**ODDS MISSION**

People and families access quality supports that are simple to use and responsive to their strengths, needs and choices, while they live and thrive as valued members of their communities.

**ODDS VALUES**

Choice, self-determination and person-centered practices | Children and families together | Health, safety and respect | Community inclusion and community living | Strong relationships | Service equity and access

**ODDS SUPPORTING PROCESSES**

- **SP1** - Defining ODDS data outcomes
- **SP2** - Developing and supporting employees
- **SP3** - Managing finances
- **SP4** - Procuring and contracting LEA ANN
- **SP5** - Managing data and information LEA ANN

**ODDS OPERATING PROCESSES** - Mission Critical Functions

- **OP1** Engaging stakeholders
- **OP2** Developing and maintaining providers
- **OP3** Providing training and technical assistance (TA)
- **OP4** Managing rules and policy
- **OP5** Ensuring quality and compliance
- **OP6** Providing state delivered services

**ODDS FOUNDATIONS**

- **PO1** Engaging stakeholders
  - ANNA
- **PO2** Developing and maintaining providers
  - DARLENE
- **PO3** Providing training and technical assistance (TA)
  - ACACIA
- **PO4** Managing rules and policy
  - CHELAS
- **PO5** Ensuring quality and compliance
  - LILIA
- **PO6** Providing state delivered services
  - BRUCE

**ODDS KEY GOALS**

- **CG1** - Strengthening partnerships and culturally diverse communities
- **CG2** - Engaging stakeholders
- **CG3** - Communicating rationale
- **CG4** - Incorporating input
- **CG5** - Conducting active partnerships
- **CG6** - Strengthening groups and culturally diverse communities
- **CG7** - Participating in Oregon tribes partnerships with
- **CG8** - Community outreach,

**ODDS CORE PROCESSES**

- **OP1** Engaging stakeholders
  - ANNA
  - 1. Identifying service needs
  - 2. Defining qualifications to meet needs
  - 3. Processing provider applications
  - 4. Certifying, licensing and endorsing approved providers
  - 5. Enrolling providers
  - 6. Managing periodic renewal of credentials
  - 7. Responding to provider performance issues

- **OP2** Developing and maintaining providers
  - DARLENE
  - 1. Identifying need for training and TA
  - 2. Developing sustainable and appropriate curriculum for training and TA
  - 3. Delivering training and TA
  - 4. Evaluating effectiveness of training and TA
  - 5. Assessing training and TA outcomes
  - 6. Adjusting training or TA when policy or practice requires
  - 7. Repeating if warranted

**ODDS OPERATING PROCESSES - Mission Critical Functions**

- **OP1** Engaging stakeholders
  - ANNA
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**ODDS SUB PROCESSES**

- **SP1** - Defining ODDS data outcomes
  - 1. Defining ODDS data outcomes

- **SP2** - Developing and supporting employees
  - 1. Evaluating staffing needs
  - 2. Recruiting diverse talent
  - 3. Onboarding staff
  - 4. Coaching and providing job skills training
  - 5. Providing opportunities for development, cross-training and advancement
  - 6. Providing clear expectations and timely performance feedback
  - 7. Fostering inclusion and diversity
  - 8. Inspiring open communication and engagement

- **SP3** - Managing finances
  - 1. Developing budget
  - 2. Managing budget
  - 3. Advocating for needed resources
  - 4. Complying with fiscal requirements
  - 5. Maximizing federal revenue
  - 6. Developing and managing rate and service methodologies
  - 7. Processing payments and reconciliations

- **SP4** - Procuring and contracting LEA ANN
  - 1. Assessing procurement requests
  - 2. Evaluating budget availability
  - 3. Negotiating contract terms
  - 4. Writing statement of work (SOW)
  - 5. Submitting SOW to OCAP
  - 6. Resolving existing contracts
  - 7. Monitoring contracts
  - 8. Processing payments for contractors
  - 9. Providing contract amendments as needed
  - 10. Performing contract settlements and terminations as needed

