



MID-OHIO REGIONAL  
**MORPC**  
PLANNING COMMISSION

# **Diversity & Inclusion**

## **2019-2020**

### **Work Plan**



MID-OHIO REGIONAL  
**MORPC**  
PLANNING COMMISSION

Prepared by:

Bernice Cage  
Senior Public Information & Diversity Officer  
Mid-Ohio Regional Planning Commission  
bcage@morpc.org

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# TABLE OF CONTENTS

## Background 1

|   |   |
|---|---|
| Why MORPC Supports Diversity and Inclusion..... | 1 |
| Overview of 2019-2020 Diversity Work Plan.....  | 2 |
| Six Areas of Focus and Goals.....               | 3 |

## Diversity Work Plan 2019-2020 Focus Areas..... 4

### Focus Area: Workforce & Leadership..... 4

|   |   |
|---|---|
| Community Advisory Committee Reorganization ..... | 5 |
| Board Diversity .....                             | 6 |
| Staff Diversity .....                             | 7 |
| New Staff and Board Orientations .....            | 7 |
| Diversity Training.....                           | 7 |
| Employee Advisory Group .....                     | 8 |
| Diversity & Inclusion Committee .....             | 9 |

### Focus Area: Workplace..... 9

|                     |   |
|---------------------|---|
| Public Notices..... | 9 |
|---------------------|---|

### Focus Area: Supplier Diversity & Procurement .....10

|                                  |    |
|----------------------------------|----|
| Diverse Vendor Procurement ..... | 10 |
|----------------------------------|----|

### Focus Area: Service to Diverse Populations..... 11

|   |    |
|---|----|
| Applications.....                                 | 11 |
| Residential Energy (Weatherization) Programs..... | 11 |
| Housing Rehab Programs .....                      | 12 |
| Gohio Commute.....                                | 12 |
| Air Quality Alerts .....                          | 12 |
| Linguistically Competent.....                     | 12 |

### Focus Area: Diversity Requirements..... 13

|  |    |
|--|----|
| Disadvantaged Business Enterprise..... | 13 |
| Section 3.....                         | 13 |
| Title VI.....                          | 13 |
| Limited English Proficiency Plan.....  | 14 |

### Focus Area: Diversity in Communications..... 15

|                                |    |
|--------------------------------|----|
| Messaging.....                 | 15 |
| Websites and Social Media..... | 15 |

## Budget..... 15

## Conclusion..... 15

## Glossary of Terms.....16

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## Background

The Mid-Ohio Regional Planning Commission (MORPC) was created in 1969 as a successor to the Franklin County Regional Planning Commission under authority granted by Ohio Revised Code Section 713.21. As Central Ohio's regional council for local governments, MORPC provides tools and resources to its members comprised of counties, cities, villages and townships. Since its inception, MORPC has grown to a membership of more than 65 political subdivisions and regional agencies representing rural, suburban, and urban communities across Central Ohio.

Recognizing the changing landscape in our region, MORPC formed the Diversity & Inclusion Committee in 2009 to investigate the agency's approach to diversity. The committee membership included MORPC's Board Chair and team members representing all departments and various positions. The committee inventoried each department's policies in serving diverse populations. The committee also hired a consultant, Multiethnic Advocates for Cultural Competence (MACC), to help MORPC determine and enhance its diversity efforts.

In 2013, MORPC developed the first MORPC Diversity & Inclusion Work Plan to guide the diversity efforts of the MORPC Board and Staff. Following six areas of focus: Workforce, Workplace, Service to Diverse Populations, Diversity Spend, Diversity Requirements, and Diversity Communications. The plan incorporated from MACC the recommendations which incorporated results from a survey and focus group interviews with staff and board members. Also incorporated in the plan were the results from MORPC's *Self-Assessment for Cultural Competence in the Workplace*. This assessment, required by United Way of MORPC as a recipient of funding, provided additional useful information on standards for Cultural Competency.

The *2014 Diversity & Inclusion Work Plan* was built on the achievements and challenges of the 2013 Plan. As a response to the performance indicators from the 2013 Plan, the Diversity and Inclusion Committee placed greater emphasis on capturing

data specifically in the areas of Diversity Spend and Service to Diverse Populations.

The *2015 Diversity & Inclusion Work Plan* showed improvement in the reporting of the data that provided a more accurate depiction of the Diversity Spend. While the total Diversity Spend for MORPC was more than 25 percent, the data revealed a continuing challenge to improve spending in the areas of Minorities and Disadvantaged Business Enterprises. Service to Diverse Populations also showed little change, or in some cases a decline specifically to Hispanics, one of our largest minority populations in Central Ohio.

A review of the performance indicators of the six areas of focus in the *2016-2017 Diversity & Inclusion Work Plan* allowed MORPC to identify accomplishments, to determine whether goals were met through the strategies selected, and areas to prioritize targeted efforts for 2018. The results continued to show challenges in Diversity Spend particularly with Minority Business Enterprises (MBE). A review of the MORPC Board of Commission and staff continued to show a need for more diversity when compared to the demographics of the MORPC region.

## Why MORPC Supports Diversity and Inclusion

Over the next three decades, the Central Ohio region is expected to experience dramatic changes in demographics and lifestyles that will affect the future success of our communities. The changing demographics and economic prosperity are placing the region in the same league as the nation's top cultural centers. As evidenced in *MORPC's 2016 insight2050* report, the results demonstrate the importance of a strategic focus on diversity and inclusion:

- Current projections now reveal that our region will grow to three million people by 2050
- The number of seniors aged 65 or older is expected to more than double by 2050
- Racial and ethnic minorities are expected to account for most of our region's growth by 2050

Increasing evidence suggests that a region's ability to compete economically will depend more upon its

ability to attract and retain young talent. To remain vital, competitive, and relevant in the global marketplace, MORPC must engage, partner, and collaborate with diverse populations. The inclusion of diverse populations (racial/ethnic, age, gender, LGBTQ+) in MORPC's bodies of work provides a spectrum of thought, voices and perspectives. The intrinsic value of inclusion is to produce better products, plans, and services designed to improve the quality of life for the Central Ohio region.

