



City of Monrovia Community Services Department

AD HOC COMMITTEE ON EQUITY AND INCLUSION

FEBRUARY 11, 2021

Operational Areas – What we do

We exist to serve the people of Monrovia to create a community that offers a premier quality of life.

▶ **Administration**

Community Garden Pilot Program, Filming and Event Permits, Grant Management, Banner Program, Memorial Tree / Bench Program, GoMonrovia Customer Support, and Housing Displacement Response Program / Emergency COVID Housing Impact Program

▶ **Library Services**

Library Strategic Plan Implementation, Adult Services, Youth Services, Circulation, Literacy Services, and Veteran's Services

▶ **Recreation Services**

Youth Programs, Senior Programs, Contract Classes, Old Town Monrovia Support, Monrovia Today Publication, Passport Services, Facility Rentals, Sunshine Company, Canyon Park, Hillside Wilderness Preserve, and City-Wide Special Events.



Operational Areas – What we do

▶ Community Services Commission

- ▶ Seven (7) member Board; advise City Council on recreation programs and services and park development

▶ Library Board

- ▶ Five (5) member Board; advise City Council on library programs and services

▶ Monrovia Old Town Advisory Board

- ▶ Five (5) member Board; advise City Council on expenditure of the Business Improvement District funds



Our Purpose

- ▶ Listen to the community
- ▶ Be the Community connectors
- ▶ Link residents to needed services
- ▶ Support the service providers
- ▶ Reduce duplication of services
- ▶ Collaborate with the subject area experts



Our Purpose

- ▶ We bring people together.
- ▶ We create the space for our residents and businesses to be proud of our town.
- ▶ We create lifelong memories for youth and their families.
- ▶ We provide essential Literacy programs in support of our youth and adult learners
- ▶ We provide programs for seniors to connect with others and enjoy much needed fellowship.
- ▶ We offer programs for youth struggling to find their path in life.
- ▶ We offer service for Veterans.
- ▶ We host programs to help adults better themselves for the job market.

