



**City and County of San Francisco
Department of Human Resources
Equal Employment Opportunity Division**

Workforce Utilization & Equal Employment Opportunity 2008



The Equal Employment Opportunity Division

- Civil Rights Guardians
 - Investigate Discrimination Complaints
 - Mediate Complaints
 - Coordinate ADA Program (City-wide)
 - Certify Language Conditions
 - Train Managers
 - Compile and Report EEO Statistics

Who Reviews Our Reports?

- U.S. Equal Employment Opportunity Commission (EEO – 4)
- CCSF Civil Service Commission
- CCSF Commission on the Status of Women
- Other Interested Parties

Sources of Our Data?

- 2000 U.S. Census (CCSF 11 County Tab.)
(2008 American Community Survey)
- State Employment Development Dept.
- CCSF Human Resources Database
- CCSF Payroll Records
- CCSF EEO Records

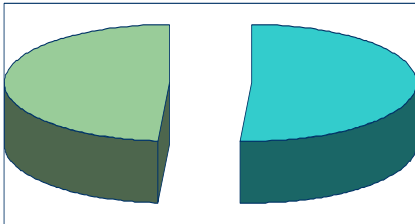
Workforce Utilization Stats

- Gender
- Race/Ethnicity
 - White
 - Black
 - Hispanic
 - Asian
 - Filipino
 - American Indian
- Classifications
 - Occupational Categories

Gender Demographics

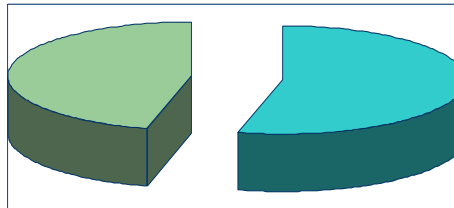
SF Population

Male 394,828 (51%)
Female 381,905 (49%)



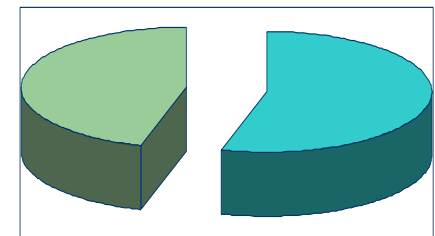
CCSF Workforce

Male 13,041 (54%)
Female 11,051 (46%)



SF Labor Pool

Male 244,400 (54.5%)
Female 204,043 (45.5%)



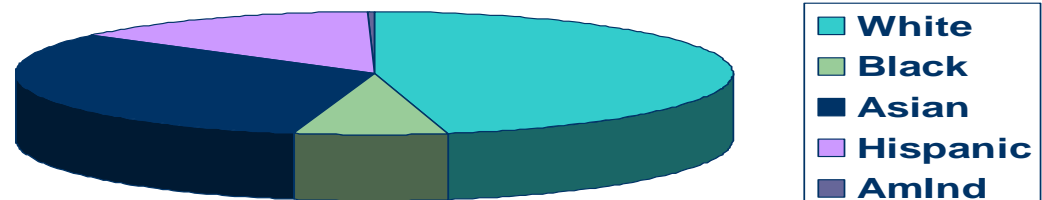
The City's Population Demographics

(2000 U.S. Census Data –
American Community Survey 3-Year Estimates 8/15/2006)

- Race/Ethnicity

- White 354,559 (46.8%)
- Black 51,795 (6.8%)
- Asian (includes Filipinos) 239,426 (31.6%)
- Hispanic 105,790 (14.0%)
- American Indian & Alaska Native 2,770 (0.4%)
- Hawaiian/Other Pacific Islander 2,770 (0.4%)

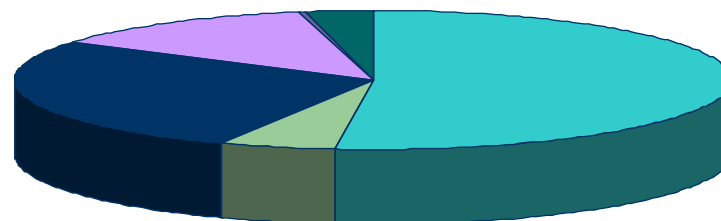
- Total Population 757,604 (100%)



