

Construction Contractors Board



DIVERSITY, INCLUSION, EQUITY & BELONGING

Strategic Priorities

Contents

DEIB COMMITMENT	3
CCB AGENCY OVERVIEW	4
CCB MISSION	4
DEIB INITIATIVES	5
ACTION PLAN	6
MONITOR GOALS	7
DEIB PROCUREMENT	9
CONCLUSION	10





Land Recognition

We would like to acknowledge the many tribes and bands who call Oregon their ancestral territory, including: Burns Paiute, Confederated Tribes of Coos, Lower Umpqua and Siuslaw, Confederated Tribes of Cow Creek Lower Band of Umpqua, Confederated Tribes of Grand Ronde, Confederated Tribes of Siletz Indians, Confederated Tribes of Warm Springs, Confederated Tribes of Umatilla Indian Reservation, Coquille Tribe, and Klamath Tribes; and honor the ongoing relationship between the land, plants, animals, and people indigenous to this place we now call Oregon. We recognize the continued sovereignty of the nine federally recognized tribes who have ties to this place and thank them for continuing to teach us how we might all be here together, and we continue to strive to work on a government-to-government basis with the nine federally recognized tribes.

Construction Contractors Board Leadership Team

Commitment to DEIB Initiatives



The Construction Contractors Board is committed to fostering and preserving a culture of diversity and equity. Our employees are the Agency's most valuable asset. The Agency's culture, reputation and achievements are the result of the individual differences, life experiences, knowledge, inventiveness, self-expression, and capabilities that employees invest in our mission.

CCB embraces and encourages employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veterans' status, and other characteristics that make our employees unique.

The Construction Contractors Board's diversity and equity efforts are reflected in our recruitment practices and policies, our compensation and benefits programs, our professional development and training efforts, our social and recreational programs and the ongoing development of a work environment built on the premise of diversity and equity. These efforts promote and reinforce:

- ❖ Respectful communication and cooperation between all employees
- ❖ Teamwork and employee participation, permitting the representation of all groups and employee perspectives
- ❖ Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity

Employees at all levels of the CCB have a responsibility to treat other people with dignity and respect at all times and to create and maintain an atmosphere that fosters the spirit of this DEIB Strategic Plan. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other agency sponsored and participative events.

Introduction



Agency Overview

In 2024, the Construction Contractors Board (CCB) will celebrate **53 years** protecting the citizens of Oregon and promoting a positive business climate for construction contractors. The organization was first established by the legislature in 1971 as the Builders Board. At its inception the board addressed only residential construction issues. Commercial contractors were later brought within the board's regulatory purview. Other changes over the past half century, in particular the creation of the board's dispute resolution program, have contributed to the organization's broad consumer protection mission and its success at leveling the playing field for contractor businesses.

Oregon law requires anyone who works for compensation in any construction activity involving improvements to real property to be licensed with the Construction Contractors Board. As of early 2024, this includes nearly 45,000 construction businesses. The CCB licenses all sizes of construction business from large multi-state firms to sole proprietors. The CCB also licenses every type of construction business from the excavator that prepare the soil for the foundation all the way up to the business that installs the roof and literally everything in between.

Mission & Objectives

The CCB protects the public's interest relating to improvements to real property. The board regulates construction contractors and promotes a competitive business environment through education, contractor licensing, dispute resolution, and law enforcement.



Construction
Contractors
Board



ACTION PLANS

Strategy 1 – Agency Specific

Provide opportunities to gain awareness and enhance engagement by building a supportive, positive, and respectful workplace while celebrating all employee differences whether they be cultural, generational, or through lived experiences.

Action



- 1.1 Expand quarterly Wellness Newsletter to include DEIB article.
- 1.2 Human Resource's Weekly Tips will support DEIB awareness topics.

Strategy 2 – Agency Infrastructure

Review and improve CCB's external website navigation, level of program information provided, consumer outreach efforts, and barriers to accessibility.

Action



- 2.1 NEW – Online application process to apply for CCB license, instructions in multiple languages.
- 2.2 Agency requested budget for 25-27 will include initiatives for a Licensing System Replacement.

Strategy 3 – Agency Inclusive Communications

Expand our current efforts to approach communication and materials that enable as many Oregonians as possible to be included in our interactions. Create a supportive and effective environment, using existing platforms to enhance consumer outreach.

Action



- 3.1 Applications & Materials – provide versions in multiple languages.
- 3.2 Webinars – offered in English and Spanish which include closed captioning options.

Strategy 4 – Workforce Demographics & Training

Continue to develop a network of resources and relationships in order to support broadest possible reach on agency recruitment efforts for both staff and board positions. Support career development opportunities for employees through training and awareness programs that foster a strong sense of engagement and community.

Action



- 4.1 Build Inclusive Networks – partner with agencies and community groups that can support CCB’s efforts at expanding diversity.**
- 4.2 Career Development – the agency will work to provide cross-training and advancement opportunities for staff and others interested in careers with the agency.**

MONITOR GOALS

Strategy 1 – Workday

Utilize DEIB and talent acquisition dashboards and reports within the Human Resources Information System (HRIS) to help recruit and retain a diverse workforce.

Action



- 1.1 Job Postings – review position descriptions and hiring practices to reduce bias and attract diverse candidates.**
- 1.2 Interview Panels – the agency has already started to compose panels with various working relationships for position under recruitment. We will develop requirements for all panel members to be trained on how to mitigate bias and ensure an inclusive interviewing process.**

Strategy 2 – Engagement Surveys

Leveraging engagement surveys to gauge internal and external customer satisfaction and seek in-depth feedback for CCB’s Leadership Team to monitor and make recommendations on improvements to our DEIB initiatives.

