

Department of Motor Vehicles

Diversity, Opportunity, and Inclusion

2023 Annual Report

2023 Accomplishments

Plan Goal 1: Access & Success

Objective 1: Improved the Human Resources onboarding orientation to instill a sense of belonging and respect for diversity from the very first day (~200 new hires have completed this onboarding, which is run by our WDD group)

- Added an enhanced section on Diversity and Inclusion
- Emphasized our common mission, vision, and values
- Ensured a smooth and welcoming introduction for all new hires

Objective 2: Restructured key HR roles

- Created a talent acquisition specialist tasked with creating a broader approach to identifying diverse talent pools by tapping into industry groups like women in law enforcement
- Set goal of ensuring our workforce mirrors the diverse populations we serve
- Hired two new Employee Relations employees to address employee grievances and concerns
- Moved DOI out of HR as an independent department under Legal Affairs to facilitate continued progress in this area while HR was rebuilding.

Plan Goal 2: Welcoming & Respectful Culture

Objective 1: Enhanced Spanish-language materials in CSMA

- Increased the number of forms available in Spanish as well as the total number of centers that have Spanish-language materials (approximately 40 out of 76 centers keep them regularly stocked based on customer demand)

- Ensured all community members receive high-quality service and support, resulting in a customer satisfaction rating of ~95% and reflecting our commitment to inclusivity and accessibility
- Brought a vote before the MVDB for Spanish-language Auto Dealer exams, which is in sub-committee for review

Objective 2: Held voluntary leadership workshops open to all employees

- Conducted training for 150 employees on creating inclusive and welcoming spaces
- Equipped our staff with the knowledge and skills to foster a supportive and respectful working environment for everyone
- Taught all people managers effective performance-management techniques, such as use of the Commonwealth Group I, II, and III procedures

Plan Goal 3: State Agency DOI Infrastructure & Training

Objective 1: Increased agency-wide training on the Americans with Disabilities Act

- Enhanced knowledge and compliance across DMV's ~1,900 employees, ensuring an accessible and accommodating workplace for all employees and customers
- Created two all-purpose "family" bathrooms accessible to the public on the first floor
- Repainted crosswalks and entrance ramps at headquarters to improve accessibility.

Objective 2: Revamped existing, online Diversity and Inclusion trainings

- Made training more impactful and incorporated new scenarios and questions
- Achieved 99% compliance for training completions

Objective 3: Developed a new Diversity and Inclusion training for supervisors

- Focused on ~200 new supervisors, emphasizing the importance of leadership in fostering an inclusive culture
- Created a plan to roll out to other leadership levels in 2024

2024 Agency DOI Goals

Agency Goal 1: Conduct a pay study to ensure equal pay for equal work, aiming for completion by June 2024 and subsequent development of a salary administration plan in collaboration with DHRM.

Agency Goal 2: Enhance diversity in Law Enforcement recruiting by partnering with organizations like Women in Law Enforcement and leveraging the Chiefs of Police Association for first-round interviews to reduce potential bias.

Agency Goal 3: Cultivate a Welcoming & Respectful Culture by creating funding and guidelines for employee-sponsored resource groups, conducting an Inclusion and Belonging Survey, and recognizing major religious holidays through emails.

Agency Goal 4: Enhance State Agency DOI Infrastructure & Training by creating an advisory council for ongoing development, facilitating Train the Trainer sessions for difficult conversations, and increasing diversity and inclusion training.

Agency Goal 5: Celebrating different religious holidays and diversity months by sharing information with all employees about famous people and events that are significant to many people within DMV.