San Francisco Workforce Demographics

U.S. Census 2000 EEO Data Tool

- Race/Ethnicity
 - White 231,915 (51.7%)
 - Black 23,891 (5.3%)
 - Asian (includes Filipino) 121,855 (27%)
 - Hispanic 53,502 (12.4%)
 - American Indian & Alaska Native 1,45 (0.3%)
 - Hawaiian/Other Pacific Islander 1,386 (0.3%)
 - Other 13,817 (3%)
- Total Civilian Labor Force 448,432 (100%)



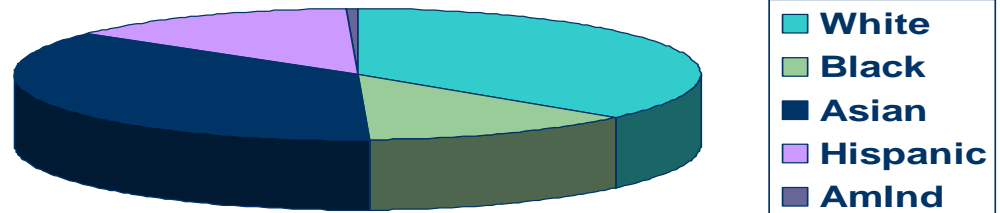
CCSF's Workforce Demographics

PeopleSoft HR Information Systems as of 6/30/2008

- Race/Ethnicity

- White 8,749 (36.3%)
- Black 3,160 (13.1%)
- Asian 5,401 (22.4%)
- Filipino 3,305 (13.7%)
- Hispanic 3,353 (13.9%)
- American Indian 124 (0.5%)

- Total City Workforce 24,092 (100%)



Workforce Utilization Analysis

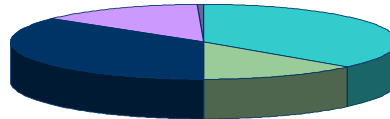
Population



**Compared to
San Francisco
Population**

White ↓ 10.5%
Black ↑ 6.3%
Asian (w/ Filipino) ↑ 4.1%
Hispanic = Parity
American Indian = Parity

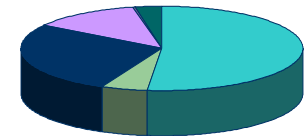
CCSF Workforce



**Compared to
San Francisco
Labor Force**

White ↓ 15.4%
Black ↑ 7.8%
Asian (w/ Filipino) ↑ 7.7%
Hispanic ↑ 1.5%
American Indian = Parity

Labor Force

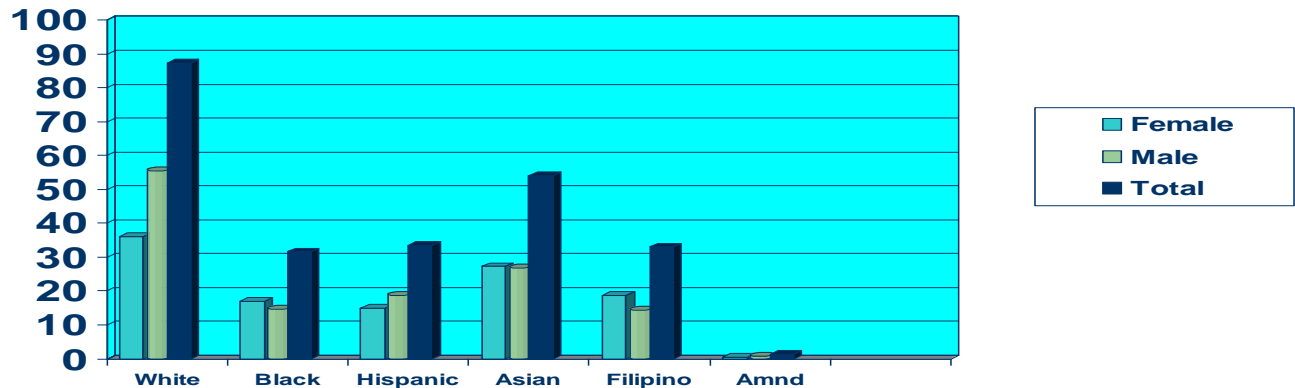


CCSF Workforce Composition

2008 Total City Workforce by Gender and Race

	White	Black	Hispanic	Asians	Filipinos	AmInd	Total
Female	3606	1688	1496	2725	1881	50	11058
%	13.3%	7.0%	6.2%	11.3%	7.8%	0.2%	45.9%
Male	5543	1472	1857	2676	1423	74	13034
%	23.0%	6.1%	7.7%	11.1%	5.9%	0.3%	54.1%
Total	8749	3160	3353	5401	3305	124	24092
%	36.3%	13.1%	13.9%	22.4%	13.7%	0.5%	100.0%