The overarching goal of this work plan is to cultivate a work environment that is welcoming and inclusive; provides services and programs to the Central Ohio region creating a vibrant place to live, work, and raise a family; and contribute to local business growth and success. This work plan assists MORPC in its planning and decision-making, establishing priorities, providing relevancy to the region, building capacity, maintaining accountability, allocating resources, and improving services to the Central Ohio community.

MORPC's Diversity Statement:

***“Diversity refers to the differences that make us unique. MORPC recognizes, values, embraces, and celebrates diversity by respecting and utilizing all of our differences to enhance our lives and our society.”***

As the regional council of local governments, MORPC work in Diversity & Inclusion is a core value for the agency and its members. MORPC continues to align with the values and premise of Diversity & Inclusion and aspires to meet the goals of the plan.

## **Overview of 2019-2020 Diversity Work Plan**

In 2018 and in response to the 2016-2017 performance indicators, MORPC embarked on new actions to address the challenges. The specific and actionable priority items included:

- Better performance on priority diversity and inclusion goals
- Implement new internal structure to improve capacity, results and priority
- Create a new internal diversity and inclusion structure

- Create responsibility by directors for participation and performance
- Assertively review and improve diversity spend
- Assertively review and improve diverse hiring
- Provide focused data and technical assistance
- Increase Executive Committee reporting to two times per year
- Develop a focused external facing effort to improve diverse voices on MORPC's board, committees and working groups

The *2019-2020 Diversity Work Plan* will incorporate the recommendations of the external facing Diversity in Local Government work group and the specific actionable items designed to enhance and improve upon the Workforce and Leadership area of focus.

The matrices, sorted by focus area, are a snapshot of goals, infrastructure and strategies that will help determine performance in each area. Each matrix identifies the infrastructure that will be used to achieve the stated goal; accompanying strategies best suited for that infrastructure that will help achieve the goal/s; and the MORPC team member(s) responsible. The matrix also provides an area for results which will be reported twice per year. A Glossary of Terms is included at the end for acronyms used throughout this document.

Following each matrix, a more detailed rationale is provided to lend insight into the specific infrastructure and strategy that were selected and why.

The *2019-2020 Work Plan* will continue to analyze and assess the six focus areas identified in the previous plans with recommended changes to the goals as needed. The plan guides the diversity work of the MORPC Board and staff.

## Six Areas of Focus and Goals:

### 1. Workforce & Leadership

*Goal 1.* Improve diverse representation and voices in MORPC's work, committees and members.

*Goal 2.* Commit to a culturally competent MORPC workforce and Board.



### 2. Workplace

Improve accessibility and ensure accommodations for minorities, people with disabilities, and LGBTQ+ at MORPC and venues used for MORPC meetings.



### 3. Supplier Diversity & Procurement

Maintain agency diversity spend at 15 percent or more; increase MBE spend to 5 percent or more; maintain WBE spend at 5 percent or more and SBE/EDGE spend at 5 percent or more. In RFPs, 10 percent or more to be the recommended goal, knowing some will end at zero percent.



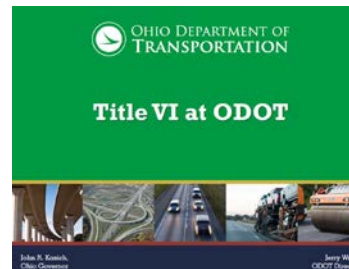
### 4. Service to Diverse Populations

Increase and accommodate service to diverse populations.



### 5. Diversity Requirements

Continue to meet the federal requirements for monitoring and reporting DBE, Section 3 HUD, Title VI, and Limited English Proficiency.



### 6. Diversity in Communications

*Goal 1.* Improve understanding and support of increasing MORPC's diversity.

*Goal 2.* Increase the promotion of MORPC's services, plans, meetings, events, and programs to diverse audiences, and increase the awareness of MORPC's Diversity & Inclusion efforts.



# Diversity Work Plan 2019-2020 Focus Areas

## Focus Area: **Workforce & Leadership**

**Goal 1:** Improve diverse voices on Commission and committees and in MORPC's work

**Goal 2:** Commit to the preparation of a culturally competent workforce and Commission

| Infrastructure          | Strategy  | Staff   |
|-------------------------|---|---|
| Executive Committee     | <p>Review and modify Commission structure to add up to seven at-large two-year term seats to the Board as regional representatives</p> <p>Add a regional representative to the Executive Committee</p>  | <p>E.D.<br/>Chief of Staff<br/>C&amp;E Director<br/>Bylaws<br/>Committee<br/>Membership</p> |
| Board                   | <p>Help members understand the value of diversity and inclusion through community presentations to the Board – Implement 1 MORPC 1 Voice Speaker Series</p> <p>Encourage and actively assist member communities in populating MORPC committees and working groups with more diverse membership</p> <p>Identify training opportunities and resources for Board development</p> | <p>C&amp;E Director<br/>Diversity Officer<br/>Membership<br/>Officer</p>                    |
| Board                   | <p>Pipeline - Engage young adults (18-36) to help communicate agency goals and activities, to obtain meaningful feedback on regional issues, and to develop a pipeline of young leaders for MORPC and local government boards</p> <p>Engage a diverse, regional group of high school students in meaningful learning and feedback on regional issues</p>                      | <p>C&amp;E Director<br/>Membership<br/>Officer<br/>Diversity Officer</p>                    |
| Committees              | <p>Create a plan to add more diversity to MORPC committees and working groups</p>   | <p>C&amp;E Director<br/>Diversity Officer</p>   |
| Staff                   | <p>Identify and provide diversity training twice per year to staff</p> <p>Identify additional opportunities to post job recruitment notices</p>   | <p>Diversity Officer<br/>H.R.</p>   |
| Employee Advisory Group | <p>Obtain team member input quarterly on Diversity &amp; Inclusion efforts</p>  | <p>C&amp;E Director<br/>Diversity Officer</p>   |

