



King County  
Investing in  
**YOU**

MARCH 2020

# INVESTING IN EMPLOYEES TO BECOME THE NATION'S **BEST RUN GOVERNMENT**

**A HIGHLY ENGAGED, INCLUSIVE, 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 rates of absenteeism



Fewer complaints and grievances



Fewer safety incidents

## KING COUNTY'S WORKFORCE AT A GLANCE

**TOP 10**  
Employer in  
Washington  
BY NUMBER OF  
EMPLOYEES

WITH **15,000**  
ALMOST **EMPLOYEES**

**× 1,000**

**PLUS MORE THAN 3,000** SEASONAL & SHORT TERM JOBS IN 2019

**85%** OF EMPLOYEES ARE REPRESENTED BY **115** BARGAINING UNITS

**60+** LINES OF BUSINESS

### EMPLOYEES BY RACE

AMERICAN INDIAN OR ALASKA NATIVE	1%
ASIAN, NATIVE HAWAIIAN, PACIFIC ISLANDER	14%
BLACK, AFRICAN AMERICAN, OTHER AFRICAN	16%
LATINO, LATINA, LATINX, OR HISPANIC	6%
WHITE/CAUCASIAN	56%
MULTIRACIAL	4%
NOT SPECIFIED	3%

## WHY WE'RE STRENGTHENING OUR WORKPLACE AND WORKFORCE

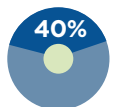
King County is growing and becoming more vibrant and multicultural.



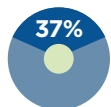
We need a highly engaged, more inclusive, and culturally responsive workforce to serve our changing communities.



WE ARE MORE RACIALLY DIVERSE THAN THE AVAILABLE WORKFORCE

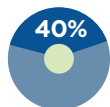


KC Employees

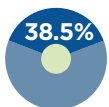


Available Workforce

AND AS RACIALLY DIVERSE AS THE PEOPLE WE SERVE

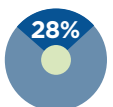


KC Employees



KC Population

BUT WE ARE LESS RACIALLY DIVERSE AT THE HIGHER END OF THE PAY SCALE.



KC Staff Earning \$50+/hour

PEOPLE OF COLOR



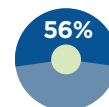
ONE THIRD OF OUR WORKFORCE WILL TURN OVER IN THE NEXT FIVE YEARS BECAUSE OF RETIREMENTS AND REGULAR ATTRITION, BUT OUR TURNOVER IS LOW.

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

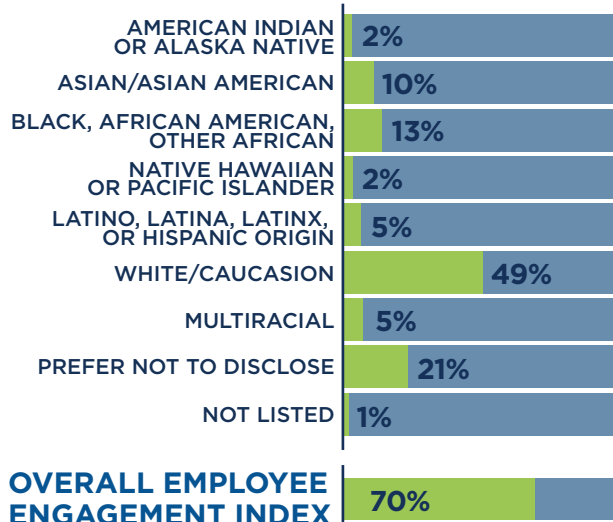


FOR MANY POTENTIAL EMPLOYEES, ENGLISH ISN'T THEIR FIRST LANGUAGE



## EMPLOYEE ENGAGEMENT VARIES ACROSS KING COUNTY GOVERNMENT BY RACE, POSITION AND GENDER

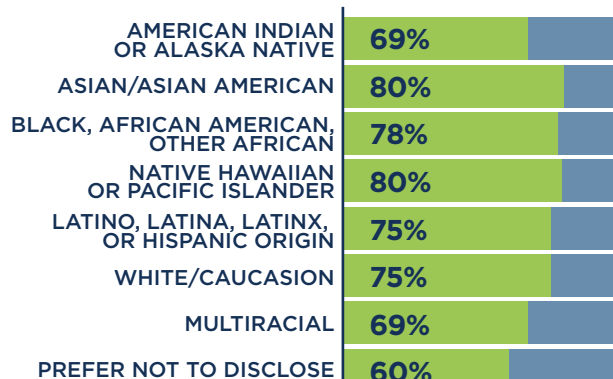
### 2019 EMPLOYEE SURVEY RESPONDENTS BY RACE



