HISPNET QUARTERLY MEETING
www.hispnet.oregon.gov
8 August 2013

UPDATES

New DM Representative: Lisa Lewis, Douglas County District Manager, has replaced Kevin Aguirre as the District Manager representative for HispNet. Kevin Aguirre

Statewide Diversity Conference: Volunteers are needed to participate at the HispNet table during the Statewide Diversity Conference in Salem on September 17 and 18. The group discussed what sort of presentation should be set up for the conference. The goal is to both advertise the work and mission of HispNet, and recruit new participants who may be interested.

A suggestion was to create a business card for HispNet that would have the website and other information. Members reviewed the HispNet brochure, and were reminded that the brochure is also available to them on the HispNet website (see URL above).

Also discussed is the need for a charter and a review of the current mission of HispNet: "The Hispanic Network's mission is to equalize the quality of services for Hispanic clients and the staff serving them."

Agenda Planning: Discussed the work involved with agenda planning, and thanked participants for their help in building good presentations.

Some suggested ideas for next meeting:

- Catholic Charities (Portland, 503-231-4866) to discuss changes in immigration reform.
- A Policy Analyst to discuss how the new Oregon DMV IDs for undocumented citizens will count.
- Have the presenter of the *DHS Human Trafficking Awareness: Modern Day Slavery in Oregon* training (C03336) attend. A possible co-participant could be the assault services provider.

OEMS VISION AND AREAS OF SERVICE

Lydia Muñiz, Director of the Office of Equity and Multicultural Services (OEMS), spoke on her background and the vision of OEMS. Lydia has worked with State government for 23 years, 16 of which were for the Governor's Office. Before that she had worked with the Department of Agriculture and Department of Business Development. Her husband was an immigration lawyer in the Salem and Portland area, and together they worked extensively within the community.

She discussed a full ride scholarship program (tuition, books and fees) called Scholarships for Oregon Latinos (SOL). The scholarship came into effect in 1994. A Latino student interested in attending Chemeketa Community College can apply for the scholarship through the Chemeketa Foundation. Requirements are bilingualism, 3.0 GPA if already at Chemeketa but otherwise negotiable if entering from high school, and that the individual is pursuing social services, EMTs, business and education subjects. There is no age limit and the individual has to maintain at least 12 credits per term. Willamette, the University of Oregon, and Western Oregon University will match the SOL scholarship when continuing.

Established in 2011, the Office of Equity and Multicultural Services (OEMS) is charged with providing leadership and direction supporting equity, diversity and inclusion for the Oregon Department of Human Services (DHS). The office has a total of 6 staff. In addition to Lydia, there are Oscar Herrera (Service Equity Manager), Jason Mak (Diversity and Inclusion Manager), Marisa Salinas (Civil Rights/EEO Officer), Alec Esquivel (Civil Rights Investigator), and Debbie DeHerrera (Executive Assistant).

Strategically, OEMS is currently organized around three major areas: (1) Service Equity; (2) Civil Rights, Affirmative Action, and Equal Opportunity; and (3) Workforce Diversity Development.

It was noted in discussion that HispNet was formed initially to improve services to the Latino Community. Currently OEMS is working on developing some policy around the creation of Employment Resource Groups (ERGs). They currently have one group that they are reviewing for formation and they hope to have other groups developing.

OEMS has been working on a definition for Service Equity. The goal is to create a functional definition rather than a philosophical one so that staff are guided by the definition as they approach their services. Along these lines they are currently developing a Language Access Policy. They are also working on a process for testing bilingual staff. Their plan will be to use a third party vendor to test at least the oral ability of the staff members. DHS is customizing our services to meet the needs of each individual community. OEMS is also making a priority of community engagement, asking the question if the way we provide our services are providing the community needs.

From the diversity and inclusion side, Jason Mak is going out into the field to discover what diversity training is necessary, and broaden availability of training. He is also reviewing the data for gaps in minority employment within the agency. Members asked whether there would be diversity training development in addition to PAUSE and cultural competency trainings, and at present OEMS has that on the table. Members also asked about recruitment postings, questions and decision-making is being approached by OEMS. Currently stats are showing that diverse staff are making it on

recruitment lists but are often not rising to finalists. More information is being collected as to how that process occurs. Guidance is being worked on by OEMS for interview panels in order to develop more diverse panels with more diverse questions.

