



## About The City & County of San Francisco





In 2019, San Francisco Mayor, London Breed, signed racial equity legislation mandating the development of a city-wide racial equity framework and that every department within the City & County of San Francisco (CCSF) create a racial equity action plan. As a subcontractor to Conant Coaching & Consulting, a)plan served as the racial equity coaching and training partner for departments including Assessor, Controller, Environment, Public Works, and Treasurer & Tax.

CCSF employees are barred from providing testimonials. Nonetheless, Director of San Francisco Environment Department, [Tyrone Jue](#), would be happy to speak with any interested parties about his and his department's experience: [tyrone.jue@sfgov.org](mailto:tyrone.jue@sfgov.org).

## About the Engagement

a)plan won a competitive bidding process with CCSF to help numerous departments with key areas of focus, including (but not limited to) Policy Development, Hiring and Retention, Training & Coaching.

### a)plan Services Used:

-  One-on-One Coaching
-  Team Coaching
-  Training
-  360 Degree Reviews

### Engagement Summary

Our robust approach to meeting the City's needs involved coaching, consulting, and training. Specifically, we:

- Delivered workshops for all staff (*Racial Equity Fundamentals; Interrupting Microaggressions and Imposter Syndrome*)
- Designed and delivered a workshop for all supervisors (*Managing With A Racial Equity Mindset*)
- Facilitated small group conversations in intact teams to support shared understanding and application of training content
- Provided 1:1 coaching for all supervisors to support integrating and putting into action what they learned in training sessions

## CCSF's ROI

Our client surveys help customers understand the return of their ongoing coaching and training investments. For CCSF, participants were asked to rank their agreement with various statements on the impact of their experiences.

**Good Investment**  
82%

Said our "Racial Equity Fundamentals" training was a good investment of time and energy.

**Exceeded Expectations**  
81%

Said their coaching exceeded their expectations.

**Valued Our Training**  
82%

Valued our training on "Interrupting Microaggressions & Imposter Syndrome."

**A Trusted Partner**  
94%

Said their coach was a trusted and valuable partner in their growth.