---|----------------------------------|
| Customer Service  | Resilient Leaders                |
| Preventing Workplace Harassment (Sexual Harassment) for Supervisors           | Mandated Reporter                |
| Preventing Workplace Harassment (Sexual Harassment) for Non-Supervisory Staff | Cyber-Security                   |
| Cash Handling   | Active Shooter Training          |
| Emotional Intelligence  | CPR Training                     |
| Substance Abuse Awareness   | Equity, Diversion, and Inclusion |
| Safety for Supervisors  | Active Shooter Training          |
| CPR Training  |                                  |

### **Recruitment Efforts**

Recruitment outreach efforts are coordinated through the Human Resources Department and place emphasis on communication opportunities that reach a multitude of elements within the community. Opportunities are posted in publications and with agencies such as *The Record*, *Modesto Bee*, Black Careers Now, Hispanic Hotline, Asian Pacific Careers, newspapers in the Bay Area, California Parks and Recreation Society, and the California State Library Association. Additionally, recruitment ads are placed with recreation and library professional publications and websites and shared on social media. The intent of this extensive outreach is to enhance the Department's diversity while attracting the most qualified candidates.

Community Services also works with the San Joaquin County Office of Education, the University of the Pacific, and San Joaquin Delta College. These opportunities frequently result in contacts with people of diverse backgrounds, experiences, and cultures interested in pursuing a career with the Community Services Department.

### **Summary**

The Community Services Department continually strives for ethnic and cultural diversity while maintaining a high level of skill and professionalism. Our department is committed to recognizing and appreciating the unique beliefs, values, skills, attributes, and characteristics of all employees in an environment that promotes and celebrates individual and collective achievement. In the upcoming year, the Department will continue with its efforts to fill staffing needs with the most qualified personnel while best reflecting the cultural diversity of the community.

  
KRIS FARRO  
DIRECTOR OF COMMUNITY SERVICES