State of Alaska

2019
Progress Report
on
Equal Employment Opportunity
and Affirmative Action
in Alaska State Government

Michael J. Dunleavy
Governor
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Preface

This 2019 Progress Report is filed with the Governor and the Legislature pursuant Alaska Statute 39.28.020(a)(12). Additional State of Alaska Executive Branch employee demographics may be found in the annually published “Workforce Profile” by the Department of Administration, Division of Personnel & Labor Relations, which is available on-line at the Division’s web page.

The subject of this 2019 Progress Report is the status of Equal Employment Opportunity (EEO) and Affirmative Action (AA) in the Executive Branch of the State of Alaska (hereafter “the State”). This Progress Report is intended to give an overall view of women and minority employee demographics in the State’s Executive Branch. The Report does not include workforce information on the Alaska State Legislature, the Alaska Court System, the Alaska State Defense Force, or the Alaska National Guard. Nor does this Report cover such entities as the University of Alaska, the Alaska Housing Finance Corporation, or the Alaska Railroad Corporation. The Report captures workforce data for full- and part-time permanent positions in the Executive Branch including seasonal positions. It does not capture employee data for non-permanent positions.

Data sources for this Report (unless otherwise noted) are the U.S. Census Bureau, U.S. Bureau of Labor Statistics, the State of Alaska Department of Labor & Workforce Development, the Alaska statewide Payroll System (AKPAY), and the State’s Integrated Resource Information System for Human Resource Management (IRIS HRM). Workforce numbers were drawn from the data as of June 30, 2018, which is consistent with the annual Workforce Profile and biennial federal EEO-4 report. Historical data between 1995 and 2019 was obtained from employee data downloaded from the payroll system. Some historical data was obtained from prior Progress Reports.

Use in this Progress Report of technical terms such as underutilization, availability, and underrepresentation does not necessarily signify that the State agrees these terms are properly applied to any particular factual situation, or that the State agrees that it is liable under applicable laws. Instead, these terms are employed

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1 AS 39.28.020(a)(12) – The director of the division of personnel shall “prepare and submit an annual report to the governor and the legislature by February 15 on the progress and problem areas in the equal employment opportunity program and the implementation of the affirmative action plan.”
to provide leaders and managers information for effective and targeted policy decisions.

This Progress Report was prepared by the Equal Employment Opportunity Program in partnership with the Employee Planning & Information Center within the State of Alaska, Department of Administration, Division of Personnel & Labor Relations. The EEO Program welcomes comments regarding this report. Interested parties should submit feedback in writing to the following:

Kate Sheehan, Director
State of Alaska, Department of Administration
Division of Personnel & Labor Relations
Equal Employment Opportunity Program
P.O. Box 110201
Juneau, AK 99811-0201

OR

Camille Brill, EEO Program Manager
State of Alaska, Department of Administration
Division of Personnel & Labor Relations
Equal Employment Opportunity Program
550 W. 7th Ave., Suite 1960
Anchorage, AK 99501

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February 2019
Introduction

The size of the Executive Branch workforce has continued to decline and is now reminiscent of the numbers from the mid-2000s. The latest published number is 14,546 employees in our 15 departments. This year’s Report reflects workforce demographic data as of June 30, 2018 under former Governor Bill Walker’s Administration. The Executive Branch workforce shrunk less than one percent from last year and continues to trend downward. The reduction reflects employee layoffs and hiring restrictions during the State’s lingering recession. During the past year, all but two of the Executive Branch’s 15 departments experienced a loss of employees. As the State continues to face the challenges of lower revenue and a significant budget shortfall, State public employee numbers are likely to continue to fall.

Knowledge of the Executive Branch’s workforce gives us awareness of how and where we need to continue to change to remain an employer of choice. Information about workforce demographics allows executives, managers, supervisors, and employees to make decisions that have a direct impact on recruiting and retaining our greatest resource – people.

The current population of Alaska is estimated at 736,239, a small decrease from last year’s 737,080. Meanwhile, Alaska Department of Labor & Workforce Development estimates project our state’s population to grow, reaching 837,806 by 2045.

The State’s workforce – like Alaska’s population – is diverse culturally and racially. The State’s racial demographics compared to the United States as a whole, reveals a proportionally higher percentage of racial and cultural diversity.

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2 State of Alaska Workforce Profile Report for Fiscal Year 2005 notes 14,576 employees.
3 State of Alaska Workforce Profile Fiscal Year 2018 available at http://doa.alaska.gov/dop/reports/workforceProfile/.
5 Alaska Department of Labor and Workforce Development, Research & Analysis Section http://live.laborstats.alaska.gov/pop/index.cfm
Alaska has a greater percentage of people who identify their race as “Alaska Native or American Indian,” “Asian,” “Native Hawaiian or Other Pacific Islander,” or “Two or More Races.” Moreover, Alaska has a lower percentage of people who identify as racially white compared to the nation as a whole.

<table>
<thead>
<tr>
<th>Race</th>
<th>Alaska</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>White Alone</td>
<td>65.8 %</td>
<td>76.6 %</td>
</tr>
<tr>
<td>African American Alone</td>
<td>3.7 %</td>
<td>13.4 %</td>
</tr>
<tr>
<td>Alaska Native or American Indian Alone</td>
<td>15.3 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>Asian Alone</td>
<td>6.5 %</td>
<td>5.8 %</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>1.4 %</td>
<td>0.2 %</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>7.4 %</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>7.1 %</td>
<td>18.1 %</td>
</tr>
</tbody>
</table>

Our population expansion has brought a shift in our demographics resulting in growth in minority populations, most notably people of Asian, Pacific Islander, and Hispanic descent. In Alaska’s Asian community, over 50 percent are of people with roots in the Philippines. In Alaska’s Pacific Islander community, 58 percent have roots in Samoa. According to State demographers, Alaska’s Hispanic population has increased 52 percent between 2000 and 2010. U.S. Census data reveals that the total population of Hispanic or Latino people in Alaska is trending upward. Additionally, the Alaska Native population is expected to continue to grow and surpass 180,000 by 2045. While the change in racial and ethnic demographics in Alaska has been significant, it is consistent with the national trend. The U.S. Census Bureau projects that the population of people who identify as “Two or More Races” will be the fastest growing racial or ethnic group.