Hundreds



Occupational Categories

- Officials and Administrators
- Professionals
- Technicians
- Protective Service Workers, Sworn
- Protective Service Workers, Non-Sworn
- Paraprofessionals
- Administrative Service Workers
- Skilled Craft Workers
- Service Maintenance Workers

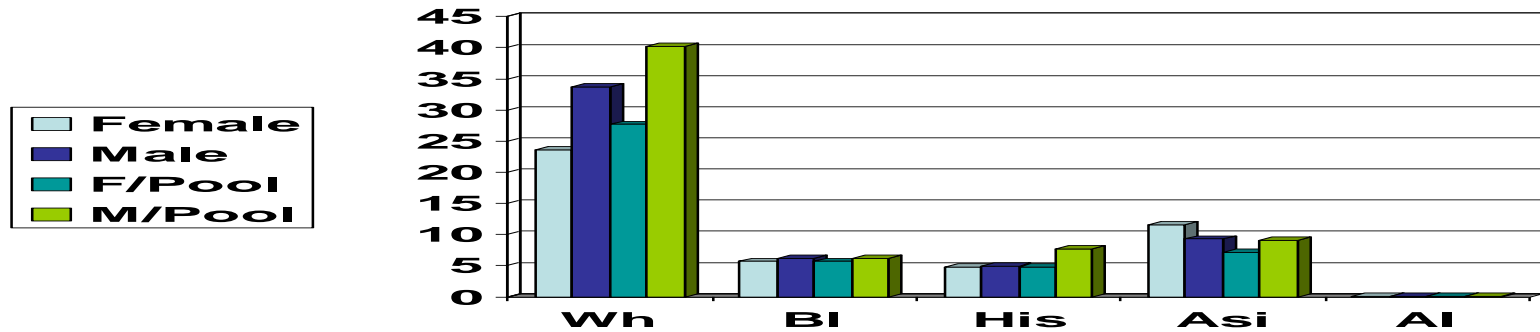
Officials and Administrators

- EEOC definition includes employees who set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agencies operations, or provide specialized consultation on a regional, district, or area basis.
- CCSF recorded 943 employees in this category. Jobs in this category include: department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, police and fire chiefs, assessors as well as managers in the City's MCCP (Management & Compensation Classification Plan), departmental personnel officers, information services managers, health administrators, fiscal managers, maintenance superintendents, etc.

Utilization: Officials and Administrators

The City reported 943 employments in the Officials and Administrators category.

	White	Black	Hispanic	Asian	Filipino	Amlnd	Total
Female	223	54	45	82	27	1	432
%	23.6%	5.7%	4.8%	8.7%	2.9%	0.1%	45.8%
Male	318	58	46	73	15	1	511
%	33.7%	6.2%	4.9%	7.7%	1.6%	0.1%	54.2%
Total	541	112	91	155	42	2	943
%	57.4%	11.9%	9.7%	16.4%	4.5%	0.2%	100.0%



	White	Black	Hispanic	Asian/Filipino	Amlnd	Total
Female	27.7%	2.3%	3.4%	7.1%	0.1%	41.8%
Male	40.2%	2.1%	4.1%	9.1%	0.1%	57.3%
Total	67.9%	4.4%	7.5%	16.2%	0.2%	99.1%

