

Office of Management and Budget Equity Update

Louisville Metro Government
October 28, 2022



Equity Update

Vision Statement: The Office of Management and Budget (“OMB”) remains committed to equity by providing excellent customer service through trust, respect, and responsiveness through utilization of equity tools and processes while monitoring our focus on fiscal responsibility, integrity, and transparency.

Equity Goals:

1. Evaluate implicit bias in OMB hiring practices.
2. Train OMB personnel to mitigate any identified implicit bias for future OMB hiring practices.
3. Continue OMB efforts with structural racism cohorts to improve internal agency staffs’ understanding of structural racism.
4. Continue review of Purchasing Policy to identify equity barriers in conjunction with a multi-department strategic procurement committee.
5. In conjunction with the required annual review of all OMB policies, these policies and procedures will also be reviewed through an equity lens.
6. Maintain a record of referral efforts of all self-identified minority women, disabled, or LGBTQ owned businesses that register to bid for LMG contracts to the Human Relations Commission (HRC) for potential certification.
7. Reduce barriers for taxpayers to conduct business with the Revenue Commission.
8. Enhance the customer experience through electronic access and quality communication.



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Activities Toward Accomplishment of Equity Goals:

- **Activities Toward Equity Goal #1** – OMB's hiring practice involves a diverse interview panel to minimize implicit bias. In addition to the hiring manager, the Personnel division has begun reviewing the list of referred candidates and can make recommendations (if needed) to obtain a more diverse group of interviewees.
- **Activities Toward Equity Goal #2** – OMB's Personnel division is creating and implementing required training for Managers/Supervisors on implicit bias. This is in addition to the training that is required by Metro HR.
- **Activities Toward Equity Goal #3** – OMB will continue with the current structural racism cohorts to improve internal agency staff's understanding of structural racism. We will encourage additional staff to join the cohorts. The current cohort will conclude by the end of the year.



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Activities Toward Accomplishment of Equity Goals:

- **Activities Toward Equity Goal #4** — During the annual update of the Procurement Policy and Manual, OMB reviewed necessary updates and their potential equity impacts prior to publication.
- **Activities Toward Equity Goal #5** — There has been no reported review of OMB policies and procedures. Updates of policies and procedures were put on hold due to the implementation of Workday. It is anticipated that these documents will be updated once the Workday implementation is completed.
- **Activities Toward Equity Goal #6** — OMB maintains records of referral efforts. Year to date, there have been 635 new self-declared MWDIBE and LGBT business registrations created and referred to the Human Relations Commission for potential certification.



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Activities Toward Accomplishment of Equity Goals:

- **Activities Toward Equity Goal #7** — The Revenue Commission had drafted a Language Access Plan. The draft outlines specific steps that will allow the agency to survey existing language skills and resources with current staff, obtain external language services, translate vital documents, train staff, etc. It is anticipated that the plan will be finalized by December 31, 2022.
- **Activities Toward Equity Goal #8** — The Revenue Commission has obtained cost quotes for updating the existing phone system and tax administration system to implement modern enhancements that will improve the customer experience. Funding will be necessary to move forward. The language access plan will provide a guide for translating written communication and forms.



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Both OMB and the Revenue Commission continue to make progress on all established goals. While Goal 5 has been temporarily paused due to the priority of resources allocated to the Workday implementation, active review of existing policies will commence once Workday efforts have stabilized.

OMB provides regular contributions to the Task Force on Equity in Procurement and Contracting. Other collaborations include Tier 2 Supplier Subcommittee membership; small and minority owned supplier engagement including participation in the Joint Utility Conference, Kentucky Public Procurement Association (KPPA) reverse trade show, Task Force Match Maker event; and member of the KPPA Membership and Diversity committee.

In addition, the Revenue Commission has collaborated with the Office of Globalization to obtain guidance on development of the Language Access Plan as well as provide Multicultural Competency Training to all Revenue Commission employees at the annual employee training retreat.



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