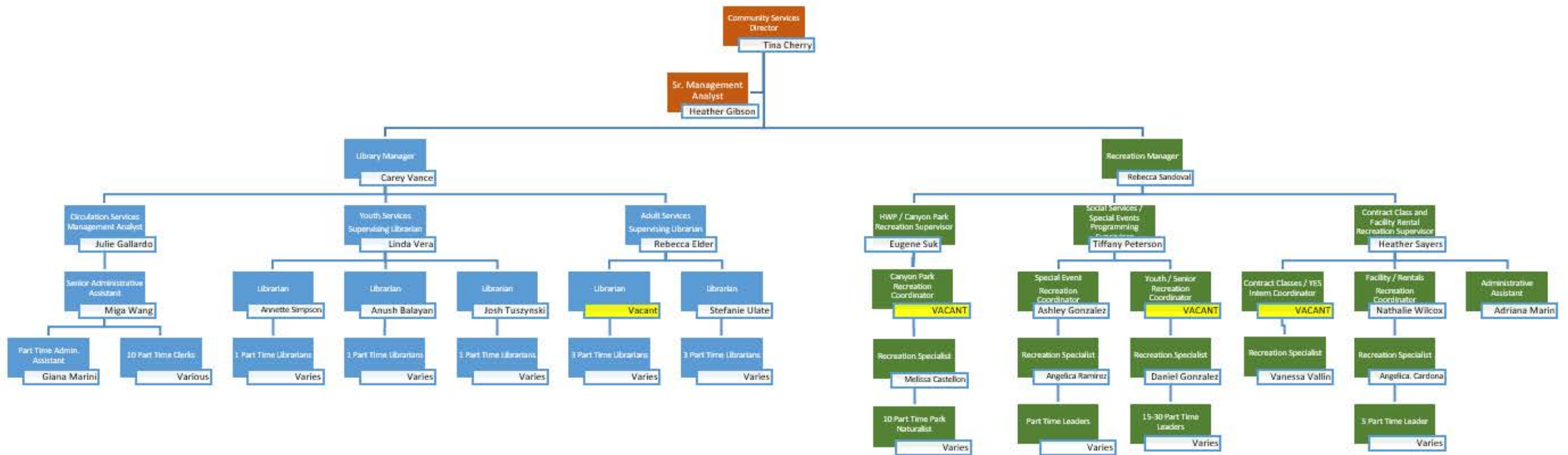


Community Services Staff

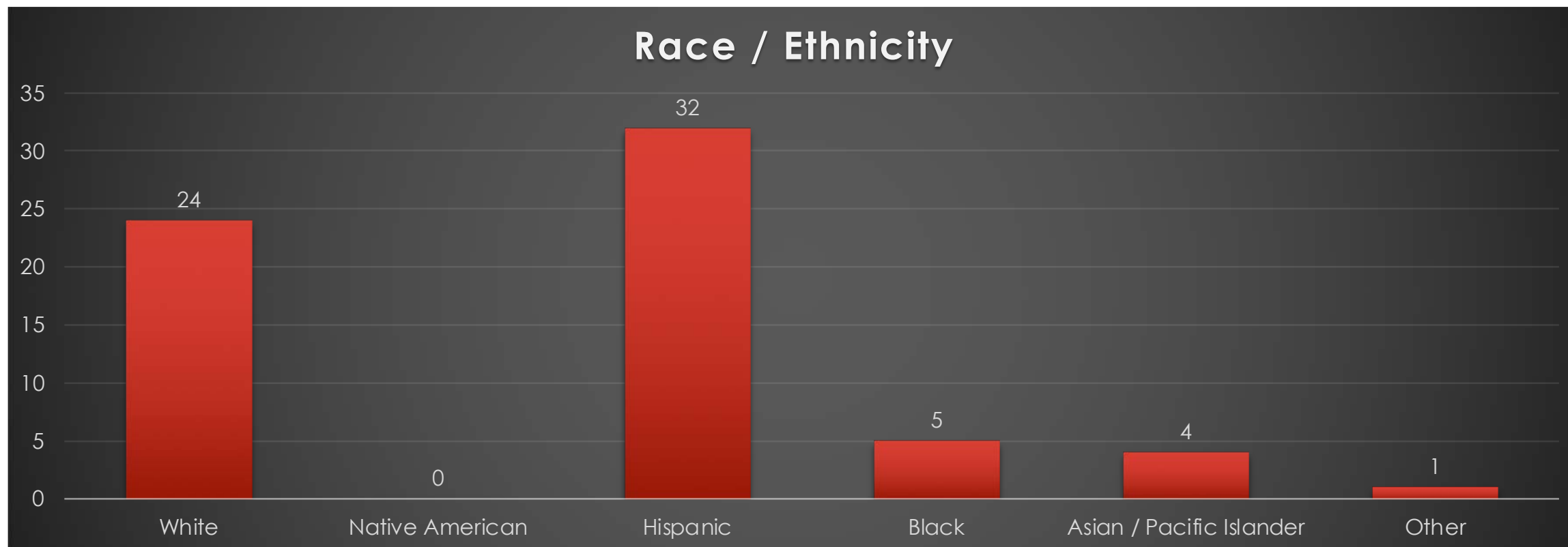
- ▶ Twenty-two (22) approved full time employees; Eighteen (18) active
 - ▶ Four (4) currently frozen
- ▶ Forty (40) to sixty (60) part time employees, depending on the season
- ▶ Annual Budget \$4.3M
 - ▶ Divided between 30+ programs and projects



