



Community Engagement Plan

2023-25 biennium

Oregon Department of Consumer and Business Services
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Note: This document will be updated.

Oregon Department of Consumer and Business Services

Our mission

To protect and serve Oregon’s consumers and workers while supporting a positive business climate.

Who we are

The Department of Consumer and Business Services is Oregon’s largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers’ compensation, occupational safety and health, financial services, insurance, and building codes.

DCBS staff members are committed to carrying out the department’s statutory responsibilities and fulfilling our mission and goals in a manner that serves the needs of both the public and the businesses and professionals we regulate.

We value

- Respect
- Integrity
- Service
- Excellence

Additionally, we recognize the importance of diversity and inclusion, expertise, personal responsibility, collaboration, effectiveness, accountability, customer service, and effective communication in accomplishing our mission.

Our goals

DCBS has three fundamental goals to advance its mission for the next three years and beyond:

- Protect consumers and workers in Oregon.
- Regulate in a manner that supports a positive business climate.
- Be accountable to the public we serve, with excellent service to our customers.

Strategies to achieve these goals

Our approach to community engagement includes two strategies:

1. Inform and Empower: Inform underserved and underrepresented communities of their rights and opportunities, as well as empower them to tell us of their specific needs and challenges as workers, consumers, or business owners.

2. Consult and involve: Consult and involve community leaders, community partners, and others that are active influencers in their communities.

To do this, we will:

- Seek input from stakeholders and the public to identify areas of greatest concern to consumers, workers, and the businesses we regulate
- Focus our efforts on improving outcomes for consumers and workers
- Structure our regulatory programs to achieve compliance and ensure workers are fully protected and afforded all their rights
- Support innovation and assist individuals from underserved and under-resourced communities enter the market, grow their business, or obtain a license
- Promote choices and access for Oregon consumers and businesses by supporting the success of industries in the economic sectors we regulate
- Use a variety of approaches (regulation, enforcement, education, consultation, direct service delivery, etc.) in the most appropriate combinations to achieve results.
- Use technology and other tools to exchange information easily and conduct business
- Measure results achieved by our programs and approaches and re-evaluate the programs and approaches to find further improvements
- Continually improve our cost-effectiveness and ensure that our services provide value to consumers, workers, and businesses
- Evaluate, develop, and maintain appropriate levels of human, organizational, financial, and other resources necessary to carry out our responsibilities
- Continue to improve the organizational culture and employee engagement of the agency
- Never be satisfied with the status quo

Introduction

In 2021, the Oregon Legislature passed and Gov. Brown signed House Bill 2167 – the Racial Justice Council Codification bill. The approval of the bill is a historic step to racial equity. The bill directs state agencies to take racial equity considerations in their plans and actions to promote and practice social justice and fairness for underserved and under-resourced communities, such as Black, Indigenous, Latino/a/x, Asian, Pacific Islander, and tribal communities.

DCBS, along with each agency, will provide as supplemental information in its agency request budget a Racial Equity Impact Statement (REIS). This statement will be developed in consultation with the Racial Justice Council and agency partners who are advancing racial justice and equity. The REIS must describe the impact of programs, policies, and budget modification on Oregonians from the above communities.

Planning for Community Engagement

Our mission is to protect and serve Oregon’s consumers and workers while supporting a positive business climate. As a regulatory agency, we know that one size does not fit all when it comes to community engagement. Despite the breadth of the DCBS mission, we have learned that interacting with communities is as individual as the communities with whom we interact.

When building collaborative relationships, we believe it is important to know a community’s most urgent needs so they can be prioritized. To do this, we are committed to partner with well-respected community leaders, influencers, advocates, and organizations to gain an informed assessment of the community’s needs and for a greater understanding of the issues the community faces. When possible, we also believe it is vital to use available demographic data.

Engagement purpose

Our engagement is intended to:

- Strengthen our accountability to all communities
- Enhance the delivery of DCBS services to underserved and underrepresented communities
- Empower local communities to be part of our decision making
- Build social cohesion with common causes and issues
- Improve the effectiveness of public services in tune with underserved people’s needs (e.g., agricultural housing)
- Create more collective action with underserved and underrepresented communities and community organizations
- Continue to empower underserved and underrepresented communities to have a platform and the chance to speak in their own voices

Engagement principles

Each community needs individualized approaches that include listening and shared values. We know that we may not get things correct the first time, but are committed to keep going back and doing better. Due to the nature of our regulatory business, not all programs allow public participation in our decisions; however, we strive to promote positive relationships between the divisions and all of Oregon's communities.

Engagement objectives

We are committed to providing Oregonians with equal access to our programs and services. Our employees will treat all people with dignity and respect and will not discriminate on the basis of age; ethnicity; gender; gender identity; military status; language differences; nationality; parental status; physical, mental, and developmental abilities; race; religion; sexual orientation; skin color; socio-economic status; work and behavioral styles; and the perspectives of each person shaped by that person's nation, experiences, and culture.

We anticipate using five different types of community engagement:

- **Public education:** Engaging communities in person and virtually to share information and resources about the services we provide at DCBS and ways that we can help improve the lives of Oregonians.
- **Direct services:** Deliver services or resources to an individual, group, or the community as a whole; and provide support for events.
- **Assisting with solutions:** Collaborate with communities on specific needs (e.g., wildfires and housing)
- **Intentional dialogue:** Collaborate to build understanding across cultural differences and community needs.
- **Community building:** Bring people together to learn about community needs.

An overview of the process we used to develop this plan is contained in Appendix 1.

Who we will engage: REIS Stakeholder List

The following table includes the stakeholders with whom DCBS is actively engaged, as well as partners we are looking forward to engaging with for the creation of the Racial Equity Impact Statement. Staff in our Multicultural Communications Program; the Diversity, Equity, and Inclusion office; and the External Affairs office already engage with many of these organizations and communities. The table identifies the divisions who run our programs and who will lead our engagement activities. These divisions are: BCD (Building Codes Division), DO (Director's Office), DFR (Division of Financial Regulation), OSHA (Oregon OSHA), WCB (Workers' Compensation Board), and WCD (Workers' Compensation Division).

Organization name	Community served	Divisions
AARP	Oregonians age 50 and older	BCD, DFR
Access Inc.	Older adults, low income, veterans, people with disabilities	DFR
Adelante Mujeres	Low income, Latina women	DFR, WCD
AFL-CIO	Workers and communities of color	OSHA, WCD
African American Alliance	Low income, African Americans	DFR
African American Chamber	African Americans of all ages	WCB
African American Youth Leadership	African Americans students from high school to college (employment readiness)	BCD
Asian Health and Services Center	Low income, Asians	DFR
Asian Pacific American Business Alliance	Asian community	WCB
Basic Rights Oregon	LGBTQ, people of color, and youth	BCD, DFR, WCD
Beyond Toxics	Climate/environmental/pesticide impacted workers	OSHA
Bienestar Inc	Low income, Latino	DFR
Blacks in Government	African Americans	WCD
Burns Paiute Tribe	Native Americans	DFR
CASA of Oregon	Low income, rural community, farmworkers	DFR, OSHA
Cascade AIDS project	People with HIV, LGBTQ	DO
Catholic Charities of Oregon	Low income, refugee, unhoused communities	DFR
Centro Cultural	Spanish speaking, migrant seasonal farmworkers	DFR
Centro de Prosperidad	Latino, low income, migrant	DFR
Centro de Servicios para Campesinos	Indigenous families of South and Central America/Mexico	DO