The hiring and retention of the organization of people with disabilities is a priority. Soon OEMS will be posting a recruitment for an internally-focused ADA Coordinator dealing with accessibility and accommodations.

The committee also discussed Modernization and voiced some concerns regarding the cultural impacts of online applications on the non-English speaking communities we serve.

ADVOCACY AND DEVELOPMENT

Naomi Sacks, Policy Analyst from the Advocacy & Development Unit within Aging and People with Disabilities (APD) presented on evolving APD practices in serving the Latino Community, especially as the aging population will double within the next 20 years. The Advocacy & Development Unit was developed to include stakeholders earlier in policy development, and work on innovations and pilots, testing services and programs within target communities.

Senate Bill 21 gives Advocacy & Development Unit to start a planning process to design future services and supports. A big part of this is to do outreach to stakeholders to determine what is needed within communities. There is a strong emphasis enterprise-wide to looking across services. For example, while we are often siloed in our programs, family supports for the aging population may often be participatory in Self Sufficiency or Child Welfare programs.

APD covers a variety of services:

- Monitors & enforces standards of care & quality in long term care (LTC) settings..
- Provides management & oversight of programs to seniors & people with disabilities.
- Provide oversight of Medicaid programs; program data & information; benefits to clients.
- Provides management & oversight of programs to persons with developmental disabilities.

Currently we have 1 in 12/13 are identified as elders, and by 2015 it will be 1 in 5/6 people.

Oregon Project Independence (OPI) is a state-funded program offering in-home services and related supports to a diverse population of older Oregonians. OPI strives to deliver in-home services in a culturally and linguistically appropriate manner. Services provided include essential services such as personal care, homecare and

chore assistance, adult day care, case management, registered nursing (teaching/delegation of nursing tasks to caregivers) and home-delivered meals. This program complements services provided under the Older Americans Act.

OPI serves individuals who are 60 years of age or older, are assessed as needing assistance with activities of daily living (eating, dressing/grooming, bathing/personal hygiene, mobility, elimination, and cognition) and/or Instrumental Activities of Daily Living (housekeeping, shopping, transportation, medication management, and meal preparation) and are not receiving Medicaid. Individuals under age 60 who have been diagnosed with Alzheimer's disease or a related disorder are also eligible. The program was expanded by the 2005 Oregon Legislature to include younger adults with disabilities but funding has not been made available to support this expansion.

There are neither income nor resource requirements for eligibility. However, these factors are taken into consideration when assessing the individual's risk of needing Medicaid long-term care. OPI clients do not pay a charge for the case management services they receive. Services beyond case management are provided at no cost to families with net incomes at or below 100 percent of the Federal Poverty Level (FPL). Families with net incomes from 100 percent to 200 percent FPL pay a fee toward services using a sliding scale based on income. Families with net incomes at or above 200 percent FPL pay the full cost of services provided with the exception of case management.

Each year, OPI serves approximately 2,000 older Oregonians at an average monthly cost of $400 each. The program has been a cost-effective strategy to prevent or delay individuals from unnecessarily leaving their homes to receive services in more expensive facility-based settings. For context, the average cost to serve an individual needing hourly in-home services in Medicaid is $950 per month. The program recognizes the importance and value of the older adult's natural support system of family and friends; case management services together with a minimal amount of in-home services bolster the natural support system.

The **Aging and Disability Resource Connection (ADRC)** is a national initiative to improve consumer access to the existing aging and disability services network. Key partners in the Oregon ADRC network are Area Agencies on Aging, Centers for Independent Living, DHS Medicaid field offices and county developmental disability offices. ADRCs offer customers information and assistance, options counseling regarding what services are available and fit the specific customer's needs, streamlined access to public benefits, promotion of evidence-based health promotion programs, and care transitions coaching.

