

# Diversity Advantage Plan Update

## 2018-2019



### Cultural Competence in City Government



#### Completed

- 1. Obtain endorsement and direction from the City Council and Leadership Team to include cultural competence as a **core competency** of the organization in policy and practice.
- 2. Hire a Cultural Competence and Equity professional to integrate cultural competence and equity as elements in City policy development, programming, service delivery and program evaluation.

#### Near Completion

- 2a. **Regularly review and evaluate** City-wide cultural competence efforts in the following categories: organizational values, policies, staffing, resources, service delivery and public outreach.
- 2b. Establish a **knowledge base** of best practices and available resources for cultural competence and equity within the City.
- 3. Establish **performance measures** to track progress at meeting goals and actions of the Initiative.
- 4. Provide systematic and regular cultural competence **training for all City staff** over a five-year period.
- 5. Provide cultural competence **training for City volunteers and community leaders**,
- 7. Strengthen and **advance recruitment efforts** of diverse City staff to better reflect city demographics.
- 8. Dovetail the City's existing **accessibility and compliance programs** (ADA, Section 504, Title VI) with the Diversity Initiative to achieve similar goals of increased performance and outcomes across all City services.
- including those serving on City boards, commissions and advisory committees.
- 12. **Dedicate resources** for City departments to innovate and adapt to provide culturally competent services and improve public outreach and civic engagement.

#### In Progress

- 6. Add cultural competence as an **evaluative criterion** in the City's budget process.
- 9. **Establish City-wide standards** for translation of written material, interpretation services at meetings, and for physical access to meetings and programs.
- 10. Conduct a comprehensive review of public information tools, protocols and resources to identify strategies and **methods for more effective communication** with diverse populations.
- 11. **Explore and identify** additional Mini-City Hall locations to improve local accessibility to City services.

## Cultural Competence in the Community



### Near Completion

- 2. Support and produce special events, art exhibits and performances, educational materials, festivals and public information that **increase opportunities for cultural interaction and education.**
- 6. Continue to produce and distribute **demographic information** and analysis to residents, businesses, nonprofits and public and private educational institutions to elevate understanding of Bellevue's ever-evolving diversity.
- 8. **Increase public awareness** through branding work that incorporates key messaging about Bellevue as a welcoming community with a world-wide view, and acceptance of diversity as a positive aspect of living and working in Bellevue.
- 10. **Coordinate** with local community groups and organizations dedicated to issues of diversity and culture.

### In Progress

- 1. Invest in **more public gathering spaces, or Third Places**, throughout Bellevue for people to connect, celebrate and interact.
- 3. Convene a community advisory group to explore a charter to establish a **"Bellevue Diversity Institute"**. This experiential learning center would serve as a citywide cultural center and would be a resource for businesses, schools and other community groups and organizations. Its mission would be to educate, celebrate, challenge and inspire Bellevue to be a welcoming and inclusive community that embraces diversity.
- 4. Improve **outreach** and engagement to build relationships with isolated communities and establish trust and affinity.
- 5. Develop a **Cultural Liaison Program**, where representatives of culture groups work as liaisons between their group and the City, or other community institutions.
- 7. Produce **welcome packets** for new residents with language translations available, promoting community organizations, City services and local businesses.
- 9. Collect regular **community feedback** and utilize volunteers to help assess City services from a diversity perspective. Track **performance measures** on cultural competence exhibited within the community.

## Human Services



### Near Completion

- 3. Assist non-profit human service agencies in providing **culturally competent care** and support to Bellevue residents of all ages, abilities and ethnic backgrounds.
- 4. Engage the Eastside Human Services Forum in **regional discussions** of diversity in human services.
- 6. Support human service organizations in providing cultural competence **training** for their staff.
- 5. Promote bicultural and bi-lingual programs that **help individuals access public and nonprofit human services systems**, such as the Cultural Navigator Program.