Centro Latino	Low income, Latino, migrant seasonal farmworkers	DFR
City of Woodburn	Hispanic, Russian communities	DO
Community Advocacy & Partnership Engagement	All underserved and underrepresented communities	WCD
Community Vision of Portland	People with disabilities	DFR
Confederated Tribes of Siletz Indians	Native Americans	DFR, OSHA
Confederated Tribes of the Umatilla Indians	Native Americans	DFR, OSHA
Constructing Hope	Underserved communities	BCD
Consulate of Mexico	Latino, Spanish speakers	DFR, OSHA
DevNW	Low income, English as a second language, small businesses	DFR
Disability Rights of Oregon	Individuals with disabilities	BCD, WCD
Douglas County Global Warming Coalition/UCAN	Low income, climate impacted	OSHA
Easter Seals	Services for mature adults, veterans, and people with disabilities	BCD, WCD
ELY Empowerment and Leadership	Low income, at-risk youth, GED students	DFR
EMPLEO	Latino communities	OSHA, WCD
Fact OR	People with disabilities	DFR, WCD
Fair Shot	Women, people of color, LGBTQ communities, immigrants and working families	DCBS
Familias en Accion	Low income, Latino, Spanish speakers	DFR
Familias Unidas	Low income, children and parents	DFR
Families to Families	People with disabilities, youth	DFR, WCD
Family Forward	Mothers and caregivers in Oregon	DCBS, WCD
Galt Foundation	Underserved and underrepresented with disabilities	BCD, WCD
Goodwill Industries	Underserved and underrepresented with disabilities	BCD, WCD
Habitat for Humanity	Low income, people of color	BCD, DFR
Hacienda CDC	Low income, Latino community	DFR
HIV Alliance	People living with HIV/AIDS, LGBTQIA+, people of color, unhoused	DFR
Immigrant and Refugee Community Organization	Refugees, immigrants, and limited English proficiencies	DFR, OSHA

Klamath Tribes	Native Americans	DFR, OSHA
LatinoBuilt	Latino construction contractors	BCD, OSHA, WCD
Latino Business Alliance	Latino business owners	WCB, WCD
Latino Community Association	Latino families in central Oregon	DO
Latino Network	Latino youth, families, and communities	DO
Latino Partnership Program	Latino community	DFR, WCD
Latino Professional Connect	Latino, small business owners, entrepreneurs	DFR, WCD
Liuna	Construction laborers, communities of color	OSHA, WCD
Mano a Mano	Low income, Latino, migrant, refugee	DFR, WCD
Metropolitan Family Services	Low income, people of color, LGBTQ, Spanish speakers	DFR
Military One Source	All underserved and underrepresented veterans	DO
Muscular Dystrophy Association	People with disabilities	DFR
NAACP	Portland, Salem, and Eugene: All underserved and underrepresented communities and students (employment readiness)	DO
National Association of Judiciary Interpreters and Translators	Non-English and limited English proficient	WCB
National Association of Minority Contractors	Underserved and underrepresented contractors	BCD
Native American Youth and Family	Low income, Native Americans, youth	BCD, DFR
Neighborhood Partnerships	Low income, people of color	DFR
Northwest Forest Workers	Latino, SE Asian, Native American, and Euro-American ethnic communities	OSHA, WCD
Northwest Workers Justice Project	Low-wage, contingent, and immigrant workers	OSHA, WCB, WCD
Oregon Association of Minority Entrepreneurs	All underserved and underrepresented communities	BCD, WCD
Oregon Building Trades Council	Construction trades labor, communities of color	BCD, OSHA, WCD
Oregon Child Development Coalition	Low income, migrant seasonal farmworkers, youth	DFR
Oregon Environmental Council	Climate/environmental/Pesticide impacted workers	BCD, OSHA
Oregon Human Development Corporation	Low income, farmworkers	DO

Oregon Law Center	Low income, Latino	OSHA, WCB
Oregon Native American Chamber	All tribal communities	BCD, DFR
Oregon Tradeswomen	Women in construction industry	BCD
Oregon / U.S. Department of Veterans Affairs	All underserved and underrepresented veterans	DO
OSPIRG	Low income, people of color, consumer protection	DFR
Partners in Diversity	All communities of color	DO
PCUN	Latino Spanish speakers, migrant/farmworkers	DFR, OSHA, WCD
Philippine American Chamber of Commerce of Oregon	All Filipino underserved and underrepresented communities	DO
Point West Credit Union	Latino, African American, unbanked, Native Americans, low income, migrant	DFR
Renew Oregon	Climate impacted workers	BCD, OSHA
Salem-Keizer Coalition for Equality	Parents of students attending SKPS school district with limited English	DO
Salem Multicultural Institute	All community groups	DO
Slavic Community Center of the Northwest	Slavic community	DO
Susan G. Komen	Women, breast cancer survivors	DFR
Unete	Low income, Latino, Spanish speakers, migrant/farmworkers	DFR, OSHA
United Food and Commercial Workers	food processing, grocery labor, communities of color	OSHA, WCB, WCD
University of Oregon affinity groups	All underserved and underrepresented students	DO
Univision	Latino Spanish speakers	DFR, OSHA
Urban League	All communities of color	DFR
Virginia Garcia Memorial Health Center	Communities of color	DO
Vocational Rehabilitation	All underserved and underrepresented people with disabilities	BCD, WCD
Womanspace	Low income, people of color, LGBTQ, domestic violence survivors, women	DFR

How we will engage

We are committed to increasing our engagement efforts moving forward, and we also understand that we need to be thoughtful and deliberate in *how* we engage. For example, before we engage with a community on an issue, we will provide easy-to-understand information describing who we are, what we are doing, and what we want to do. We will also provide the information far enough before any meeting to enable a more informed discussion.

As these are framed as budget discussions, we will provide a brief overview of our budgeting process, what our timelines are, how timelines evolve, and how to provide feedback. We will also provide framing questions before our discussions to help further the discussion and to help bring out the feedback we may be seeking, while remaining open to any and all feedback stakeholders want to provide.

DCBS will continue to use traditional methods of reaching underserved and underrepresented communities (e.g., through community partners and advocacy groups). However, we also plan to interrupt the institutionalized process of business as usual by engaging directly with communities and individual Oregonians in nontraditional ways we have not typically used in the past. This may include facilitating meetings with stakeholders without agency employees in the room so stakeholders can have a more open discussion. DCBS also plans to work with stakeholder groups to find more ways to directly reach individual people so community organizations do not have to be the only ones passing on information and we can hear directly from the people affected by our programs. Also, we plan to put together a toolkit and provide it to underserved and underrepresented communities that addresses how individuals can do business with the agency. Finally, we plan to use social media in a more focused way to share with communities the work we do, the help we offer, and the job opportunities we have.

How we are organized

We are a large agency that is responsible for multiple distinct subject matters across several different divisions (see our organizational chart in Appendix 2). At the agency level, our Multicultural Communications Program (MCP) and our Diversity, Equity, and Inclusion (DEI) office play integral roles in the department's community engagement.

The Multicultural Communications Program's mission is to promote and enhance delivery of DCBS services to Oregon's multicultural communities. The program provides Oregonians information about topics that cover the breadth of DCBS, such as workers' compensation, insurance, finance, and job safety and health. MCP assists people from multiple backgrounds in getting help from the agency. The program has resources in Spanish, Vietnamese, and Russian.

The program's goals for its 2021-25 strategic plan are to:

- Build bridges of communication among the department, divisions, and multicultural communities of Oregon
- Ensure all limited English proficient (LEP) customers experience equitable delivery of DCBS services

In order to meet these goals, the program has four strategies:

- Increase community engagement
- Support diversity, equity, and inclusion and affirmative action within DCBS
- Utilize translation and educate DCBS staff to use interpretation services
- Improve MCP website access in other languages

The Diversity, Equity, and Inclusion office's community engagement supports the agency's mission in a collective relationship with people, institutions, and groups of underserved and unrepresented communities. It does this through partnership, access, and engagement that fosters belonging, creates opportunities for learning, and develops equitable opportunities for all.

We understand that meaningful community engagement must acknowledge community assets and systemic barriers, be sustainable, allow for numerous connections, and require strong institutional partnerships. To further these goals, our DEI office aims to create inclusive spaces and services where every voice has value.

For purposes of this plan, we have organized our activities under each of the divisions that are responsible for the programs or areas we are focusing on – these are presented on the following pages. The programs or areas are broken down by division and contain our current and goal level of engagement. At the end of each division is a table explaining how we plan to reach those goals.

Our Plan: Building Codes Division

The Building Codes Division (BCD) administers Oregon's statewide building code, which provides uniform standards that ensure newly constructed residential and commercial buildings are safe for people to occupy. It does this through code programs, inspector training, ePermitting, statewide services, and enforcement. BCD's overall focus is to ensure that communities have the knowledge and awareness to solve problems unique to the local population.