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in America over the next 40 years, followed by Asians and Hispanics. In contrast, the non-Hispanic white population is projected to shrink from 199 million in 2020 to 179 million people in 2060.\textsuperscript{13}

Alaska’s school districts’ demographics give us a glimpse of our future workforce. The greater Anchorage/Matanuska Susitna area and City and Borough of Juneau are home to over 68 percent of Executive Branch employees.\textsuperscript{14} The Anchorage School District (ASD), the largest in the State and one of the 100 largest districts in the United States, reports its “minority” student population exceeds its white student population. According to ASD’s 2018 Ethnicity Report for the 2018-2019 school year, the student population is now at an all-time high of 58.54 percent of non-white students to 41.46 percent white students.\textsuperscript{15} The ASD counts over 110 languages spoken by its English-language learners as their first language, or by the students’ families.\textsuperscript{16} The top five languages spoken (after English) are: Spanish, Samoan, Hmong, Filipino, and Yup’ik. ASD demographics over the last 10 years reveal trends with significant increases in “Asian or Pacific Islander” students and those who identify as multiracial.\textsuperscript{17} Likewise, the City and Borough of Juneau School District reports its student population is now 50 percent white.\textsuperscript{18} As the nation and Alaska face substantial racial demographic population changes, so will the State of Alaska’s Executive Branch workforce.

Accordingly, the State is fully committed to the promotion of diversity and inclusion by not only fulfilling all state and federal EEO mandates but by promulgating workplace rules and employment practices that value equity and fairness. In 2018, the following formal gubernatorial Proclamations were issued:

- \textit{Elizabeth Peratrovich Day}  
  February 16, 2018

\textsuperscript{13} Id.

\textsuperscript{14} 2018 State of Alaska Workforce Profile, published by the State of Alaska, Division of Personnel & Labor Relations, Employee Planning & Information Center report employees by geographic region: show 48.4 percent in the greater Anchorage/Mat-Su and 19.88 percent in Juneau for a total of 68.4 percent.


\textsuperscript{16} Anchorage School District website at: https://www.asdk12.org/aboutasd/

\textsuperscript{17} Anchorage School District Ethnicity Report (October 31, 2018) and web page at https://www.asdk12.org/aboutasd/languages/

• **Developmental Disability Awareness Month**  
  March 2018

• **Older Americans Month**  
  May 2018

• **Deaf Awareness Week**  
  September 23-29, 2018

• **Filipino American History Month**  
  October 2018

• **Alaska Employ People with Disabilities Week**  
  October 1-7, 2018

• **Women Veterans Day**  
  November 9, 2018

• **Alaska Native Heritage Month**  
  November 2018

Additionally, Administrative Order (AO) 300 was issued in September 2018 to “Revitalize, Restore, and Preserve Alaska Native Languages: Education, Names and Signage.”19  AO 300 shows the State’s commitment to preserving the cultural heritage of Alaska’s first peoples and valuing pluralism in Alaska.

In light of Alaska’s significant racial and cultural diversity, the State supports Equal Employment Opportunity (EEO) and Affirmative Action (AA) and continues to work to recruit and retain all qualified people. A primary goal of the State’s Equal Employment Opportunity Program is to ensure that positions in the public service are genuinely and equally accessible to all people. While recruitment is essential, an inclusive work environment is crucial to retention. The State does not condone, permit, or tolerate illegal discrimination against its employees or applicants for State employment on the basis of race, color, national origin, religion, sex, age, physical or mental disability, marital status, changes in marital status, pregnancy or parenthood, genetic information, or status as a veteran or veteran with a disability. Valuing the diversity of a workforce representative of all Alaskans enriches the quality of our service to the people of Alaska.

19 State of Alaska Administrative Order 300 (September 23, 2018)  
https://gov.alaska.gov/admin-orders/administrative-order-no-300/
Report Summary

The 2019 Progress Report focuses on two areas: current incumbency levels of minorities and women in the State workforce and historical levels. It compares the Executive Branch’s workforce demographics to that of the Alaskan Civilian Labor Force. The Report’s results allow the State to focus resources in those areas where our incumbency levels are significantly less than the availability of women and minorities in the Civilian Labor Force. It highlights areas where there may be intentional or unintentional barriers of employment to women and minorities. The Report also notes areas where progress has been achieved in the diversity of our workforce. The 2019 Progress Report shows modest overall improvement for both women and minorities in the Executive Branch, but additional change is warranted, particularly in areas of occupational segregation and the underrepresentation of Alaska Native employees in our workforce.

This year’s Report reflects a greater number of minorities in the Executive Branch than the previous year (3,294 increase to 3,371), and it reveals the overall total percentage of minorities slightly increased from 22.4 to 23.2 percent. In fact, the number of minorities working in the Executive Branch has increased every year since 1990. Despite the Executive Branch’s reduction in its overall workforce, the percentage of minority employees marginally rose in every racial category except Asian, which saw a slight decrease from 8.1 percent last year to 8.0 this year. Alaska Native or American Indian employees represent the second largest racial minority group in the Executive Branch workforce at 6.9 percent. The percentage of white employees in the Executive Branch shrank from 77.6 percent to 76.8 percent, as did the number of minorities who hold executive-level positions from 12.1 percent to 10.6 percent. Non-white employees continue to be concentrated in Service Maintenance positions.

There are currently 7,070 women employees in the Executive Branch, a small decrease from last year’s report of 7,085 women. Women continue to have the highest concentration in “Administrative Support” positions at 78.8 percent. However, women dominate in overall percentages in nine of our 15 departments. As of June 30, 2018, women hold just over 50 percent of the higher paying jobs (range 18 and above), which is the highest percentage on record for the second year in a row.

