

CULTURE MATTERS

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Research and Measurement

As we stated in our July Newsletter, 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, Research and Measurement, Education, Management Systems Alignment, and Accountability. In our August Newsletter we discussed Leadership, this month we discuss 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..

Adult Probation is in the process of developing additional measures for our Managing For Results Goal B, "Compensation/Retention" -- By the end of fiscal year 2007, MCAPD will recruit, hire and retain a quality workforce, and improve employee compensation as evidenced by: employee resignations because of pay being reduced to 30%, for our revised 2007-2010 MFR plan. We will be measuring Full Time Employee vacancies. Looking at diversity, this fiscal year we will establish a baseline for what our staff profile looks like. We will then be able to compare that to what the county has established as its goal.

The Court Employees -- Judicial Staff, Superior Court Administration, Juvenile and Adult Probation now have an opportunity to voice their opinions about the court as an institution. The Judicial Branch conducted the second CourTools Employee Satisfaction Survey. The first survey was in April of this year. CourTools is an initiative of the National Center for State Courts to measure court performance in areas such as case management, juror opinion, and public opinion. The Employee Satisfaction Survey helps the court assess its performance from the eyes of the employees, an important part of our overall performance! And we also can compare our results to how employees in other courts across the country rated their court's performance. Below is a sample of some questions on the survey:

- 22. I think that managers, supervisors and team leaders treat employees equally and without bias due to their gender, race, ethnicity or other backgrounds
- 23. I think that the court treats employees equally and without bias due to their gender, race, ethnicity, or other backgrounds.
- 24. I think that the court treats the public equally and without bias due to their gender, race, ethnicity, or other backgrounds.

We continue to collect data that will guide us in becoming a more culturally sensitive organization to our employees and the community that we serve.

**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.**



**Diversity Council Meeting and
Holiday Potluck
December 21st, 2006
Durango Conference Room ABC
Meeting 11:30– 12:30**



Holiday Potluck immediately following.

Please bring a dish that is one of your favorite seasonal foods. Contact Harriet Galbreath of Juvenile Probation by phone or email and let her know what you will be bringing.

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.



Appreciate and Celebrate Diversity

The Diversity Council held the first annual “Appreciate and Celebrate Diversity” event at Encanto Park. This event was sponsored by the APD/JPD Diversity Council as a way to show their appreciation for the diverse staff working within our departments. The event took place on Thursday October 19th from 10am to 2pm. The event was a 4-hour time frame in the hopes that people from all areas could attend for awhile: before their shift, after their shift, during lunch, etc. That must have worked, they had over 300 employees attend.

There was a variety of foods from the traditional hot dogs and hamburgers to foods featured various ethnic groups. There were drawings and prizes throughout the event. Some winners were; Maggie Rodriguez, John Patterson, Vince De Armond, Shirley Fields, Maggie Henderson, Ken Zimmerman and Susan Bendsda. Each ethnic group not only featured food but also had displays with history and pieces of information describing the culture. This year’s tables were; Soul food, Italian, Korean, Irish, Ethiopian, Mexican and Chinese

Chief Broderick of Adult Probation and Chief Boone of Juvenile Probation were in attendance and thanked the Council for their hard work and the employees for participating in this great event. Tony Lopez, the Diversity Director for Maricopa County, was a guest speaker.



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

Veterans' Day (formerly Armistice Day)

November 11, is the anniversary of the Armistice which was signed in the Forest of Compiègne by the Allies and the Germans in 1918, ending World War I, after four years of conflict.

At 5 A.M. on Monday, November 11, 1918 the Germans signed the Armistice, an order was issued for all firing to cease; so the hostilities of the First World War ended. This day began with the laying down of arms, blowing of whistles, impromptu parades, closing of places of business. All over the globe there were many demonstrations.

In November of 1919, President Woodrow Wilson issued his Armistice Day proclamation. The last paragraph set the tone for future observances:

To us in America, the reflections of Armistice Day will be filled with solemn pride in the heroism of those who died in the country's service and with gratitude for the victory, both because of the thing from which it has freed us and because of the opportunity it has given America to show her sympathy with peace and justice in the councils of the nation.