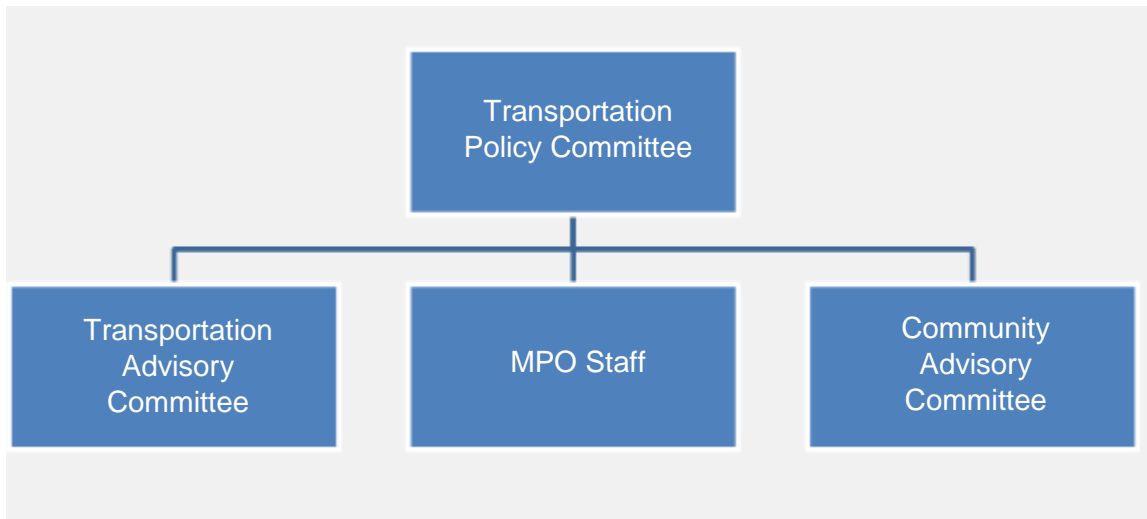
Many of the governance and structural recommendations in this Area were the result of a five-month external facing effort in 2018 with the Diversity in Local Government Working Group, whose focus centered on three main goals:

1. Discuss and review regionally-focused diversity initiatives and communication strategies
2. Seek approaches to improve diverse representation and voices in MORPC's work, committees and members
3. Develop specific action items based upon best practices to be funded in the 2019 MORPC Budget

The Working Group was comprised of 18 representatives from local governments, diverse non-profit organizations and organizations who primary focus is to serve diverse populations. Speakers from Atlanta, GA, City of Kettering, OH and Brevard County, FL shared their efforts to include diverse voices in their engagement efforts, communications and governance.



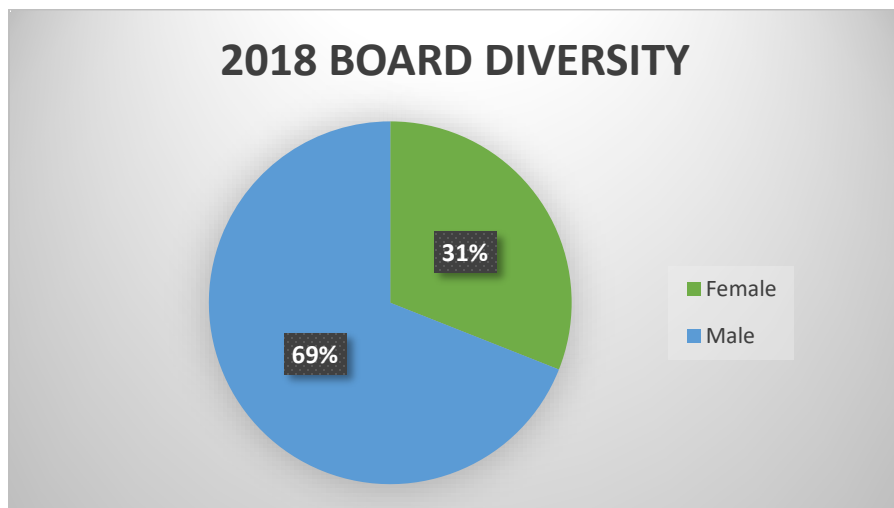
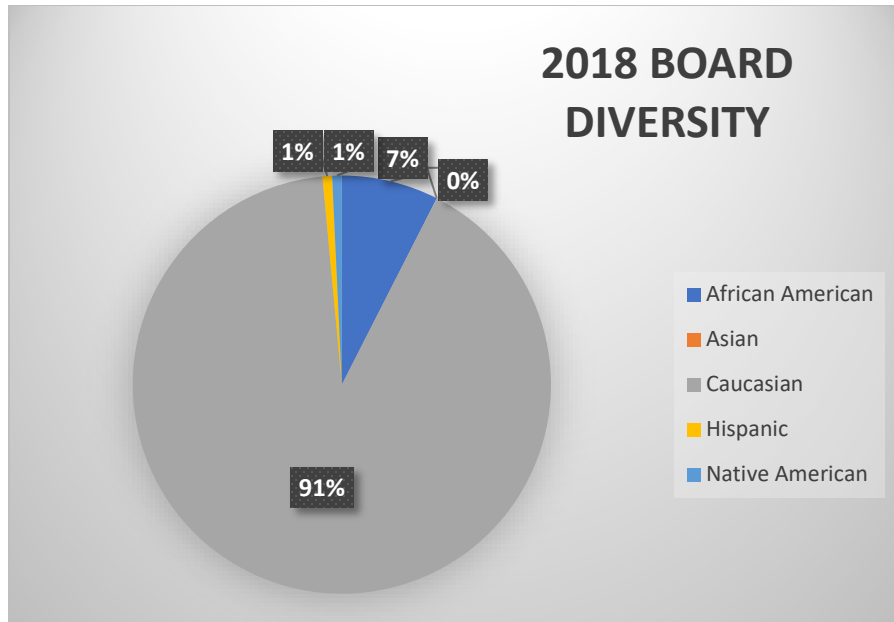
**Community Advisory Committee Reorganization** - One recommendation that will drive the addition of more diverse voices in MORPC's bodies of work is the reorganization of the Community Advisory Committee (CAC). As stipulated in the Public Involvement Plan for the metropolitan planning organization (MPO), the CAC is a committee of citizens and special interest groups that advise the Transportation Policy Committee, a standing committee of the Commission. The Chair of the CAC serves on the Transportation Policy Committee. The CAC members represent specific geographical areas and demographic representation of the transportation planning area. The transportation planning area for the MPO includes Delaware and Franklin counties, Bloom and Violet townships in Fairfield County, New Albany, Pataskala and Etna Township in Licking County, and Jerome Township in Union County. The committee meets once a month in the evening where transportation related projects, studies and plans are reviewed, discussed and acted upon.



