

CULTURE MATTERS

INSIDE THIS ISSUE:

<i>Taking Diversity to the Next Level</i>	1
<i>It's Really NOT All About Looking Marvelous</i>	2
<i>Diversity Council Vision, Mission &</i>	2
<i>Did You Know...</i>	2
<i>Culture of Giving: Food Box Project</i>	4
<i>Juneteenth</i>	5
<i>Calendar of Events</i>	6

**Mission Statement
Maricopa County
Adult Probation
To Enhance the Safety
and Well Being of Our
Neighborhoods.**

**Mission Statement
Maricopa County
Juvenile Probation
To make a positive
difference in the
lives of juveniles
and the community.**

TAKING DIVERSITY TO THE NEXT LEVEL

In recent years, many organizations implemented strategies to manage the challenges of workforces and markets that are increasingly diverse in gender, national origin, race, religion, sexual orientation and physical ability. The success of these efforts in terms of retaining people, utilizing people, and improving performance varies widely. Often, results have been less than stellar. Moreover, in organizations where training has made employees more aware of diversity and its effects, and where the cultural mix of people is improving, the question remains: "What's next?" While many firms that jumped on the diversity bandwagon were aware that leveraging diversity and meeting the needs of a diverse market required a change in the culture, most didn't know what was required to make it happen. To move to the next level, we need to give more attention to five elements:

Leadership. Top leaders must understand the implications of diversity, ask tough questions in performance reviews, and provide on-going communication about the priority of the work. They must also explain how managing diversity is connected to other aspects of the business model. They must give guidance on process—how those whom they influence should approach the work on diversity.

Research and measurement. The measurement plan should include a variety of measures and have high visibility. Possible items to measure include employee turnover rates, hiring yields (acceptances as a percent of job offers made), employee survey data, and workforce profile data.

Education. Most "diversity education" is basic awareness training that is woefully inadequate, barely scratching the surface of what people need to know. What is needed are multi-year education plans that integrate content on diversity with other topics, leverage internal training resources, and move beyond awareness to building real knowledge about diversity effects and guidance for behavioral change. Education is broader than training. Other high-potential educational tools such as personal coaching, facilitated dialogue, case analyses, and reading lists are grossly underutilized.

Management systems alignment. Evaluate all processes that affect people to determine the extent to which they are aligned with the goal of meeting the challenges and opportunities of workforce and market diversity. Areas to examine include promotion policies, space use, recruiting, policies on support of non-work commitments, career development, and performance appraisals. A review of these areas can produce many positive changes. Developing competence in managing diversity needs to be reflected in Performance Management plans.

Accountability. To establish accountability, ask people in your organization to complete the sentence: I know that real accountability for a change initiative or expressed goal exists here when I see _____. Take the answers and have people rate them on a scale of 1 to 10, indicating the extent to which they are present in the initiative on diversity. Compare the ratings in diversity management with other aspects of the business plan. If accountability is low, create a formal measurement plan for diversity. Progress on diversity goals must be incorporated into the performance reporting process that is used for other business objectives. Leaders need to report progress on the diversity measures and tie some rewards to results on diversity objectives. These steps will help fix an accountability problem and instill an ethic of continuous improvement around diversity goals. Set new and higher goals as the work proceeds.

These five components create a framework to transform a work climate that is toxic to diversity into one that not only welcomes it but also uses it to enhance innovation, creativity, and problem solving, enabling you to provide services to a culturally diverse customer base.

Taylor Cox Jr. is CEO of Taylor Cox & Associates. He adapted this article from his newest book Creating the Multicultural Organization (Jossey-Bass). taylorcox@msn.com or 734-451-9610.



It's Really NOT All About Looking Marvelous

The Diversity Council tackled the issue of Body Image, including some of the cultural stereotypes associated with this topic, during the month of June. A graphic illustration of the effects of these stereotypes was provided when the movie "Shallow Hal" was featured on June 27th at the Black Canyon Building, followed by a brown-bag discussion.

