



Enhance or create water workforce opportunities for your local community. Consider community outreach and working with employment agencies, colleges, technical schools, and workforce development offices, in order to attract workers. There are vast opportunities to not only get the quantity of workers that you need in order to ensure sustained levels of service but also a great opportunity to consider equity, diversity and inclusion in your approaches to workforce development. Check out the resources here.

Information for Water and Wastewater Utilities

1. The US Water Alliance published the [Value of Water Campaign's Toolkit for Recruiting a Diverse Water Workforce](#). A collection of resources is here to support organizations in the water sector to recruit new employees into the workforce, particularly those from underrepresented groups such as women, younger employees, and people of color.
2. [Compendium of Successful Water Workforce Practices](#) (2021) The Water Environment Federation (WEF) is committed to promoting and bringing out the very best in the water sector. It is, literally, our reason for being. We seek to celebrate the best practices that our water sector leaders have implemented and to disseminate them for replication and adaptation across the nation. Perhaps no aspect of water and wastewater treatment is more important than the workforce that performs the day-to-day work needed to provide safe drinking water and to protect our public waterways. For this reason, WEF has collected 21 case studies demonstrating the ways in which the best-in-class water utilities across the country have implemented innovation to optimize the performance of their water workforces.
3. [A Selection of Training Programs for Water and Wastewater Operators](#) This is a compilation of fact sheets describing training programs, internships, and mentoring programs that help new operators enter the water and wastewater industries and enhance the skills and knowledge of experienced operators. The fact sheets promote unique ideas and best practices for industry professionals seeking to establish similar training programs. The fact sheets represent the experiences of states, utilities, educational institutions, and other organizations that sponsored and developed these programs.

4. **Water Utilities as Anchor Institutions** - Water utilities can root themselves as anchor institutions within their communities. Anchor institutions are:
 - a. Public service entities—like hospitals, universities, or utilities—which are tied to a location due to infrastructure or mission.
 - b. Entities that provide critical services and vital assets to improve economy, health, environment and well-being in communities.
 - c. Organizations that provide active civic leadership and participate in and add to the public life and character of their community.

 5. **Water Sector Workforce Resources** from the Environmental Protection Agency (EPA)
-

Past Webinars

The Water Center at Penn: Water Industry Career Day

Video: https://www.youtube.com/watch?v=qP3FRuC_c0

The Water Center's Virtual Water Industry Career Day serves to connect Penn students and alumni to professional leaders in the water and sustainability industries.

Attendees will hear from keynote speaker Carla Reid of WSSC Water who shares her personal career journey and her unique perspective on the water industry. A panel of industry professionals answer questions about their companies' impact on water resiliency and innovation, and future career opportunities in the water industry.

AmericanWaterWorks: Building A DE&I Culture

Video: <https://www.youtube.com/watch?v=f8M5Z5g7ySw>

Presentation Slides: <https://www.awwa.org/Portals/0/SlideD...>

All organizations have a workplace culture, which either naturally developed on the basis of the people and traditions of the organization, or it has been purposefully built. In this panel discussion, we will explore best practices for building diversity, equity, and inclusion (DE&I) into your workplace culture.

“Culture eats strategy for breakfast” is a famous quote typically attributed to Peter Drucker. Since 2020, many organizations have been particularly intentional in developing strategies for addressing diversity, equity, and inclusion (DE&I) in their workforce, customers, clients, and other stakeholders. Some are doing it because they choose to, others because they have no choice. However, developing a DE&I strategy is just the beginning. Remember, culture eats strategy for breakfast. All organizations have a workplace culture, which either naturally developed on the basis of the people and traditions of the organization, or it has been purposefully built.

In this panel discussion, we will explore best practices for building DE&I into your workplace culture. For instance, safety has been intentionally built into the culture of many organizations in the water industry with safety moments, safety goals, safety education, and the list goes on.

The silver tsunami has already started hitting the water industry. We need to find the best way to ensure that our industry recruits and retains the best talent available. Problems related to DE&I work against these efforts, causing rifts between staff and sometimes resulting in increased turnover. At the same time, our customers and clients are becoming more sensitive to how we manage DE&I in our organizations, since they are keenly aware of what is going on. Because these workforce challenges are systemic, it would behoove us to work together to share solutions.

DE&I is one of the most important workforce issues of our time. It's important for recruitment, retention, customer satisfaction, and developing a positive experience for staff. In this webinar, we will learn from industry leaders who have been on the forefront of DE&I both in their organizations and nationally.

Learning Objectives:

- (1) Improve their workforce DE&I strategy
- (2) Take DE&I beyond a strategy to a culture
- (3) Adopt DE&I best practices

Learn from this webinar's esteemed presenters:

- Moderated by: Donnell Duncan; Associate Vice President, Arcadis, US, Inc.
- Lisa Stone; Chief People and Inclusion Officer, DC Water
- Erich Pacheco; Equity and Policy Manager, Portland Water Bureau
- Valoria Armstrong; Chief Inclusion Officer, American Water