Under the department of Communications & Engagement, the reorganization will position the CAC to provide service to the entire agency and its 15-county area of interest. The members will represent non-profits and social service agencies that serve diverse populations such as low-income, minorities, senior citizens, veterans, children, young adults, people with mental/physical disabilities, college students; and special interests that represent health, environmental, historic/archaeological, developers, realtors and business. The members will be governed by a chair that will sit on the Transportation Policy Committee.

MORPC various projects, plans and programs will be presented to the members quarterly, or more frequently if needed, to inform, review, provide feedback or act upon. The members will also be tasked with the additional responsibility to share the information with their staff, constituents, clients and members. A more detailed description of the reorganization can be found in the appendix.

**Board Diversity** – To understand and effectively serve the needs of a diverse population, an organization’s board should include the perspective of diverse voices at the table. The diversity of the MORPC Board as of December 2018 was:



**Staff Diversity** - The 2018 makeup of MORPC consists of a staff of 80 employees. The table below depicts the diversity of its staff. To represent our community, the demographics of staff should reflect the population.

| 2017 MORPC Staff (%) |    | 2018 MORPC Staff (%) |    |
|----------------------|----|----------------------|----|
| African-American     | 10 | African-American     | 10 |
| Asian                | 9  | Asian                | 10 |
| Caucasian            | 79 | Caucasian            | 78 |
| Hispanic             | 1  | Hispanic             | 1  |
| Other                | 1  | Other                | 1  |
| Female               | 56 | Female               | 56 |
| Male                 | 44 | Male                 | 44 |

|                       | MPO                                | 15-County Region | Ohio         |
|-----------------------|------------------------------------|------------------|--------------|
| <b>Race/Ethnicity</b> | <b>Percent of Total Population</b> |                  |              |
| African-American      | 18.8                               | 13.5             | 12.1         |
| Native-American       | 0.1                                | 0.1              | 0.1          |
| Asian                 | 4.7                                | 3.4              | 2.0          |
| Hispanic/Latino       | 4.7                                | 3.7              | 3.6          |
| Other                 | 3.5                                | 3.1              | 2.5          |
| White                 | 68.2                               | 76.2             | 79.6         |
| <b>Total</b>          | <b>100.0</b>                       | <b>100.0</b>     | <b>100.0</b> |

ACS 2013-2017 5-year Estimates

**New Staff and Board Orientations** – Information on MORPC’s Diversity Program is presented to new employees and board members during orientations. New employees are given a copy of the Diversity & Inclusion Work Plan and are required to view a workplace diversity awareness video. Board Members are introduced to MORPC’s Diversity effort during a new member orientation.

**Diversity Training** - In 2009, MACC recommended that MORPC provide training to staff in cultural competency and diversity. It was noted that although there was a strong awareness of and tolerance for diversity and cultural differences, that awareness and tolerance did not seem to translate to the inclusion of those differences into how “business is done” at MORPC. The goal of the proposed training is to help shift the organizational culture from one where the focus is on tolerance to one where diversity is respected, embraced, celebrated and incorporated into how day-to-day activities are conducted.

Two trainings are scheduled for staff in 2019, Implicit Bias and Cost of Poverty Simulation.

Diversity training since 2011 includes:

- MACC Cultural Competency training (all staff) 2011
- “COSI’s Race Exhibit” featured the global migration of different races and the treatment of different cultures in the United States (all staff) 2012
- “Cultural Diversity Begins With you” focused on the differences unique to each employee (all staff) 2012
- The “Cost of Poverty Simulation” provided an opportunity for staff to experience the difficulties faced by those living in poverty (all staff) 2013

- “Learning the Language” explored the impacts of generational themes on and in the workplace (all staff) 2014
- “Building Cross-Cultural Competence in Global Business Environments” (senior leadership) 2016
- Global Fluency Training (managers) 2017
- “Building Cross Cultural Competency” (field staff) 2017
- Free to Ride: A Kirwan Institute Documentary Film (board members) 2017
- Global Fluency Training (all staff) 2018
- Implicit Bias Training (all staff) 2019

**Employee Advisory Group** – An Employee Advisory Group (EAG) will be formed to assist the Diversity Officer with fulfilling the elements of the D&I Work Plan. The EAG will meet quarterly with the Diversity Officer and the Communications & Engagement Director to review results of the D&I Work Plan and recommend additional tasks or strategies that can be taken to help meet goals and achieve desirable outcomes. Members to serve on the EAG will be recommended from agency staff and vetted with the internal D&I Committee.

**Diversity & Inclusion Committee** – To reflect the changes in the re-organization of the agency, the internal Diversity & Inclusion (D&I) Committee was restructured in 2017. One key issue identified was determining how to institutionalize Diversity and Inclusion efforts and initiatives into the agency. This means making sure diversity is an intentional part of every recruiting decision, every team assembled for a project, every education opportunity, every promotion, and every compensation decision. To be successful, research shows that this process must be driven from the top, with real buy-in at every level of management. The re-organization of the D&I Committee consisted of directors and one board member. We anticipated that this re-organization would encourage a greater emphasis on the outcomes that we were striving for in the various focus areas.