BCD's activities may affect underserved and underrepresented communities in the area of economic opportunity, education, health, housing, employment, and finances. While there are overall positive economic and safety outcomes from BCD's programs, there is always room for improvement. The broad scope of BCD's programs creates opportunities to better engage with more affected communities.

Future engagement goals include developing culturally and linguistically appropriate materials explaining what BCD does and how it affects each community – accompanied by training – to increase communication and trust, and help underserved and underrepresented workers become more effective in their workplaces and more inclined to look at careers within the industry. Some initial work with the DCBS Communications staff has already started in this regard as a first step towards engagement. BCD engages with the DCBS Diversity, Equity, and Inclusion Council to help the division achieve and maintain diversity through its engagement efforts. The division is also looking to expand the range and scope of its educational resources that are provided to local jurisdictions about ePermitting so they can better help people throughout their communities.

Code programs

The code programs adopt, amend, interpret, and administer the state's specialty building codes, in collaboration with local building officials, industry professionals, advisory boards, and the public. One of the crucial steps in addressing any inequality in the code programs is broadening recruitment targets for both technical staffing and board membership so that the division is reaching the diverse groups from which it needs to draw. BCD needs to actively improve its skills in being inclusive by inviting and listening to underserved and underrepresented voices and encourage interactions between different groups, departments, boards, job titles, and management levels.

Current level of engagement: Inform

Goal level of engagement: Involve

Inspector training

Inspector training provides certification training for prospective inspectors and building officials and coordinates specialty code update training for inspectors after a code change cycle. While BCD does not record the demographics of certificate holders, it hopes to work with more female and minority-oriented construction groups to promote careers with BCD and local jurisdictions.

Current level of engagement: Inform

Goal level of engagement: Involve

ePermitting

The ePermitting program allows licensed contractors to complete most permitting processes online in collaboration with participating cities and counties. The division provides ePermitting to jurisdictions throughout the state. BCD works mostly with local jurisdictions, but also provides local jurisdictions with educational resources about using ePermitting, such as inspection brochures translated into Spanish, that they can use to help people throughout their communities.

Current level of engagement: Inform

Goal level of engagement: Collaborate

Statewide Services

The Statewide Services Unit is responsible for performing inspections and reviewing plans for the state's prefabricated structures, elevator, boiler, recreational vehicle, and manufactured housing programs of the construction industry. The section also oversees the operations portion of the Manufactured Housing Ownership Document Program and the Licensing Section. In addition, the section oversees inspectors who are working out of their homes. Statewide Services involves people from diverse backgrounds through the Boiler Board and the Electrical and Elevator Board. The section works with contractors, homeowners, laborers, and licensed professionals representing a cross section of communities and cultures.

Current level of engagement: Inform

Goal level of engagement: Consult

Enforcement

The Enforcement Section is responsible for license and permit enforcement, assessment of civil penalties and education and training for license holders and local jurisdictions. Through public meetings, the section provides compliance training to local jurisdictions, building officials, construction industry professionals, building owners, and the general public. It also coordinates division contested case hearings, provides code enforcement support to other division sections, and provides enforcement of licensing and permit requirements. Enforcement engages with local stakeholders to educate and inform about the enforcement services the division provides. Also, the section has been using educational documents in other languages.

Current level of engagement: Inform

Goal level of engagement: Consult

Program	Goal Specific Engagement Level		Goal	Target Date
	Current	Next		
Code programs	Inform	Consult	Email an engagement letter to all of the designated organizations on the division's Racial Equity Impact Statement list, introducing ourselves and this initiative. Ask organizations to participate in a survey to determine preferred methods of engagement and to identify code program issues of interest to the community with a goal of receiving a response from at least 50% of the target audience.	5/31/2022
Code programs	Inform	Consult	After receiving feedback from organizations about how often they want to meet, conduct code program listening sessions to support the development of materials and a toolkit to increase the understanding of and access to program services and share with participants. Seek feedback after listening sessions via email or phone to confirm expectations and to ensure needs and expectations were met.	8/1/2022
Code programs	Inform	Consult	Based upon feedback from the listening sessions, develop and disseminate culturally and linguistically appropriate materials targeting at least five community partners that explain the role of building inspectors, the agency's code program, and how it may affect each community.	10/15/2022
Code programs	Inform	Involve	Incorporate results of the code program listening sessions into the development of a toolkit that addresses identified barriers to accessing program services.	12/15//2022
Divisionwide	Inform	Consult	Collaborate with DCBS Communications to create a social media communications plan to reach underserved and underrepresented communities to inform them of our work and how the division can serve their needs.	Ongoing effective 4/1/2022
Enforcement	Inform	Consult	Email an engagement letter to all of the organizations on the Division's Racial Equity Impact Statement to introduce ourselves and this initiative.	4/31/2022
Enforcement	Inform	Consult	Ask organizations to participate in a survey to determine preferred methods of engagement and to identify enforcement issues of interest to the community with a goal of receiving a response from at least 50% of the target audience. Survey organizations on the division's Racial Equity Impact Statement to determine preferred methods of engagement and to identify enforcement program issues of interest to the community.	6/1/2022

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Enforcement	Inform	Consult	Conduct enforcement program listening sessions to support the development of a toolkit to increase the understanding of and to determine the program services and outcomes they want to see. Share information participants. Seek feedback after listening sessions to ensure needs and expectations were met.	8/15/2022
Enforcement	Inform	Consult	Based upon feedback from the listening sessions, develop and disseminate culturally and linguistically appropriate materials targeting at least five community partners that explain the role of building inspectors, the agency's enforcement program, and how it may affect each community.	10/1/2022
Enforcement	Consult	Involve	Incorporate results of the enforcement program listening sessions into the development of a toolkit that addresses identified barriers to accessing program services.	12/1/2022
ePermitting	Inform	Consult	Email an engagement letter to all of the organizations on the division's Racial Equity Impact Statement to introduce ourselves and this initiative.	6/1/2022
ePermitting	Inform	Consult	Ask organizations to participate in a survey to determine preferred methods of engagement and to identify ePermitting issues of interest to the community with a goal of receiving a response from at least 50% of the target audience.	7/15/2022
ePermitting	Inform	Consult	Conduct ePermitting listening sessions to support the development of materials and a toolkit to increase the understanding of and access to program services and share back out with participants. Seek feedback by phone or email after listening sessions to confirm expectations and to ensure needs and expectations were met.	9/1/2022
ePermitting	Inform	Consult	Incorporate results of the ePermitting listening sessions into the development of a toolkit that addresses identified barriers to accessing program services.	12/15/2022
ePermitting	Inform	Consult	Based upon feedback from the listening sessions, develop and disseminate culturally and linguistically appropriate materials targeting at least five community partners that explain the role of building inspectors, the agency's ePermitting program, and how it may affect each community.	11/1/2022
Inspector training	Inform	Consult	Email an engagement letter to all of the designated organizations on the division's Racial Equity Impact Statement list, introducing ourselves and this initiative.	4/30/2022
Inspector training	Inform	Consult	Ask organizations to participate in a survey to determine preferred methods of engagement and to identify training and outreach issues of interest to the community with a goal of receiving a response from at least 50% of the target audience. Survey organizations on the division's Racial Equity Impact	5/31/2022

			Statement list to determine preferred methods of engagement and to identify Training Program issues of interest to the community.	
Inspector training	Inform	Consult	Conduct training and outreach listening sessions to support the development of materials and a toolkit that will help increase the understanding of and access to program services and share materials with participants. Seek feedback by phone or email after listening sessions to confirm expectations and to ensure needs and expectations were met.	8/10/2022
Inspector training	Inform	Consult	Based upon feedback from the listening sessions, develop and disseminate culturally and linguistically appropriate materials targeting at least five community partners that explains the role of building inspectors, the agency's training and outreach program, and how it may affect each community.	10/15/2022
Inspector training	Consult	Involve	Incorporate results of the training and outreach listening sessions into the development of a toolkit that addresses identified barriers to accessing program services.	11/15/2022
Inspector training	Consult	Involve	Engage training-, educational-, and employment-aligned organizations on the division's Racial Equity Impact Statement list regarding their interest in careers as inspectors and examiners with a goal of exploring a targeted training and education program.	12/15/2022
Statewide Services	Inform	Consult	Conduct Statewide Services listening sessions to support the development of a toolkit to increase the understanding and to determine program services and outcomes they want to see. Share information with participants. Seek feedback after listening sessions by phone or email to ensure needs and expectations were met.	8/15/2022
Statewide Services	Consult	Involve	Incorporate results of the Statewide Services listening session into the development of a toolkit that addresses identified barriers to accessing program services.	12/1/2022
Statewide Services	Inform	Consult	Email an engagement letter to all of the organizations on the division's Racial Equity Impact Statement list to introduce ourselves and this initiative. Ask organizations to participate in a survey to determine preferred methods of engagement and to identify Statewide Services issues of interest to the community with a goal of receiving a response from at least 50% of the target audience.	4/31/2022

Our Plan: Division of Financial Regulation

The Division of Financial Regulation (DFR) protects consumers and regulates insurance, depository institutions, trust companies, securities, and consumer financial products and services.