In 2012 the ADRC served 31,548 unduplicated consumers and received 50,294 calls. From those calling, 30% are senior consumers, 25% consumers with a disability, 15% are family members, 10% are agencies, and 20% are from other groups, like paid

caregivers. The subjects of calls (some which can be on multiple subjects) were 54% for health needs, 37% home care needs, 35% food needs (SNAP), 35% help in paying for health care (including Medicaid), 33% transportation, 26% help with medication, 25% confusion or memory loss, 21% help to pay for home heating, 18% help with shopping, 17% regarding subsidized housing, and 12% for licensed care facilities. In 2012 the ADRC Options Counselors completed 1,256 counseling sessions helping consumers discern their needs and develop action plans to meet their needs and/or future goals.

The Older Americans Act (OAA) provides for a variety of national programs including:

- Administration on Aging (AoA) established under the Department of Health and Human Services as the federal level advocate for the aging population, and coordinator for service delivery to the elderly
- National Eldercare Locator Service a toll free hotline for identifying community resources
- Support Services to promote independence with regard to transportation, home care, legal aid, case management, and adult day care,
- Nutrition Programs including congregate and home delivered meals
- National Family Caregiver Support Program to provide respite services, education, training, and counseling to seniors providing kinship care, and to the caregivers of seniors
- Health Promotion providing educational services, counseling and consultation. APD has some contracted nurses to deliver training and support in homes if necessary.
- Aging and Disability Resource Centers to facilitate the dissemination of information on available resources.
- The Community Service Senior Opportunities Act (OAA Title V) which works with the Department of Labor to provide employment opportunities for seniors. In Oregon, based on current initiatives, employment resources for seniors are increasing.
- Grants to Tribal Organizations
- The Long-term Care Ombudsman Program
- Elder Abuse, neglect, and exploitation public education services

Noted that there are grants available to grandparents raising grandchildren. For family members taking care of aging relatives, there are a variety of potential supports (needing evaluation per situation) including the possibility of a relative becoming a homecare worker. Elder care-giving is the biggest source of care-giving in both this and other countries.

It was advised that if someone leaves work in order to provide care, or is in need of a job because income is insufficient in the household to continue care (and thus would potentially cease care), these are important factors for discussion with APD

caseworkers during the assessment process for home care resources. *Natural support* is the term for home care provided by relatives of an elder.

Naomi questioned the group about avenues for marketing resources and services. Members suggested a variety of ways to increase advertising and the effectiveness of advertising for the program, including participating in local fairs and Health Fairs, advertising through local Spanish language papers and magazines, community clinics, through migrant worker programs, Hispanic Interagency Community in the Rogue Valley, markets, and churches. Oscar Herrera stated that OEMS is currently working with Spanish language television networks to provide advertising.

Naomi suggested some future speakers:

- Home Care Commission to speak about Home Care Workers and the application process. APD needs more bilingual Home Care Workers.
- Policy person that works with Natural Support policy. Naomi also stated that if the group has questions that she would be happy to receive them by email and research them.

MIGRANT SEASONAL FARM WORKER PROGRAM RESOURCES

Daniel Quiñones (MFSW Representative) and Fernando Gutierrez (State Monitor Advocate) presented on the Oregon Migrant Seasonal Farm Worker (MSFW) program. In the 1970s farm workers would come to the Employment Department and would get only agricultural referrals for work. In 1974 it was determined by Judge Charles Ritchie that this process violated the Civil Rights Act and the Fifth Amendment. The outcome was the formation of the MSFW program. It's a program that's mandated but not very well known. The book *A Cast of Despair* details the history of the initial court case.

Each state has a Monitor Advocate, and then there are both Regional Advocates and a National Advocate to monitor the program and provide a complaint system for migrant workers. The advocates report all complaints to the Department of Labor. The MSFW program is mandated to do rigorous outreach to farm workers.

There are two sets of outcomes from the Department of Labor:

1. Career Guidance: professional development, referrals, support service referrals and reportable services.
2. Placement Requirements: Placing 42.5% of the total farm workers listed in the OED system in jobs. They are also supposed to register 14% of farm workers in work at least $0.50 above the Federal minimum wage, however it's easy to do in Oregon due to our high minimum wage. Additionally 3% of the farm workers should be placed in non-agriculturally related jobs.

In Oregon, there are six significant offices where 10% or more of the registrants were farm workers: Ontario, Pendleton, Hermiston, The Dalles, Madras, Woodburn.

