



DIVERSITY, EQUITY & INCLUSION STRATEGIC PLAN

2020-2021



Introduction



Our Diversity is Our Strength

ClearBest is pleased to share the Diversity, Equity and Inclusion plan for the Fiscal Year 2020-2021. This Plan outlines our approach to establish diversity and inclusion goals, strategies, and outcomes. It allows for periodic review of ClearBest's accomplishments to guide and focus future diversity and inclusion efforts. It provides with a roadmap to foster a workforce that engages all the employees to draw on our diverse talents to make a positive difference. In addition, this Plan incorporates employee feedback obtained from the 2020 ClearBest Diversity, Equity and Inclusion survey.



Background

"My view is ClearBest is "doing everything right" with regards to diversity, and there is nothing to be improved upon. Nearly every person is of a different background, treated equally, and truly valued."

Survey Participant

ClearBest is a California-based, 100% woman-owned, small business that provides professional management consulting services specializing in the planning, management, oversight, and independent analysis of government health and human services information technology projects. Since its inception in 2006, ClearBest has provided experienced, specialized professionals to help state and local agencies effectively plan for, procure, implement, and maintain new technology solutions.

ClearBest has a proven track record of:

- Providing highly valued staffs that understand our clients' worlds of eligibility, enrollment, health plans, insurance, policy, transportation, etc., and the impacts they have on systems, business processes, and client staff.
- Working side-by-side with our client teams daily to plan, deliver, assess, improve, and sustain successful systems and organizations.

Our staff recruiting is conducted via a mix of networking, advertising through LinkedIn, Indeed, etc., advertising on the ClearBest website, and using recruiters – all of which has actually led to greater diversity among our staff. Our goal is to find the most qualified staff from a diverse group by providing our internal teams and external job seekers access to job postings and interviewing all qualified candidates. ClearBest is an equal opportunity employer, we welcome resumes from everyone, and do not discriminate based on race, color, gender, creed, religion, national origin, sexual orientation, age, or any other prejudicial factor.

DEI Statement



We're Better Together!

ClearBest welcomes team members from all backgrounds and experiences. We believe that **our differences are our strengths** -- bringing valuable perspectives to how we serve our clients and shape the solutions we propose.

DEI Principles



ClearBest's culture embraces everyone, and our team is highly welcoming and supportive of each other.

ClearBest's DEI principles are based on the following tenets:

- We believe that everyone is equal and contributes equitably to our success
- We embrace, foster, and appreciate our diversity
- We create a welcoming environment for all
- We support and accommodate those with disabilities and special needs
- We listen to each other to learn, understand, and evolve our practices

Current Team Composition

"I think that ClearBest does a good job of hiring folks that are qualified regardless of their culture or sexual orientation."

Survey Participant

For ClearBest, Diversity, Equity, and Inclusion is not just a policy but a practice. This can be seen in the makeup of our employees and project teams.

The infographics shown illustrate the current composition of the ClearBest team, illustrating some common diversity factors that can be quantified and captured. ClearBest teams are comprised of a mix of employees and subcontractors/partners.

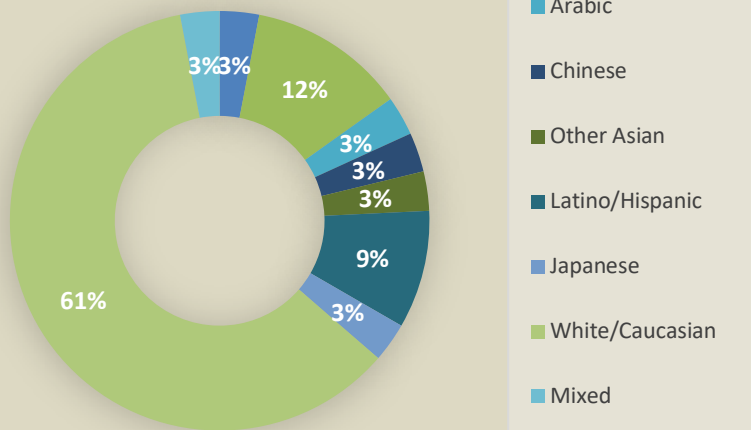
Over 50%
ClearBest team members are women



