



Office of  
**Diversity, Equity and Inclusion**  
CITY OF PHILADELPHIA

## Diversity, Equity, and Inclusion Plan

---

# FY 2023

Department Name:



**OFFICE OF CHILDREN AND FAMILIES**

Unit Name:



**PHILADELPHIA PARKS AND RECREATION**

## DOCUMENT IDENTIFICATION

Document Status:

 **COMPLETED**

Document Classification:

 **PUBLIC**

DEI Plan Completion Date

 **6/30/2022**

## DEPARTMENT FUNCTIONAL DETAILS

Name of Department:

 **OFFICE OF CHILDREN AND FAMILIES**

Name of Business Unit:

 **PHILADELPHIA PARKS AND RECREATION**

Point of Contact Name:

 **PATRICK MORGAN, MARISSA WASHINGTON  
AND SUDHA SURYADEVARA**

Point of Contact Title:

 **CHIEF OF STAFF, DEPUTY COMMISSIONERS**

# GOAL 1

## SUSTAINABLE DEPARTMENT INFRASTRUCTURE

The Mayor's Office of Diversity, Equity and Inclusion provided City Departments with a DEI Plan template that included a list of recommended strategies and performance measures that would allow departments to fulfill and measure the performance of each citywide DEI objective. In their DEI plans, departments identified which of the Citywide DEI strategies and performance measures they are using or plan to adopt during the current fiscal year. Departments also identified their own strategies for achieving each Citywide DEI objective.

### 1. CITYWIDE DEI OBJECTIVES

Adopt a departmental policy and practice infrastructure that centers and accelerates diversity, equity, and inclusion.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Identify the role of inclusion in the mission of your department.
- Dedicate staff, existing budget, time to management and coordination of internal DEI strategy.
- Integrate DEI principles into all decision-making processes.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Completed Vision and Mission Statement
  - » Yes
  - » PPR's involvement with the City's racial equity action planning effort and the department's strategic plan serve as both a catalyst and a mechanism for organizational learning and development. Both help to ensure PPR has the proper structures and approaches in place to connect more deeply with the people we serve through every aspect of our work. New initiatives and ways of working have been informed by this process as well as neighborhood-based data and racial demographics including data sets such as PPD Harm Scores, Rebuild data, Census data, health/poverty metrics, facilities assessments/GIS layers.
- Number of staff communications related to DEI objectives
  - » N/A

- Budget and resource allocation for DEI objectives
  - » Yes
  - » PPR's FY23 budget is geared to ensuring we have the right structures, staffing, and approaches in place to best engage with the community daily, especially communities of color. FY23 budget also includes continued support to advance the system-wide effort to provide higher quality programs to communities in need by continuing the staffing structure realignment. As part of the Citywide racial equity framework, PPR reworked our Recreation Leader Trainee job specification to ensure staff working in communities are reflective of the community they serve (especially youth and families of color). This effort helped PPR recruit and ultimately hire through the Civil Service process, the most diverse group of new Recreation Leaders in the department's history. These new Recreation Leaders will be assigned to pilot Community Service Areas in more PPR districts targeting communities of color. Staff in the areas would also receive additional DEI and customer service training and capacity development. In addition, the FY23 budget includes new funding to support focused operations enhancements to better provide safe, clean, ready to use parks/public spaces responding to making PPR sites safer and more welcoming. Also, FY23 new resources will support accelerating resident engagement focused in communities of color around the citywide urban tree and agriculture planning efforts.

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 2. CITYWIDE DEI OBJECTIVES

Transform the executive leadership capacity to shift DEI practices, processes, and power dynamics that influence impact.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Quarterly collaboration and communication with the Mayor's Office of Diversity, Equity and Inclusion.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

# GOAL 1

- Frequency of meetings with Mayor's Office of DEI and identification of issues resolved through collaboration
  - » Quarterly
  - » PPR will continue to identify resources for professional development opportunities for staff through both in-house training programs as well as with outside organizations and other municipal partners. The Department is also committed to advancing racial equity and workforce equity throughout the entire agency and will continue to partner with the Office of Diversity, Equity, and Inclusion, the Office of Human Resources, and the Office of the Chief Administrative Officer to identify and address institutional barriers to equitable hiring outcomes.