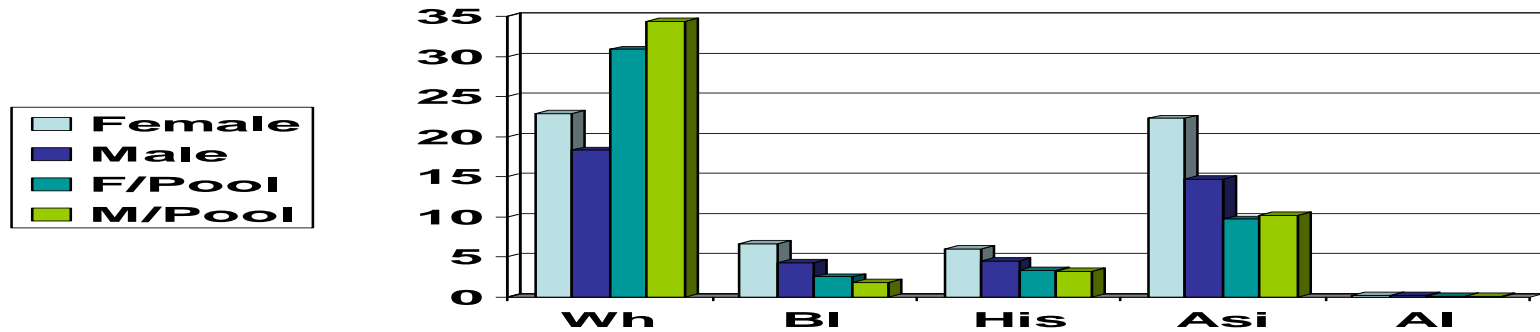
Professionals

- EEOC definition includes occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.
- CCSF reported 7,719 employees this category. It is the largest of all occupational categories and includes personnel and labor relations workers, social workers, registered nurses, lawyers, systems analysts, accountants, engineers, police and fire captains and lieutenants, librarians, management analysts, probation officers, counselors, architects, training officers, pharmacists, biologists, purchasers, planners, etc.

Utilization: Professionals

The City reported 7719 employments in the Professionals category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	1769	506	462	1021	705	17	4480
%	22.9%	6.6%	6.0%	13.2%	9.1%	0.2%	58.0%
Male	1410	334	347	817	315	16	3239
%	18.3%	4.3%	4.5%	10.6%	4.1%	0.2%	42.0%
Total	3179	840	809	1838	1020	33	7719
%	41.2%	10.9%	10.5%	23.8%	13.2%	0.4%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	30.9%	2.5%	3.3%	9.7%	0.1%	47.8%
Male	34.4%	1.8%	3.2%	10.2%	0.1%	51.3%
Total	65.3%	4.3%	6.5%	19.9%	0.2%	99.1%

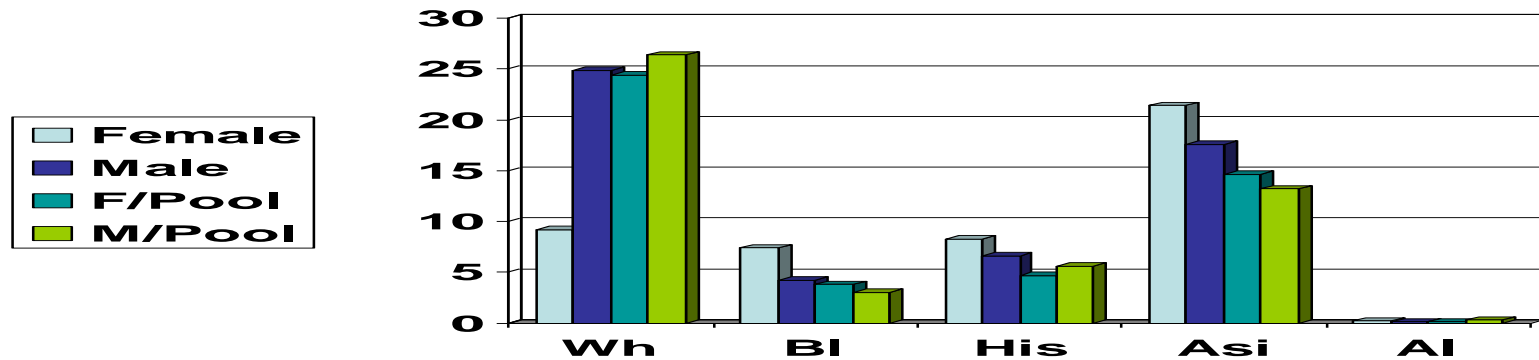
Technicians

- EEOC definition includes occupations which require a combination of basic scientific or technical knowledge and manual skill that can be obtained through specialized post-secondary school education or through equivalent on-the-job training.
- CCSF reported 2,515 employees in the Technician category, which includes licensed practical nurses, drafters, medical technicians, police and fire sergeants, claims investigators, building inspectors, eligibility workers, and engineering assistants.