Division of Financial Regulation Partner Sponsorship Program

In response to Gov. Kate Brown's call to center efforts in community engagement to historically and currently underserved and underrepresented populations, DFR has created a program to sponsor financial empowerment work conducted by nonprofit organizations, schools, and tribal authorities that serve underserved and underrepresented communities.

This is what the sponsorship program can do: Provide funds to qualified partners who serve underserved and underrepresented communities, and help those organizations strengthen their financial empowerment work by working more closely with the DFR outreach team. Through the team's classes and coaching programs, they will elevate the financial and insurance education essential for people to make well-informed decisions about insurance and financial services. Also, people will learn about the services we offer, including how to use our consumer advocacy services to file a complaint and report fraud.

We have committed funds to award sponsorships to up to five organization for one-year contracts of \$25,000 each. This program is expected to be in place for at least three years and applicants can apply each year. Future funding will be based on availability of funds and program impact. Our selection process will prioritize a mix of demographics, geographic and size, communities, and the programs we regulate.

We will identify activities and events DFR can be involved in, but each of the partners will identify how they want to work with us. We want our partnerships to be unique, ensuring we are working with our partners in ways that reflect our acknowledgment of the trust they have gained with the individual communities they serve, and rely on their expertise of how our message can be best heard and received. Our message will remain the same between partners and communities, but how we communicate our message needs to reflect the uniqueness of each community. Our tentative goal is to select our partners and have contracts ready to begin by Jan. 1, 2023.

DFR has multiple engagements, legislative and outreach focused, that cross our different programs. We have attached a separate appendix of our SMART goals for both. Like the overall agency's plan, these are working documents.

Insurance

The division licenses and examines insurers and insurance producers. Communities that may require greater engagement include rural/agricultural, low-income, underserved and underrepresented, and tribal communities, as well as older vulnerable adults. The effect insurance can have on these communities includes affordability. On the health insurance side, this can lead to not seeking care, which can be detrimental to health. Credit scoring can have a negative effect on these communities, as well, which can cause increased premiums.

The division is partnering with Startup Oregon, which was originally created in 2018 to bring all subject matter experts and technical service providers in Oregon together in one place. The idea was to create educational tools for Native American small business owners who have questions or need guidance with their idea or small business endeavor, while also increasing awareness of the organizations available to assist them.

Current level of engagement: Inform

Goal level of engagement: Collaborate

State banks and credit unions

The division charters, examines, and supervises state banks and credit unions. Communities that may require greater engagement include underserved and underrepresented and tribal communities. A lack of knowledge and trust in banks and credit unions can lead Oregonians to use higher interest and less secure products, along with incurring higher fees.

The Division of Financial Regulation partners with two organizations to help underserved and underrepresented communities with using financial institutions: Bank on Oregon and FACT Oregon.

Bank On Oregon brings together consumer advocates, financial education providers, banks and credit unions, state and local government, and community institutions in a voluntary effort to centralize information, ensure quality product offerings, and ease consumer entry into the financial marketplace.

Part of Bank On Oregon's mission is to recognize and work to overcome systemic racism and barriers that have oppressed and excluded underserved communities from accessing safe and affordable financial products.

Bank On Oregon aspires to ensure everyone has access to financial solutions that improve the lives of individuals, families, and communities. The added economic stability gained through increased access to financial services benefits the entire state of Oregon.

FACT Oregon works to empower families of youth experiencing disability by expanding disability awareness, growing community, and equipping families in their pursuit of whole lives. FACT Oregon lead regional learning summits and other trainings around the state and provide peer-to-peer support to help families navigate special education, service systems, person-centered planning, assistive technology, behavior support, and transition to adulthood.

Current level of engagement: Inform

Goal level of engagement: Collaborate

Nondepository money services businesses

The division licenses and examines check cashers, payday lenders, money transmitters, debt management service providers, consumer finance lenders, and other nondepository money service businesses. Communities that may require greater engagement include underserved and underrepresented, tribal, and low-income communities. A lack of knowledge and trust in banks and credit unions can lead Oregonians to use higher interest and less secure products, along with incurring higher fees.

Current level of engagement: Inform

Goal level of engagement: Collaborate

Mortgage lending

The division licenses and examines mortgage bankers, brokers, and loan originators. Communities that may require greater engagement include underserved and underrepresented, rural, and agricultural communities. The impact this program can have is in home ownership and retention.

The division is partnering with Oregon Housing and Community Services, Department of Justice, and Oregon Consumer Justice on a statewide campaign on foreclosure prevention and homeownership retention. The multi-agency coalition will be creating a centralized website focusing on foreclosure prevention/homeownership retention resources, as well as a paid media campaign.

Current level of engagement: Inform

Goal level of engagement: Collaborate

Securities

The division licenses broker dealers and investment advisors. It also registers securities. The community that may require greater engagement is older vulnerable adults. The impact the division can have on this community is the ability to securely save and invest for the future (economic opportunity/access to trusted resources).

The division is partnering with AARP, Oregon Department of Justice, the Federal Trade Commission, Oregon Adult Protective Services, and the Oregon Construction Contractors Board, on Scam Jam. The organizations are working together to empower consumers, especially older adults, to spot and avoid scams, and to provide support and guidance to victims and their families when fraud happens.

Current level of engagement: Inform

Goal level of engagement: Collaborate

While the division has had a positive impact, there is room for improvement. DFR has identified goals to positively improve community engagement and service it provides to underserved and underrepresented Oregonians:

- Hiring more diverse and bilingual employees to strengthen community engagement and build trust within marginalized communities
- Enhancing the DFR website and social media to make it more culturally relative, including translation into multiple languages
- Supporting statewide financial capabilities programs to expand Oregonians' knowledge, skills, and access to fair financial products and services through implementation of a DFR Partnership Sponsorship Program and support to committees such as Bank On Oregon and the Financial Empowerment Advisory Committee.

As a result of the COVID-19 pandemic, the division's outreach efforts primarily shifted to virtual engagement. This has been a huge detriment to marginalized communities who are underserved and underrepresented and have less access to technology, making it challenging to access the division's services. The critical need for immediate in-person engagement to our vulnerable communities is crucial as these communities have a challenging time accessing resources online or virtual.

Another goal is to make available additional consumer educational material and publications (web and print) in multiple languages. The division plans to work with a business consultant to develop and produce a consumer awareness survey that will help it identify needs of underserved communities. This will help with future strategic planning and diversity, equity, and inclusion work.

Finally, the division plans to work with outside consultants who specialize in outreach for radio and television ads to underserved, under-resourced, and rural communities. Those include Univision, Oregon Association of Broadcasters, tribal radio stations, and Spanish radio stations.

