



**Gold Coast  
Health Plan<sup>SM</sup>**  
A Public Entity

# Board of Supervisors County of Ventura

Ted Bagley  
Chief Diversity Officer  
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**Integrity**

**Accountability**

**Collaboration**

**Trust**

**Respect**

# About me.....

- Amgen, Dell Computer, Russell Athletics, GCHP
- 25 Years with General Electric Company
- 3 years military experience
- Served as Honor Guard Washington, DC
- Tour of duty in Viet Nam 67-68
  - Bronze Star Medal Recipient
- BS Degree in Business Administration
- Master's Degree in Psychological Counseling
- Published three *books* "[The Tragedy of Darkness](#), [My Personal War Within and The Success Factor](#)." Currently working on my fourth.
- Started my own business TBJ Consulting 2015

# Responsibilities of a CDO

- Acting as a point person at the top tier of institutional leadership, the officer raises the visibility of the institution's diversity efforts; clarifies goals and assesses progress; and provides expertise on issues of access, equity, diversity, and inclusion. Leading committees and working groups on diversity involves the officer in a variety of services, like conducting surveys of the climate, developing cultural events for the campus and the surrounding community, and planning symposiums centered on diversity.
- The officer works to increase the number and improve the success of employees and management from underrepresented groups by creating pilot initiatives, building collaborative relationships, helping to adopt national best practices, collecting and analyzing data, and designing new marketing and communication products. He or she also participates in the search for talent, perhaps expanding the pool of candidates by helping revise job descriptions and reminding search-committee members of the importance of institutional diversity.

# Challenges and Opportunities

- Closure of open Issues in a timely manner.
- Establish credibility with both the internal employee population as well as the Ventura County Medi-Cal Managed Care Commission.
- Meet and develop rapport with key community leaders. (Trust)
- Conflict resolution through effective communications, expedient problem solving and reliable decision making.
- Audit internal policies and procedures as well as those communications representing our client base.

# Consider....It's a different world

- Mobility is a career enhancement.
- More cultural sensitivity.
- Flexible work arrangements.
- Talent retention a key competency.
- Less job security than ever before.
- Legal issues increasing as the workforce ages.
- We are more divided as a country more than at any time in the immediate past.

# Generation Challenges

For the first time in history, there are four generations occupying the same space in many industries.

- Traditionalist-----1922-1945      (75.0 million)      ages 63-86
- Baby Boomers       -----1946-1964      (74.9 million)      ages 44-62
- Generation X'ers-----1965-1980      (46.0 million)      ages 29-43
- Gen Y'ers (Millennials)-1981-2000      (75.4 million)      ages 18-28

“Boomerangers”

*“Millennials have surpassed Baby Boomers as the nation’s largest generation according to the U.S. Census Bureau”*

“If you turn away a package because of the material it’s wrapped in, you may find that you have denied yourself a true treasure”.

Ted Bagley

Q & A  
Are there any Questions?