In 2018, the internal D&I Committee was restructured again to better perform on priority diversity and inclusion goals and to implement new internal structures to improve capacity, results and priority. The committee consist of representation from the areas of the agency directly involved in monitoring, adjusting, and improving priority goals: Executive Director, Data & Mapping, Finance, Human Resources, and Board Membership with established specific goals:

- Improve the diversity of the applicant pool and in hiring
- Revise goals and assertively improve achievement in diversity spend
- Launch an effort to increase diverse voices and representation on the commission and its committees and in program planning
- Increase direct performance reporting to the Executive Director
- Create accountability by directors for participation and performance
- Establish new goal-specific staff contacts to advance the plan
- Provide focused data, context and technical assistance to the plan

## Focus Area: **Workplace**

**Goal:** Continue to provide accessibility and assurance of accommodations for minorities, people with physical disabilities, LEPP and LGBTQ+ at MORPC and venues used for MORPC meetings.

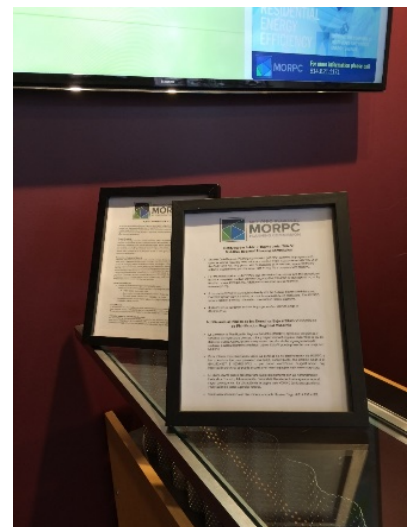
| Infrastructure            | Strategy  | Staff      |
|---------------------------|---|------------|
| <b>Facility</b>           | Ongoing Assessment:<br>Conference rooms & halls<br>Equipment<br>Employee Lounge<br>Restrooms                                    | Operations |
| <b>Facility</b>           | Include accessibility and accommodations into the renovations<br>Include single-user restroom to accommodate LGBTQ+ individuals | Operations |
| <b>Foyer</b>              | Accommodate public whose English is their second language (LEPP) and people with disabilities                                   | C&E        |
| <b>Foyer &amp; Lounge</b> | Review language and location of Title VI notices to ensure compliance   | C&E        |

In early 2015, improvements were made to the building which eliminated the full-time receptionist position. Security doors were installed preventing access to the rest of the building. In the event of a meeting, a staff member is assigned to greet and assist guests. At other times, individuals entering the building have access to a phone, phone directory, and instructions on how to contact staff. Instructions to contact staff are also included in all meeting agendas.

Provisions were made to assist people with physical disabilities. A handicap button was installed for the largest door in the foyer. MORPC also replaced rugs in public places with tapered edges and added three additional handicap parking spaces for a total of six spaces. We also learned that people in wheelchairs find it difficult to use the phone and the directory due to its location on the bar-height desk. This was remedied by installing a ledge where the phone and directory are now located.

In 2018, the agency decided to renovate its existing building in 2019-2020. Efforts are underway to ensure the remodel will accommodate people with disabilities. As an extension of our Diversity & Inclusion efforts, this will also include a single-user restroom to accommodate LGBTQ+ individuals, people with children, and individual privacy as needed.

**Public Notices** – Notices in English and Spanish notifying the public of their Rights under Title VI are prominently located in MORPC’s lobby and employee lounge. With changes in MORPC’s organizational structure, minor edits were made to the notices announcing the Communications & Engagement Director as the point of contact.



## Focus Area: **Supplier Diversity & Procurement**

**Goal:** Maintain agency diversity spend at 15 percent or more. Increase utilization of MBEs to 5 percent or more, WBE to 5 percent or more and SBE/EDGE to 5 percent or more.

| Infrastructure     | Strategy   | Staff                |
|--------------------|--|----------------------|
| Supplier Diversity | Monitor & Report Quarterly to MORPC Senior Leadership  | Diversity Officer    |
|                    | Continue development & implementation of plan to increase minority spend                     | Diversity Officer    |
|                    | Require departments to maintain annual identified utilization rates                          | Department Directors |
|                    | Improve categorization of vendors in reports from Finance                                    |                      |
|                    | Improve employee access to diverse suppliers<br>Provide training to Staff on vendor database | Diversity Officer    |
|                    | Monitor employee procurement of diverse vendors  | Diversity Officer    |
|                    | Compile & review responses and selection summary forms for all RFPs & RFQs issued in 2019    | Diversity Officer    |
| Vendor Database    | Assess & Monitor diverse vendors list  | Diversity Officer    |
|                    | Annually update diverse vendors database   | Data & Mapping       |

**Diverse Vendor Procurement** - Since 2014, a concerted effort has been undertaken to identify and capture diverse vendors in reporting. This included researching vendors MORPC has used in the past several years to determine if they are diverse vendors (\*the 2012 and 2013 data presented below was not adjusted because of this process). In 2015, the percent of total diversity spend increased while the dollar amount spent on diverse vendors decreased. This was due to a reduction of the total agency expenditures by approximately \$1.3 million. Even though total dollars for eligible diversity spend increased in 2018, the total percentage of diverse procurement decreased from 18 to 15 percent.

|      | Diversity Spend Percentage of Total Eligible Expenditures | Total Diversity Spend (\$) | Change in Diversity Spend from prior year (\$ and %) * | Total Eligible Expenditures |
|------|---|----------------------------|--|-----------------------------|
| 2012 | 4.13  | \$395,741                  | --   |                             |
| 2013 | 9.22  | \$473,248                  | \$77,507 (19.6% increase)                              | \$5,132,931                 |
| 2014 | 23.05   | \$1,491,916                | \$682,066 (60% increase)                               | \$6,473,592                 |
| 2015 | 25.15   | \$1,285,044                | \$206,872 (14% decrease)                               | \$5,109,006                 |
| 2016 | 23.63   | \$1,126,276                | \$158,768 (12% decrease)                               | \$4,766,575                 |
| 2017 | 18.11   | \$1,046,484                | \$79,792 (7% decrease)                                 | \$5,777,569                 |
| 2018 | 15.01   | \$1,063,362                | \$16,878 (1.6% increase)                               | \$7,080,168                 |

The chart below shows that procurement for MBE increased slightly and all other categories decreased in 2018. Utilization rate of minority vendors continues to be a challenge.

| % Diversity Spend |       |          |      |
|-------------------|-------|----------|------|
| Year              | WBE   | SBE/EDGE | MBE  |
| 2013              | 8.82  | .10      | .29  |
| 2014              | 7.32  | 14.69    | 1.04 |
| 2015              | 12.15 | 11.66    | .59  |
| 2016              | 8.89  | 12.48    | 1.0  |
| 2017              | 6.11  | 11.59    | .32  |
| 2018              | 5.74  | 5.78     | .64  |

To assist with utilizing more diverse vendors, new language has been added to non-DBE RFPs that states an MBE goal of ten (10) percent.