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

# GOAL 2

## WORKFORCE EQUITY & WORKPLACE INCLUSION

### 1. CITYWIDE DEI OBJECTIVES

Build and retain a workforce that better reflects and serves the residents of Philadelphia - across all functions and leadership levels - inclusive of race, ethnicity, religion, disability, age, gender, gender identify and sexual orientation.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Build and sustain a diverse and inclusive leadership team.
- Ensure advertising reaches diverse communities where a wide variety of candidates are more likely to look for job postings.
- Identify civil service positions where it is difficult to source diverse candidates and work with the Office of Human Resources to attract applicants from diverse groups.
- Identify positions and categories of diversity (race, gender, identity, etc.) where department has achieved progress in hiring diverse, qualified candidates.
- Ensure job requirements and classifications are evaluated for bias and eliminate barriers to recruitment - such as unnecessary education requirements and experience.
- Create a diverse hiring panel (of gender, age, race/ethnicity) to assist with assessing candidates at all levels of the hiring process (resume review, interviews, etc.). This key step in the process better ensures that equity will be built into the process and mitigates the impact of implicit biases.
- Utilize Exempt Diversity Handbook and partner with DEI/OHR where helpful to identify talent across diverse communities.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website Below are the statuses of this department's performance measures and metrics.

- List of recruitment efforts and recruitment opportunities
  - » Yes
  - » As part of our department's strategic planning effort, PPR evaluated the history of our staffing model in our recreation centers which deprived neighborhoods, especially communities of color, of resources and high-quality programming. To help inform equity of services in neighborhoods, "heat maps" were created showing PPR staffing distribution by the racial demographic of neighborhoods. High numbers of unstaffed and understaffed PPR facilities are clustered in communities of color while more

prominent white neighborhoods saw higher numbers of staffed PPR facilities. This included a citywide recruitment effort targeting diverse colleges and universities in PA, NJ, DE; social media posts, for the first-time hosting information session at neighborhood recreation centers and sending PPR staff to local career fairs. In addition, PPR supported a robust engagement effort to recruit seasonal lifeguards and pool staff including: paying the Red Cross certification fee for 16-24 year old applicants; paying for the background check and other pre-employment costs for applicants from Kensington and other neighborhoods with high need; distributing more than 10,000 flyers, posters, and postcards across the city; connecting with more than 100 high schools, charter schools, colleges and universities to share the job opportunity; door knocking campaign to personally invite candidates to apply to be a lifeguard; and led a targeted social media campaign that reached over 250,000 individuals.

- Diverse hiring panel attestations
  - » Yes
- Exempt workforce metrics
  - » Yes
- Diversity of executive leadership team
  - » Yes

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » The department will continue to work with OHR on Recreational Leader Trainee recruitment to increase diversity in the program division.

## 2. CITYWIDE DEI OBJECTIVES

Require and sustain a workplace culture of inclusion that values and promotes respect, belonging and opportunity for all.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Discuss the importance of creating an inclusive working culture during staff meetings or other forums.
- Promote participation in Citywide and internal/departmental City Resource Groups or affinity groups.
- Promote the use of the Employee Self Identification Census in OnePhilly, with which employees can voluntarily self-identify using expanded sexual orientation and gender identity options.

# GOAL 2

- Create an accommodating workplace environment for employees with disabilities, including a strategy for accommodating employees with disabilities.
- Involve the department's management team in the department's diversity, equity, and inclusion goals.
- Listen, acknowledge, and respond to employee stress generated by pandemic, social unrest, equity, violence, etc.

## METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Compliance with DEI workforce plan and progress toward goals identified in plan
  - » N/A
- Progress toward identification and elimination of barriers to retaining and promoting diverse staff
  - » Not Started
- Identification of efforts done to create an inclusive environment
  - » Started
  - » The department hired the first ever Inclusion Officer, to focus on inclusive programming, identifying and correcting physical and language barriers within our system.

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 3. CITYWIDE DEI OBJECTIVES

Improve the retention of diverse employees.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Identify onboarding processes and identify opportunities within those processes to effectively integrate diverse employees into the organization.



# GOAL 2

- Conduct exit interviews to understand reasons contributing to loss of diverse talent and other DEI issues, with a plan to address and remove barriers.
- In partnership with the Office of Human Resources, communicate employee wellness resources to address stress management, physical fitness, dependent care, selfcare, nutrition, mental health, work-life balance, and financial wellness.

## METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number of stay interviews
  - » N/A
- Number of exit interviews
  - » Unsure
- Results of exit interviews by race/ethnicity, gender, etc.
  - » Unsure
- Onboarding policy
  - » Yes
- Employee satisfaction survey results
  - » No

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 4. CITYWIDE DEI OBJECTIVES

Improve the promotion of diverse employees.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Assess existing promotion strategies to increase opportunities for diverse persons.

## METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of initiatives and reforms generated in response to assessment of existing policies
  - » N/A
- Number and types of advancement opportunities
  - » Unsure
  - » There are promotional opportunities in every division of the department. From Crew Chief to senior manager. We would need to survey positions to determine the number of opportunities.
- Mid-management strategy
  - » No

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

# GOAL 3

## IMPACTFUL LEARNING & DEVELOPMENT

### 1. CITYWIDE DEI OBJECTIVES

Deepen staff capacity and develop a culture of learning to embed diversity, equity, and inclusion strategies in everyday work.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Periodic training for managers and supervisors on how to manage diverse, inclusive teams.
- Provide all employees with access to professional development or mentorship opportunities.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of trainings
  - » 12
  - » Providing racial equity training opportunities as part of PPR's calendar year training schedule. PPR will continue to identify resources for professional development opportunities for staff through both in-house training programs as well as with outside organizations and other municipal partners. The Department is also committed to advancing racial equity and workforce equity throughout the entire agency and will continue to partner with the Office of Diversity, Equity, and Inclusion, the Office of Human Resources, and the Office of the Chief Administrative Officer to identify and address institutional barriers to equitable hiring outcomes.
- Number of staff participating in training and DEI initiatives
  - » <50%
- Number and types of DEI specific staff communications
  - » N/A
- Employee inclusion surveys
  - » No
- Number and types of initiatives and reforms generated in response to trainings, surveys
  - » N/A

#### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

### 1. CITYWIDE DEI OBJECTIVES

Develop a departmental budget that centers and accelerates racially equitable impact, diversity, and inclusion.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Thoroughly participate in annual racial equity budget process.
- Advance racial equity as part of the core work the department performs.
- Administer critical programs or policies with the department's existing budget to improve racial equity.
- Use some of the department's existing budget to create an inclusive, anti-racist workplace.
- Involve internal and/or external stakeholders, including marginalized communities of color and other underrepresented community groups, in the department's budget process and program/policy design.
- Allocate existing resources to the recruitment of diverse, qualified candidates.
- Allocate existing resources to professional development for employees.
- Evaluate performance measures reported in the City's Five Year Financial and Strategic Plan to identify where data is currently or could possibly be disaggregated by race and develop a path to achieve disaggregation to uncover disparities in performance outputs and outcomes.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Allocation of resources to equity, recruitment, and training initiatives
  - » Yes
  - » PPR applied a racial equity lens to the Recreation Leader position and recruitment/hiring process. This led to the most diverse group of Recreation Leader Trainees in the department's history. These new Recreation Leaders will be assigned to pilot Community Service Areas in PPR districts located in West Philadelphia. The

department is applying a racial equity lens to other positions within the department as well as incorporating additional customer service, DEI training and capacity development opportunities for staff. In addition, the department is leading several citywide planning efforts guided by the principles of racial equity, environmental justice, community engagement, and sustainability and will focus on deepening engagement with residents in communities of color.

- Number and types of inclusion and anti-racist workplace initiatives
  - » Unsure
  - » Informing budget priorities for system-wide efforts leveraging neighborhood-based data, racial demographics, and PPR's strategic plan to provide higher-quality programs and continuing to realign staffing structures to better serve communities in need. This budget priority would help to scale up services and programming in neighborhoods, increase training and capacity development, form new partnerships and programs to increase activations at unstaffed sites across the neighborhood, and extend hours to offer more structured and relevant programming to better serve all communities. Additional capacity for coordination and professional development for PPR staff working closest with Advisory Councils. A new strategy to strengthen engagement structures empowering residents to be a part of the transformation of their recreation center, leveraging the Rebuild investments. This new structure would allow PPR to expand its on-going efforts around professional development support for frontline recreation leaders. In addition, new urban agriculture and forestry structures and staffing models, informed by the urban agriculture and urban forestry planning efforts, will likely be needed to help reduce racial disparity by ensuring that residents directly impacted by food insecurity, lack of neighborhood tree canopy, and displacement are at the center of this work.
- Records of attendance/outreach at events used to inform budget priorities
  - » Yes
  - » A PPR FY23 budget priority will support focused operations enhancements to better provide safe, clean, ready to use parks/public spaces responding to increased demand/impacts of climate change as well as additional maintenance demands at and around Kensington parks and public spaces. This budget priority was informed by input/feedback provided directly by residents and community partners focused around addressing trash, litter, landscaping, and unsafe public sites issues, at PPR sites, in disenfranchised areas. Leveraging external support, PPR and Rebuild are currently advancing a new strategy to strengthen engagement structures empowering residents to be a part of the transformation of their recreation center. This new structure would allow PPR to expand its on-going efforts around professional development support for frontline recreation leaders. Parks and Recreation would also look to scale up internal capacities under the leadership of an existing Civic Engagement Manager. This staffing structure would mirror that of our PPR Stewardship Team which is focused on the Parks Friends group network.

