

# Meeting the Challenge of Diversity

Orange Water and Sewer Authority

# Meeting the Challenges of Diversity

- Diversity in the population, the workforce, and the marketplace is a fact of life no manager can afford to ignore
- Managing diversity today - recruiting, training, valuing, maximizing potential of people
- Gender, Race, Sexual Orientation, Disability, Age, Ethnicity, Religion, Economic Level, Education

# Workforce Diversity

- Hiring people with different human qualities or who belong to various cultural groups.

# Valuing Diversity

- Top managers value diversity
  - Give organization access to broader range of opinions and viewpoints
  - Reflect an increasingly diverse customer base
  - Obtain the best talent in a competitive environment
  - Demonstrate the company's commitment to *doing the right thing*

# Valuing Diversity

## Job seekers value diversity

- 90% of job seekers think diversity programs make a company a better place to work

# Inclusive Practices in the Workplace

- ① Building a culture that values diversity
- ② Changing structures, policies, and systems to support diversity
  - ➔ Recruitment
  - ➔ Career advancement
- ③ Providing diversity awareness training

# What Do We Know About OWASA?

- Since 2006, Workforce Distribution statistics reveal that both minorities and females are underrepresented compared to neighboring municipalities.
- As of June 2015: 80% Male, 80% White
- 14 employees promoted to supervisory positions: 30% minorities, 4 females, 0 African American males, 0 Latino Hispanic Males

**OWASA and Local Benchmark Organizations Workforce Race Distribution  
Breakdown, By EEO Classification**

Classification	OWASA			Town of Chapel Hill			Town of Carrboro		
	<i>African American</i>	<i>White</i>	<i>*Other</i>	<i>African American</i>	<i>White</i>	<i>*Other</i>	<i>African American</i>	<i>White</i>	<i>*Other</i>
<b>Officials &amp; Administrators</b>	0	13	1	7	23	1	3	3	1
<b>Professionals</b>	0	11	1	26	112	4	3	26	0
<b>Technicians</b>	0	12	1	8	17	0	2	20	0
<b>Protective Service Workers</b>	0	2	0	27	115	9	6	30	2
<b>Paraprofessionals</b>	2	2	2	0	0	0	0	6	0
<b>Total</b>	<b>2</b>	<b>40</b>	<b>5</b>	<b>68</b>	<b>267</b>	<b>14</b>	<b>14</b>	<b>85</b>	<b>3</b>

\*Hispanic/Latino, Asian, Native Hawaiian, Other Pacific Islander, American Indian or Alaska Native, Two or More Races



# The Question Is.....

- Is there a lack of Leadership Commitment to inclusiveness?
- Is there blatant insensitivity to communities of color?
- Is the culture centered around nepotism, cronyism?
- Does the current culture foster the systematic elimination of applicants from diverse populations, i.e reclassification of positions?

# Recommendations

- Consultant/Contractor to further assist with the development and IMPLEMENTATION of the Diversity Plan
  - Leadership Commitment
  - Career Development
  - Recruitment and Outreach
  - Training

# Meeting the Challenges of Diversity

- Diversity in the workplace reflects the diversity in the larger environment.