Over 60%
ClearBest team members are above the age of 45



40% belong to diverse racial and ethnic identities



"I believe ClearBest is already doing everything possible to be as best of an organization as possible. I enjoy working with our collective. Thank you."
Survey Participant

Enhancing DEI at ClearBest



DEI Survey Results

At ClearBest, we believe that when people feel respected and included, they can be more creative, innovative, and successful. A diverse, inclusive, and equitable workplace is one where all employees and contractors, whatever their gender identity or expression, sexual orientation, religion, ethnicity, age, disability status or citizenship, feels valued and respected. We administered an anonymous survey to encourage our team members to respond honestly. The following summarizes some of the key metrics from the survey. The full survey results can be found in Appendix A – Raw Survey Results.





ClearBest is committed to a nondiscriminatory approach and provides equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

“Nearly every person is of a different background, treated equally, and truly valued.”

Survey Participant



or more believe that people of all culture and backgrounds are respected at workplace.



or more are comfortable talking about their background and culture with their colleagues.



or more believe ClearBest creates welcoming environment and actively encourages diversity.



ClearBest is committed to free and open inquiry in all matters, which affords all team members the broadest possible latitude to speak, listen, challenge, and learn. We fully respect and support the freedom of all team members to engage in robust, candid discussion and deliberation on any and all topics.

ClearBest invests time and training to foster respectful supervisor and staff relationships by raising awareness of actions and words and their importance for staff well-being and relationships.

95%

believe that their supervisor demonstrates commitment to support diversity.

95%

team members understands that ClearBest will take immediate and appropriate action in response to incidents of Discrimination.

85%

and above team members know where and how to report an Harassment or Discrimination concern.

90%

say that their supervisor handles Diversity matters appropriately.




believe that team members of different backgrounds are encouraged to apply at higher positions.



say that their performance is evaluated fairly at ClearBest.



believe that their compensation is fair, relative to similar roles at ClearBest.



60% and above feel they belong at ClearBest because they are:

- ✓ Recognized for their accomplishments.
- ✓ Valued for their contributions in team meetings.
- ✓ Respected for their opinions and ideas.
- ✓ Comfortable being at work.
- ✓ Aware of important company developments.

9/10 are likely to recommend ClearBest to their family and friends.

Areas for Enhancement

As part of the survey, we asked staff how we can improve DEI efforts at ClearBest and received many great ideas for enhancing the good practices already in place. We also identified areas where clear improvement is needed and have already started direct counseling and guidance to improve supervisor and staff communications, relationships, and interactions. The following is a list of Enhancement Areas with Action Plans.



| AREA FOR ENHANCEMENT | ACTION PLAN | ACTION ITEMS | KEY LAUNCH DATES |
|----------------------|--|--|------------------|
| DEI Education | Conduct regular DEI Training. | <ul style="list-style-type: none">Conduct onboarding and annual DEI training for all staff.Conduct DEI awareness and group unconscious bias trainings throughout the year. | January 2021 |
| Cultural Education | Promote and provide education on various cultures on a regular and continual basis. | <ul style="list-style-type: none">Conduct short presentations in the weekly status meetings about cultures in different regions (e.g., cultures in different parts of California, communities that speak the 13 California threshold languages). | November 2020 |
| Gender Identity | Improve on micro-aggressions that use the terms Mr., Mrs., and Ms. as these are often based solely on one's assumption of one's gender identity. | <ul style="list-style-type: none">Add a pronoun line to signature blocks in emails.Encourage staff to use the rename feature in web conference tools to add desired pronouns.Remove the designation of Mr., Mrs., Ms. In documents or use Mx. If staff choose. | November 2020 |