20 The Civilian Labor Force (CLF) is defined as all non-institutionalized (i.e. not incarcerated) civilians (i.e. not serving in the U.S. military) aged 16 and older who are either working or seeking employment (unemployed).
Minority Employment in the Executive Branch

Current Outlook

Employees from minority groups now comprise 23.2 percent of the State’s Executive Branch workforce. This represents the highest percentage on record. Moreover, data reveals that as the State’s number of public employees is declining, the percentage of our minority employees showed a modest increase from 22.4 percent last year to 23.2 percent this year. For wider comparison, the Federal government reported that its non-white employees made up 36.7 percent of its workforce in Federal fiscal year 2017.²¹

While our workforce is made up of 23.2 percent of minority groups, the U.S. Census reports the Alaskan Civilian Labor Force (CLF) is comprised of 28.8 percent of racial minorities.²² (See Exhibits 1 and 2)

Exhibit 1

![Executive Branch Workforce](chart)

This Progress Report relies on information from the federal U.S. Census Bureau Equal Employment Opportunity Tabulation, which uses American Community


²² Source: U.S. Census Bureau EEO Tabulation 2006-2010 (five-year American Community Survey data). Note: “White” included Census categories of “white alone” and “white alone / Hispanic or Latino.”
Survey data. This allows us to compare the Executive Branch workforce numbers to the most recent labor force data available.

Exhibit 2

![Alaskan Civilian Labor Force](chart)

Prior to 2017, the federal U.S. Equal Employment Opportunity Commission (EEOC) required the State to capture employee ethnicity and race data in five specific (single) categories:

1) American Indian or Alaska Native;
2) Asian or Pacific Islander;
3) Black/Non-Hispanic;
4) Hispanic; and
5) White/Non-Hispanic.

Starting in 2017, the EEOC changed its requirements and now mandates data to be captured in seven expanded race/ethnicity categories: 23

1) Alaska Native or Native American (Not Hispanic or Latino);
2) Asian (Not Hispanic or Latino);
3) Native Hawaiian or Pacific Islander (Not Hispanic or Latino);
4) Black or African American (Not Hispanic or Latino);
5) White (Not Hispanic or Latino);
6) Two or More Races (Not Hispanic or Latino); and
7) Hispanic or Latino.

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23 For definitions of the new and old race and ethnic categories, please see Pages 37 and 38 in the Appendix.
These changes are reflected in this year’s EEO Progress Report for which the data draw date is June 30, 2018. Because of the different categories of information collected and the different collection times, it is important to note that general comparisons can be made but care should be taken when directly comparing the data.

Exhibit 3

According to data from the U.S. Census Bureau’s EEO Tabulation (which is based on the 2006-2010 American Community Survey), the Executive Branch is not underrepresented in employees who are “African-American/Black” nor employees who identify as Asian or Pacific Islander (when viewed in combining the data for “Asian” and “Pacific Islander”). Overall in the Executive Branch workforce, Hispanic employees are underrepresented by 1.3 percentage points, a slight improvement from last year. (See Exhibits 3 and 4)
Alaska Native and Native American peoples continue to be the most underrepresented as a group in the Executive Branch workforce by 7.8 percentage points. Alaska Native peoples are made up of many distinct cultures. The U.S. Census Bureau reported the largest is Yup’ik, followed by Inupiat, Athabascan, Tingit-Haida, Aleut, and Tsimshian. Most Alaska Native peoples live in rural Alaska although the urban Native population has grown. While more than half of Alaska’s indigenous people live in villages or regional hubs, over 85 percent of Executive Branch employees work in urban Alaska.

Exhibit 4

Percentage of Minorities in the Alaskan Civilian Labor Force by Race and Ethnicity

- ALASKA NATIVE or NATIVE AMERICAN: 14.7%
- ASIAN or PACIFIC ISLANDER: 7.3%
- AFRICAN AMERICAN / BLACK: 3.5%
- HISPANIC: 5%
- NON-MINORITY: 71.2%
- TWO OR MORE RACES: 0.9%

24 Source: 2010 U.S. Census Bureau, The American Indian and Alaska Native Population; Percentage Distribution of Alaska Native Tribal Groupings by Response Type, Summary File 1 (January 2012)

25 Source: Alaska Economic Trends, Volume 33, Number 4, April 2013.

26 U.S. Census Bureau EEO Tabulation 2006-2010 (five-year American Community Survey data). Due to methodology, percentages do not add to 100. Also, “Two or More Races” includes “Alaska Native or American Indian and Black/non-Hispanic).
To get a true picture of the status of minorities in State government, it is important to look at their distribution within the workforce. The most current data reveals improvement of non-white employees in higher level positions as shown in the EEOC’s eight job categories:

- Officials and Administrators
- Professionals
- Technicians
- Protective Service Workers
- Paraprofessionals
- Administrative Support
- Skilled Craft Workers
- Service-Maintenance Workers

These job categories reflect different levels of job opportunity and are used by the EEOC in conjunction with other labor force data to identify possible patterns of exclusion and discriminatory practices. The EEOC requires state and local governments to submit biennial reports (EEO-4 Survey) showing the representation of men and women in each racial/ethnic group in these eight job categories.

Exhibit 5 shows the current percentage of minorities in the job categories that are defined by the EEOC.

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Exhibit 5

**Percentage of Minority Employees in the Executive Branch in EEO-4 Job Categories**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officials and Administrators</td>
<td>12.5%</td>
</tr>
<tr>
<td>Professionals</td>
<td>17.1%</td>
</tr>
<tr>
<td>Technicians</td>
<td>27.9%</td>
</tr>
<tr>
<td>Protective Service Workers</td>
<td>23.0%</td>
</tr>
<tr>
<td>Paraprofessionals</td>
<td>22.0%</td>
</tr>
<tr>
<td>Administrative Support</td>
<td>31.9%</td>
</tr>
<tr>
<td>Skilled Craft Workers</td>
<td>18.8%</td>
</tr>
<tr>
<td>Service-Maintenance Workers</td>
<td>48.9%</td>
</tr>
</tbody>
</table>

---

27 For definitions of each job category, please see Appendix Pages 39 and 40.
Service-Maintenance Workers continue to comprise the largest concentration of minority employees at 48.9 percent. While minorities currently make up 23.2 percent of our workforce and approximately 28.8 percent of the Alaskan Civilian Labor Force (CLF), they hold 12.5 percent of the jobs held by “Officials and Administrators” and 17.1 percent of jobs classified as “Professional.”