Program	Goal Specific Engagement Level		Goal	Target Date
	Current	Next		
Insurance	Consult	Involve	Startup Oregon: Facilitate a series of virtual meetings to gather input and learn about Startup Oregon's priorities and needs for its Native American small-business community.	3/1/2022
Insurance	Involve	Collaborate	Startup Oregon: Build a risk management learning module for small businesses through storytelling – to be published on StartUp Oregon's website – that is culturally relevant to the Native American small-business owners and entrepreneurs.	5/1/2022
Insurance	Involve	Collaborate	Startup Oregon: Record and publish module to be promoted through StartUp Oregon's website. Discuss future opportunities for other project collaborations that will benefit Native American small-business owners and entrepreneurs.	7/1/2022
Mortgage lending	Involve	Collaborate	Multi-agency (Oregon Housing and Community Services, Department of Justice, and DFR) and Oregon Consumer Justice statewide campaign on foreclosure prevention and Homeowner Assistance Program. Coordinate a series of ongoing virtual meetings with OHCS, DOJ, and Oregon Consumer Justice to discuss the implementation of a statewide campaign through a centralized website on foreclosure and Homeowner Assistance Program resources, as well as a paid media campaign sponsored by Oregon Consumer Justice.	3/1/2022
Mortgage lending	Involve	Collaborate	Build content for a centralized website (OregonHomeownersHelp.org) where each agency provides agency-specific information for the site. Work on branding for the statewide campaign. OHCS is building the framework for the website. Priority will be to make it accessible to underserved and underrepresented communities in multiple languages.	7/1/2022

DCBS Community Engagement Plan – 2023-25 biennium

Divisionwide	Collaborate	Collaborate	DFR Partner Sponsorship Program: Develop application criteria, scoring criteria, evaluation/selection committee, and procurement process (request for proposals/scope of work). The purpose of this sponsorship is to enhance our partnership and expand our outreach with nonprofits that serve underserved and underrepresented communities to promote financial literacy.	1/1/2022
Divisionwide	Collaborate	Collaborate	Promote and market the sponsorship program. Evaluate applications, select partners who meet the qualifications, and negotiate contract and deliverables.	9/1/2022
Divisionwide	Collaborate	Collaborate	Consult and develop financial literacy curriculum and promote events with selected partners. Collaborate on financial empowerment events and presentations. Promote DFR awareness with specific underserved and underrepresented communities the nonprofit partner represents.	1/1/2023
Divisionwide	Collaborate	Collaborate	Manage contracts, evaluate success of projects, and measure DFR awareness through a consumer before and after survey. The goal is for five new partners (from DFR partner list) selected each year for three years.	12/1/2023
State banks and credit unions	Inform	Consult	FACT Oregon / Financial Beginnings Goals and Tools Curriculum (pilot program): Use the Financial Beginnings curriculum adapted for people experiencing disability to teach a four-part series of classes on goal setting, budgeting, how to compare financial institutions, and managing a checking account. Provide feedback to stakeholders following the series.	3/1/2022
State banks and credit unions	Involve	Collaborate	Use feedback from all stakeholders to improve engagement, accessibility, and relevance to move from a pilot program to a regular course offering.	6/1/2022
State banks and credit unions	Collaborate	Collaborate	Use revised curriculum to teach a series of classes to FACT Oregon clients in the fall. Collaborate with parent volunteers and FACT staff to facilitate small group activities.	9/1/2022
Securities	Involve	Collaborate	AARP Scam Jam: In collaboration with DOJ, DFR, Construction Contractors Board, Adult Protective Services, and the Federal Trade Commission, AARP co-hosts a series of events to promote scam/fraud prevention to older vulnerable adults.	2/1/2022

Securities	Collaborate	Collaborate	DFR helps AARP coordinate planning sessions throughout the year. The goal is to co-host three to four events per year throughout Oregon. Promote events using social media. DFR also presents at planned events.	12/1/2022
State banks and credit unions	Involve	Collaborate	Bank On Oregon: Use feedback from the September 2021 listening session participants to address concerns and aspirations of underserved and underrepresented communities. Incorporate advice and recommendations into 2022 planning and meeting agendas.	2/1/2022
State banks and credit unions	Collaborate	Collaborate	Invite organizations that participated in the listening session to join the Bank On Oregon coalition. Provide a stipend for meeting attendance and participation. Collaborate with these community organizations on goal setting and decision-making to guide 2022 Bank On priorities.	3/1/2022
State banks and credit unions	Collaborate	Collaborate	Support Bank On Oregon’s collaboration between financial institutions and community organizations to develop financial empowerment and financial literacy curriculum and coaching.	11/1/2022

Our Plan: Oregon OSHA

Oregon OSHA is dedicated to improving workplace safety and health in Oregon and committed to working with labor, business, and other government agencies to achieve that goal. As Oregon OSHA regulates nearly every workplace in Oregon, all of its programs (Enforcement, Consultation, Public Education, Resource Center, Conferences, and Standards and Technical) affect workers in underserved and underrepresented communities.

We are also committed to pursuing our worker protection mission in a manner that actively addresses existing inequities between employers and workers, as well as the cultural and language differences that can often impose barriers to workers in need of protection.

Enforcement

Enforcement inspects workplaces and helps employers who have received citations to correct hazards. Vulnerable workers and workers with limited English proficiency across all industries could benefit from more engagement. Some of the industries that could benefit most from increased engagement are agriculture, construction, and logging.

Often, workers in these communities are reluctant to engage with government entities. As a first step to overcoming this barrier, it is critical that workers are aware of their rights and how they can access help from Oregon OSHA. We also are increasing our focus on hiring bilingual staff

members and continue training staff members on how to identify the need for language skills and other approaches related to vulnerable workers and multicultural situations. We have recently created a new independent advocate to help workers exercise their rights, and are planning to introduce a budget package to enable us to increase our enforcement staff and presence in the field.

Current level of engagement: Involve

Goal level of engagement: Empower

Consultation

Consultation provides free and confidential consults for employers on workplace safety, industrial hygiene, and ergonomics to reduce occupational injuries and illnesses. Consultation also helps employers develop a comprehensive program to manage safety and health. Employers of workers in these communities can be in all regions and industries, but are most prevalent in agriculture, construction, and now logging. These employers would benefit from improved engagement due to general mistrust of government programs, the unique challenges they face communicating with their workforce, and historical practices commonly leaving these workers vulnerable to safety and health hazards.

Working with employers of workers in these communities toward self-sufficiency in safety and health management systems will result in long-lasting improvements in working conditions. It is important to provide resources to these employers to sustain a culture of management commitment, accountability, employee involvement, hazard identification and control processes, accident investigation/analysis, and education and training for workers, as well as to continually evaluate and improve these systems.

Current level of engagement: Collaborate

Goal level of engagement: Empower

Public education

Public education develops and provides free on-site, virtual, and online education and training classes and materials to employers and workers, providing information on occupational safety and health requirements and best practices. Many offerings are also available in Spanish.

Greater engagement with the employers and workers in these communities about our many offerings in both English and Spanish and materials for English-speaking supervisors to train and communicate with Spanish-speaking learners (PESO program) will improve workplace safety and health. Additional offerings and some ability to reach speakers of Indigenous languages would also improve the program's impact.

Current level of engagement: Inform

Goal level of engagement: Inform

Resource Center

The Resource Center is a free service providing safety and health publications, training videos and video streaming content, and a lending library to employers and workers. Many offerings are available in Spanish and other languages.

Although employers may have more familiarity with these offerings, greater engagement with the employers and workers in underserved and underrepresented communities about the division's many offerings in both English and Spanish will improve workplace safety and health.

More offerings and some ability to reach speakers of Indigenous languages would also improve the impact. There is a positive effect on these communities for employers and their workers who access these offerings. There is always room for improvement, including better language access and more active targeted marketing.

Plans are to continually prioritize translating publications, videos, and streaming education opportunities for Spanish learners. This is an area in which Oregon OSHA strives for continual improvement.

Current level of engagement: Inform

Goal level of engagement: Inform

Conferences

The Conferences Section co-sponsors with safety and health professional organizations statewide educational conferences that provide opportunities for workers and employers to share ideas about occupational safety and health with each other, local experts, and nationally recognized professionals. Most conferences are designed to target employers and safety committee members to improve hazard recognition and control in all industries, with construction highly emphasized.

Recognizing how this format could be used to reach worker populations, in 2019, Oregon OSHA embarked on the first of its kind Spanish Language Conference in which every session was conducted in Spanish, with other Indigenous language translation available. This conference focused on safety and health education and worker rights, as well as how to access Oregon OSHA services. Plans (post COVID-19) are to reinstate this conference annually and in various regions of the state. In addition, Oregon OSHA is continually prioritizing translating publications, streaming education opportunities, and public education offerings for Spanish learners. This is an area we strive for continual improvement.

