INVESTING IN EMPLOYEES TO BECOME THE NATION’S BEST RUN GOVERNMENT

A HIGHLY ENGAGED, DIVERSE, AND CULTURALLY RESPONSIVE WORKFORCE IS CRITICAL TO SERVING THE PEOPLE OF KING COUNTY WELL.

AN ENGAGED WORKFORCE MEANS:

- Higher productivity
- Better customer service
- Commitment to improving how we deliver services
- Employees go “the extra mile”
- Commitment to innovation
- Results for our region
- Lower turnover
- Lower rates of absenteeism
- Fewer complaints and grievances
- Fewer safety incidents

KING COUNTY’S WORKFORCE AT A GLANCE

5th LARGEST EMPLOYER IN THE REGION

1. The Boeing Co.
2. Microsoft Corp.
3. University of Washington
4. Amazon.com
5. King County Government
6. Starbucks Corp.

WITH ABOUT 14,000 EMPLOYEES

- 80% OF EMPLOYEES ARE REPRESENTED BY 110 BARGAINING UNITS

KING COUNTY’S WORKFORCE AT A GLANCE

60+ LINES OF BUSINESS

WHY WE’RE STRENGTHENING OUR WORKPLACE AND WORKFORCE

King County is growing and becoming more vibrant and multicultural.

We need a highly engaged, more diverse, and culturally responsive workforce to serve our changing communities.

WE ARE MORE RACIALLY DIVERSE THAN THE AVAILABLE WORKFORCE

33% KC Employees
27% Available Workforce

...AND EVEN LESS RACIALLY DIVERSE AT THE HIGHER END OF THE PAY SCALE.

22% KC Staff Earning $50+/hour

PEOPLE OF COLOR

BUT LESS RACIALLY DIVERSE THAN THE PEOPLE WE SERVE

33% KC Employees
38.5% KC Population

NEARLY 40% OF OUR WORKFORCE WILL TURN OVER IN THE NEXT FIVE YEARS BECAUSE OF RETIREMENTS AND REGULAR ATTRITION.

We need to develop and promote our current employees and recruit the next generation of County employees.

WHO IS THE NEXT GENERATION OF PUBLIC SERVICE EMPLOYEES?

YOUNGER BORN BETWEEN 1982 & 2004

MORE RACIALLY DIVERSE

FOR MANY POTENTIAL EMPLOYEES, ENGLISH ISN’T THEIR FIRST LANGUAGE
EMPLOYEE ENGAGEMENT VARIES ACROSS KING COUNTY GOVERNMENT BY RACE, POSITION AND GENDER

OVERALL EMPLOYEE ENGAGEMENT INDEX 70%

BY RACE
- AMERICAN INDIAN OR ALASKA NATIVE 65%
- ASIAN/ASIAN AMERICAN 78%
- BLACK, AFRICAN AMERICAN OTHER AFRICAN 77%
- NATIVE HAWAIIAN OR PACIFIC ISLANDER 80%
- HISPANIC ORIGIN 73%
- WHITE/CAUCASIAN 72%
- OTHER RACE 68%
- PREFER NOT TO DISCLOSE 57%

BY GENDER
- FEMALE 74%
- MALE 71%
- TRANSGENDER 51%
- OTHER 47%
- PREFER NOT TO DISCLOSE 53%

BY POSITION
- ADMINISTRATIVE AND MANAGERIAL 85%
- ADMINISTRATIVE SERVICES 76%
- COMMUNITY, SOCIAL AND HEALTH SERVICES 67%
- JUDICIAL AND LEGAL SERVICES 64%
- LAW ENFORCEMENT AND PUBLIC SAFETY 60%
- LEGAL 72%
- OFFICE AND CLERICAL 73%
- SCIENTIFIC AND TECHNICAL 69%
- SERVICE AND MAINTENANCE 72%
- SKILLED TRADES 66%
- UNKNOWN/OTHER 65%

HOW WE WILL MONITOR PROGRESS
- Engagement scores and reduced disparities in engagement
- Levels of racial diversity in the higher pay ranges
- Use of sick leave
- Customer satisfaction

SIGNS OF PROGRESS
NOTABLE IMPROVEMENTS IN EMPLOYEE OPINIONS SINCE 2012

"I have an acceptable workload that allows me to do my best work." 66% +8%
"I feel committed to King County’s goals." 65% +7%
"My work unit is open to new ideas to improve the way we work.” 66% +21%
"My work unit acts on the feedback we receive from customers/clients." 65% +21%
"I have the tools and resources to do my job well." 64% +20%

TAKING ACTION
WE WILL CONTINUE AND EXPAND THE WORK OF INVESTING IN OUR EMPLOYEES TO ENSURE THAT WE CAN BETTER SERVE THE COMMUNITY.

IN 2017-18, WE WILL FOCUS IN THREE AREAS:

1. **Strengthen our workplace** so every employee is engaged and experiences trust and respect, is treated with dignity, and feels confident to perform at their best.
   - **SAY** PRIDE & WILLINGNESS TO ADVOCATE
   - **STAY** A SENSE OF BELONGING & CONTRIBUTION
   - **STRIVE** GOING THE EXTRA MILE
   - **DRIVERS OF ENGAGEMENT** Strategic Alignment, Trust in Senior Leadership, Relationships with Supervisor, Peer Culture, Personal Influence, Growth and Development, Recognition, Work Environment

2. **Invest in our employees’ professional growth** through training, development, coaching and mentoring so they can lead, innovate and meet the expectations of our customers.
   - Only 50% of employees are satisfied with opportunities to achieve their career goals.

3. **Build a more culturally responsive workforce**, at all levels, that reflects the diversity of the people and communities we serve.
   - The needs of our residents are changing... and we’re changing to meet those needs.
   - Our diversity makes us stronger.

Sources: King County Engagement Survey (2012, 2015); Gallup Research Organization; King County Peoplesoft; U.S. Census