Exhibit 6 shows the percentages of minorities in each of the 15 departments in the Executive Branch as of this report’s data draw date of June 30, 2018. Overall, the Executive Branch realized a 0.8 percentage point gain in the total number of
minority employees in 2018. The departments of Health & Social Services and Revenue continue to have the highest percentage of minority employees while the departments of Fish & Game and Natural Resources have the lowest percentages.

Examining the distribution of minorities in higher level and higher paying jobs also provides information about the status of minority employees in State government. Exhibits 7 and 8 show the percentage of minority employees in pay ranges 18 and above. As of June 30, 2018, positions in this category represent 4,998 jobs that include non-appointed senior professional and managerial levels held by minority and non-minority employees.

**Exhibit 7**

Percentage of Minority Employees in Pay Ranges 18 and Above

Overall in the Executive Branch, the percentage of minority employees in these higher paying positions increased from 14.3 percent to 15.0 percent, representing a total of 749 employees in pay ranges 18 and above positions. This increase is particularly notable since the State lost 146 positions overall in 2018.

Exhibit 8 shows the current percentages of minority employees in pay ranges 18 and above in each of the 15 departments. Twelve departments increased their
percentage of minority employees. Out of the five departments with the highest percentage of senior level minority employees, four realized an increase and one sustained a nominal decrease. Like last year, the department with the largest number of minority employees is the Department of Health and Social Services, which currently has 216 minority employees in pay ranges 18 and above.

**Exhibit 8**

**Percentage of Minority Employees in Pay Ranges 18 and Above by Department**

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE GOVERNOR</td>
<td>26.5%</td>
</tr>
<tr>
<td>ADMINISTRATION</td>
<td>15.6%</td>
</tr>
<tr>
<td>COMMERCE, COMMUNITY AND ECONOMIC DEVELOPMENT</td>
<td>16.4%</td>
</tr>
<tr>
<td>CORRECTIONS</td>
<td>17.8%</td>
</tr>
<tr>
<td>EDUCATION &amp; EARLY DEVELOPMENT</td>
<td>11.6%</td>
</tr>
<tr>
<td>ENVIRONMENTAL CONSERVATION</td>
<td>14.5%</td>
</tr>
<tr>
<td>FISH &amp; GAME</td>
<td>8.3%</td>
</tr>
<tr>
<td>HEALTH AND SOCIAL SERVICES</td>
<td>20.7%</td>
</tr>
<tr>
<td>LABOR AND WORKFORCE DEVELOPMENT</td>
<td>16.8%</td>
</tr>
<tr>
<td>LAW</td>
<td>8.1%</td>
</tr>
<tr>
<td>MILITARY AND VETERANS AFFAIRS</td>
<td>10.5%</td>
</tr>
<tr>
<td>NATURAL RESOURCES</td>
<td>9.6%</td>
</tr>
<tr>
<td>PUBLIC SAFETY</td>
<td>16.8%</td>
</tr>
<tr>
<td>REVENUE</td>
<td>14.4%</td>
</tr>
<tr>
<td>TRANSPORTATION AND PUBLIC FACILITIES</td>
<td>12.9%</td>
</tr>
<tr>
<td>OVERALL EXECUTIVE BRANCH</td>
<td>15.0%</td>
</tr>
</tbody>
</table>

28 The Department of Corrections saw a decrease in the number of minority employees in its workforce by 0.8 percentage points.
As of June 30, 2018, the Office of the Governor not only reported the highest percentage of minority employees at range 18 and above, but it also realized the largest increase, up 5.8 percent from the prior year. The Department of Education & Early Development saw a 2.7 percent increase followed by the Department of Commerce, Community, and Economic Development, which increased its minority employee workforce by 1.9 percent. The number of minority employees at the departments of Administration, Corrections, and Revenue decreased minimally. Overall, the State had 749 minority employees in pay ranges 18 and above, an improvement over last year’s report of 722 employees.

Exhibit 9

Percentage of Minority Executives in the Executive Branch

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Minority</td>
<td>89.4%</td>
</tr>
<tr>
<td>Minority</td>
<td>10.6%</td>
</tr>
</tbody>
</table>

Exhibits 9 and 10 reflect data regarding 123 executive positions present within the Executive Branch as of June 30, 2018. This group consists of Commissioners, Deputy Commissioners, Chiefs of Staff, Deputy Chiefs of Staff, and Directors. Similar to last year’s report, five of the 15 Executive Branch departments did not have any high-level minority executives, and the overall percent of minority executives decreased from 12.1 percent to 10.6 percent.

The Office of Governor and the Department of Public Safety had the highest percentage of minorities in executive positions. While the overall number of
minorities in executive positions fell, the departments of Administration, Health and Social Services, Revenue, and Public Safety each realized an increase.

**Exhibit 10**

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Governor</td>
<td>50.0%</td>
</tr>
<tr>
<td>Administration</td>
<td>11.1%</td>
</tr>
<tr>
<td>Commerce, Community and Economic Development</td>
<td>11.1%</td>
</tr>
<tr>
<td>Corrections</td>
<td>0.0%</td>
</tr>
<tr>
<td>Education &amp; Early Development</td>
<td>0.0%</td>
</tr>
<tr>
<td>Environmental Conservation</td>
<td>14.3%</td>
</tr>
<tr>
<td>Fish &amp; Game</td>
<td>12.5%</td>
</tr>
<tr>
<td>Health and Social Services</td>
<td>9.1%</td>
</tr>
<tr>
<td>Labor and Workforce Development</td>
<td>12.5%</td>
</tr>
<tr>
<td>Law</td>
<td>0.0%</td>
</tr>
<tr>
<td>Military and Veterans Affairs</td>
<td>0.0%</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>0.0%</td>
</tr>
<tr>
<td>Public Safety</td>
<td>16.7%</td>
</tr>
<tr>
<td>Revenue</td>
<td>14.3%</td>
</tr>
<tr>
<td>Transportation and Public Facilities</td>
<td>7.1%</td>
</tr>
<tr>
<td>Overall Executive Branch</td>
<td>10.6%</td>
</tr>
</tbody>
</table>
Historical Trends: 1995 to Present

The state continued to extend its decades-long trend of increasing minority employment within its Executive Branch. As the following data reveals, the State set a record high with the percentage of minority employees within the Executive Branch workforce overall.