Organizational Chart

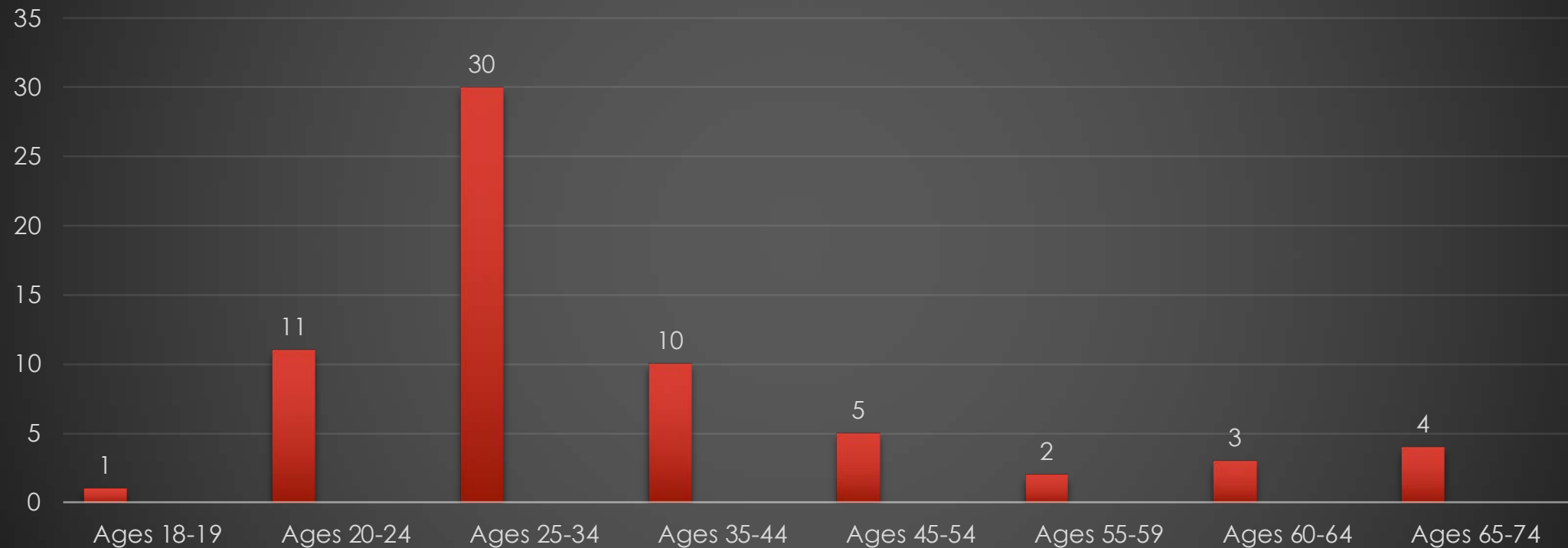


Our Personnel



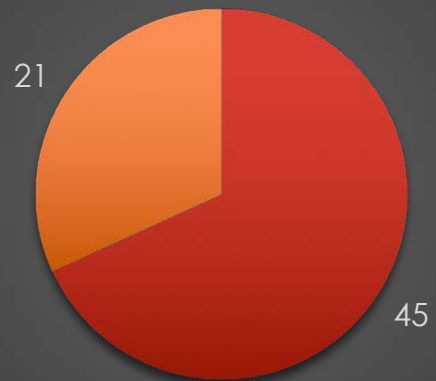
Our Personnel

Age Breakdown



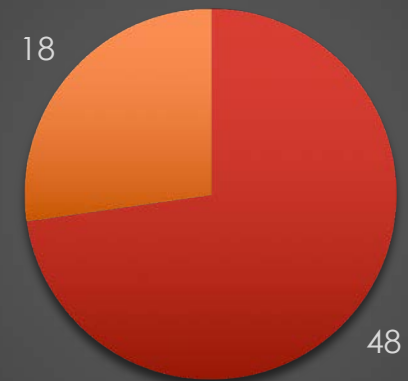
Our Personnel

Gender



Female Male

Status



Part Time Full Time

Creating a Safe Work Environment

- ▶ Our priority is the health of our team
 - ▶ Emotional, mental and physical

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.
Maya Angelou

- ▶ Provide clear expectations
- ▶ Provide meaningful evaluations
- ▶ Ensure each team member feels valued, heard, and supported
- ▶ Empower our team through delegating and follow through
 - ▶ Provided tasks that allows everyone to contribute to the collective goal
 - ▶ Be there to support as needed
- ▶ Open Doors – Regular Pop-Ins