Utilization: Technicians

The City reported 2515 employments in the Technicians category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	231	186	209	295	244	6	1171
%	9.2%	7.4%	8.3%	11.7%	9.7%	0.2%	46.6%
Male	626	106	167	272	170	3	1344
%	24.9%	4.2%	6.6%	10.8%	6.8%	0.1%	53.4%
Total	857	292	376	567	414	9	2515
%	34.1%	11.6%	15.0%	22.5%	16.5%	0.4%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	24.4%	3.8%	4.7%	14.6%	0.1%	49.0%
Male	26.4%	3.0%	5.6%	13.2%	0.3%	50.2%
Total	50.8%	6.8%	10.3%	27.8%	0.4%	99.2%

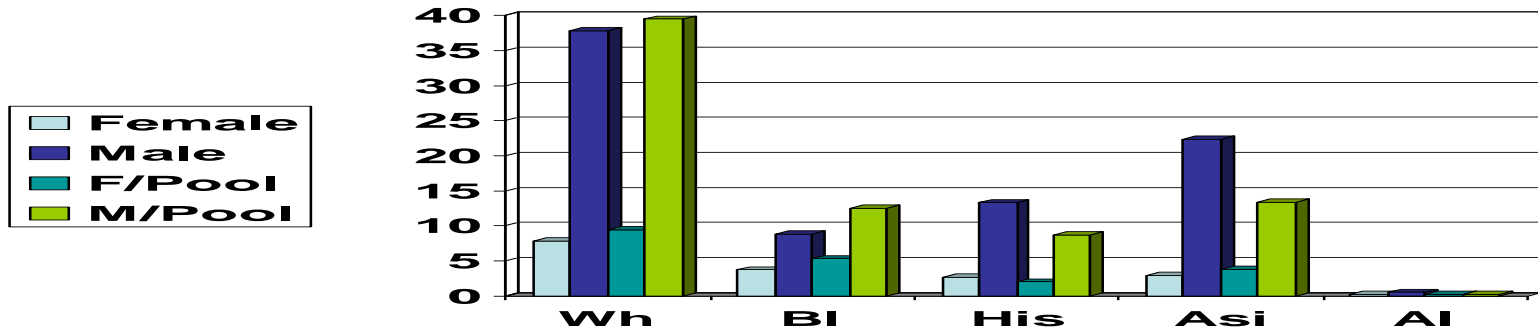
Protective Service – Sworn/Unsworn

- EEOC defines Protective Service Workers as: Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Sworn Protective Service Workers includes: police patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, park rangers as well as parking control officers, museum guards, airfield safety officers, etc. Unsworn workers include animal control officers and non-peace officer investigators.
- CCSF reported 4,293 employees in the Sworn Protective Service Workers category. The largest classes are Police Officers, Fire Fighters and Deputy Sheriffs.

Utilization: Protective Service

The City reported 4293 employments in the Sworn Protective Service category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	334	157	118	90	35	8	742
%	7.8%	3.7%	2.7%	2.1%	0.8%	0.2%	17.3%
Male	1623	379	570	643	313	23	3551
%	37.8%	8.8%	13.3%	15.0%	7.3%	0.5%	82.7%
Total	1957	536	688	733	348	31	4293
%	45.6%	12.5%	16.0%	17.1%	8.1%	0.7%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	9.4%	5.3%	2.0%	3.8%	0.2%	21.7%
Male	39.5%	12.5%	8.7%	13.4%	0.2%	77.4%
Total	48.9%	17.8%	10.7%	17.2%	0.42%	99.1%

Paraprofessionals

- The EEOC defines Paraprofessionals as occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status. Included are research assistants, child support workers, recreation assistants, home health aides, library assistants and clerks, and kindred workers. Other City jobs in this category include health and laboratory assistants, health workers, instructional assistants, and public service aides.
- The Census Bureau did not include a Paraprofessionals category in its Census 2000 Special EEO Tabulation Files. Jobs that were previously included in this category are now mapped to other categories. For example, Health Aides are now mapped to the Service Maintenance category; Library Technicians are now mapped to the Administrative Support category. In 2006, the City reported 1,855 Paraprofessional employees.