Exhibit 11

The percent high of 23.2 represents 3,371 minority employees. Historically, more minorities (many of whom are women) have sought public sector jobs because of built-in equitable pay and job classification systems and employment opportunity. Correspondingly as State government grows smaller, minorities are especially impacted.
Trending data also show that minority employees in the Executive Branch in higher paying positions continue a modest climb. (See Exhibit 12)

**Exhibit 12**

![Percentage of Minority Employees in Pay Ranges 18 and Above - 1995 to Present](image)

**Exhibit 13**

![Percentage of Minority Employees in Executive Positions - 1995 to Present](image)
Exhibit 13 shows the share of minorities holding positions in the highest echelon of State service – executives – from 1995 to 2018 with data points collected at five-year increments. This small group, numbering just 123 positions, is comprised of State employees with the highest seniority levels, including Commissioners, Deputy Commissioners, Chiefs of Staff, Deputy Chiefs of Staff, and Directors.

The State of Alaska has had five Governors during this period of the trending data of this Report: Tony Knowles (1994 to 2002), Frank Murkowski (2002 to 2006), Sarah Palin (2006 to 2009), Sean Parnell (2009 to 2014), and Bill Walker (2014 to 2018). Next year’s report will show demographics from the Executive Branch under newly elected Governor Michael J. Dunleavy (December 2018 to present). Between 2010 and 2017, there was a substantial increase in the percentage of minority employees holding executive-level positions within the Executive Branch. While there has been a decrease in the percentage of minorities in the highest echelon of public service, the reduction has been minimal. Last year’s Report showed 15 executive positions were held by minorities, amounting to 12.1 percent of all executives in the Executive Branch. This year’s Report shows a decrease to 10.6 percent representing 13 minority executives.
**Women in the Executive Branch Workforce**

**Current Outlook**

Women comprise 48.6 percent of the State’s Executive Branch workforce. There are currently 7,070 female employees in the Executive Branch, which reflects a slight decrease from last year’s report of 7,085. The overall Executive Branch workforce decreased by 146 employees and 15 were women. Therefore, the percentage of female employees working in the Executive Branch rose slightly from 48.3 percent to 48.6 percent for fiscal year 2018. For comparison, the Federal government reported that its women employees made up 43.3 percent of its workforce in Federal fiscal year 2017.29

**Exhibit 14**

![Executive Branch Workforce by Sex](image)

The most recent data available from the Alaska Department of Labor & Workforce Development for 2018 reveals that Alaska’s population is 736,239 and

Alaska’s total female population is 357,422. By population, females represent 48.5 percent in Alaska.\(^{30}\)

According to the U.S. Census Bureau, 64.5 percent of the Alaskan Civilian Labor Force is female, which is higher than the percentage of women working in the State’s Executive Branch (48.6 percent) and the female Civilian Labor Force nationally (58.2 percent).\(^{31}\) (See Exhibit 15)

**Exhibit 15**

![Alaskan Civilian Labor Force by Sex](image)

The distribution of female employees within various job categories is indicative of the status women have within the Executive Branch workforce. Both historically and today, women in State government have been concentrated in lower paying clerical positions, in health-care related jobs, or in professional fields such as nursing, human resource management, and social work. It is also important to note that women make up a majority of the Executive Branch’s minority workforce at 54.3 percent.

The distribution of minority female employees throughout the workforce continues to grow. As of June 30, 2018, the Office of the Governor had the highest ratio of

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minority women within the Executive Branch, at 72.7 percent, a notable five percent increase in female non-white employees from the year before. Out of the remaining 14 departments, 11 have 50 percent or more minority female employees.

**Exhibit 16**

<table>
<thead>
<tr>
<th>Department</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Governor</td>
<td>27.3%</td>
<td>72.7%</td>
</tr>
<tr>
<td>Administration</td>
<td>41.0%</td>
<td>59.0%</td>
</tr>
<tr>
<td>Commerce, Community and Economic Development</td>
<td>30.4%</td>
<td>69.6%</td>
</tr>
<tr>
<td>Corrections</td>
<td>37.9%</td>
<td>62.1%</td>
</tr>
<tr>
<td>Education &amp; Early Development</td>
<td>32.0%</td>
<td>68.0%</td>
</tr>
<tr>
<td>Environmental Conservation</td>
<td>42.7%</td>
<td>57.3%</td>
</tr>
<tr>
<td>Fish &amp; Game</td>
<td>52.3%</td>
<td>47.7%</td>
</tr>
<tr>
<td>Health and Social Services</td>
<td>31.2%</td>
<td>68.8%</td>
</tr>
<tr>
<td>Labor and Workforce Development</td>
<td>28.8%</td>
<td>71.2%</td>
</tr>
<tr>
<td>Law</td>
<td>19.6%</td>
<td>80.4%</td>
</tr>
<tr>
<td>Military and Veterans Affairs</td>
<td>50.8%</td>
<td>49.2%</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Public Safety</td>
<td>42.7%</td>
<td>57.3%</td>
</tr>
<tr>
<td>Revenue</td>
<td>31.5%</td>
<td>68.5%</td>
</tr>
<tr>
<td>Transportation and Public Facilities</td>
<td>26.9%</td>
<td>73.1%</td>
</tr>
</tbody>
</table>

Overall Executive Branch: 54.3% female, 45.7% male.
Exhibit 17 shows the breakdown of men and women minority employees in each of the federal government’s eight job categories. Those job categories are:

- Officials and Administrators
- Professionals
- Technicians
- Protective Service Workers
- Paraprofessional
- Administrative Support
- Skilled Craft Workers
- Service-Maintenance Workers