Current level of engagement: Collaborate

Goal level of engagement: Collaborate

Standards and technical

Standards and technical promulgates rules/standards and provides consistent technical interpretation of regulations for employers and workers. Greater engagement is needed for all workers and worker advocates.

Oregon OSHA's rulemaking processes are continually improved to meet the needs of underserved and underrepresented communities and their access to the division's processes. The division holds listening sessions and hearings for each rulemaking, offering day and evening opportunities, virtual for those not able to travel, and at least one offering conducted entirely in Spanish for each rulemaking. Offering the opportunity for workers to share their experiences is critical to the division's goals of improving working conditions for Oregonians. The standards and technical publications are also translated.

With many rulemakings underway that affect underserved and underrepresented communities – agriculture labor housing, heat, and smoke – it is especially critical to engage with workers and worker advocates.

Current level of engagement: Collaborate

Goal level of engagement: Collaborate

Program	Goal Specific Engagement Level		Goal	Target Date
	Current	Next		
Conferences	Collaborate	Collaborate	<p>Goal: Resume Oregon OSHA's Spanish Language Conference.</p> <p>Evaluation: Develop ways to collect feedback about the conference from participants to ensure the agency is in alignment with the needs of Spanish-speaking workers and employers in Oregon.</p> <p>Outcomes: Hold the conference annually with a possible agency request budget/policy option package addition.</p>	November 2022: Salem, Oregon
Consultation	Consult	Involve	<p>Goal: Conduct trainings with LatinoBuilt members during their quarterly meetings through the rest of 2022.</p> <p>Evaluation: Monitor the program contacts made as a result of continuous engagement with LatinoBuilt, e.g., number of consultations requested, standing meetings held, changes made as a result of participant feedback.</p> <p>Outcomes: Move into an involve/collaborate engagement level by soliciting feedback directly from LatinoBuilt members about how Oregon OSHA can be responsive to the needs of the employers and workers represented by this association.</p>	April 14, July 14, and Oct. 13, 2022
Consultation	Consult	Involve	<p>Goal: Participate in radio and Facebook live events with Unidos.</p> <p>Evaluation: Monitor both enforcement and consultation contacts that can be attributed to our participation in this event. Solicit input from attendees (suggestion cards, surveys) on ways the agency can better support this community.</p> <p>Outcomes: Gather information from participants in these events that can be used to inform the agency on how best to allocate resources to serve this community in the next biennium.</p>	April 6, 2022

Consultation	Inform	Consult	<p>Goal: Conduct outreach activities with Unidos Bridging Community, a nonprofit who provides support and advocacy to Latino/a/x immigrant families and workers.</p> <p>Evaluation: Monitor both enforcement and consultation contacts that can be attributed to our participation in this event. Solicit input from attendees (suggestion cards, surveys) on ways the agency can better support this community.</p> <p>Outcomes: Gather information from participants in these events that can be used to inform the agency on how best to allocate resources to serve this community in the next biennium.</p>	<p>Feb. 25, 2022: Dayton, Oregon;</p> <p>Ongoing</p>
Consultation	Inform	Consult	<p>Goal: Work with minority business/community associations, such as the NAACP (Economic Development Committee), the Korean Society of Oregon, the Asian Pacific American Chamber of Commerce of Oregon, and Mercatus to ensure underserved and underrepresented entrepreneurs and workers are aware of Oregon OSHA services and involved in agency decision making and policy development.</p> <p>Evaluation: Monitor the effectiveness of outreach efforts to these organizations in 2022; evaluate what types of engagement efforts are most successful, replicate those efforts in 2023-2025.</p> <p>Outcomes: Actively listen to the needs of the communities these organizations represent by inviting representatives from these organizations to be members of Oregon OSHA's Partnership Committee.</p>	<p>March to August 2022: Direct outreach to each organization</p>
Consultation	Inform	Inform	<p>Goal: Meet with the LatinoBuilt Executive Committee to plan engagement with the broader membership group.</p> <p>Evaluation: Monitor the program contacts made as a result of continuous engagement with LatinoBuilt, e.g., number of consultations requested, standing meetings held, changes made as a result of participant feedback.</p> <p>Outcomes: Move into an involve/collaborate engagement level by soliciting feedback directly from LatinoBuilt members about how Oregon OSHA can be responsive to the needs of the employers and workers represented by this association.</p>	<p>March 23, 2022: Initial meeting held</p> <p>April 6, 2022: Follow-up meeting</p> <p>Ongoing</p>

<p>Consultation</p>	<p>Inform</p>	<p>Involve</p>	<p>Goal: Provide direct outreach to all underserved and underrepresented employer communities in Oregon by attending the Oregon Association of Minority Entrepreneurs conference and staffing a booth to advertise Oregon OSHA services.</p> <p>Evaluation: Monitor both enforcement and consultation contacts that can be attributed to our participation in this event.</p> <p>Outcomes: Continue annual participation in this event and seek to incorporate more divisions from DCBS in this effort. Create a quarterly meeting with representatives from the association to receive direct feedback from underserved and underrepresented community business owners to pursue a collaborate engagement level.</p>	<p>May 12, 2022: Oregon Convention Center</p>
<p>Consultation</p>	<p>Inform</p>	<p>Consult</p>	<p>Goal: Participate at events organized by the Mexican Consulate throughout the year to inform attendees of Oregon OSHA services, including Labor Rights Week.</p> <p>Evaluation: Create a Qualtrics survey that can be printed and/or accessed via QR code that solicits input from attendees to begin the community feedback gathering process. Create small items to give away during these events (pens, hand sanitizer, etc.) with Oregon OSHA contact information printed on them.</p> <p>Outcomes: Latino/a/x business owners can learn about how to implement systems to become self-sufficient with safety and empower workers to communicate with them about safety/health issues at work. Representatives of the Latino/a/x worker and employer communities receive regular, continuous contact from Oregon OSHA. Receive feedback from event attendees to inform Oregon OSHA how best to move into the consult engagement goal in 2023.</p>	<p>Ongoing: meetings and events scheduled throughout 2022</p> <p>Labor Rights Week: Aug. 29 to Sept. 2, 2022</p>

Consultation	Consult	Involve	<p>Goal: Conduct interactive workshops and deliver presentations to Unidos Bridging Community, a nonprofit that provides support and advocacy to Latino/a/x immigrant families and workers.</p> <p>Evaluation: Monitor both enforcement and consultation contacts that can be attributed to our participation in this event. Solicit input from attendees (suggestion cards, surveys) on ways the agency can better support this community.</p> <p>Outcomes: Gather information from participants in these events that can be used to inform the agency on how best to allocate resources to serve this community in the next biennium.</p>	TBD
Consultation	Inform	Consult	<p>Goal: Work with Voz, the Worker's Rights and Education project, to determine how Oregon OSHA can offer health and safety training and resources directly to day laborers.</p> <p>Evaluation: Create postage-paid surveys in multiple languages that can be left at the Voz main office to allow direct feedback from the day laborer community on how the agency can be more responsive to their needs.</p> <p>Outcomes: Use the information collected in 2022-2023 to prioritize how trainings, consultations, and enforcement activities are conducted in 2023-2025.</p>	TBD
Consultation	Inform	Consult	<p>Goal: Continue to meet with the Oregon Employment Department's Migrant Seasonal Farmworker Division to inform and educate them on Oregon OSHA workplace rules/requirements and services.</p> <p>Evaluation: Solicit feedback from workers served by the MSFW Division and possibly develop materials that could be delivered to workers each time they begin employment.</p> <p>Outcomes: Employment and Oregon OSHA are responsive to the needs of migrant workers and actively pursue strategies to solicit feedback from this community.</p>	Training scheduled Sept. 17, 2022, Woodburn, Oregon