Creating a Safe Work Environment

- ▶ Team Oriented – we are all City employees first and jump in to help however needed
- ▶ Encouraged to think BIG
 - ▶ Virtual Programs at the Library
 - ▶ Movies in the Park Program during COVID
 - ▶ New Years Day Flyover
- ▶ We are the “gate-way” for the youth in our community to learn about local government and professional careers
 - ▶ Teen Advisory Board
 - ▶ Youth Commission
 - ▶ YES Intern Program
- ▶ Many of the staff are Monrovia residents
 - ▶ 20 Staff / 30% are Monrovia residents



Creating a Safe Work Environment

- ▶ COVID Response
- ▶ Celebrate successes! Personal and professional!
- ▶ Quote from Board Member Wall

“They are quick to give credit to the person they feel deserves it. The new staff talks about all the people that make them feel welcome and help them learn their new job. I attribute this comradery to the open communication that is fostered by all levels of management at the Library. Staff is encouraged to bring their ideas on new programs, projects, displays in the Library or whatever they have.”

Whatever their role, whoever they serve, in my opinion, our Library staff does so equitably, and they are always looking for ways to be sure that all of Monrovia is able to be included in their programs and events.”



Training / Learning Environment Library

- ▶ Library Learning Hours (1 hour / week on average)
 - ▶ Excel, sign language, basic Spanish, safety procedures, homelessness, mental health, virtual services, customer service, racial justice, program evaluation, and collection development
- ▶ Annual Learning Summit – A few of the Staff present to the larger group the things they learned during their learning hours.
- ▶ Mini-Meetings with staff to accommodate their schedules
 - ▶ Distribute meeting notes in one documents to share with all
- ▶ *Homelessness in Library's* series – Ryan Dowd



Training / Learning Environment Recreation

- ▶ California Parks and Recreation Society
 - ▶ Recreation University: Justice, Equity, Diversity, Inclusion JEDI
- ▶ CJPIA
 - ▶ Diversity, Equity & Inclusion Discussion
- ▶ California Parks and Recreation Society - Magazine Articles
 - ▶ Justice, Equity, Diversity, and Inclusion in Parks and Recreation
 - ▶ One Agency's Journey into Diversity, Equity, and Inclusion
 - ▶ Racial Equity: Getting to Results
 - ▶ Unveiling the Root Cause of Park Inequity in South Los Angeles
 - ▶ Why we need Park Equity
- ▶ Western City Magazine Articles
 - ▶ Advancing Racial Equity in Local Government
 - ▶ Long Beach Launches Office of Equity to Engage, Educate and Serve
 - ▶ South San Francisco Develop Equity Solutions Tailored to the Community



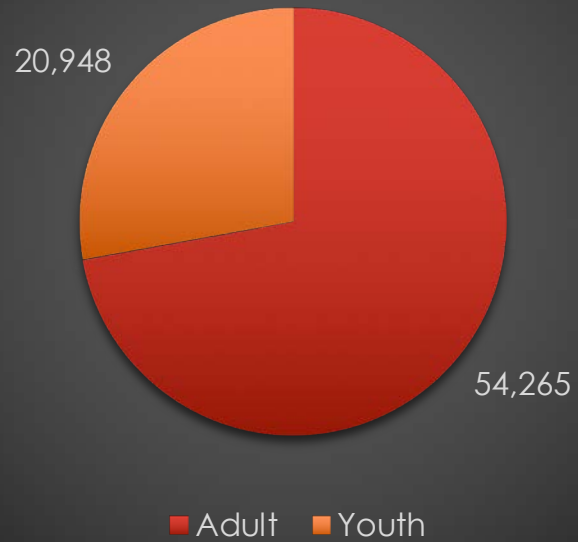
Who we serve...