The job categories reflect different levels of job opportunity and are used by the EEOC along with other labor force data to identify possible patterns of exclusion and discriminatory practices. 32

### Exhibit 17

#### Percentages of Minority Male and Female Employees in the Executive Branch in EEO-4 Job Categories

<table>
<thead>
<tr>
<th>Job Category</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officials and Administrators</td>
<td>40.4%</td>
<td>59.6%</td>
</tr>
<tr>
<td>Professional</td>
<td>41.2%</td>
<td>58.8%</td>
</tr>
<tr>
<td>Technicians</td>
<td>32.3%</td>
<td>67.7%</td>
</tr>
<tr>
<td>Protective Service Workers</td>
<td>20.3%</td>
<td>79.7%</td>
</tr>
<tr>
<td>Paraprofessionals</td>
<td>36.7%</td>
<td>63.3%</td>
</tr>
<tr>
<td>Administrative Support</td>
<td>22.9%</td>
<td>77.1%</td>
</tr>
<tr>
<td>Skilled Craft Workers</td>
<td>5.3%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Service-Maintenance</td>
<td>44.3%</td>
<td>55.7%</td>
</tr>
</tbody>
</table>

32 For definitions of each job category, please see Pages 39 and 40 in the Appendix.
Exhibit 18 shows the current distribution of all women employees, both minority and non-minority, in the Executive Branch in each EEO-4 job category. Numerically, the highest number of women, 3,494 work as Professionals but only account for 53.7 percent of the entire Professional job category. However, the category with the highest female employee percentage is the Administrative Support category with 78.8 percent (down one percentage point from the year before). The percentage of women increased in four job categories, including Officials and Administrators (3.8 percentage points), Paraprofessional (1.8 percent percentage points), Skilled Craft Workers (0.6 percentage points), and Professional (0.4 percentage points).
Women continue to dominate in overall percentages in nine of our 15 departments. (See Exhibit 19) Women are particularly well represented within the Office of the Governor (71.7 percent) and the departments of Health & Social Services (69.6 percent), Law (67.0 percent), and Labor and Workforce Development (65.8 percent). By comparison, women continue to comprise far smaller shares of the positions within the departments of Corrections (37.8 percent), Military and Veterans Affairs (34.3 percent), Public Safety (32.3 percent), and Transportation and Public Facilities (25.8 percent).

The distribution of women in the Executive Branch workforce who occupy positions with pay ranges 18 and above is encouraging. However, as Exhibit 20
shows, the percentage of women employees in these higher paid positions in some departments is not on par with male employees. In total, the Executive Branch has 4,998 positions in pay ranges 18 and above, down 1 percent from last year’s sum of 5,052 such positions. These positions are largely professionals and managerial level employees.

**Exhibit 20**

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE GOVERNOR</td>
<td>66.3%</td>
</tr>
<tr>
<td>ADMINISTRATION</td>
<td>43.0%</td>
</tr>
<tr>
<td>COMMERCE, COMMUNITY AND ECONOMIC…</td>
<td>53.9%</td>
</tr>
<tr>
<td>CORRECTIONS</td>
<td>59.9%</td>
</tr>
<tr>
<td>EDUCATION &amp; EARLY DEVELOPMENT</td>
<td>65.3%</td>
</tr>
<tr>
<td>ENVIRONMENTAL CONSERVATION</td>
<td>53.5%</td>
</tr>
<tr>
<td>FISH &amp; GAME</td>
<td>32.0%</td>
</tr>
<tr>
<td>HEALTH AND SOCIAL SERVICES</td>
<td>72.3%</td>
</tr>
<tr>
<td>LABOR AND WORKFORCE DEVELOPMENT</td>
<td>66.3%</td>
</tr>
<tr>
<td>LAW</td>
<td>53.8%</td>
</tr>
<tr>
<td>MILITARY AND VETERANS AFFAIRS</td>
<td>31.6%</td>
</tr>
<tr>
<td>NATURAL RESOURCES</td>
<td>41.0%</td>
</tr>
<tr>
<td>PUBLIC SAFETY</td>
<td>33.6%</td>
</tr>
<tr>
<td>REVENUE</td>
<td>40.8%</td>
</tr>
<tr>
<td>TRANSPORTATION AND PUBLIC FACILITIES</td>
<td>31.8%</td>
</tr>
<tr>
<td>OVERALL EXECUTIVE BRANCH</td>
<td>50.4%</td>
</tr>
</tbody>
</table>

As depicted in Exhibit 20, women hold a majority of higher level positions in nine of the 15 departments. Led by the Department of Health and Social Services, (72.3 percent), women are also particularly well represented in such positions within the Office of the Governor (66.3 percent), the departments of Labor & Workforce Development (66.3 percent), Corrections (59.9 percent), and Education & Early Development (65.3 percent). By contrast, women hold significantly fewer positions in pay ranges 18 and above within the departments
of Public Safety (33.6 percent), Transportation & Public Facilities (31.8 percent), Fish & Game (32.0 percent), and Military & Veterans Affairs (31.6 percent). Exhibits 19 and 20 highlight revealing data regarding each department's share of positions held by women overall as compared to the share of positions in pay ranges 18 and above. It's interesting to note that women make up 37.8 percent of the Department of Corrections' overall workforce, but represent 59.9 percent of its higher pay range positions.

**Exhibit 21**

Percentage of Executives in the Executive Branch by Sex

![Pie chart showing 49.6% female and 50.4% male executives](chart.png)

Exhibits 21 and 22 represent only 123 positions in the Executive Branch as of June 30, 2018. This group of executives is comprised of Commissioners, Deputy Commissioners, Chiefs of Staff, Deputy Chiefs of Staff, and Directors. This year, 61 of the 123 executive positions were held by women, an increase of three women in executive positions. Expressed as a percentage, women this year held 49.6

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33 Prior progress report conveyed data from 124 executive positions.
percent of the executive positions, up from 48.3 percent noted in last year’s report, and the highest on record.