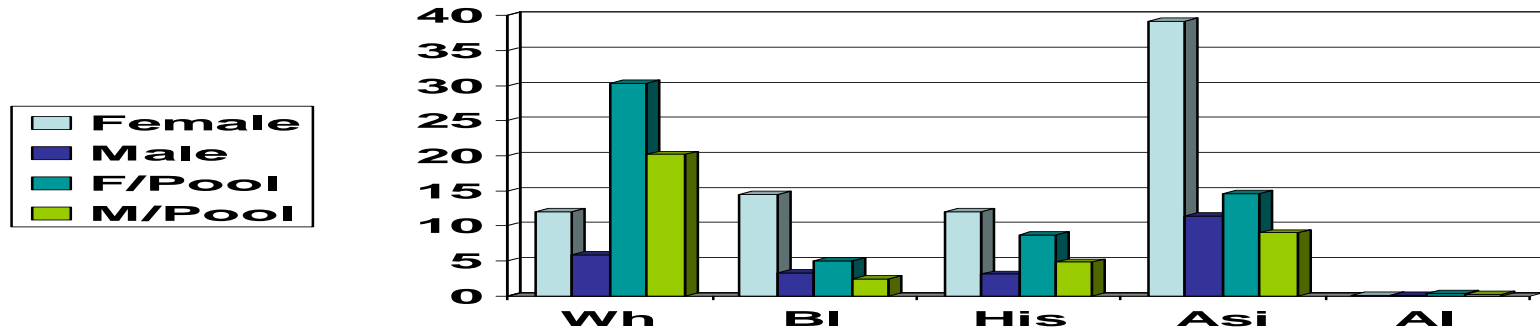
Administrative Support Workers

- The EEOC defines Administrative Support as occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.
- CCSF reported 2,829 employees in this occupational category, which includes typists, secretaries, personnel clerks, medical transcriber typists, meter readers, telephone operators, storekeepers, cashiers, dispatchers, billing clerks, medical records clerks, etc. The largest classes in this occupational category include Clerk Typist, Senior Clerk Typist, Secretary I, and Clerk.

Utilization: Administrative Support Workers

The City reported 3113 employments in the Administrative Support Workers category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	340	410	340	677	434	3	2204
%	12.0%	14.5%	12.0%	23.9%	15.3%	0.1%	77.9%
Male	143	74	86	181	138	3	625
%	5.1%	2.6%	3.0%	6.4%	4.9%	0.1%	22.1%
Total	483	484	426	858	572	6	2829
%	17.1%	17.1%	15.1%	30.3%	20.2%	0.2%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	30.3%	5.0%	8.7%	14.6%	0.3%	61.2%
Male	20.2%	2.4%	4.8%	9.0%	0.2%	38.0%
Total	50.5%	7.4%	13.5%	23.6%	0.5%	99.2%

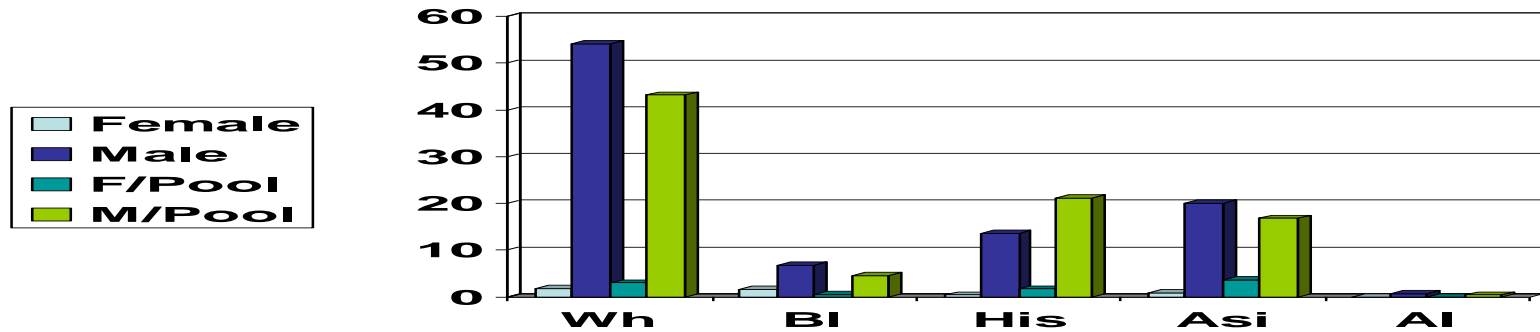
Skilled Craft Workers

- The EEOC defines Skilled Craft Workers as occupations in which workers perform jobs that require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.
- CCSF reported 1,348 employees in this category, which includes mechanics and repairers, electricians, heavy equipment operators, stationary engineers, carpenters, water and sewage treatment plant operators. The largest classes in this category are Stationary Engineer and Electrical Transit Mechanic.