| AREA FOR ENHANCEMENT | ACTION PLAN | ACTION ITEMS | KEY LAUNCH DATES |
|------------------------------------|---|--|------------------|
| Team Building | Build stronger teams through team events that consciously emphasize and celebrate team member strengths, cultures, and diversity. | <ul style="list-style-type: none"> Create ways for the teams to cross interact through team building exercises. Create more opportunities (i.e., monthly online or in-person lunches) to socialize and get to know value other team members. Hold team events such as weekend seminars with growth classes and time to gather as a team to build team relationships. Hold team or company events to emphasize strengths of each individual and provide opportunities to highlight those strengths. Conduct "Get to Know the Team" sessions and regular cultural events at work. | December 2020 |
| Open Positions | Provide more awareness and discussions around open positions. | <ul style="list-style-type: none"> More consciously promote and discuss open positions at weekly team meetings. Provide links to open positions on websites. | October 2020 |
| Celebrations | Increase diversity in and promote more holiday celebrations throughout the year. | <ul style="list-style-type: none"> Celebrate other cultural festivities (e.g., Diwali Celebration). Increase the highlighting of various cultures in holiday parties. | November 2020 |
| Supervisor and Staff Relationships | Improve supervisor and staff relationships by raising awareness of actions and words and their importance for staff well-being and relationships. | <ul style="list-style-type: none"> Provide one-on-one counseling and training to supervisors regarding unconscious biases and behaviors to strengthen team equity and inclusion. | October 2020 |
| Policies | Raise awareness of ClearBest policies related to Diversity, Equity, and Inclusion | <ul style="list-style-type: none"> Provide refresher training on ClearBest policies. Provides links to ClearBest DEI policies and plans to all team members | October 2020 |

Annual Check-Ups and Plan Updates

ClearBest's DEI plan is a living document and will be updated at least annually.

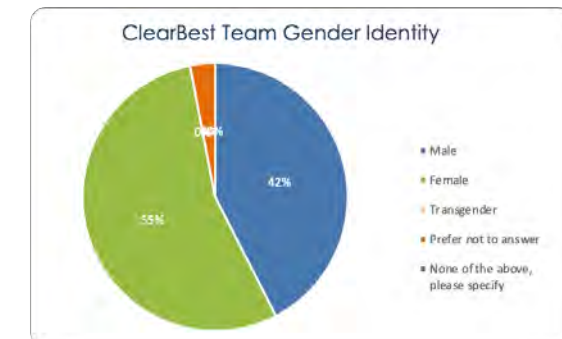
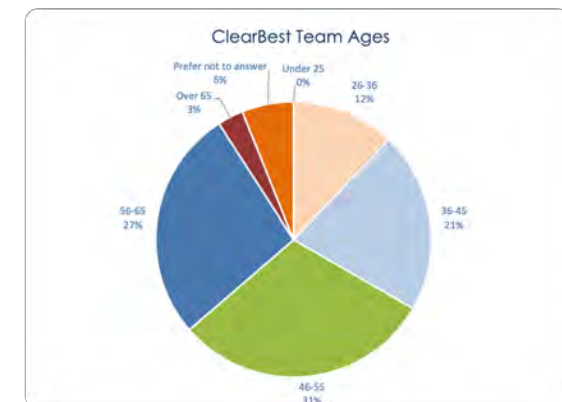
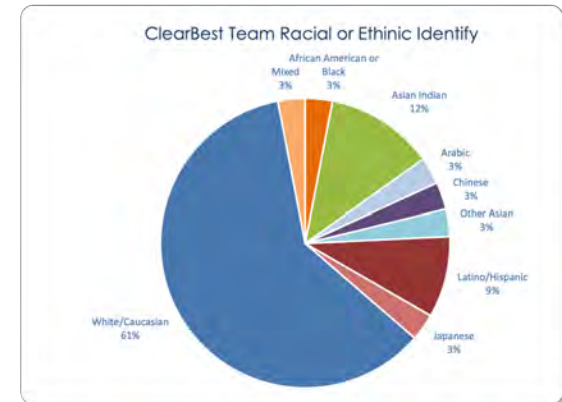
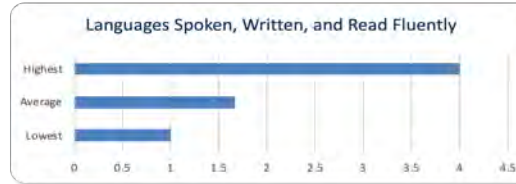
Each year, ClearBest will conduct a DEI survey to gauge how we are doing and where we can continually improve our practices.