*A ten (10) percent minority business enterprise (MBE) goal has been established for this contract consistent with MORPC’s Diversity and Inclusion Plan. Respondents are strongly encouraged to meet or exceed this goal, and this section should include a description of how the contractor will do so. It is preferred that MBE firms are certified as a minority business enterprise by the State of Ohio, the City of Columbus, or other similar certifying entity. MORPC will expect the selected proposer to meet the MBE percentage included in their contract and will require ongoing reporting of this percentage during the contract life. MORPC will also include MBE prompt payment requirements in all contracts.*

**Focus Area: Service to Diverse Populations**

**Goal:** Increase and accommodate service to diverse populations.

| <b>Infrastructure</b>   | <b>Strategy</b>  | <b>Staff</b>                       |
|-------------------------|--|------------------------------------|
| Applications<br>Clients | Increase marketing and outreach to diverse populations.<br>Diversify marketing to be more inclusive of targeted populations.           | Program Staff                      |
|                         | Report annually on the location, frequency and number of the distribution of translated outreach material.                             | Diversity Officer                  |
|                         | Monitor quarterly and report to D&I Committee to determine performance   | Intake Staff<br>Diversity Officer  |
|                         | Improve the capturing of diverse applicants’ demographics. Start tracking older adult participation.                                   | Data & Mapping<br>Program Staff    |
| Walk-ins                | Assess and implement needed improvements to accommodate limited English proficiency and people with disabilities.<br>Monitor quarterly | Diversity Officer                  |
| Call-ins                | Assess and implement when possible needed improvements to accommodate people who call in.<br>Monitor quarterly                         | Diversity Officer<br>Program Staff |
| LEPP                    | Report annually on the frequency of encounters seeking interpreters or translation services.   | Program Staff<br>Diversity Officer |
| Point of Service        | Allocate appropriate resources to accommodate communications with targeted populations.<br>Monitor quarterly                           | Diversity Officer<br>Program Staff |

**Applications** – In 2013, MORPC began monitoring applications to determine if diverse populations were utilizing its various services and programs: Residential Services also known as Weatherization and Housing Rehabilitation (Rehab); and RideSolutions. In 2017, MORPC changed the name of RideSolutions to Gohio Commute and implemented a state-wide application process.

The benchmarks for each service are derived from the demographics of the respective service areas. The benchmarks for the direct services are compared against the percentage of diverse applications from the respective service areas. The purpose is to ascertain if diverse populations are utilizing our services and programs and if so, if the percentage is reflective of the population.

**Residential Energy (Weatherization) Programs** - The results depicted in the graphs show that in 2018 the percentage of African Americans utilizing MORPC weatherization programs, both WarmChoice® (Non-HWAP, EPP and AEP-CAP) and HWAP (zip codes 43206, 43207, 43209, 43223, and 43232), is above the represented population in the service areas. However, the Asian and Hispanic/Latino groups are underrepresented in weatherization applications.

| Populations      | WarmChoice -<br>Electric<br>% Income Eligible<br>HH in Franklin<br>County | % Served |      |      |      |      |      |
|------------------|---|----------|------|------|------|------|------|
|                  |   | 2013     | 2014 | 2015 | 2016 | 2017 | 2018 |
| African American | 15.1  | 17.6     | 45.5 | 42   | 43   | 55   | 56   |
| Native American  | 0.1   | 0        | 0    | 0    | 0.0  | 0    | 0    |
| Asian            | 2.4   | 0        | 0    | 0.6  | 1.1  | .77  | 0.4  |
| Hispanic/Latino  | 3.3   | 1.3      | 1.4  | 1    | 1.4  | 1    | 1    |
| Other            | 3.1   | 1        | 3.3  | 2    | 3.6  | 2    | 2    |

| Populations      | HWAP<br>% Eligible in 5 Zip<br>Codes | % Served |      |      |      |
|------------------|--------------------------------------|----------|------|------|------|
|                  |                                      | 2015     | 2016 | 2017 | 2018 |
| African American | 43.6                                 | 44       | 0    | 50   | 58   |
| Native American  | .5                                   | 0        | 0    | 0    | 0    |
| Asian            | 1.1                                  | 0        | 0    | 0    | 0    |
| Hispanic/Latino  | 2.8                                  | 0        | 0    | 0    | 0    |
| Other            | 3.9                                  | 6        | 0    | 0    | 0    |

**Housing Rehab Programs** - MORPC will continue to market to vulnerable populations to increase utilization of the Weatherization Programs and Housing Rehab Programs. The Limited English Proficiency (LEP) Plan developed in 2018 and the D&I Committee should help in these efforts.

**Gohio Commute** - In 2018, the Rideshare program was replaced by a new state-wide system, Gohio Commute. Under this new system, we were not able to monitor or track the diversity of Gohio applications. Currently the demographics of applicants are not measurable. Efforts are underway to devise a way to track and monitor the diversity of Gohio Commute applications. But for now, quarterly surveys will be conducted for new applicants to determine demographic information; race/ethnicity, age and income.

**Air Quality Alerts** – Offering Air Quality Alerts is another program offered by MORPC. The public can call in for an Air Quality Alert or receive an alert through email. We currently have no way of measuring the demographics of those receiving air quality alerts by email or over the phone. However, a new system was implemented for those seeking alerts which may be able to provide data on the applicants.

**Linguistically Competent (Accommodate call-ins/walk-ins/Point of Service)** – MORPC provides interpretation and translation services, including services to the deaf, for diverse populations when a person calls MORPC’s office (directly to a staff member) and/or at a specific site or location (home/work). Materials left with the customer can be translated into other languages. In accordance to the LEP Plan, outreach materials that are designed for the public are also to be translated into other languages. The translation of collateral materials will incur additional costs to programs.



