

**2020 BI-ANNUAL  
WORKFORCE STATISTICS REPORT**

*Revenue Recovery*

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## **DIVERSITY POLICIES AND EFFORTS QUESTIONNAIRE**

***IF ANY QUESTION HAS A “NON-APPLICABLE” ANSWER, PLEASE EXPLAIN WHY.***

- (1) Please provide a brief description of the services and functions provided by your department.

The Department of Revenue Recovery has been established pursuant to Sacramento County Code 2.09.380, to function as a centralized collection agency by providing agencies and departments within the County with professional collection services for the resolution of debts owed the County. Using collection enforcement techniques in compliance with State and Federal laws and always mindful of the County's interest in the welfare of its residents, the Department of Revenue Recovery will ensure that, wherever possible, the taxpayers of Sacramento County are not required to bear the added burden of indebtedness that is the legal responsibility of a specific individual.

As the collection specialist for local government, the Department of Revenue Recovery provides professional and specialized collection services, including:

- Billing, cashiering and general collection;
- Assessing ability to pay and collectability of debts;
- Obtaining and enforcing judgments on delinquent accounts;
- Monitoring of all bankruptcies
- Processing accounts to the Board of Supervisors for Relief of Accountability; and,
- Consulting on ways to improve collections prior to referral.

- (2) Please describe your department's selection and hiring procedures and how they help ensure a workforce representative of Sacramento County. (Include, if applicable, hiring interview procedures & policies; internships; education & training opportunities; training & development assignments, etc);

Currently DRR announces all vacancies via e-mail to all staff as well as sending announcements to county departments via inter-office mail. All efforts are made to fill vacancies with existing county employees before hiring non-county employees from eligible lists. A minimum of 3 candidates from all available sources is interviewed. Interview questions are developed by the hiring supervisor and are asked of all candidates. A second interview is then conducted by managers.

DRR is not currently using any interns nor has any training assignments established. However, DRR will utilize these two options if needed. Staff who may be attending college/training and wish to adjust work hours and schedules or wish to use vacation to attend classes during normal work hours are accommodated whenever possible.

- (3) Please describe what recruiting and/or informational events your department has participated in and how they help to ensure a workforce representative of Sacramento County. (Include, if applicable, high school or college job fairs, high school or college programs, church events, or community events.

The Department of Revenue Recovery participated in the Sacramento County Career Fair on March 11, 2017.

- (4) Please describe all websites your department advertises its job vacancies to help ensure a workforce representative of Sacramento County.

Not applicable other than the advertising conducted by DPS.

- (5) Please describe your department's promotion and career advancement procedures designed to enable all employees to have an equal and fair opportunity to compete for and attain County Promotional opportunities. (Include, if applicable, mentoring, career development activities, etc.)

All promotional vacancies are announced to DRR staff and hiring preference is given to DRR employees in good standing. Information regarding County exam and job announcements received via inter-office mail or email is provided to all DRR staff as well as being posted in a centralized area. Informal mentoring is also provided to staff.

- (6) Please describe how the County's Equal Employment Opportunity program objectives are incorporated into your department's strategic and operational priorities.

DRR has a diverse work force and normally meets the county's diversity objectives. It is DRR's strategy to hire the best candidate available regardless of race, creed, origin, gender, etc., and this process has been very effective.

- (7) Please describe your department's method to ensure its EEO activities and efforts result in service delivery across all sectors of the community (e.g. systems or processes for communication between County agencies and direct contact with community organizations, etc)

DRR's primary sources of communication with the public are via telephone and correspondence. DRR currently has five (5) employees who are certified Spanish interpreters and (1) Cantonese & Taishanese (1) Vietnamese (1) Teochew & Vietnamese and (1) Tagalog interpreters. For other languages DRR uses court interpreters and will use TDD interpreters when needed. The public lobby is designed to be disability compliant. DRR participates in court programs that are outreach in nature to disadvantaged citizens such as the court's annual "Stand Down", which assists veterans to resolve their court cases and bring resolution to amounts owed to DRR.