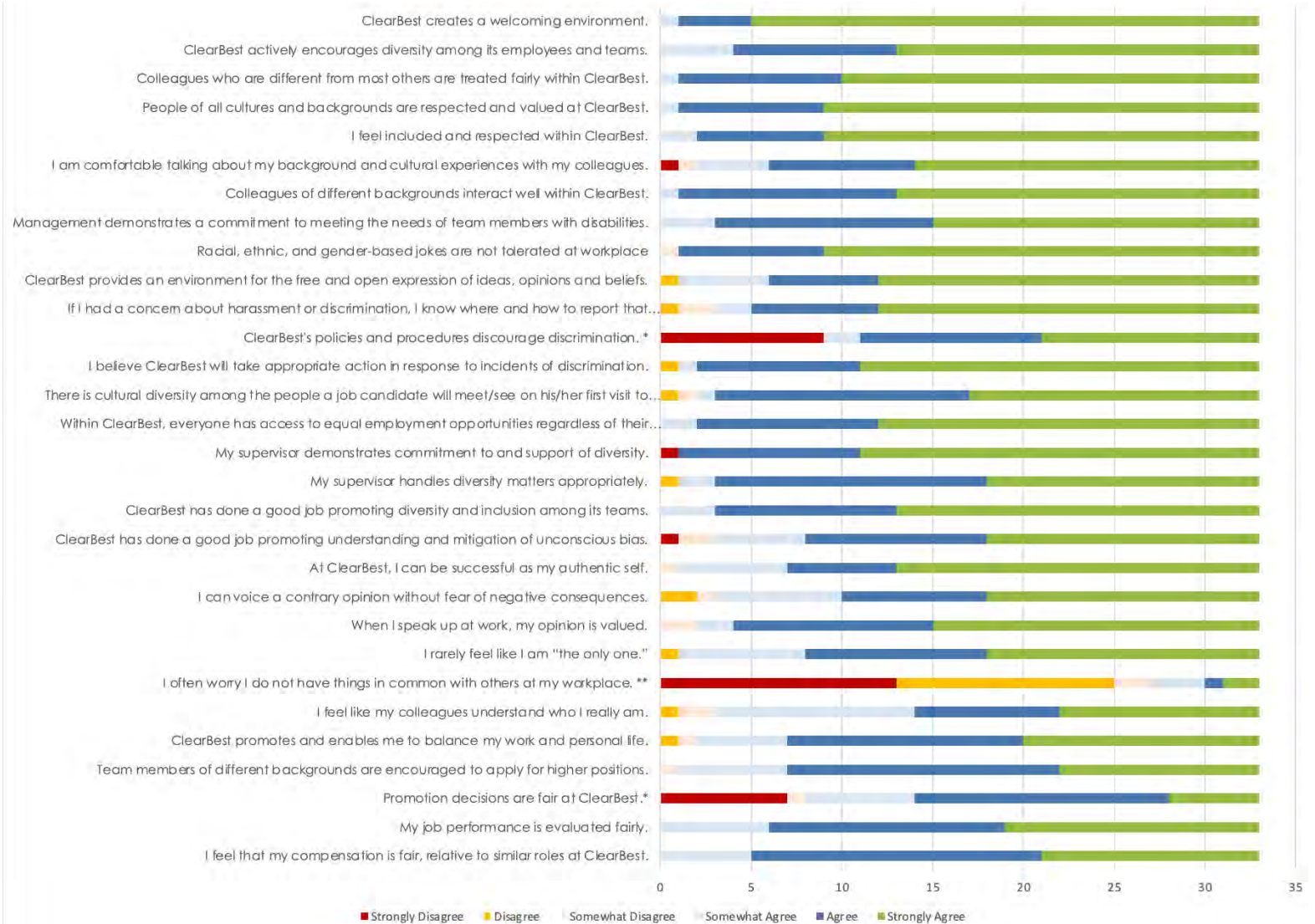


Appendix A – Raw Survey Results

Demographic Data



Agreement Question Data



* Response scale was inverted on survey screen, which could have skewed data. Results are not in alignment with other similar questions and answers.

** Response of Strongly Disagree or Disagree is a positive response to this particular question.

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