Participants agreed they had either witnessed or experienced various levels of discrimination based on appearance and body size. It was noted that these biases

start as early as elementary school, with children teasing those who were chubby or skinny. Everyone nodded in agreement when it was mentioned that high school cliques often formed based on appearance, with "nerds" or "geeks" being left outside the circle. Most significant, however, was the acknowledgment that people are still isolated or excluded in the workplace because of their size or appearance.

The conclusion that was reached was we should each be comfortable in our own body and

should be supportive of others, regardless of their size, shape or appearance.

By Kathy Daniels, APD

We have scheduled two more forums featuring the Shallow Hal movie: August 3rd from 9:00-12:00 at PSC and August 7th from 1:00-4:00 at WRC.



Meet Hal Larsen, the ultimate shallow guy. The first thing he looks for in a woman is, well, looks. Hal won't even consider dating someone with a less-than-perfect body, smile and sense of style. He pursues only supermodels, beauty queens and centerfolds. But after an impromptu hypnosis by self-help guru Tony Robbins, Hal's view of women makes a 180-degree turn; he now sees their true inner beauty. Enter Rosemary, an overweight Peace Corps volunteer. Hal, envisioning Rosemary's kindness and humor as female physical nirvana, is instantly smitten and an idyllic romance begins. When the spell is broken, Hal must face an unrecognizable Rosemary and learn one of life's most important lessons.

Diversity Council Vision, Mission and Goals

Vision: A collaboration between the community and probation that ensures a work environment representative of the citizens and reflective of the community.

Mission: Develop a probation department that is culturally competent by enhancing our ability to hire, retain, develop, manage and promote a diverse workforce that celebrates employees and the clients we serve.

Diversity Council Goals

1. Identify why culture matters in a general manner for our collective agencies and more specifically within our own departments and processes.
2. Serve as a conduit for collective understanding and learning.
3. Identify the resources available in our own organizations, our community and nationally to support and promote cultural competency.
4. Develop strategies to improve processes and ensure our processes support a culturally competent workforce.
5. Foster a more diverse and capable workforce for dealing with the diversity of our organization as well as the community we serve.
6. Develop performance management practices that support a culturally competent organization.

Did You Know.....

Do you have an interesting history lesson you would like to share with our readers....

*Send your stories to
Colleen Dorame,
cdorame@apd.maricopa.gov*

10 Surprising Facts About the Fourth of July



1. Independence Day commemorates the formal adoption of the Declaration of Independence on July 4, 1776. However, it was not declared a legal holiday until 1941.



2. Fireworks were made in China as early as the 11th century. The Chinese used their pyrotechnic mixtures for war rockets and explosives.



3. Uncle Sam was first popularized during the War of 1812, when the term appeared on supply containers. Believe it or not, the U. S. Congress didn't adopt him as a national symbol until 1961.

4. There are many precise rules for tak-

ing care of the American flag. And speaking of flag traditions, we're sorry to report that contrary to legend, historical research has failed to confirm that Betsy Ross sewed the first flag.



5. Not all members of the Continental Congress supported a formal Declaration of Independence, but those who did were passionate about it. One representative rode 80 miles by horseback to reach Philadelphia and break a tie in support of independence.



6. The first two versions of the Liberty Bell were defective and had to be melted down and recast. The third version rang every Fourth of July from 1778 to 1835, when, according to tradition, it cracked as

it was being tolled for the death of Chief Justice John Marshall.

7. The American national anthem, the "Star-Spangled Banner," is set to the tune of an English drinking song ("To Anacreon in Heaven").



8. The iron framework of the Statue of Liberty was devised by French engineer Alexandre-Gustave Eiffel*, who also built the Eiffel Tower in Paris.

9. The patriotic poem "America the Beautiful" was published on July 4, 1895 by Wellesley College professor Katharine Lee Bates*.

10. Father of the country and architect of independence George Washington held his first public office at the tender age of 17. He continued in public service until his death in 1799.