- ▶ Residents of Monrovia
- ▶ Monrovia based businesses
- ▶ Community Partners
- ▶ Volunteers
- ▶ MUSD Students and Families
- ▶ City Departments
- ▶ Program and Event Sponsors
- ▶ County and State Agency's

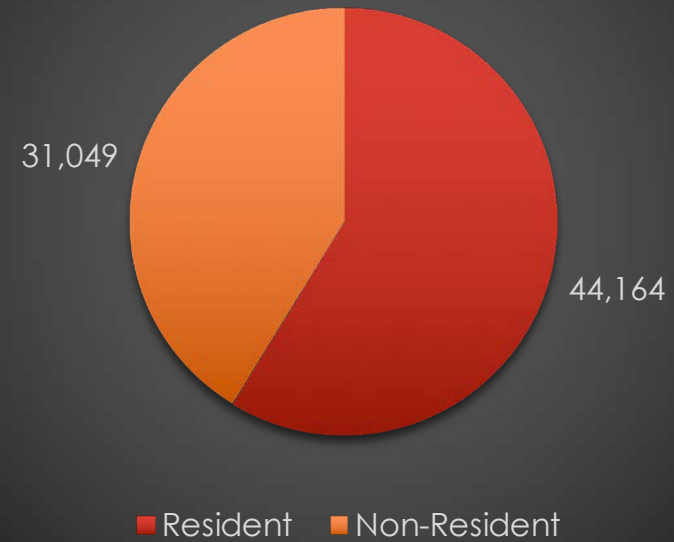


Who we serve - Library

Member Age

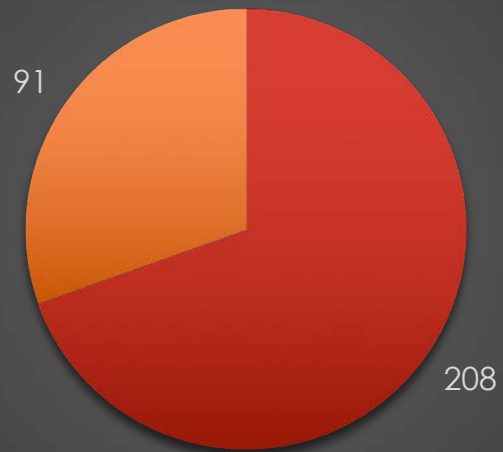