(8) For complaints reported in Table 4, if there were any with a finding of *Violation of County Policy*, for each category of complaints (i.e. race, gender, age, etc.) please provide a description of the measures taken to prevent recurrences. Please do not provide specifics regarding the case(s), individual(s) involved, or corrective/disciplinary action taken.

Employee involved in incident was talked to and explained that behavior was not acceptable in the workplace. Employee has since retired.

**TABLE 1**  
**WORKFORCE COMPARATIVE ANALYSIS**

<i>ETHNICITY</i>	Census Data	Workforce Composition				Workforce Composition			
	2010	County of Sacramento				Revenue Recovery			
		2014 (1)		2019 (2)		2015 Report (3)		2020 Report (4)	
	%	#	%	#	%	#	%	#	%
<b>2 or More Races</b>	4.4%	177	1.6%	318	2.8%	1	1.9%	3	6.3%
<b>American Indian/Alaskan Native</b>	1.3%	122	1.1%	104	0.9%	0	0.0%	0	0.0%
<b>Asian</b>	13.6%	1,543	14.3%	1,796	15.8%	6	11.3%	8	16.7%
<b>Black/African American</b>	10.5%	1,313	12.2%	1,335	11.7%	12	22.6%	8	16.7%
<b>Hispanic/Latino</b>	17.9%	1,593	14.8%	1,981	17.4%	15	28.3%	14	29.2%
<b>Native Hawaiian/Pacific Islander</b>	1.0%	87	0.8%	120	1.1%	0	0.0%	0	0.0%
<b>White/Non-Hispanic</b>	51.4%	5,923	55.1%	5,708	50.2%	19	35.8%	15	31.3%
<b>Total</b>	100.0%	10,758	100.0%	11,362	100.0%	53	100.0%	48	100.0%
<b>Minority Representation</b>	48.6%	4,835	44.9%	5,654	49.8%	34	64.2%	33	68.8%
<b>Female Representation</b>	50.8%	5,571	51.8%	5,794	51.0%	41	77.4%	36	75.0%

<sup>1</sup> Sacramento County Workforce as of pay period 26 ending 12/13/2014

<sup>2</sup> Sacramento County Workforce as of pay period 26 ending 12/21/2019

<sup>3</sup> Employed by County of Sacramento as of pay period 26 ending 12/13/2014

<sup>4</sup> Employed by County of Sacramento as of pay period 26 ending 12/21/2019

**TABLE 2**  
**JOB CATEGORIES COMPARISON**  
**BETWEEN 2018 AND 2020 REPORTS**

JOB Categories	REPORT:	Minority Females		Minority Males		Minority Total		Female Total		Total Employees	
		2018*	2020**	2018*	2020**	2018*	2020**	2018*	2020**	2018*	2020**
1. Officials/Administrators	#	3	2	0	0	3	2	4	4	4	4
	%	75.0%	50.0%	0.0%	0.0%	75.0%	50.0%	100.0%	100.0%	100.0%	100.0%
2. Professionals	#	2	1	1	2	3	3	2	2	3	4
	%	66.7%	25.0%	33.3%	50.0%	100.0%	75.0%	66.7%	50.0%	100.0%	100.0%
3. Technicians	#	1	1	0	0	1	1	4	4	4	4
	%	25.0%	25.0%	0.0%	0.0%	25.0%	25.0%	100.0%	100.0%	100.0%	100.0%
4. Protective Services	#										
	%										
5. Para-Professionals	#										
	%										
6. Office/Clerical Workers	#	16	18	9	9	25	27	27	26	38	36
	%	42.1%	50.0%	23.7%	25.0%	65.8%	75.0%	71.1%	72.2%	100.0%	100.0%
7. Skilled Craft Workers	#										
	%										
8. Service Maintenance	#										
	%										
Total	#	22	22	10	11	32	33	37	36	49	48
	%	44.9%	45.8%	20.4%	22.9%	65.3%	68.8%	75.5%	75.0%	100.0%	100.0%