A CULTURE OF GIVING: CHRISTMAS FOOD BOX PROJECT

You can tell a lot about an Organization's Culture by the events and celebrations it supports. Probation has demonstrated it takes seriously the value of "giving back to the community."

This year the Maricopa County Juvenile Probation Department celebrates the 34th anniversary of our Christmas Food Box Project. This project was developed in 1973 by a group of juvenile probation officers who saw the probationer families struggling to meet basic needs during the Christmas holiday and decided to do something to help the families.

Every year since then, the project has grown in scope and this year, the goal is to pack and distribute over 450 food boxes. The majority of the food boxes go to probationer families but many food boxes go to needy families who are not formally involved in the juvenile justice system. Juvenile Court and Probation Department staff request food boxes and help assemble them on Food Box Day, which is normally scheduled for the week before Christmas. The staff is also responsible for making personal delivery of the food boxes to the families. The food boxes contain a ten to twelve pound turkey, assorted canned goods, beans, rice, potatoes, apples, oranges, salad mix, bread, and candy canes. We also make available a limited number of small toys and personal hygiene items which staff are allowed to include in their food boxes based on the needs of the particular family.

The Christmas Food Box Project Committee organizes and coordinates a variety of fund-raising activities throughout the year to help purchase the items needed for the food boxes. During the years, we have developed partnerships with various community agencies and private businesses, which have generously assisted in our Food Box Project. We also receive donations from staff.

By Gloria Washington, Juvenile Probation

Just recently there was a Tostado and Nacho sale, which was a huge success. Watch for other opportunities to join in on the fun and food.



JUNETEENTH BAKE SALE

Probation held it's first Annual Juneteenth Bake sale. Listed below are the emails that went out after the event.

Southeast

Many thanks to all the detention staff who donated and supported the SEF Juneteenth bake sale. I'd also like to thank Kevin Mayne & Charlotte Shrum for their baked goods. Thank you, thank you, thank you to Frank Angulo & Camiel Hooper who helped get things set up and special thanks to Sharon Cook & John Finn who not only helped but did so on their day off. The day was fun and we have some great pictures. We raised \$170 and some change!!!

WVCJC

Good Job at Durango guys! We, at WVCJC made \$33 during our cake walk yesterday. I know the downtown location did really well too! It was lots of fun. Way to go Diversity Council Team!

Durango

The bake sale went well at the **Durango probation department**. We made \$38.00 in an hour and a half. I would like to thank Harriett Galbreath for her assistance with the plates, napkin and the Juneteenth information cards. **Durango Detention** also participated and brought in money, Akesha Day organized it.

Superior Court Bridge

Hello everyone, just wanted to update everyone on the Superior Court Bake Sale. The sale went great, it was held on the bridge over 3rd Ave (thanks to Gloria Washington). We had several employees from Superior Court who donated bake goods. I would like to thank the Diversity members, Maryanne, Mercy, Colleen, Khameelah and Gloria, who helped to make the bake sale a success. We had a good time meeting people and informing them about the history of Juneteenth. We collected \$103.10 in donations. How did everyone else do?

Black Canyon Building

Thanks to Kathy Daniels, Tricia Hubbard, Ed Guerrero and all the others that donated items and assisted with the Bake Sale at the Black Canyon Building. They made \$79.35. Good job! Kathy if I have forgotten to name anyone please forward our appreciation. Thanks again to everyone.

Grand Total \$424

Diversity Council August Meeting

August 22nd, 11:30 - 1:30

WESTERN REGIONAL CENTER-WRC

6655 W. GLENDALE AVE.

Room 114 in the Literacy area of WRC

Calendar of Events

JULY 2006

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4 Independence Day	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

Diversity Council Board Members
 Catharina Johnson - Co Chair
 Robert Villasenor—Co Chair
 Harriet Galbreath—Historian
 Channing Williams—Treasurer
 Seteara Haddock—Secretary

**Maricopa County
 Adult & Juvenile
 Probation
 Diversity Council**