In 1927 Congress issued a resolution requesting President Calvin Coolidge to issue a proclamation calling upon officials to display the Flag on all government buildings on November 11, and inviting the people to observe the day in schools and churches...But it was not until 1938 that Congress passed a bill that each November 11 "shall be dedicated to the cause of world peace and ...hereafter celebrated and known as Armistice Day."

That same year President Franklin D. Roosevelt signed a bill making the day a legal holiday in the District of Columbia. For sixteen years the United States formally observed Armistice Day, with impressive ceremonies at the Tomb of the Unknown Soldier, where the Chief Executive or his representative placed a wreath. In many other communities, the American Legion was in charge of the observance, which included parades and religious services. At 11 A.M. all traffic stopped, in tribute to the dead, then volleys were fired and taps sounded.

After World War II, there were many new veterans who had little or no association with World War I. The word, "armistice," means simply a truce; therefore as years passed, the significance of the name of this holiday changed. Leaders of Veterans' groups decided to try to correct this and make November 11 the time to honor all who had fought in various American wars, not just in World War I.

In Emporia, Kansas, on November 11, 1953, instead of an Armistice Day program, there was a Veterans' Day observance. Ed Rees, of Emporia, was so impressed that he introduced a bill into the House to change the name to Veterans' Day. After this passed, Mr. Rees wrote to all state governors and asked for their approval and cooperation in observing the changed holiday. The name was changed to Veterans' Day by Act of Congress on May 24, 1954. In October of that year, President Eisenhower called on all citizens to observe the day by remembering the sacrifices of all those who fought so gallantly, and through rededication to the task of promoting an enduring peace. The President referred to the change of name to Veterans' Day in honor of the servicemen of all America's wars.

National American Indian Heritage Month

Heritage Months

The term "American Indian" incorporates hundreds of different tribes and approximately 250 languages. Starting in 1976 as Native American Awareness Week, the period was expanded by Congress and approved by President Bush in August 1990 by designating the month of November as National American Indian Heritage Month. In his proclamation for 1996, President Clinton noted, "Throughout our history, American Indian and Alaska Native peoples have been an integral part of the American character. Against all odds, America's first peoples have endured, and they remain a vital cultural, political, social, and moral presence."

What started at the turn of the century as an effort to gain a day of recognition for the significant contributions the first Americans made to the establishment and growth of the U.S., has resulted in a whole month being designated for that purpose.

Early Proponents

One of the very proponents of an American Indian Day was Dr. Arthur C. Parker, a Seneca Indian, who was the director of the Museum of Arts and Science in Rochester, N.Y. He persuaded the Boy Scouts of America to set aside a day for the "First Americans" and for three years they adopted such a day. In 1915, the annual Congress of the American Indian Association meeting in Lawrence, Kans., formally approved a plan concerning American Indian Day. It directed its president, Rev. Sherman Coolidge, an Arapahoe, to call upon the country to observe such a day. Coolidge issued a proclamation on Sept. 28, 1915, which declared the second Saturday of each May as an American Indian Day and contained the first formal appeal for recognition of Indians as citizens.

The year before this proclamation was issued, Red Fox James, a Blackfoot Indian, rode horseback from state to state seeking approval for a day to honor Indians. On December 14, 1915, he presented the endorsements of 24 state governments at the White House. There is no record, however, of such a national day being proclaimed.

State Celebrations

The first American Indian Day in a state was declared on the second Saturday in May 1916 by the governor of N.Y. Several states celebrate the fourth Friday in September. In Illinois, for example, legislators enacted such a day in 1919. Presently, several states have designated Columbus Day as Native American Day, but it continues to be a day we observe without any recognition as a national legal holiday.

In 1990 President George H. W. Bush approved a joint resolution designating November 1990 "National American Indian Heritage Month." Similar proclamations have been issued each year since 1994.

For a more information on American Indian Heritage Month please use the link listed below. This is the Diversity Newsletter from the County Parks Department. They did a great job on listing valuable information.

Calendar of Events

NOVEMBER 2006

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

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**