Exhibit 22

Percentage of Women in Executive Positions by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE GOVERNOR</td>
<td>50.0%</td>
</tr>
<tr>
<td>ADMINISTRATION</td>
<td>55.6%</td>
</tr>
<tr>
<td>COMMERCE, COMMUNITY AND ECONOMIC DEVELOPMENT</td>
<td>77.8%</td>
</tr>
<tr>
<td>CORRECTIONS</td>
<td>71.4%</td>
</tr>
<tr>
<td>EDUCATION &amp; EARLY DEVELOPMENT</td>
<td>60.0%</td>
</tr>
<tr>
<td>ENVIRONMENTAL CONSERVATION</td>
<td>57.1%</td>
</tr>
<tr>
<td>FISH &amp; GAME</td>
<td>25.0%</td>
</tr>
<tr>
<td>HEALTH AND SOCIAL SERVICES</td>
<td>63.6%</td>
</tr>
<tr>
<td>LABOR AND WORKFORCE DEVELOPMENT</td>
<td>75.0%</td>
</tr>
<tr>
<td>LAW</td>
<td>50.0%</td>
</tr>
<tr>
<td>MILITARY AND VETERANS AFFAIRS</td>
<td>16.7%</td>
</tr>
<tr>
<td>NATURAL RESOURCES</td>
<td>33.3%</td>
</tr>
<tr>
<td>PUBLIC SAFETY</td>
<td>16.7%</td>
</tr>
<tr>
<td>REVENUE</td>
<td>42.9%</td>
</tr>
<tr>
<td>TRANSPORTATION AND PUBLIC FACILITIES</td>
<td>35.7%</td>
</tr>
<tr>
<td>OVERALL EXECUTIVE BRANCH</td>
<td>49.6%</td>
</tr>
</tbody>
</table>
Historical Trends: 1995 to Present

The exhibits in this section show the trends of women employed in the Executive Branch from 1995 to 2018 with data points collected at five-year intervals. The State of Alaska has had five governors during this time period: Tony Knowles (1994 to 2002), Frank Murkowski (2002 to 2006), Sarah Palin (2006 to 2009), Sean Parnell (2009 to 2014), and Bill Walker (2014 to 2018). Next year’s report will show demographics from the Executive Branch under newly elected Governor Michael J. Dunleavy (December 2018 to present). Generally, the historical trend has been an incremental rise in the share of female employees within the Executive Branch from 45.6 percent in 1995 to 46.8 percent this year.

Exhibit 23

The number of women in the State’s overall workforce started to increase in approximately 1995 and peaked in 2013 at 7,897 women employees (49.1 percent). This year’s report shows women employees at 48.6 percent, representing 7,070 women. However, the number of women in higher paying jobs (range 18 and above) has consistently increased over the last 23 years. (See Exhibit 24) The number of women in higher paying positions within the Executive Branch now constitute the highest percentage on record. (See Exhibits 24 and 25) In 1995 only 34.2 percent of the positions in pay ranges 18 and above were held by women. Twenty-three years later, over 50 percent of the positions at range 18 and above are held by women.
Exhibit 24

Exhibit 25 shows the percentage of women in the highest echelon of public service – executives – from 1995 to 2018. This small group is comprised of Commissioners, Deputy Commissioners, Chiefs of Staff, Deputy Chiefs of Staff, and Directors.

Exhibit 25

Percentage of Women Executives in the Executive Branch 1995 to Present
Equal Employment Opportunity Program

The State’s Equal Employment Opportunity Program (EEOP) is administered by the Director of the Division of Personnel & Labor Relations. The program’s mandate includes ensuring departments uphold federal and state civil rights laws and state equal employment opportunity policies.

The EEO Program currently focuses its resources in the following five areas:

**Training:** In partnership with the Division of Personnel & Labor Relations’ Training & Development Unit, staff delivers scheduled and on-request classes to strengthen knowledge and understanding of state EEO policies; state and federal anti-discrimination laws; and workplace diversity. Current in-person, open-enrollment courses that emphasize EEO principles include:

- A Respectful Workplace
- Valuing Diversity
- Academy for Supervisors
- Workplace Alaska for Hiring Managers

From January 1, 2018 to December 31, 2018 alone, 704 employees completed “A Respectful Workplace;” 276 employees completed the “Academy for Supervisors;” 594 employees completed “Valuing Diversity;” and approximately 94 employees completed “Workplace Alaska for Hiring Managers.”

EEO Program staff in collaboration with the Division of Personnel & Labor Relations Training & Development Manager, the Attorney General’s Office, and the State ADA Coordinator also provided training “on demand” during the past year. Those presentations included:

- EEO & You
- Diversity: Past, Present, Future
- Americans with Disabilities Act: Title II for State Government
- Understanding Gender Identity: Best Practices for Human Resource Professionals
- Preventing and Confronting Workplace Sexual Harassment

During the past year, Rapid Learning Institute Courses were offered on line to all Executive Branch employees that included the following EEO focused trainings:

- Disability Association Discrimination:
What is it? And How to Avoid It.

- Performance and the ADA:
  Evaluating Employees with Disabilities

**EEO and AA Consultation and Technical Assistance:** Principles of EEO are embedded in most if not all personnel and business practices. The EEOP Manager provides input in personnel programs from hiring to exit surveys. EEOP staff provides professional guidance to employees and managers statewide on any EEO-related issue. The EEOP Manager coordinates, reviews, or determines issues involving EEO-related matters in the workplace including accommodations and bona fide occupational qualifications in the Executive Branch.

**Complaint Investigation:** EEOP staff receives, investigates, and attempts to resolve internal Executive Branch complaints of discrimination in employment from current or former State employees and applicants for State employment. In addition, EEOP staff represents Executive Branch agencies in front of state and federal enforcement agencies when formal (external) complaints of employment discrimination are filed.

**Outreach:** EEOP staff serves as liaison between the Executive Branch and state and federal agencies and community groups concerned with EEO in state government employment. In partnership with the Division’s recruitment staff, outreach to individuals and groups is also done at job fairs across the state.

**EEO and AA Reporting:** In partnership with the Employee Planning & Information Center (EPIC), staff prepares workforce reports associated with EEO and Affirmative Action.