**TABLE 2**

\* The numbers for the 2018 Report are taken from pay period 26, ending December 22, 2017  
 \*\* The numbers for the 2020 Report are taken from pay period 26 ending December 21, 2019

**TABLE 3.1**  
**Personnel Actions Report**  
**HIRES/RE-HIRES - Permanent Position Employees**  
**(From 01/01/2018 to 12/31/2019)**

<b>NEW HIRES</b>	<b>FEMALE</b>	<b>%</b>	<b>MALE</b>	<b>%</b>	<b>TOTAL</b>	<b>%</b>
White	1	8.3%	0	0.0%	1	8.3%
American Indian/Alaskan Native	0	0.0%	0	0.0%	0	0.0%
Asian	2	16.7%	1	8.3%	3	25.0%
Black	2	16.7%	0	0.0%	2	16.7%
Native Hawaiian/Pacific Islander	0	0.0%	0	0.0%	0	0.0%
2 or More Races	0	0.0%	1	8.3%	1	8.3%
Hispanic	4	33.3%	1	8.3%	5	41.7%
<b>TOTAL MINORITY HIRES</b>	<b>8</b>	<b>66.7%</b>	<b>3</b>	<b>25.0%</b>	<b>11</b>	<b>91.7%</b>
<b>TOTAL NEW HIRES</b>	<b>9</b>	<b>75.0%</b>	<b>3</b>	<b>25.0%</b>	<b>12</b>	<b>100.0%</b>

<b>NEW RE-HIRES</b>	<b>FEMALE</b>	<b>%</b>	<b>MALE</b>	<b>%</b>	<b>TOTAL</b>	<b>%</b>
White	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native	0	0.0%	0	0.0%	0	0.0%
Asian	0	0.0%	0	0.0%	0	0.0%
Black	0	0.0%	0	0.0%	0	0.0%
Native Hawaiian/Pacific Islander	0	0.0%	0	0.0%	0	0.0%
2 or More Races	0	0.0%	0	0.0%	0	0.0%
Hispanic	0	0.0%	0	0.0%	0	0.0%
<b>TOTAL MINORITY RE-HIRES</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>TOTAL NEW RE-HIRES</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>

**COMMENTS FOR TABLE 3.1**

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**TABLE 3.2**  
**Personnel Action Report**  
**TERMINATIONS – Permanent Position Employees**  
**(From 01/01/2018 to 12/31/2019)**

<b>TERMINATIONS</b>	<b>FEMALE</b>	<b>%</b>	<b>MALE</b>	<b>%</b>	<b>TOTAL</b>	<b>%</b>
White	2	18.2%	1	9.1%	3	27.3%
American Indian/Alaskan Native	0	0.0%	0	0.0%	0	0.0%
Asian	1	9.1%	0	0.0%	1	9.1%
Black	4	36.4%	0	0.0%	4	36.4%
Native Hawaiian/Pacific Islander	0	0.0%	0	0.0%	0	0.0%
2 or More Races	0	0.0%	0	0.0%	0	0.0%
Hispanic	3	27.3%	0	0.0%	3	27.3%
<b>TOTAL MINORITY TERMINATIONS</b>	<b>8</b>	<b>72.7%</b>	<b>0</b>	<b>0.0%</b>	<b>8</b>	<b>72.7%</b>
<b>TOTAL TERMINATIONS</b>	<b>10</b>	<b>90.9%</b>	<b>1</b>	<b>9.1%</b>	<b>11</b>	<b>100.0%</b>

<b>REASON TERMINATED</b>	<b>Number</b>	<b>% of Total</b>	<b># of Female</b>	<b># of Minority</b>
RETIRED OR DISABILITY RETIREMENT	9	81.8%	8	7
RESIGN OTHER EMPLOYMENT	2	18.2%	2	2
EMPLOYEE INITIATED / NO REASON GIVEN	0	0.0%	0	0
DECEASED	0	0.0%	0	0
LAID OFF/REDUCTION IN FORCE	0	0.0%	0	0
DISCIPLINARY, PENDING DISCIPLINE OR RELEASE FROM PROBATION	0	0.0%	0	0
AUTOMATIC RESIGNATION	0	0.0%	0	0
OTHER– Please list:	0	0.0%	0	0
Totals:	11	100.0%	10	9