# GOAL 4

This expansion will help ensure the long-term support for and partnership with Advisory Councils, both during and after the Rebuild Initiative. It would also help PPR ensure new Rebuild capital investments align with our innovative and equitable programming goals part of the department's strategic plan. Informed by PPR's strategic plan, the department is launching new Community Service Areas, which are formed using data to realign our programmatic staffing structure, ensuring resources are more equally distributed and resident centered.

- Disaggregated data and metrics relevant to the department's Five Year Financial and Strategic Plan performance measures
  - » N/A

## **ADDITIONAL STRATEGIES**

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- N/A

### 1. CITYWIDE DEI OBJECTIVES

Advance economic opportunities for diverse business enterprises.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Pursuant to EO 1-21, submit an annual Compliance Plan that includes Benchmarks and an overall strategy for providing maximum opportunities for M/W/DSBE participation.
- Maximize the utilization of M/W/DSBE firms for contracting.
- Meet or exceed department's annual M/W/DSBE benchmark for inclusive contracting.
- Allot time (quarterly) to meet with OEO staff to monitor progress toward achieving the Department's annual Benchmark, discuss challenges to inclusive contracting, and identify solutions to ensure inclusive contracting.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Submission of completed, approved Compliance Plan
  - » Yes
  - » FY23 Compliance plan was submitted with a benchmark of 35%.
- Annual participation levels of Minority, Women, Disabled Owned Business Enterprises
  - » At goal
    - PPR engages contractors and bids out potential opportunities through the City's procurement process. The department will continue to work with the Office of Economic Opportunity (OEO) and the Procurement Office to meet our participation target. FY22 Q2 participation for all conformed contracts is 31% and the participation for Professional services contracts through Q2 is 66% due to use of Sole Practitioner forms for the Dell.

#### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

# GOAL 6

## EQUITABLE CITY SERVICES & COMMUNITY ENGAGEMENT

### 1. CITYWIDE DEI OBJECTIVES

Ensure fairness and equitable services, resources, and opportunities so that all Philadelphia residents reach their full potential.

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Evaluate resources and capacity to survey community needs and responses to Department initiatives.
- Review community survey data or survey reports to determine the needs of the community.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of engagement with community organizations
  - » N/A
  - » The department regularly consults with community members to gather feedback via community-led Park Friends groups and Recreation Advisory Councils. Park Friends groups are a network made up of 130 community-run Park Friends groups who help to steward Philadelphia's public parks. These community groups register with Philadelphia Parks & Recreation annually and work together to make our parks vibrant, inviting, and active public spaces that strengthen our communities. In partnership, with the Fairmount Park Conservancy, the Stewardship Team are on-point working with site-based Friends Groups. Recreation Advisory Council are a partnership between community members and PPR created to support local recreation centers and playgrounds. Programs staff work with site-based Advisory Councils, supported by PPR's Community Engagement Manager. PPR's Community Engagement Manager also frequently consults with Advisory Councils (both citywide and site-based) as well as coordinates engagement training/capacity development for staff. In addition, both groups are regularly consulting with PPR/Rebuild staff and project users on capital and Rebuild projects during community engagement, design, and construction of most large-scale capital and Rebuild projects. No City supported capital project begins without intensive community engagement. As part of PPR's strategic planning process, the department's engagement effort included more than 500 participants in meetings, working groups, interviews, focus groups, surveys, and more. PPR's staff participated along with representatives of a range of interests, including District Council 47, non-profit program and event partners, and



members of the Commission. In addition, the department regularly consults with community members, including users and parents, as part of focus groups. Recent focus groups have helped informed enhancements to our events permitting process, summer camps, and engagement with young adults/teens. PPR is also providing leadership for several citywide planning efforts, such as Philadelphia's first-ever urban agriculture plan and urban forestry. The planning and implementation process for each is reducing racial disparity by ensuring that residents directly impacted by food insecurity, lack of neighborhood tree canopy, and displacement are at the center of an equitable engagement process.