- **SP5** - Managing data and information LEA ANN
  - 1. Defining ODDS data system needs
  - 2. Developing requirements
  - 3. Collaborating with OIS for system development
  - 4. Testing system and data changes
  - 5. Implementing system and data changes
  - 6. Creating reports and data queries
  - 7. Providing ad hoc reports
  - 8. Managing data security

**ODDS PROCESS OWNER**

- **PO1** - Engaging stakeholders
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  - 2. Defining qualifications to meet needs
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- **PO2** - Developing and maintaining providers
  - DARLENE
  - 1. Identifying need for training and TA
  - 2. Developing sustainable and appropriate curriculum for training and TA
  - 3. Delivering training and TA
  - 4. Evaluating effectiveness of training and TA
  - 5. Assessing training and TA outcomes
  - 6. Adjusting training or TA when policy or practice requires
  - 7. Repeating if warranted

**ODDS MEASURE OWNER**

- **OM1** - Employee engagement
  - BRUCE
  - 1. Timely application process
  - 2. First time quality of provider applications
  - 3. Number of applications

- **OM2** - CME OA improvement
  - DARLENE
  - 1. Rules amended
  - 2. Required TA volume
  - 3. Rule follow-up

- **OM3** - Agency provider performance
  - ANNA
  - 1. Under development

- **OM4** - Partner engagement
  - ACACIA
  - 1. Under development

- **OM5** - Compliance
  - LEA ANN
  - 1. Under development

- **OM6** - Process measure improvement
  - LEA ANN
  - 1. Process measure improvement

- **OM7** - Progress on strategic initiatives
  - ANNA
  - 1. Quarterly unit budget management
  - 2. Maximize federal match

- **OM8** - Operating within budget
  - LEA ANN
  - 1. Quarterly service equity plan

- **OM9** - Service equity
  - CHELAS
  - 1. CME service equity plan

- **OM10** - Access to providers
  - LEA ANN
  - 1. Access to home providers

- **OM11** - Safety
  - DARLENE
  - 1. Timely serious incident follow-up
  - 2. Adult abuse Provider actions

- **OM12** - Individuals thriving in their community
  - ANNA
  - 1. Identified preferences reflected in Individual Support Plan
  - 2. NCI adult service outcomes
  - 3. Child service outcomes

**ODDS PROCESS MEASURES**

- **OP1** Engaging stakeholders
  - ANNA
  - 1. Employee engagement survey

- **OP2** Developing and maintaining providers
  - DARLENE
  - 1. CME performance improvement
  - 2. Other provider performance

**ODDS OUTCOME MEASURES**

- **O1** - Employee engagement
  - BRUCE
  - 1. Employee engagement survey

- **O2** - CME OA improvement
  - DARLENE
  - 1. 24 hour licensed provider performance
  - 2. Other provider performance

- **O3** - Agency provider performance
  - ANNA
  - 1. Partner engagement survey

- **O4** - Partner engagement
  - ACACIA
  - 1. Audit findings

- **O5** - Compliance
  - LEA ANN
  - 1. Process measure improvement

- **O6** - Process measure improvement
  - LEA ANN
  - 1. Strategic plan scorecard performance improvement
  - 2. Progress on top 4 strategic plan initiatives

- **O7** - Progress on strategic initiatives
  - ANNA
  - 1. Quarterly service equity plan

- **O8** - Operating within budget
  - LEA ANN
  - 1. CME service equity plan

- **O9** - Service equity
  - CHELAS
  - 1. CME service equity plan

- **O10** - Access to providers
  - LEA ANN
  - 1. Access to home providers

- **O11** - Safety
  - DARLENE
  - 1. Timely serious incident follow-up

- **O12** - Individuals thriving in their community
  - ANNA
  - 1. Identified preferences reflected in Individual Support Plan

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