Utilization: Skilled Craft Workers

The City reported 1348 employments in the Skilled Craft Workers category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	24	21	6	11	2	0	64
%	1.8%	1.6%	0.4%	0.8%	0.1%	0.0%	4.7%
Male	729	90	183	169	103	10	1284
%	54.1%	6.7%	13.6%	12.5%	7.6%	0.7%	95.3%
Total	753	111	189	180	105	10	1348
%	55.9%	8.2%	14.0%	13.4%	7.8%	0.7%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	3.3%	0.5%	1.7%	3.6%	0.0%	9.4%
Male	43.2%	4.6%	21.1%	16.8%	0.4%	89.7%
Total	46.5%	5.1%	22.8%	20.4%	0.4%	99.1%

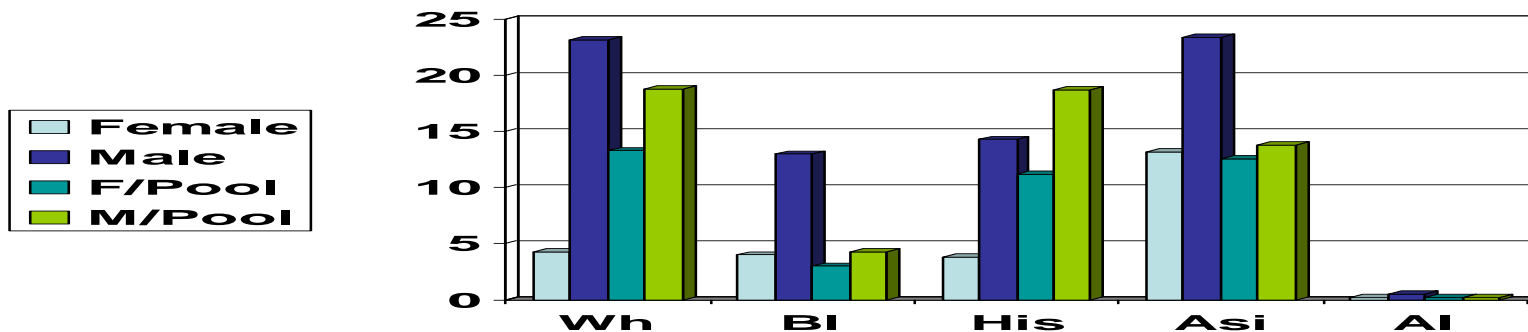
Service Maintenance Worker

- The EEOC defines Service Maintenance Workers as occupations in which workers perform duties that result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.
- Service Maintenance Workers comprise the second largest occupational category in the City, with 2,525 employees. CCSF jobs in this category include: laundry operatives, truck and bus drivers, custodial employees, gardeners, construction laborers, porters, asphalt workers, camp assistants, watershed keepers, transit car cleaners, etc.

Utilization: Service Maintenance Workers

The City reported 2525 employments in the Service Maintenance Workers category.

	White	Black	Hispanic	Asian	Filipino	AmInd	Total
Female	108	101	97	281	54	6	647
%	4.3%	4.0%	3.8%	11.1%	2.1%	0.2%	25.6%
Male	587	327	360	364	228	12	1878
%	23.2%	13.0%	14.3%	14.4%	9.0%	0.5%	74.4%
Total	695	423	457	645	282	18	2525
%	27.5%	17.0%	18.1%	25.5%	11.2%	0.7%	100.0%



	White	Black	Hispanic	Asian/Filipo	AmInd	Total
Female	13.3%	3.0%	11.2%	12.6%	0.2%	41.5%
Male	18.8%	4.3%	18.7%	13.8%	0.2%	57.6%
Total	32.1%	7.3%	29.9%	26.4%	0.4%	99.1%

Skilled Craft Workers (Focus)

- City jobs in Skilled Craft Worker classifications typically require completion of an apprenticeship program plus journey-level work experience. Local labor unions that run apprenticeship programs show under representation for non-Whites and females. Entry into an apprenticeship program generally requires a high school diploma or GED.
- CCSF's partnership with some local unions has led to increased non-White and female representation in the Stationary Engineer, Sewage Plant, Utility Plumber and General Laborer classifications.

Achieving Workforce Parity

- Targeted Advertising
- Expedited Civil Service Hiring Processes
- Management Training
- Continuous Hiring Processes
- Looking Beyond

Preserving Diversity in the Workplace

An effective discrimination complaint process is essential to preserving diversity in the workplace.