- Community survey results
  - » N/A

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 2. CITYWIDE DEI OBJECTIVES

Enhance City customer service being provided by the department.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Evaluate quality of customer service being provided by department
- Conduct department outreach in diverse communities.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Community/customer satisfaction survey results
  - » Yes
  - » Support from the William Penn Foundation, in partnership with University of Pennsylvania's ImpactED, PPR is embarking on the department's first evaluation-capacity building program. As part of the process, each participating organization selects a program or project to be the focus of their engagement in the initiative. PPR is focusing on the department's summer camp programming. PPR's summer camps provide young people and working families with a needed amenity promoting

healthy behaviors, caring adults, and increasing employment opportunities especially for youth and people of color. Most of our users are vulnerable youth and working families in/around under-invested neighborhoods. For the past two years, PPR implemented a camper survey to measure the impact of our camps through outcomes like increased positive relationships. In 2021, campers rated friendship as the top benefit they receive from attending camp, 94% responded that there was a camp counselor who cared about them, and 89% said that they made a new friend. In addition, over 92% of respondents said they would return to a PPR camp.

- Number, types, and location of outreach events
  - » N/A
  - » PPR Stewardship, Programming, Engagement staff collect and track attendance (for example, community meetings, volunteer events, volunteer workdays, trainings). In addition, Friends Groups and Advisory Councils track and share attendance information with PPR. Including in tracking attendance is demographic breakdowns and outreach efforts are often neighborhood-based.

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 3. CITYWIDE DEI OBJECTIVES

Produce more racially equitable outcomes for all Philadelphians.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Identify and move forward opportunities for the department to decrease the percentage of people of color living below the poverty line in Philadelphia.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Identification and progress of department strategies identified to create more racially equitable outcomes
  - » In Progress

- » As part of the Living Wage Ordinance, PPR increased over 1,400 seasonal workers to a min \$15 per hour. PPR also supported teen employment and experiences through WorkReady to over 1,200 teens ages 14 and older.

## ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 4. CITYWIDE DEI OBJECTIVES

Full integration of people with disabilities in all aspects of community life.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Increase accessibility to meetings, events, opportunities for people with disabilities to engage with the City.
- Empower ADA liaison to track inquiries, grievances, and resolutions.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Track how people engage with the department: how many times American Sign Language interpretation provided; utilization of closed captioning; call in options
  - » N/A
- Department compliance with Mayor's Office for People with Disabilities guidance
  - » Yes
  - » PPR recently appointed the department's first ever Director of Inclusion, who is dedicated to helping our rec centers provide accessible, inclusive, and welcoming service to all residents. This work has been informed by a collaborative partnership including committed parents, rec leaders, and advocates meeting to share experiences and explore ways to make neighborhood rec centers more inclusive. That vision is reflected in Rec for All, PPR's action plan to embed inclusive design practices into all Philadelphia Parks & Recreation sites. Led by experts from Carousel Connections, LLC, and with the support of partners like The Special Olympics of Pennsylvania, the Jefferson Center for Autism and Neuro-diversity, and the Mayor's Commission on Disabilities, the path laid out in this plan will help PPR make sure all

residents are able to take part in our programs and have the opportunity to become a valued and important part of the rec community. Early actions informed by the Rec for All plan include -accessible pool lifts at high-use neighborhood pools to ensure swimming options for individuals with physical disabilities, hiring individuals with disabilities and the neurodiverse within the PPR system as Ambassadors, coordinate with PPR Communications and PPR Program staff to ensure social media and promotional materials are widely accessible.

- Number and types of inquiries and grievances handled by ADA liaison
  - » 2
- Number and types of resolutions of inquiries and grievances handled by ADA liaison
  - » 2

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » Rec for All: Philadelphia Parks & Recreation Inclusion Plan

## 5. CITYWIDE DEI OBJECTIVES

Ensure meaningful language access for Limited English Proficient residents in Philadelphia.