Enforcement	Inform	Consult	<p>Goal: Enforcement will name a new statewide agriculture coordinator, who will be meeting with the Oregon Law Center, Northwest Justice Project, and LASO to provide minority workers in Oregon with clear pathways to voice concerns about agricultural workplace and agricultural labor housing living conditions in Oregon.</p> <p>Evaluation: Monitor the number of enforcement contacts made that can be attributed to this engagement effort and collect this information in a way that can be used to identify trends in workplace safety/health issues; use this for future outreach activities and to evaluate efficacy of the goal.</p> <p>Outcomes: A baseline level of ongoing communication is established and supports agency learning of how to move into the consult engagement level in 2023.</p>	<p>April to May 2022: Statewide agriculture coordinator is named</p>
Public education	Inform	Consult	<p>Goal: Continue translation of safety/health videos produced by Oregon OSHA public education.</p> <p>Evaluation: Monitor the amount of times these videos are viewed online. Solicit input from underserved and underrepresented communities during Oregon OSHA events to develop an understanding of the training/education needs of these communities. Prioritize efforts/resources based on this feedback.</p> <p>Outcomes: Translate training videos into other languages – Indigenous, Vietnamese, Korean, etc. Ensure community feedback is received to inform/prioritize public education activities.</p>	<p>These efforts have been ongoing for years. We will evaluate our progress in December 2022 and plan for 2023 with possible agency request budget/policy option package additions.</p>
Standards and technical	Involve	Collaborate	<p>Goal: Establish a standing advisory committee with workers from underserved and underrepresented communities to solicit input directly from these communities when Oregon OSHA engages in rulemaking and policy development.</p> <p>Evaluation: Gather feedback from underserved and underrepresented community representatives in Oregon (NWJP, OLC, NAACP, Voz, APACC) in 2022 to establish who could join this committee and how best to implement.</p> <p>Outcomes: Underserved and underrepresented communities in Oregon have a direct voice in how Oregon OSHA operates, develops policy, creates rules, etc.</p>	<p>April to August 2022- Begin planning and developing a framework for implementation</p>

Our Plan: Workers' Compensation Division

The Workers' Compensation Division (WCD) administers and regulates laws and rules that affect the participants in the Oregon workers' compensation system, including workers, employers, insurers, claims examiners, attorneys, and medical providers.

Preferred Worker Program

The Preferred Worker Program (PWP) helps qualified Oregon workers who have permanent restrictions from on-the-job injuries and who are not able to return to their regular employment because of those injuries. Preferred workers can offer Oregon employers a chance to save money by hiring them. This program affects underserved and underrepresented communities via direct benefits to employers and workers to encourage hiring injured workers or to help injured workers stay with their current employer.

Rural communities with limited employment opportunities require additional engagement. PWP has found that the program has had greater impact when Spanish-speaking staff members are available to promote the program.

Current level of engagement: Inform

Goal level of engagement: Consult

Employer Compliance Unit

The Employer Compliance Unit conducts investigations to make sure employers have workers' compensation insurance to cover their employees in case they are hurt on the job. Anecdotally, the Employer Compliance Unit has had greater impact when Spanish-speaking staff members are available to promote the program and answer questions.

Current level of engagement: Inform

Goal level of engagement: Consult

In each of the WCD program areas, the impact for the communities is economic opportunity, financial impact, and access to resources and assistance. While there is a positive impact on these communities, there is always room for improvement, including better language access and more positive engagement.

A future goal for the division with its programs is to have more diverse participation in its rulemaking process. The division has suggested an agency-level list of community contacts to help divisions engage in their rulemaking processes.

Program	Engagement Level		Goal	Target Date
	Current	Next		
Employer compliance	Inform	Consult	Form a core team identified as subject matter experts who have experience in engagement with underserved and underrepresented communities to coordinate a master plan, conduct activities, and attend events on behalf of the Employer Compliance Unit (ECU). Meet monthly.	5/1/2022
Employer compliance	Inform	Consult	ECU will connect with the Oregon Native American Chamber of Commerce (ONAC) and attend the CCCO Spring Mixer (a collaboration with ONAC, Philippine American Chamber, the Hispanic Metropolitan Chamber, and the Black American Chamber).	5/3/2022
Employer compliance	Inform	Consult	ECU and the Preferred Worker Program are discussing launching a pilot engagement program where investigators and consultants from the programs will canvas more remote areas (Klamath Falls, Hermiston, etc.) to target small businesses.	7/1/2022
Employer compliance	Inform	Consult	With the help of the agency's Diversity and Inclusion manager, develop a list of contacts that represent the underserved and underrepresented communities that would be most impacted by the Employer Compliance Unit's regulatory efforts.	9/1/2022
Employer compliance	Inform	Consult	Contact the identified representatives from the underserved and underrepresented communities to determine their level of interest in engagement related to the Employer Compliance Unit and how they want WCD to engage with them.	11/1/2022
Employer compliance unit	Inform	Consult	The division's core team will create an engagement calendar, coordinating with other divisions and agencies, to maximize engagement efforts and limit disruption to communities.	11/1/2022
Preferred Worker Program	Inform	Consult	Form a core team identified as subject matter experts who have experience in engagement with underserved and underrepresented communities to coordinate a master plan, conduct activities, and attend events on behalf of the program. Meet monthly.	5/1/2022

Preferred Worker Program	Inform	Consult	The division's Employment Services Team (EST) will connect with the Oregon Native American Chamber of Commerce (ONAC) and attend the CCCO Spring Mixer (a collaboration with ONAC, Philippine American Chamber, the Hispanic Metropolitan Chamber, and the Black American Chamber)	5/3/2022
Preferred Worker Program	Inform	Consult	EST will represent the Preferred Worker Program at the Oregon Association of Minority Businesses Tradeshow	5/12/2022
Preferred Worker Program	Inform	Consult	Core team will create an engagement calendar, coordinating with other divisions and agencies, to maximize engagement efforts and limit disruption to communities.	6/1/2022
Preferred Worker Program	Inform	Consult	PWP and EST are discussing a pilot program in which they will coordinate on-site locations between ECU field investigators to canvas food trucks and other small businesses in the more remote areas (such as Klamath Falls)	7/1/2022
Preferred Worker Program	Inform	Consult	With the help of the agency's Diversity and Inclusion manager, develop a list of contacts that represent the underserved and underrepresented communities that would be most affected by the Preferred Worker Program.	9/1/2022

Our Plan: Independent offices

Ombuds Office for Oregon Workers

The Ombuds Office for Oregon Workers serves as an independent advocate for workers by helping them understand their rights, benefits, protections, and responsibilities within the workers' compensation system and workplace safety and health laws and rules. Although all working communities and regions are impacted by the office's services, agricultural and construction industries require greater engagement to ensure an understanding of their rights and responsibilities related to the workers' compensation system and workplace safety and health.

The impact on these communities is through education and access to resources and assistance. With workplace safety and health being a newer element for the office, it is augmenting the outreach and engagement to increase awareness of its services.

OOW’s goals include increasing outreach efforts to improve awareness of the program and initiate communication about concerns and issues within the workers’ compensation system and workplace safety and health that may impact underserved and underrepresented communities.

Current level of engagement: Inform

Goal level of engagement: Consult

Program	Engagement Level		Goal	Target Date
	Current	Next		
Ombuds for Oregon Workers	Inform	Consult	At least every quarter, participate in listening sessions (in person or virtual) with underserved and underrepresented workers represented by advocacy groups: PCUN, Oregon Law Center, Northwest Justice Project, and Legal Aid Services. Participate in discussions about Ombuds services, as well as concerns within the workers' compensation and workplace safety and health regulations. Also, discuss how they can participate and influence change within our systems and services.	ongoing
Ombuds for Oregon Workers	Inform	Consult	Participate in the annual Oregon OSHA Spanish conference. Staff a booth and co-present a session in Spanish discussing Ombuds Office services, Workers' Compensation 101 and workers' rights and responsibilities within the workers' compensation system and workplace safety and health regulations. Also, discuss how they can participate and influence change within our systems and services.	Fall 2022
Ombuds for Oregon Workers	Inform	Consult	Participate in the annual Oregon Association of Minority Entrepreneurs conference by staffing a booth and interacting with underserved and underrepresented employer communities in Oregon. Discuss Ombuds services for workers, and workers' rights and responsibilities within the workers' compensation system and workplace safety and health. Also, discuss how they can participate and influence change within our systems and services.	May 12, 2022: Oregon Convention Center
Ombuds for Oregon Workers	Inform	Consult	Participate in gatherings, coordinated by the Department of Labor and the Mexican Consulate, for underserved and underrepresented workers in the agriculture and forest industries. Discuss Ombuds services, workers' rights and responsibilities within the workers' compensation system and workplace safety and health. Also, discuss how they can participate and influence change within our systems and services. Events include: DOL Agricultural Labor Law Forums, EMPLEO partnership, Latino/a/x events coordinated by the Mexican Consulate, Labor Rights Week	Ongoing

Ombuds for Oregon Workers	Inform	Consult	Reestablished the Ombuds Office mobile tour schedule. The Ombuds Office will provide in-person meetings with workers in underserved and underrepresented communities across Oregon, either by appointment or drop-in. Discuss Ombuds services, workers' rights and responsibilities within the workers' compensation system and workplace safety and health. Also, discuss how they can participate and influence change within our systems and services.	Proposed schedule for 2023 established by December 2022
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Small Business Ombudsman

The Office of the Small Business Ombudsman for Workers' Compensation serves as an independent advocate for small businesses, entrepreneurs, and the professional advisers who serve them. It serves workers' compensation policyholders, businesses of all sizes, entrepreneurs, insurers, and professional advisers. The program serves all regions and communities; however, communities with limited English proficiency skills could benefit from more engagement.