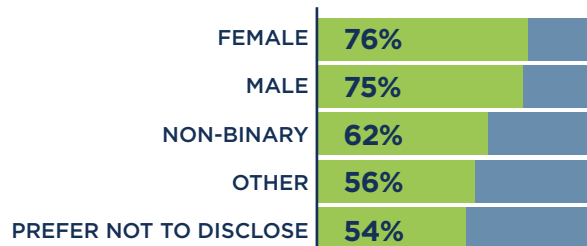
### OVERALL EMPLOYEE ENGAGEMENT INDEX

70%

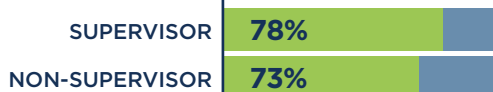
### BY RACE



### BY GENDER



### BY JOB



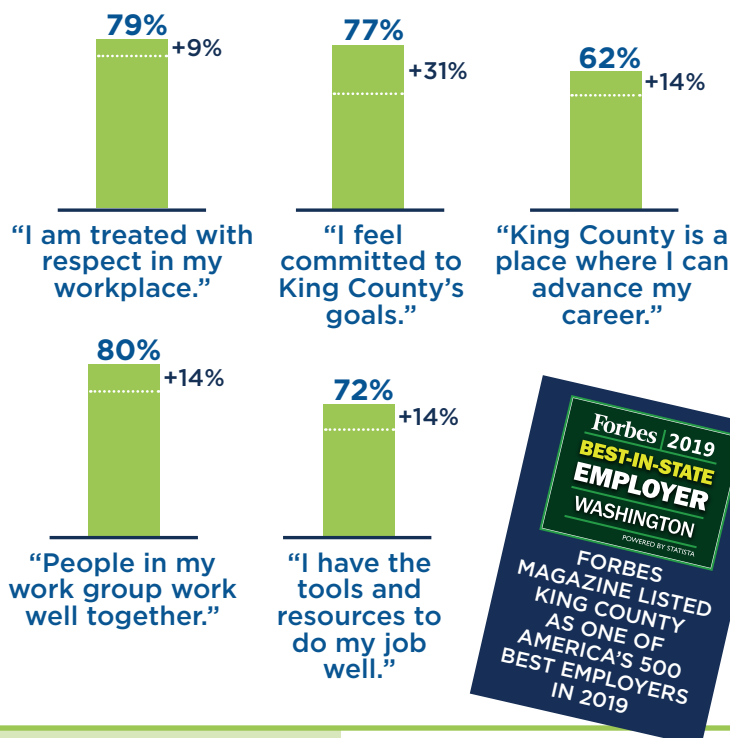
## HOW WE WILL MONITOR PROGRESS

- Engagement scores and reduced disparities in engagement
- Levels of racial diversity in the higher pay ranges



## SIGNS OF PROGRESS

NOTABLE IMPROVEMENTS IN EMPLOYEE OPINIONS SINCE 2012



## TAKING ACTION

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

WE ARE FOCUSED ON THREE AREAS:

- 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**

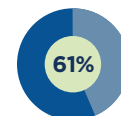


GOING THE EXTRA MILE

### DRIVERS OF ENGAGEMENT

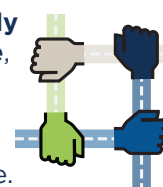
Strategic Alignment, Trust in Senior Leadership, Relationships with Supervisor, Peer Culture, Personal Influence, Growth and Development, Recognition, Work Environment

- 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 61% of employees are satisfied with opportunities to achieve their career goals.

- 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.