

Attachment



Our Purpose

Our **vision** is a City of San José in which all people in our community and organization thrive and where no racial disparities exist.

Our **mission** is to support the City to embed a racial equity practice and embody a culture that sustains it.



Our Objectives

1. Normalize and culturalize racial and social equity, inclusion and belonging principles in the City Organization.
2. Establish and maintain infrastructure and organizational capacity to support City's commitment to eliminate inequities.
3. Establish equity practices that create a welcoming, inclusive, and accessible environment that enables all people in SJ to thrive.
4. To remove barriers, improve access and strengthen engagement for and from immigrant communities, people with disabilities, women, and other underserved groups.



Our Work

ORSE builds organizational capacity and community trust by helping departments strengthen inclusive public service delivery, improve coordination, and create more accessible and responsive systems for residents and employees. Here's what some of our work looked like in FY 2025-2026.

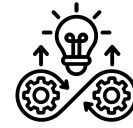
For further information, visit us online at <http://bit.ly/sanjoseorse> or reach out to us at sjracionalsocialequity@sanjoseca.gov.



Trainings

Inclusive leadership • Digital Accessibility • De-escalation • Community engagement

- 10 unique trainings delivered across City departments.
- 707 staff trained, all levels of the organization
- 84% reported learning a new skill applicable to their work.



Consultations & Technical Assistance

Policy guidance • Accessibility support • Operational coaching

- 109 consultations and technical assistance sessions provided to 35 City offices/departments
- 11 external governments consulted ORSE on San José's inclusive policies and practices



Tools, Processes, Procedures

Workforce tools • Shared learning • Operational alignment

- 18 City departments fully incorporated a Racial Equity Impact Analysis (REIA) into their budget development memo through the Budgeting for Equity process.
- Developed digital accessibility tools and resources to help departments ensure websites, documents, and social media content are accessible to the disability community.
- 70 City Staff participated in Data Storytelling to build skills in interpreting and communicating equity-related data that inform programs, policies, and services.
- 100% of staff reported stronger cross-department connection and collaboration.



Information Sharing

Community outreach • Legal resources • Regional coordination

- 4,154 Rapid Response Network hotline calls and 1,311 outreach contacts supported (reporting period July '25-March '26)
- Established Community Engagement: The CSJ Way Framework and handbook for staff.
- 42 staff trained across 12 City departments in the inaugural training for equitable community engagement
- Participated in 6 funder coordination convenings
- 419 legal consultations, 71 legal applications, and expanded pro bono and volunteer legal support networks (reporting period July '25-March '26)



Policy & Practice Review

Welcoming practices • Accessibility • Peer accountability systems

- Achieved a 4-star Certified Welcoming designation through cross-department and community-wide collaboration involving 37 stakeholders and 80 Welcoming criteria
- All 24 Departments have established Racial Social Equity Action Plans (RSEAPs).
- Over 236 equity action items completed Citywide.
- 77% of departments participated in Accessibility Liaison meetings to advance best practices, share resources, and strengthen coordination on accessibility initiatives
- 18 State bills advanced and passed due to ORSE technical assistance with the IGR team.



Inclusive Community Engagement & Feedback

Community voice • Civic participation • Cross-sector partnerships

- Launched a new SJ4All Advisory Committee with 12 active members
- Continued collaboration within IPEN across 10 cross-sector partner networks
- Co-delivered 7 Civics Master Class sessions in 7 languages reaching approximately 595 residents
- More than 800 community members engaged in the General Plan Four Year Review outreach process, with ORSE providing technical assistance and equity-centered guidance throughout the effort.
- Co-facilitated 4 community focus groups with PBCE to engage community in the General Plan Four Year Review