Status of Members



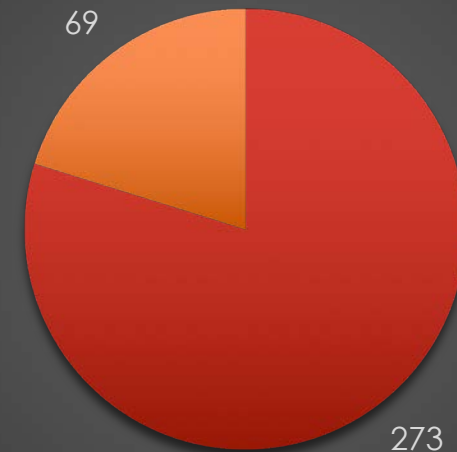
Who we serve – Recreation

Adult Classes



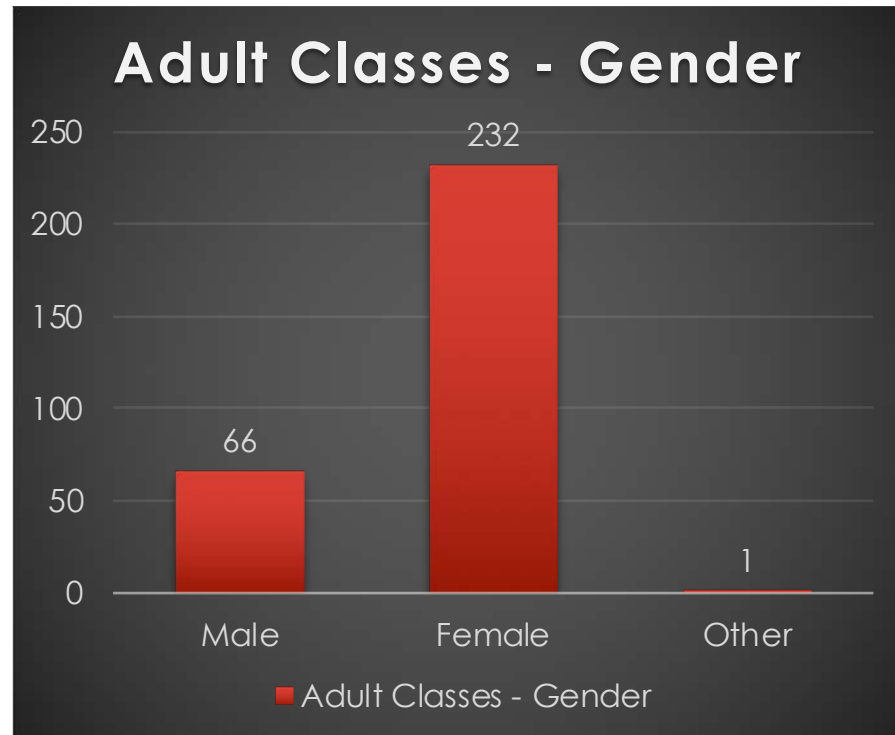
■ Resident ■ Non-Resident

Youth Classes



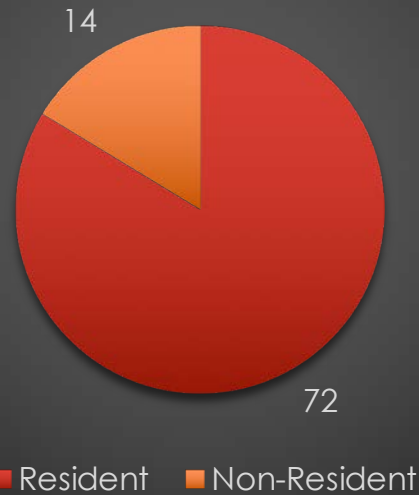
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Who we serve – Recreation