### In Progress

- 1. Support the establishment of a **year-round homeless shelter** on the Eastside.
- 2. **Translate** city materials on human service resources and referral programs available in Bellevue into the most commonly spoken languages.
- 7. **Recruit diverse community volunteers** to support programs and services that meet human service needs in Bellevue.

## Public Safety



### Near Completion

- 1. Continue **recruitment efforts** designed to diversify public safety staff to better reflect city demographics.
- 5. Periodically **convene focus groups** of people of various ages, abilities and race and ethnic backgrounds to ask and learn about appropriate public safety service delivery methods.
- 6. Support public safety programs that **outreach to vulnerable people groups**, including the elderly, disabled and isolated communities.

### In Progress

- 2. Provide ongoing cultural competence **training** to all public safety staff.
- 3. Improve access to public health and safety information through **partnerships with ethnic media**.
- 4. **Address under-reporting of crime** by promoting the City of Bellevue as a safe place for residents to report instances of civil rights violation, housing and other forms of discrimination.

## Education



### Near Completion

- 3. Support local schools and colleges in providing comprehensive services and support to diverse student populations to **erase achievement gaps** where they exist.
- 4. **Strengthen Wrap-Around Services** for targeted schools within the Bellevue School District to build up community efforts to address achievement gaps.
- 5. Work with Bellevue School District, Eastside Pathways and other education programs to share information and identify strategies to **improve teacher/family communications**.
- 6. Work with community partners to provide **leadership training and mentoring** opportunities for our youth.

### In Progress

- 1. Collaborate with the Bellevue School District, Bellevue College and other community organizations to **establish a common language** and definitions around cultural competence and social equity.
- 2. Encourage and support **community conversations** on the issues of disability, economic class, gender, sexual orientation race and ethnicity.
- 7. With community partners, develop a long-term marketing **education and branding strategy** to focus positive attention on diversity and diverse groups.

## Economic Development



### In Progress

- 1. Provide opportunities for current and future Bellevue residents and workers by implementing regulatory and incentive tools to increase the supply of **affordable housing**.
- 2. Improve regional efforts to support **entrepreneur and small business creation**, including training, loan assistance, mentoring opportunities, gathering spaces and networking.
- 3. Embed cultural competence within City **organizational policy** such as the Comprehensive Plan and Economic Development Strategy.
- 4. Promote and support programs that offer community-based **employment opportunities** for individuals with barriers to employment, such as ability, age and language. (70%)
- 5. Convene **periodic gatherings** of Bellevue's public and private institutions and business leaders in efforts to collectively apply corporate citizenship resources to local diversity initiatives.
- 6. **Identify gaps** in goods and services provided on the Eastside for specialized markets.

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- 7. Work with the Bellevue Chamber of Commerce to reinvigorate the Bellevue Entrepreneur Center
- 8. Protect and **improve transit** services.

## Civic Engagement



### Near Completion

- 5. Increased **support for artists** (e.g. funding, exhibition/performance opportunities, etc.) whose work addresses intercultural themes.

### In Progress

- 1. **Emphasize outreach** to establish trust within the social networks of our diverse communities as the first step in broadening their participation.
- 2. Develop and implement a strategy to **increase diverse representation** on City boards, commissions, advisory committees and task forces. This should include efforts to identify, recruit, and train emerging leaders to be considered for these appointed positions.
- 3. **Interpretation, translation and accommodation services** at public meetings should be consistent and reliable over time to shape community expectations.
- 4. **Encourage faith community** leadership to become more civically engaged.
- 6. Partner with the Eastside Heritage Center to **interpret the history of diversity** in the Bellevue community.
- 7. Collaborate with local partner organizations to develop community **leadership training and mentoring** programs benefitting underrepresented population groups.
- 8. Develop and implement a **civic engagement strategy** to increase general participation in local government among diverse populations.
- 9. Ensure that civic engagement events include **follow up** efforts to inform participants of how their input has influenced decision making.
- 10. **Provide funding** and partnerships to community groups or initiatives that meet City of Bellevue diversity goals.