The impact the office has on underserved and underrepresented communities comes through education and access to resources and assistance, some limited financial impact through premium savings, reduced penalties, and market advice. The program does have a positive impact, but is always looking for ways to improve engagement and efficiency.

A goal for the office is to partner with organizations representing these communities to increase awareness and connect with other state and federal agencies with current outreach efforts that reach these communities.

Current level of engagement: Inform

Goal level of engagement: Collaborate

Our Plan: Workers' Compensation Board

The Workers' Compensation Board (WCB) is an independent agency within DCBS that adjudicates and resolves workers' compensation, Oregon OSHA, and Crime Victims Act cases. As an adjudicatory agency, WCB conducts hearings and mediations, and decides appeals. The board's work impacts those who come into contact with the workers' compensation system, including injured workers, employers, insurance carriers, other state agencies, and the legal entities that represent them. WCB works to engage and support communities in all locations. Because its core mission is dispute resolution, WCB's impact is the entire state. Its interpreter services program provides free interpreters in more than 30 languages for stakeholders at mediations and hearings.

By statute, WCB hearings are set in close proximity to where the injury took place. WCB monitors trends in number of cases per location, legal representation status, and need for language interpretation services or specific accessibility modifications. Using these key measures allows WCB the flexibility to respond quickly to community needs. It has four staffed locations (Salem, Portland, Eugene, and Medford), three remote locations (Bend, Coos Bay, and Pendleton), and partners with community colleges in Roseburg and Klamath Falls. The board also partners with the Four Rivers Cultural Center in Ontario.

Non-English-speaking injured workers require more engagement than others. Also, some rural regions have less access to attorney representation and thus may require greater engagement. The impact of WCB on injured workers can include access to medical care, financial support, and assistance in returning to work or job retention. Employers may be impacted positively or negatively, as well, both financially and operationally.

WCB has a positive impact on the communities it serves. It has a number of measures in place to quantify the timeliness of the litigation process and WCB consistently meets the targets in the 95-plus percentile. The board's rate of decisions affirmed at the Court of Appeals remains high. Each year, WCB conducts stakeholder surveys, which go out to all the communities it serves. The surveys show good results on the performance of the judicial staff. WCB is transparent, responsive to, and engaged with the public it serves. WCB staff serve on the Access to Justice Committee of the Oregon State Bar's Workers' Compensation Section, and WCB administration actively supports research on better serving underserved and underrepresented communities.

Future goals of WCB include expanding the online portal to include unrepresented workers. The board wants to make training on engagement and equity a regular part of staff training throughout the agency. WCB wants to partner with other adjudicatory agencies to collaborate on how to successfully implement improved strategies for inclusion in external communication, internal communication, and policies. In addition, WCB wants to create tools to monitor its progress in this area, including surveys, enhanced data collection on demographics, and outreach, such as listening/focus groups with community partners relevant to underserved and underrepresented communities.

Current level of engagement: Involve

Goal level of engagement: Collaborate

Next steps

While DCBS is striving to do its best to engage with underserved and underrepresented communities, we know that we can improve. Going forward, we will work to expand our community engagement efforts and also leverage our existing relationships to broaden our outreach and to build new relationships with underserved and underrepresented communities.

The agency is already taking steps in order to engage with underserved and underrepresented communities. The Office of the Ombudsman for Injured Workers serves as an independent advocate for injured workers by helping them understand their rights and responsibilities, investigating complaints, and acting to resolve those complaints. The office is being renamed to the Ombuds Office for Oregon Workers and is taking on more responsibilities. It will continue to serve injured workers, but will also help all workers to understand their rights and

responsibilities with the laws and rules related to Oregon OSHA's regulation of workplace safety and health.

Conclusion

We are strongly committed to advancing racial equity across Oregon in all of the programs we carry out, as well as throughout our talented staff of about 900. We acknowledge that we always have room to grow and learn, and we strive to have collaborative relationships with each of our partners.

This community engagement plan is a living document we intend to change as we learn more and receive feedback on our performance. Right now, it is a roadmap that will help us, in collaboration with our community partners, determine where we are and where we need to go. Our goal is greater community engagement with underserved and underrepresented communities so that we can correct historical inequities and better perform our mission.

Appendix 1. How we developed this plan

To help determine where we are as an agency and – more importantly – where we want to go in regards to community engagement, we first formed a Community Engagement Core Team (membership below). This team met and developed the following questions that were asked of each of our divisions in regard to their existing programs as well as potential policy option packages for the 2023-25 Agency Request Budget:

1. Which of your programs impact, or could impact underserved and underrepresented communities? Or, regarding your proposed POPs, which communities may be impacted by this proposal? Please include a brief description of program or POP.
2. Is there a specific community or region that is impacted more and may require greater engagement than others?
3. Understanding that each division has several programs, prioritize your programs identified in No. 1 by the magnitude of impact your programs have on the Communities (e.g., the program with the most significant impact would have a No. 1 priority).
4. Describe the nature of the impact on the communities. For example: financial, criminal justice, economic opportunity, education, health, housing, employment, access to resources or assistance, or other.
5. Current status: Is the impact on the communities in its current form a positive impact/successful outcome or is there a need for improvement?
6. On a scale of 1-10, how would you rate the communities' awareness to these programs?
7. On a scale of 1-10, how would you rate the communities' access to these programs?
8. On a scale of 1-10, how would you rate the communities' involvement in budget, funding, and policy decisions of these programs?
9. What program-specific outcomes or future goals would you like to see in regards to engagement or equity? When responding to goals and outcomes, when possible provide them in a form of SMART (specific, measurable, attainable, relevant, and timely) goals.

From there, the Core Team asked for details about community engagement projects. For each identified program, our divisions provided the current and goal engagement statuses. They also provided contacts for each program.

The team asked the following questions to get this information:

1. Describe how you currently engage with underrepresented and underserved communities (include specific communities, events, and details):
2. Concepts for community engagement with underrepresented communities for the 2023-25 biennium:

For each of the following community engagement categories (a through m), please provide information that speaks to the following, as well as any other applicable information: communities you plan to work with; whether it is an individual, group, or the entire community; type of event; audience; topic; whether it is new or a reoccurring event/presentation; and how you plan to ask for feedback from underserved and underrepresented communities. Also, provide in detail what your next steps are for engagement with these communities in the 2023-25 biennium. Note: If an item is not applicable, please put N/A.

- A. Employee and department membership on advisory boards, commissions, committees, etc.:

- B. Community leaders and representatives serving on your advisory boards, commissions, committees, etc.:
 - C. Presenting at conferences, events, and gatherings:
 - D. Attending conferences, events, and gatherings:
 - E. Presenting content and reports to underserved and underrepresented communities:
 - F. Trainings/public hearings:
 - G. Surveys:
 - H. Providing information in printed form:
 - I. Social media:
 - J. Direct community contact:
 - K. Webinars/public hearings:
 - L. Community engagement through TV, radio, printed media, news releases:
 - M. Other:
3. How will you measure your progress?
 4. How will you get input from these communities that you are making progress?

DCBS Community Engagement Core Team

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Appendix 2. DCBS Organizational Chart