## Focus Area: Diversity Requirements

**Goal:** Continue to meet the federal requirements for monitoring and reporting DBE, Section 3 HUD, Title VI, and Limited English Proficiency.

| Infrastructure | Strategy              | Staff                                       |
|----------------|-----------------------|---|
| DBE            | Monitor & Report      | Transportation & Infrastructure Development |
| Section 3      | Monitor & Report      | Residential Services                        |
| Title VI       | Monitor & Report      | All   |
| LEPP           | Review for Compliance | Communications & Engagement                 |

**Disadvantaged Business Enterprise** - Disadvantaged Business Enterprise (DBE) monitoring and participation are federal requirements for Metropolitan Planning Organizations (MPOs) such as MORPC. The DBE program applies only to federal transportation funds and is established per the rules, requirements, and guidelines of the U.S. Department of Transportation (DOT) and Ohio Department of Transportation (ODOT). U.S. DOT is recognized as a leader (among federal agencies) in operating a DBE program and requiring the same of its funding recipients. ODOT's Highway DBE goal for FFY 2020-2022 is 15.6 percent. This includes both construction and professional services. ODOT's Transit DBE goal for FFY 2020-2022 is 7.87 percent.

To be eligible for DBE participation:

- A business must be certified as a "disadvantaged" business by a U.S. DOT-authorized certification agency in order to qualify as a "DBE" (in Ohio, the certification entity is the Ohio DBE *Unified Certification Program*, who maintain a website listing certified contractors)
- Must be a small business per the Small Business Administration (SBA)
- Must be determined to be part of one of following groups: Black, Hispanic, Native American, Eskimo, Aleut, Native Hawaiian, Asian Pacific American, Subcontinent Asian American, Women, or other socially and economically "disadvantaged" (determined on a case-by-case basis)

A review of the process initially discovered that our accounting system was unable to capture DBE vendors because payments are made to the primary contractors and DBEs are traditionally subcontractors. Finance was able to create a way to track diverse subcontractor cost within a consultant's invoice. With this new process, we can get a full report of all dollars spent broken out by various diverse and non-diverse vendors by department.

**Section 3** - Under Section 3 of the HUD Act of 1968, wherever HUD financial assistance is expended for housing or community development, to the greatest extent feasible, economic opportunities will be given to Section 3 residents and businesses in that area. A Section 3 business is a business that is 51 percent or more owned by Section 3 residents or employs Section 3 residents for at least 30 percent of its full-time, permanent staff; or provides evidence of a commitment to subcontract to Section 3 business concerns with 25 percent or more of the dollar amount of the awarded contract.

The only department within MORPC that utilizes HUD financial assistance is Residential Services, specifically the Housing programs. The percent of Section 3 utilization in 2018 was 2 percent for a total dollar value of \$305,284.

**Title VI** - MORPC has responsibilities regarding the Civil Rights Act of 1964. The Civil Rights Act of 1964 included eleven titles. Title VI, the primary focus of this program because of its applicability to the MPO and MORPC, address discrimination in federally-funded programs and activities. A widely-used passage related to Title VI sums up what the title is about:

**No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (42 USC 2000 Section 601).**

Current Title VI law requires non-discrimination in all programs and activities, whether federally-funded or not, of those who receive federal funds. Notices in English and Spanish notifying the public of their Rights under Title VI can be found in MORPC's lobby and employee lounge.

**Limited English Proficiency Plan (LEPP)** - Compliance with Title VI includes Limited English Proficient (LEP) persons. In 1974, the U.S. Supreme Court affirmed that the failure to ensure a meaningful opportunity for national origin minorities with limited-English proficiency to participate in a federally funded program violates Title VI regulations. Additionally, requirements outlined in Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, ensures accessibility to programs and services to eligible persons who have limited proficiency in the English language.

MORPC's LEPP considers the following four factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a MORPC program, activity or service.
2. The frequency with which LEP persons encounter MORPC programs, activities or services.
3. The nature and importance of programs, activities or services provided by MORPC to the LEP population.
4. The resources available to MORPC and overall cost to provide LEP assistance.

More information on MORPC's LEPP can be found at [www.morpc.org](http://www.morpc.org) under Title VI.

**DESAFÍO DE VIAJAR TODOS LOS DÍAS (COMMUTER CHALLENGE)**

→ Haga que sus millas cuenten →

Icons: Car, Bicycle, Carpool, Walking, Bus

**Del 1 al 30 de junio**  
**¡Viaje todos los días, inscribese y gane!**  
**MakeYourMilesMatter.com**

**Programa de Mejoramiento de Transporte** | SPI 2016 - 2021 | Mayo de 2017

**¿Qué es el TIP?**  
 No existe más allá del Programa de Mejoramiento de Transporte (TIP, Transportation Improvement Program) de MORPC para declarar los proyectos de transporte planificados para implementación en las comunidades del centro de Ohio.

**Desarrollo del TIP**  
 El TIP cubre un periodo de cuatro años y es actualizado cada dos años. Esta planificación garantiza que se cumplan consistentemente los requisitos que haya una transición eficiente entre cada TIP.

**Modificaciones al TIP**  
 De forma regular, MORPC realiza enmiendas al TIP para reflejar las oportunidades nuevas y diferentes. El Director de Transporte puede aprobar variaciones menores, pero ciertas modificaciones son más importantes y requieren que MORPC apruebe una enmienda oficial al TIP.

**Calidad del aire**  
 Debido a que el centro de Ohio no ha cumplido los estándares de ozono y partículas finas (PM<sub>2.5</sub>) en el pasado reciente, la Agencia de Protección Ambiental de Ohio trabaja con MORPC y otros organismos para crear un Plan de Implementación Estatal (SIP, State Implementation Plan) para cumplir los estándares de calidad del aire. El TIP registra los proyectos futuros de transporte con proyecciones, es por esto que debe ser consistente con los niveles de emisiones establecidos en el SIP.