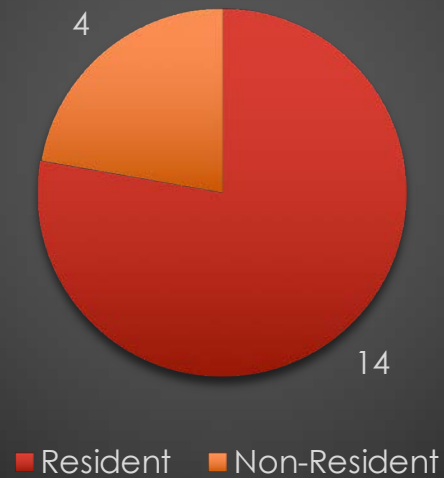


Who we serve – Recreation

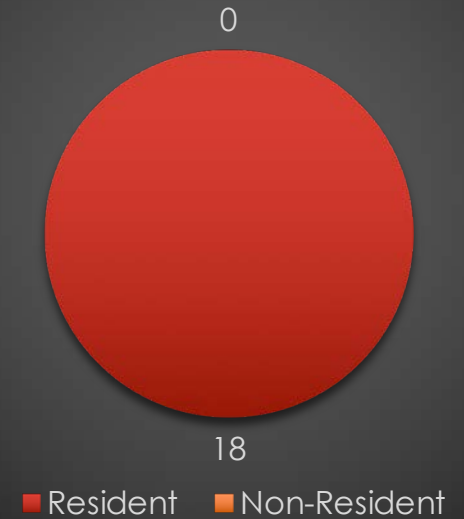
Senior Club Participants



Sunshine Company



Youth Commission



Who we serve – Community Partners

- ▶ Monrovia Unified School District
- ▶ Monrovia Chamber of Commerce
- ▶ Boys and Girls Club of the Foothills
- ▶ Santa Anita YMCA
- ▶ Monrovia Reads
- ▶ Friends of the Monrovia Public Library
- ▶ Monrovia Public Library Foundation
- ▶ Centre Stage, Inc.
- ▶ Volunteer Center of the San Gabriel Valley
- ▶ Foothill Unity Center
- ▶ Mountainside Communion
- ▶ Monrovia Historical Museum
- ▶ Monrovia Historical Society
- ▶ MOHPG
- ▶ Monrovia Providers Group
- ▶ Oak Crest Institute of Science
- ▶ Street Rods Forever Car Club
- ▶ Monrovia Coordinating Council
- ▶ Monrovia Public Health Center
- ▶ Monrovia Music Fest
- ▶ Monrovia Kiwanis Club
- ▶ Monrovia Rotarian Club
- ▶ American Legion Post 44
- ▶ Scouts of American Troop 66
- ▶ Options for Learning
- ▶ Interfaith Council
- ▶ Ministerial Association
- ▶ Monrovia Association of Fine Arts
- ▶ New Horizon Senior Club
- ▶ Gad-A-Bouts Senior Club
- ▶ Monrovia Duarte Black Alumni Association
- ▶ Latino Heritage Society
- ▶ Monrovia Parks, Wilderness, and Recreation Foundation

Addressing Needs of Marginalized Communities Library Services

- ▶ All programs offered in the Library are FREE
- ▶ WiFi access is FREE
- ▶ Traditional and 3D Printing is FREE
- ▶ Mobile Literacy Van to all schools
 - ▶ Elementary Schools three days a month
 - ▶ Middle and High School one time per month
- ▶ Submitting a Grant Application for a Library in the Park Book Locker at Recreation Park – Aimed at meeting the needs of our entire community and our commitment to equity, diversity, and inclusion



Addressing Needs of Marginalized Communities Library Strategic Plan

- ▶ Enhance Experiences
- ▶ Enhance Access
- ▶ Enhanced Partnerships
- ▶ Enhanced Technology
- ▶ Enhance Image
- ▶ Enhance Staff Development



To learn more about the library's strategic plan or any of the many services & programs we offer, visit www.monrovalibrary.org



Addressing Needs of Marginalized Communities Library Strategic Plan

▶ Enhance Experiences

- ▶ Emphasis on 21st Century skills learning – STEM = 11,095 participants
- ▶ Review and Refresh collection and online resources = 87,079 items and 24,496 online
- ▶ Expanded Virtual Programming = 30,933 views
- ▶ Virtual Story Time is offered in English and Spanish
- ▶ Hosted *Holidays Around the World* Reading Program
 - ▶ Donated Books to Foothill Unity Center for each person who participated
- ▶ Supported Lifelong learning for adult learners = 3,904 attendees



Addressing Needs of Marginalized Communities

Library Strategic Plan

▶ Enhance Access

- ▶ Enhanced access through Mobile Literacy = 12,877 youth served
- ▶ Launched Curbside pick up = 21,349 items borrowed since July 2020
- ▶ Recently submitted a grant to provide Library Lockers at Recreation Park to expand Access

▶ Enhanced Partnerships

- ▶ Expanded partnership with Senior living communities = 5,977 Contacts
- ▶ Host Veterans Assistance Officer at the Library to providing Veterans Support = 3,340 Contacts
- ▶ Recently partnered with Recreation to host Virtual Story times showcasing various Winter traditions and Winter holidays
- ▶ Boast 67 Community partnerships with local businesses, community organizations, and school



Addressing Needs of Marginalized Communities Library Strategic Plan

- ▶ Enhanced Technology
 - ▶ Updated collection of 87,079 physical items and 24,496 ebook collection
 - ▶ 14,950 Legacy Project Searched on line
- ▶ Enhance Image
 - ▶ Launched the Marketing Committee
- ▶ Enhance Staff Development
 - ▶ Continue Learning Hours and Annual Learning Summit



