



RACIAL EQUITY BUDGET TOOL

Date Submitted: 5/15/20

Department: Register of Deeds

Please note: each response field below has a 2,500 character limit.

STRATEGIC OBJECTIVE CATEGORY 1: DIVERSE & INCLUSIVE WORKFORCE

What activities are you doing to attract and retain a diverse and inclusive workforce in your department? What are the associated costs of these activities?

In addition to monitoring and mandating employee participation and completion of the county-wide equity training sessions sponsored by OAAA, the ROD Office also undertook specific training in "Excellence in Customer Service" on _____ and "Protected Class Service Training" on _____. These sessions were in conjunction with the Human Resource Division.

Both of the ROD training sessions were focused on enhancing customer service for all county residents, but also to develop a specific understanding and appreciation for traditionally underrepresented and disfranchised populations in Milwaukee County such as the African American community.

How do you use professional development and advancement opportunities to advance equity in your department's workforce? What resources are used to support these opportunities for professional development and advancement?

Leadership staff in the ROD Office not only attended the above training, but also had ongoing supervisory training relating to counseling and documentation of performance targets and performance issues as well as training in how to fairly and accurately undertake performance reviews. The information in these sessions enhances the overall goal of equity mandates.

STRATEGIC OBJECTIVE CATEGORY 2: PEOPLE-FOCUSED DESIGN

How and when have service users, particularly users of color, and other key stakeholders been engaged to inform decisions about your requested budget (Who was involved, what was the forum, what were the results)?

The ROD Office developed customer satisfaction surveys which are available in our office, on-line and via smart phone so that our service users can identify problem areas in their customer service experience. This is particularly important for racial equity as the surveys specifically inquire about the user's racial background. The hope is to identify any negative service trends in our staff relating to specific groups which our office services. Thus far, no negative trends have been identified.

What are the multi-lingual needs of your department's service users? How do you use your budget to meet these language needs?

The ROD office services a number of multilingual users seeking real estate, recording and most frequently vital record services. While we have three staff members that speak Spanish, they may not always be available to interpret for our users. After identifying this problem, a Language Line was installed which provides interpretation services in over 200 languages. This is an important step in making sure that all county residents are appropriately serviced regardless of their ability to speak English. The cost of this service has been incorporated into our general expenditure budget.

STRATEGIC OBJECTIVE CATEGORY 3: EMPLOYEE PERSPECTIVE

Our employees can be a great resource for innovation and knowing what is working well and what needs work. Have you engaged a diverse group of frontline employees to inform decisions about your proposed budget changes? If yes, how was input solicited, who was involved, and what were the results?

At our leadership level, the ROD Office has a Latina and an African-American supervisor who have input into decisions impacting on equity issues. We consult all staff on general procedures to obtain their input on any disparities which may impact on our practices and services. Input is solicited through meetings and suggestion box recommendations. I have also received input from staff in emails when concerns have been raised regarding racial equity issues. Those concerns have been immediately addressed by me and my leadership team.

STRATEGIC OBJECTIVE CATEGORY 4: IMPROVED PERFORMANCE & EQUITABLE PRACTICE

Describe ways in which racial and economic data was used to prioritize resource distribution. (Data can include sources found in the resources section of this tool, department collected data, or any other relevant data from other sources.)

State Court interpreter and language data was used in the determination of installing a language line in the ROD office.

What are the positive or negative racial equity implications of your proposed budget changes? For reference departments may refer to the “Form 1 – Major Changes” tab of your Supplemental Forms 2021 spreadsheet. Any change with identified impacts should be described.

On the positive side, I believe that staff are more aware of implicit biases and practices that may have disenfranchised specific racial/cultural groups, in particular the African-American Community.

What are the expected benefits and potential unintended consequences to disadvantaged communities of your proposed budget changes?

a. What analysis did you do to determine the expected benefits and potential unintended consequences?

The expected benefits is that every user of ROD services feels that they are welcomed, embraced and treated fairly in our Office. This has not always been the case given that there was no focus on equity issues before I became of ROD in May 2019.

The ROD Office will continue to focus on racial equity issues and address these issues in our budget going forward.

b. What will your department do to mitigate unintended consequences resulting from your proposed budget changes?

NA