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Update department's Language Access Plan as needed.
- Track performance of language access policies and procedures.
- Work with the Office of Immigrant Affairs to improve language access policies and procedures.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Maintenance of Language Access Plan
  - » Yes
  - » Since the start of the administration, recreation leaders have tracked the languages spoken by our constituents. PPR works closely with the Office of Immigrant Affairs to ensure all vital documents were available in various languages. Flyers, brochures

& pamphlets were translated for the following units: Park rules and regulations, COVID-19 vaccine information, pedestrian advocacy guide, after-school applications, tree Philly pamphlets, lifeguard posters, Camp Philly brochures and Summer Camp information. Translations are coordinated by the Office of Immigrant Affairs (OIA) and Mayor's Communications Office. For FY22 and as a part of the City's Diversity, Equity, and Inclusion Initiative, PPR created a Bilingual Staff Survey to ascertain what languages are spoken in the department. The survey results found 29 employees who speak, write, and/or read other languages. Informed by resident feedback, recently PPR hosted bilingual summer information sessions, with live interpretation and translated information about summer camps and job opportunities. In addition, PPR trained area rec leaders in the use of a language access telephone line to provide live translation with non-English speakers that come to a PPR facility. PPR recently appointed the department's first ever Director of Inclusion, who is dedicated to helping our rec centers provide accessible, inclusive, and welcoming service to all residents.

- Number and types of requests for language access assistance
  - » 5
  - » Policies, Public Notices, Surveys, Programs and Services. Languages requested: Arabic, Chinese (Simplified & Traditional), Khmer, Korean, Mandarin (Simplified), Polish, Russian, Vietnamese, Spanish
- Outcome of requests for language access assistance
  - » In Progress
  - » Following meetings with families, PPR is looking for additional ways to get translated information to families in the languages they speak. The department identified bilingual guidance counselors as a good way to share information with more families and will continue building out the network of community groups, professionals, and institutions that are closest to Philadelphia's non-English speaking residents. An outcome of this engagement and efforts, PPR shared translated summer program information with over 400 bilingual guidance counselors resulting in new campers registering for PPR summer camps during the City-hosted information sessions. Families of registered campers have received a follow up call from PPR to ensure their child's camp placement is confirmed.

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## RACIAL EQUITY ACTION PLAN PROGRESS

### 1. CITYWIDE DEI OBJECTIVES

Implement and strengthen the department's Racial Equity Action Plan

#### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Complete Racial Equity Action Plan cohort process.
- Identify racial equity priorities for department.
- Identify and advance strategies to address each racial equity priority area.

#### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Racial Equity Action Plan implementation progress
  - » In Progress
  - » One of the root causes of a perception of safety at PPR sites in disenfranchised areas is a lack of resources to properly address trash, litter, and landscaping at sites. Informed by this, a PPR FY23 budget priority will support focused operations enhancements to better provide safe, clean, ready to use parks/public spaces responding to additional maintenance demands at and around Kensington parks and public spaces as well as increased demand/impacts of climate change as well as This budget priority was informed by input/feedback provided directly by residents and community partners focused around addressing trash, litter, landscaping, and unsafe public sites issues.
- List of new priority strategies or areas of concern identified since conclusion of racial equity cohort process
  - » In Progress
  - » PPR is getting creative and finding new ways to engage teens and young adults especially those of color. Some examples of new strategies include engaging PYN teens who are participating in summer programs, through focus groups, with external funding working with youth engagement and training development nonprofit Creative Praxis to support PPR to facilitate engagement of teenage youth of color including hiring 7 new seasonal staff to focus on teen engagement at high-use recreation centers. Additional new engagement/programming includes podcast production program starting up at two rec centers in N Philly, expanding

partnership with Nerd Street Gamers to engage more teens through eGaming, offering entrepreneurship programs that team local talent with teens to develop and launch their own business ideas.

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

## 2. CITYWIDE DEI OBJECTIVES

Adopt a departmental policy and practice infrastructure that centers and accelerates sustained redress of racial disparities internally

### KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Assess and identify internal racial disparities on an annual basis and as need
- Identify where departmental policies, practices, attitudes, and cultural messages are resulting in differential outcomes by race on an annual basis and as needed.

### METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Reduction and/or elimination of disparities and differential outcomes by race
  - » Yes
  - » The department will continue to work with the Office of Diversity, Equity & Inclusion to identify and address internal racial disparities.

### ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A