However due to shifting registrations, Fernando is now recommending that Salem, Medford, and Hillsboro be added to the list, and Pendleton and Madras be removed. By mid-June we can have 16,000 farm workers in the Salem area.

Agriculture is non-covered work, consequently they don't need to report it to the Oregon Employment Department for unemployment. Often there are multiple tiers of middle-people hiring a farm worker, and it's unknown who the actual employer is. Many farm workers often don't apply for unemployment benefits because of hurdles in understanding factors of the work, or simply because of the amount of time that it takes for the process.

It was noted that by Oregon law farm workers do not receive overtime protection; they can work 14-16 hours days and still earn minimum wage. Work conditions are often difficult with water and bathrooms situated a long walk from the worksite, and pesticides often being sprayed on fields as farm workers are working. Sexual harassment continues to be a problem, especially as companies often are willing to pay large settlements to assaulted workers in order to retain offending supervisors. Agricultural housing generally remains substandard; where new housing complexes have been built, they are often too expensive for farm workers.

If immigration reform occurs and many of these migrant workers acquire temporary visas, there will be potentially thousands of farm workers registering with the Employment Department.

The following is the contact information for the presenters:

- Fernando Gutierrez: 503-947-1996, fernando.gutierrez@state.or.us
- Daniel Quiñones: 503-378-8572, daniel.j.quinones@state.or.us

UNDERAGE DRINKING

Julie Hamby from the Linn County Alcohol and Drug Treatment Program presented on under-age drinking and trends. Alcohol remains the #1 drug for youth. However marijuana is rapidly catching up with alcohol.

When children consider something to be more dangerous they are less likely to use; this is called *perception of harm*. Due to trends of legalization, medical use, and other factors the perception of harm for marijuana has been decreasing. This is a concern involving youth marijuana use because marijuana can affect learning and relationships.

From a 2012 OHA Oregon Student Wellness Survey of students, 7% of 6th graders, 20% of 8th graders and 36% of 11th graders reported having had a drink the last 30 days. The average age of first alcohol use in Oregon is 13 years old (effectively middle school). Research has identified that the middle school years are becoming the risk years.

The way youth drink and the reasons for which youth drink have changed. Previously it was often more social. Pre-teens and teens are seeing drinking for the purpose of not just drinking but specifically drinking heavily in order to get drunk. One half of the 11th graders who drink report drinking five or more drinks at . A third report drinking so much that they are sick to their stomach. One fourth reported doing something they regretted. One third reported drinking to a point where they didn't recall events.

Problem behaviors often aggregate with drinking or use of drugs. The University of Washington has put together a group of risk factors and associated adolescent problem behaviors showing a strong correlation with each risk factor. For example, availability of drugs in the community increases risk of adolescent substance abuse and violence.

Three kinds of protective factors that help buffer young people from risk are:

- Healthy beliefs and clear standards for behavior;
- Bonding (warmth, affection, attachment, and commitment);
- Opportunities to be involved and contribute in a meaningful way.

The website **linntogether.org** has additional resources available.

The following is the contact information for the presenter:

Julie Hamby: 541-967-3819, jhamby@co.linn.or.us

PLANNING DISCUSSION

The group discussed the need for a new Co-Chair. The subcommittee assists with agenda planning and organization, however the Co-Chairs are ultimately responsible for planning. If interested in participating as Co-Chair, members are asked to email any of the members of the subcommittee.

Members had considerable discussion about both the Co-Chair and Subcommittee roles, and the structure of the committee. Some suggestions for future development were:

- The creation of a HispNet charter document detailing mission, vision, goals, and roles within HispNet.
- A strategic plan
- Having the *Preparing for Your Own Job Interview* training during the morning of the November meeting to then progress into discussions of EDPs, and how HispNet interacts overall with participant professional development. A potential link could be having someone from the Leadership Breakthrough Workgroup to speak on their work as well.
- Having HR and Jason Mak (and potentially Marisa Salinas) come in to discuss interview processes and current expectations around hiring and retention.

- Asking District Managers to contribute to HispNet at least one representative from their District for at least a year's service.

The committee agreed that for the November meeting we will have the *Preparing for Your Own Job Interview* training, EDP discussion, and attempt to acquire someone from the Leadership Breakthrough Workgroup.