Addressing Needs of Marginalized Communities

Recreation Services

- ▶ Sunshine Company is FREE
- ▶ Senior programs
 - ▶ Senior Nutrition Program is FREE
 - ▶ Senior Club Support is FREE
 - ▶ Monrovia Makers is FREE
 - ▶ Staff conducts regular Wellness Calls and provides supplies as needed
- ▶ Currently providing staff at Foothill Unity Center
 - ▶ Since April 2020 – 45 hours / week
- ▶ YES Intern Program
 - ▶ 20-30 Youth employed each summer
 - ▶ Real work experience
 - ▶ Prepare youth for College and the working world



Addressing Needs of Marginalized Communities Recreation Services

- ▶ Program Scholarships for underserved communities
 - ▶ Youth Sports
 - ▶ Junior Researcher Academy
 - ▶ Youth Contract Classes
- ▶ Qualification
 - ▶ Free / Reduced Lunch Program Registration
 - ▶ Evaluated on a case by case basis
 - ▶ Multiple Children Discounts
- ▶ Need to better promote the scholarship program opportunities



Addressing Needs of Marginalized Communities Recreation Services

- ▶ Community Partners
 - ▶ Free or Reduced fees of Facility Rental Space for meetings, programs, and events
 - ▶ Promote programs and events in Monrovia Today / City Manager Weekly at no charge
 - ▶ Display banners on Myrtle Avenue at no charge
- ▶ City Wide Special Event = Free or very low cost for participants
- ▶ Park Development
 - ▶ Community Outreach – Inclusive
 - ▶ Playground Design – Inclusive



Department Boasts and Concerns Administration

Boasts

- ▶ Our Partnerships and collaboration in offering services to the community – Community Garden, HDRP, and eCHIP
- ▶ Success with eCHIP Program
 - ▶ Served 77 households or 283 individuals (6 Seniors / 121 Youth / 156 Adults)
 - ▶ The average support is holding at about \$1,656
 - ▶ Partnered with 16 different advocate partners to provide this service
- ▶ Inclusivity in Playground and Park Design
- ▶ GoMonrovia / ADA support for Riders



Concerns

- ▶ Lack of park access in South Monrovia
- ▶ Limited funding to further the eCHIP Program
- ▶ Restrictive funding
 - ▶ Measure H
 - ▶ Measure A
 - ▶ Prop 68

Department Boasts and Concerns

Library Services

Boasts

- ▶ Accomplishments related to the Strategic Plan Implementation
 - ▶ 53 of the 63 Goals or 84% Complete
- ▶ Mobile Literacy Program Expansion – Go where the youth are...
- ▶ HelpNow, tutoring resource
 - ▶ 1,770 total sessions from March-December 2020 vs. 317 sessions during that same time the prior year
- ▶ Diverse and supportive Board; provides meaningful feedback and thoughtful questions

Concerns

- ▶ Lack of means to learn more about who we are serving and who we are not reaching (and why)
- ▶ Ongoing need to reach South Monrovia
- ▶ Barriers to access programs due to location / transportation
- ▶ Technology Barriers – WiFi Story
- ▶ Look to further address language barriers



Department Boasts and Concerns Recreation Services

Boasts

- ▶ Collaboration and coordination with our community partners
- ▶ Developed innovative programs and services during COVID
- ▶ Ability to hear the community needs and develop programs to meet those needs (or develop partnerships to meet those needs)
- ▶ Diverse and supportive Board; provides meaningful feedback and thoughtful questions

Concerns

- ▶ Lack of means to learn more about who we are serving and who we are not reaching (and why)
- ▶ Barriers to access programs due to location / transportation
- ▶ Look to further address language barriers
- ▶ Look to further promote the scholarship program opportunities



Questions and Discussion...