Action



- 2.1 **External Customer Survey** – CCB regularly sends out a survey to our customers seeking feedback to help identify process improvements. Next steps would be to use the metrics to evaluate the agencies culture and reputation regarding our mission and objectives.
- 2.2 **Employee Engagement Survey** – collect responses from staff about DEIB efforts within the agency, then implement immediate changes to support a respectful and inclusive workplace.

Strategy 3 – Agency Evaluation

Assess internal metrics to evaluate the performance, and sustainability of the agency’s ability to meet it’s strategic and operational goals and objectives.

Action



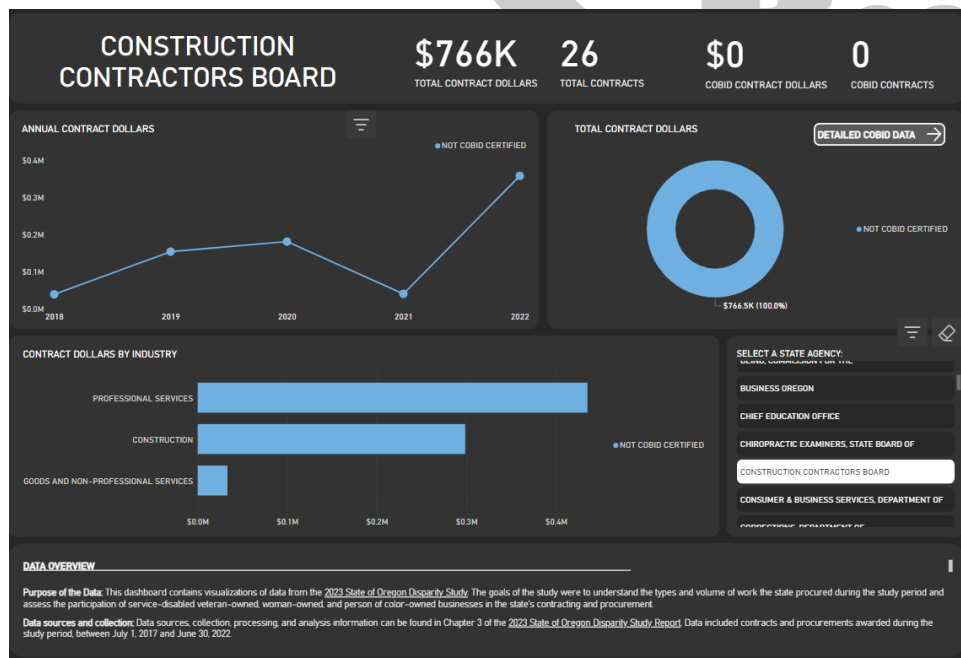
- 3.1 **Key Performance Measures (KPMs)** – further development is needed but future reviews will be done through a lens of equity for all programs.
- 3.2 **Annual Review on DEIB strategic priorities** – identify new opportunities and lessons learned by focusing on hidden biases and bottlenecks in previous years goals to keep CCB leadership and staff accountable.



Procurement Equity – CCB Disparity Study Data

The state of Oregon manages socio-economic programs for business inclusion and diversity that promote opportunities for disadvantaged business enterprises, minority-owned businesses, woman-owned businesses, businesses owned by service-disabled veterans and emerging small businesses.

In 2022, the Department of Administrative Services (DAS) commissioned BBC Research & Consulting (BBC) to conduct a disparity study to assess whether businesses owned by persons of color (POCs), women, and service-disabled veterans (SDVs) face any barriers as part of the state's contract and procurement processes.



Information from the study will help inform the state's efforts to encourage the participation of POC, woman, and SDV-owned businesses in its work. In November 2023, BBC submitted a final report to the state. The report presents results from the utilization, availability, and

disparity analyses separately for relevant business groups. The report also provides recommendations related to policies and programs the state could consider implementing to encourage the participation of POC-, woman-, and SDV-owned businesses in its work. The full report can be found [here](#).

CONCLUSION

Enhancing diversity and building equity is not a one-time project but an ongoing effort. This agency has such a strong commitment to all of the Oregonians that we serve every single day, without respect to their social, cultural, racial, or other status. We believe the values and principles described in these pages form an appropriate framework for building on past success and continuing that work on an ongoing, everyday basis.



Construction Contractors Board Administrator

Chris Huntington, Administrator

201 High Street SE Ste. 600

Salem, Oregon 97301

503-934-2184

Governor's Policy Advisor

Kelly Brooks

503-378-4542

Affirmative Action Representative

Heather Parker, Human Resources Business Partner

201 High Street SE Ste. 600

Salem, Oregon 97301

971-718-1329



Main Phone: (503) 378-4621
Fax: (503) 373-2155
Email: ccb.info@ccb.oregon.gov

Physical Address:
201 High St. SE, Suite 600
Salem, OR 97301

Mailing Address:
P.O. Box 14140
Salem, OR 97309-5052

State holidays:
A [list of state office closures](#) is maintained through the Department of Administrative Services.

Hours of Operation
Monday - Friday

Phones: 9 a.m. to 5 p.m.
(Note: The licensing call center stops accepting new callers at 4 p.m. to allow for return calls to customers that have selected the callback feature.)

CCB Lobby: 8 a.m. to 4:45 p.m.

Preferred method for document drop off:
6th floor lobby or by secure fax to (503) 373-2155

[Oregon Construction Contractors Board](#)