**Financiamiento**  
 Financiamiento según fuente  
 Financiamiento total: \$2 mil millones

| Fuente  | Cantidad (Millones de \$) |
|---------|---------------------------|
| Federal | \$775                     |
| Local   | \$268                     |
| Estado  | \$132                     |
| MORPC   | \$144                     |

**Justicia en el entorno**  
 El TIP analiza de qué forma los proyectos nuevos afectan a los siguientes grupos que son especialmente vulnerables al transporte:

- Personas que viven en la pobreza
- Personas con discapacidades
- Personas que viven en áreas de alta contaminación
- Personas que viven en áreas de alta densidad de población

**Plan de Transporte Metropolitano**  
 MORPC siempre considera las necesidades futuras de transporte de la región. El TIP identifica los proyectos a corto plazo que son importantes. MORPC también desarrolla el Plan de Transporte Metropolitano (MTP, Metropolitan Transportation Plan) a largo plazo de la región. El MTP cubre más de 20 años y se desarrolla cada cuatro años. Los proyectos en el TIP, como parte de la fase de implementación del TIP, deben ser consistentes con el MTP.

## Focus Area: Diversity in Communications

**Goal 1:** Improve understanding and support of increasing MORPC's diversity efforts.

**Goal 2:** Increase the promotion of MORPC's services, plans, meetings, events, and programs to diverse audiences, and increase the awareness of MORPC's Diversity & Inclusion efforts.

| Infrastructure            | Strategy  | Staff                              |
|---------------------------|---|------------------------------------|
| Message                   | <ul style="list-style-type: none"> <li>Define diversity and inclusion clearly and explicitly.</li> <li>Improve understanding and support of increasing MORPC's diversity.</li> <li>Create business case for diversity and inclusion</li> <li>Articulate in core documents and other communications (process)</li> </ul> | C&E                                |
|                           | Present MORPC's Diversity efforts to new employees, committee and board members   | Diversity Officer<br>Membership    |
| Media                     | Advertising & Press Releases  | Diversity Officer<br>Program Staff |
| Websites and Social Media | Prepare and/or consider diverse audiences in messages, core documents and other communications on the website and in social media (process)   | C&E                                |
| Collateral Materials      | Create a check list on information to include and/or show in outreach material on: <ul style="list-style-type: none"> <li>Graphics</li> <li>Language</li> <li>Photographs</li> </ul>  | C&E<br>Program Staff               |
| Sponsorships              | Select sponsorships   | Diversity Officer                  |
| Meetings                  | Schedule meetings with community leaders representing diverse audiences   | Diversity Officer                  |

**Messaging** - One component that top companies share in Diversity and Inclusion is that they promote their diversity efforts to the public. Diversity is evident in their outreach, their website and in notices to the media. The populations they serve are stated consistently and emphatically. MORPC promotes that it values Diversity and Inclusion through its advertising and sponsorships. In 2018, MORPC created a diversity ad that was used with sponsorship opportunities.

**Websites and Social Media** - MORPC will use every opportunity to promote being diverse and inclusive through the website, social media and its collateral materials.

**Sponsorships** - In 2018, MORPC sponsored the two-day Asian Festival, Employment for Seniors and Council on World Affairs. MORPC will review sponsorships to determine how best to serve diverse populations.

## Budget

The 2019 budget is \$40,000 and is allocated toward staff wages, training, interpreters/translation fees, membership, and other related costs. The budget for 2020 will be \$40,000.

## Conclusion

Annually a report on the outcomes and achievements of the current plan is presented to the Executive Committee and the Board. This work plan documents a scope of services of what MORPC will do to promote, advocate, and support the diversity of the region. Additionally, a quarterly report on diversity by agency and departments is provided to the Executive Director and Department Directors. This includes information on staff, diverse spend, and direct service applicants.

# Glossary of Terms

**AEP-CAP** – American Electric Power Community Action Program

**Culture** – shared set of values, beliefs, customs, and celebrations, practices of a racial, ethnic or self-identified group.

**Cultural competence** – integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes, and used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes.

**D&I** – Diversity and Inclusion

**DBE** – Disadvantaged Business Enterprise – applies to federal transportation funds and is established per the rules of the United States Department of Transportation.

**EDGE** - Encouraging Diversity, Growth and Equity

**EPP** – Electric Partnership Program

**ERG** - Employee Resource Groups - employee networks that support everything from recruiting and retention efforts to marketing products and services.

**ESL** – English as a Second Language is the use or study of [English](#) by speakers with different [native languages](#).

**HWAP** – Home Weatherization Assistance Program

**LGBTQ+** –Lesbian, gay, bisexual, transgender, queer and/or questioning individuals/identities and communities. The + designate the many various identities beyond those listed in the first five letters of the acronym.

**LEP** – Limited English Proficiency - persons who are unable to communicate effectively in English because their primary language is not English, and they have not developed fluency in the English language.

**LEPP** – Limited English Proficiency Plan

**MACC** - Multiethnic Advocates for Cultural Competence

**MBE** – Minority Business Enterprise is for-profit enterprise which is owned, operated and controlled daily by minority group members.

**MPO** – Metropolitan Planning Organization

**ODOT** – Ohio Department of Transportation

**REE** – Resident Energy Efficiency Program – a weatherization program that improves home energy efficiency for qualified homeowners in Franklin County.

**SBE** – Small Business Enterprise is owned and operated by a qualifying person, who is under- represented in an industry and meets the definition of “small business” according to the SBA’s standards. The term “person” used throughout the regulations includes an individual, entity, or business concern. § 121.103(c)(1).

**Section 3 of the Housing and Urban Development Act of 1968** - Wherever HUD financial assistance is expended for housing or community development, to the greatest extent feasible, economic opportunities will be given to Section 3 residents and businesses in that area.

**TBD** – To be determined.

**U.S. DOT** – United States Department of Transportation (Federal Highway Administration and Federal Transit Administration)

**WBE** – Women Business Enterprise is an independent business concern that is at least 51 percent owned and controlled by one or more women who are U.S. citizens or Legal Resident Aliens, and whose management and daily operation are controlled by one or more of the female owners.