**COMMENTS FOR TABLE 3.1**

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**TABLE 3.3**  
**Personnel Action Report**  
**PROMOTIONS/DEMOTIONS - Permanent Positions**  
**(From 01/01/2018 to 12/31/2019)**

<b>PROMOTIONS</b>	<b>FEMALE</b>	<b>%</b>	<b>MALE</b>	<b>%</b>	<b>TOTAL</b>	<b>%</b>
White	5	38.5%	0	0.0%	5	38.5%
American Indian/Alaskan Native	0	0.0%	0	0.0%	0	0.0%
Asian	1	7.7%	0	0.0%	1	7.7%
Black	0	0.0%	0	0.0%	0	0.0%
Native Hawaiian/Pacific Islander	0	0.0%	0	0.0%	0	0.0%
2 or More Races	2	15.4%	1	7.7%	3	23.1%
Hispanic	4	30.8%	0	0.0%	4	30.8%
<b>TOTAL MINORITY PROMOTIONS</b>	<b>7</b>	<b>53.8%</b>	<b>1</b>	<b>7.7%</b>	<b>8</b>	<b>61.5%</b>
<b>TOTAL PROMOTIONS</b>	<b>12</b>	<b>92.3%</b>	<b>1</b>	<b>7.7%</b>	<b>13</b>	<b>100.0%</b>

<b>DEMOTIONS</b>	<b>FEMALE</b>	<b>%</b>	<b>MALE</b>	<b>%</b>	<b>TOTAL</b>	<b>%</b>
White	2	66.7%	0	0.0%	2	66.7%
American Indian/Alaskan Native	0	0.0%	0	0.0%	0	0.0%
Asian	0	0.0%	1	33.3%	1	33.3%
Black	0	0.0%	0	0.0%	0	0.0%
Native Hawaiian/Pacific Islander	0	0.0%	0	0.0%	0	0.0%
2 or More Races	0	0.0%	0	0.0%	0	0.0%
Hispanic	0	0.0%	0	0.0%	0	0.0%
<b>TOTAL MINORITY DEMOTIONS</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>33.3%</b>	<b>1</b>	<b>33.3%</b>
<b>TOTAL DEMOTIONS</b>	<b>2</b>	<b>66.7%</b>	<b>1</b>	<b>33.3%</b>	<b>3</b>	<b>100.0%</b>

**COMMENTS FOR TABLE 3.1**

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**TABLE 4**  
**Discrimination/Harassment Complaint Activity**  
**(From 01/01/2018 to 12/31/2019)**

*The purpose of this section is to provide the Committee with an overview of the complaint activity in the department. Please supply information pertaining to the last 12 months if your department is reviewed annually or the last two years if your department is reviewed bi-annually.*

Complaint Types	In House				Outside Investigator				DFEH or EEOC		Total Allegat.
	Violation	No Violation	Insuff Evid	On-going	Violation	No Violation	Insuff Evid	On-going	Closed	On-going	
Age											
Disability/Medical Condition/Genetic Information											
Marital Status											
Pregnancy											
Political Affiliation or Beliefs											
Race/Color/National Origin/Ancestry	A										1
Religion											
Retaliation											
Sex/Gender											
Sexual Orientation											
<b>TOTAL Allegations:</b>	1										1

Note: Use an alpha to represent each complaint. **[Revenue Recovery had a total of 1 COMPLAINTS]**  
i.e. Employee Smith files a complaint involving Gender / Disability. You would place alpha A in columns Gender and Disability.  
Employee Lopez files a complaint involving Religion / Race. You would place alpha B in columns Religion and Race

*This information is collected for use by the Equal Employment Opportunity Advisory Committee to tabulate the County's total annual number of complaints..*