Discrimination Complaint Stats

- Complaints Filed

2003	91
2004	86
2005	143
2006	94
2007	134
2008	76

Bases of Complaint Allegations

<i>Bases</i>	<i>2003</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>
<i>Age</i>	14	16	10	20	6	10
<i>Ancestry</i>		2				
<i>Color</i>	2		2			
<i>Disability</i>	18	22	21	16	15	7
<i>Ethnicity</i>	12	7	1	5		1
<i>Gender Identity</i>	3		2			
<i>Marital Status</i>		2				
<i>National Origin</i>	10	13	13	10	3	5
<i>No Basis</i>	6	4	21	11	2	2
<i>Other</i>	8	6	10	7	5	1
<i>Parental Status</i>	3	1	1			
<i>Political Affiliation</i>	1	4	1			
<i>Race</i>	42	42	46	41	39	27
<i>Religion</i>	6	5	3	3		1
<i>Retaliation</i>	45	35	41	21	33	24
<i>Sex, Gender</i>	47	43	42	33	123	33
<i>Sexual Orientation</i>	9	7	13	6	10	1

Harms Alleged

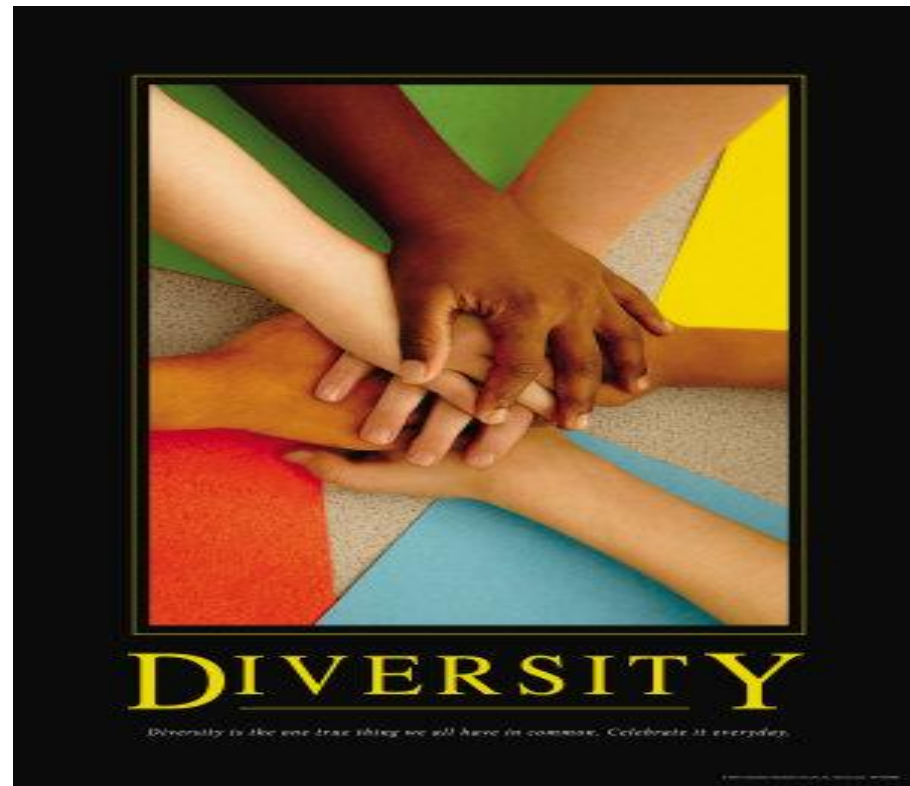
Harm	2003	2004	2005	2006	2007	2008
Compensation	9	5	1	6	15	3
Constructive Discharge		2		1	1	
Demotion		4			2	1
Failure to Hire	9		25	14	2	1
Denial of Promotion	14	17	32	21	32	21
Failure to Accommodate	11	4	6	8	4	5
Denial of Training	6	3	1	1	21	2
Disciplinary Action	11	14	5	6	12	10
Harassment	76	92	96	60	60	31
Layoff	6	7	1	1	1	1
No Harm Specified	1		7		2	1
Other	5	6	8	6	7	2
Sexual Harassment	26	21	16	17	12	18
Termination	13	12	5	11	5	5
Work Assignment	35	22	24	19	60	11

Trends in EEO

- Training and complaints
- Media and complaints
- Economy and complaints

One day our descendants will think it incredible that we paid so much attention to things like the amount of melanin in our skin or the shape of our eyes or our gender instead of the unique identities of each of us as complex human beings.

Thomas Franklin



THANK YOU !