**Summary of the State’s EEO Program History**

1974 – **Administrative Order 24** issued by Governor William A. Egan moves the EEO Office from the Division of Personnel to the Office of Governor.

1976 – **Administrative Order 35** issued by Governor Jay S. Hammond moves the EEO Office from the Office of Governor to the Department of Administration.
1980 – **Administrative Order 59** issued by Governor Jay S. Hammond establishes the Division of Equal Employment Opportunity in the Department of Administration.

1983 – **Administrative Order 75** issued by Governor Bill Sheffield consists of two parts: The State’s EEO policy and procedures for implementing the order.

1984 – **Administrative Order 81** issued by Governor Bill Sheffield concerning policy and guidelines prohibiting sexual harassment in employment in the Executive Branch of State government.

1985 – The **State EEO Act** is enacted under **Alaska Statute 44.19.441 - 44.19.449** and the Office of Equal Employment Opportunity is established in the Office of the Governor.

2002 - **Administrative Order 195** issued by Governor Tony Knowles affirms the State's commitment to diversity in the workplace free from discrimination and harassment and establishes diversity training for all employees.

2003 – **Executive Order 104** by Governor Frank Murkowski transferring the function of the administration of the Office of Equal Employment Opportunity from the Office of the Governor to the Department of Administration, Division of Personnel. This action amended Alaska Statute 39 to include a new chapter: Chapter 28 Equal Employment Opportunity Program, **AS 39.28.010 – 39.28.200**. The program’s mandate remains the same: Assist state officials to carry out their EEO responsibilities.

### 2019 EEO Program Staff

The State’s EEO Program is a unit in the office of the Director of Personnel & Labor Relations. Director Kate Sheehan administers the program under Alaska Statute 39.28. Numerous human resource consultants work on EEO issues statewide. Full-time, dedicated program staff are:

- Camille Brill, Human Resource Consultant V, EEO Program Manager
- Mauria B. Gerdeman, Human Resource Consultant II, EEO Specialist
- Kelley N. Roberson, Human Resource Consultant II, EEO Specialist
- Geoff C. Woodward, Human Resource Consultant I, EEO Specialist
Appendix

Pre-2017 Race and Ethnicity Category Definitions

Note: The five race and ethnicity categories in this Report stem from federal government standards and are used by federal agencies including the U.S. Equal Employment Opportunity Commission. Up until July 2017, the EEOC’s EEO-4 required employee surveys using these five categories. They are designed for collecting data on the race and ethnicity of broad population groups in this country. They are based on social and political considerations – not anthropological or scientific ones. Furthermore, the race categories include both racial and national origin groups. These race ethnicity categories are mandated to change as of July 2017. The new categories are found on the following page.

Alaska Native or American Indian: All persons having origins in any of the original peoples of the Americas and who maintain cultural identification through tribal affiliation or community attachment. The terms “Alaska Native” and “American Indian” represent many separate groups of people with distinct ethnic and cultures throughout Alaska and the lower forty-eight. Alaska Native peoples include Iñupiaq, Yup’ik/Cup’ik, Alutiiq, Aleut, Eyak, Athabaskan (comprised by eleven cultural and linguistic groups), Tlingit, Haida, and Tsimshian.

African American and Black (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

Asian or Pacific Islander: “Asian” refers to all persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent. This includes, for example, China, India, Japan, Korea, and the Philippine Islands. “Pacific Islander” refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, Mariana Islands, or other Pacific Islands.

Hispanic and Latino: All persons of Mexican, Puerto Rican, Cuban, Central or South America, or other Spanish culture or origin, regardless of race.

White and Caucasian (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.
2019 Race and Ethnicity Category Definitions

**Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

**White (Not Hispanic or Latino):** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

**Black or African American (Not Hispanic or Latino):** A person having origins in any of the Black racial groups of Africa.

**Native Hawaiian or Pacific Islander (Not Hispanic or Latino):** A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**Asian (Not Hispanic or Latino):** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Alaska Native or Native American (Not Hispanic or Latino):** A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

**Two or More Races (Not Hispanic or Latino):** A person who identifies with more than one of the above five races.
Job Categories as defined by the U.S. Equal Employment Opportunity Commission

Officials and Administrators: Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency’s operations, or provide specialized consultation on a regional, district or area basis. Includes: department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, wardens, superintendents, sheriffs, police and fire chiefs and inspectors, examiners (bank, hearing, motor vehicle, warehouse), inspectors (construction, building, safety, rent-and-housing, fire, A.B.C. Board, license, dairy, livestock, transportation), assessors, tax appraisers and investigators, coroners, farm managers, and kindred workers.

Professionals: Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dietitians, lawyers, systems analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants, librarians, management analysts, airplane pilots and navigators, surveyors and mapping scientists, and kindred workers.

Technicians: Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary education or through equivalent on-the-job training. Includes: computer programmers, drafters, survey and mapping technicians, licensed practical nurses, photographers, radio operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), police and fire sergeants, inspectors (production or processing inspectors, testers and weighers), and kindred workers.

Protective Service Workers: Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Includes: police, patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, game and fish wardens, park rangers (except maintenance), and kindred workers.

Paraprofessionals: Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually requires less formal
training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a “New Careers” concept. Includes: research assistants, medical aides, child support workers, policy auxiliary welfare service aides, recreation assistants, homemaker aides, home health aides, library assistants and clerks, ambulance drivers and attendants, and kindred workers.

**Administrative Support (including Clerical and Sales):** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Includes: bookkeepers, messengers, clerk-typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks, office machine and computer operators, telephone operators, legal assistants, sales workers, cashiers, toll collectors, and kindred workers.

**Skilled Craft Workers:** Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes: mechanics and repairers, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters, power plant operators, water and sewage treatment plant operators, and kindred workers.

**Service-Maintenance Workers:** Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. Includes: chauffeurs, laundry and dry-cleaning operatives, truck drivers, bus drivers, garage laborers, custodial employees, gardeners and ground keepers, refuse collectors, construction laborers, park rangers (maintenance), farm workers (except managers), craft apprentices/trainees/ helpers, and kindred workers.

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*HR . . . Solutions for Success*