



HispNet Meeting Notes

May 9, 2019

Chair: Diana Sapera

Co-Chair: Elisa Contreras

Welcome, Introductions and Announcements

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- Announced that there was food/snacks available and donations are welcome since they help us provide snacks for the next meeting.
- All those who haven't paid for parking please submit your license plate number, so they can provide it to the reception area, so they don't ticket them.
- All those that have already paid for parking will need to submit the reimbursement forms through TRIPS.
- Introduction- Round table

Presenters:

Francisco Garcia/ Bilingual proficiency resources:

Francisco shared a story of camping with his family. He has been with the state 28yrs, he started with the unemployment office, lost his job and then returned back and has been with the state/DHS office VR with D5. He shared some information on the bilingual resources for state employees on the state library website. They started a website with the Spanish proficiency resources. All the agencies use different vocabulary for the work we do, it has some information on the vocabulary and books you can check out to help prepare for the proficiency test. For example: they have a medical vocabulary and basic Spanish vocabulary. The email and contact information will be sent out to everyone with the minutes. They even have mobile apps that you can download, online courses/resources for

those interested in going to school, community colleges, continue your education (list), Spanish programs available. He would like for members to send him information or things that you would like to see available on the website. Francisco shared that In Eugene Oregon him and some friends started a Spanish newsletter, he shared their first edition print outs and they will be printing a new edition every month. Him and Amy started working on this website for a few months and wanted to show everyone how this will work. The website information will be sent out to everyone attending via a group email. This got started from talking about how difficult it's been for people to pass the proficiency test and so this will work as a tool for people to use and help them practice and study. Francisco also shared that creating the newsletter was a lot of work and time consuming. They have a section for sports, community events etc. What or who can they reach out to if they want to start something like this in other districts, he does not know how we can get this started as this is a project outside of work. This was done outside of the state's capacity it is done privately. He shared his email address so those members who want to give him resources to add to the website: francisco.n.garcia@state.or.us

OEMS in representation of Alberto Moreno:

Alberto was unable to attend so some of the members from OEMS will be able to talk a bit regarding some of the info on what they do and how we collaborate.

Antonio- had everyone do an activity in which you would Introduce yourself to someone who is not from your district and tell them something about you that others might not know.

Antonio Torres- Community engagement manager with OEMS; their focus is on putting a policy together so that one day if they leave or their supervisor leaves the policy would remain. Sometimes we think we have great ideas, but we don't think how the idea would affect someone. Question: will there be more trainings on tribal resources and engagement so that they can have some more information on how to go about that. They will be having a 4-hour session in Bend where they will be discussing tribal trauma. We have to remember that they have different treaties

and policies that they go based off. He was just in Klamath falls they had a 2-day training with the local tribes and Fariborz was there as well on the 2nd day. They discussed having this type of training in other districts so that they can go and provide some training on the history of their tribes. They want to push for every equity and inclusion group have at least 5 people in them so that everyone has a voice. If someone needs child care or transportation there would be a possibility for reimbursement. There is currently a handbook on some of the changes that they want to do. Equity and Inclusion will be providing a training in a few weeks on tribal Indian trauma and how resilient they are. It will be on the May 22nd in Redmond. The committee's job is to include everyone and provide trainings needed. For example, the school district came in and participated in a recent training. There is some more stuff/trainings that will be coming up on workday. It might be a good idea to include some of those trainings on the website that Francisco presented. Will there be a training like Jefferson Green/ tribal training in D2, so far none that they know of. Get involved in the equity committees or reach out to OEMS they are here to have your back with all of us supporting each other. They are trying to approve up to 20 hours of paid time for those working on equity and inclusion committee work. Question: Who would you contact in OEMS if you are having some push back from your manager even with an ERG form signed? You can reach out to anyone of them, but Rebecca Arce is the best person to reach out for those issues. We are glad to see the great turn out of the meeting today. Some staff members have been trying to get permission for so many years and they are glad that they finally getting some approval. Can a manager still find a reason for them not to allow you to attend a meeting? They said it helps to be proactive, 8/9/19 we will be in Bend, be proactive and advocate for yourself and start asking early on to avoid any issues. It also depends on the how often is this happening and is it a recurring issue. They might also talk to you about your productivity and work. A problem in D20 is if people hear no they will not want to ask again. ERG form states you have 8hrs per month to do any work for ERG, you can find the form on OEMS website- where it talks about their charter, goals and resources. George- HispNet is the oldest ERG and a lot of members still don't know much about us, this is part of their role so that they can mitigate those disparities and talk to the program manager and managers to allow staff to participate for their growth, network, and change the culture of how we do our everyday things an how we interact with our clients and the people we work with. They will try to

make it to some of the meetings to share what updates they have Mireya is the service equity manager for SSP Rebecca is the one for APDCW equity and inclusion manger is their will be 6 managers in total, VR, DDS, CW, HR. Boyd, LeMont is able to be reached out as he is the supervisor for them at this time and has some CW experience. They are still working on posting those positions to help support those other areas as well. Alberto has also provided a lot of support. It's important to share the information that you receive at the ERG meetings with everyone at the office such as huddles, all staff meetings etc. The OEMS website has the What are ERG's video that some of you can share with staff in your office. Diversity leadership forum is coming up and they also talk about what other things are going on and information. They will be asking leadership and managements to let staff know ahead of time if they are able to attend the meetings to avoid the same issues that occurred this time around surrounding the lack of support. Please contact OEMS if you continue to have issues and they will also be asking you who you have contacted and if you want to continue attending the meetings have your ERG forms signed so that we can back you up more. Have the conversation with your manager about the attendance of meeting or activities that might come up. They can give people some tips or resources that they can use if they have a difficulty with what they want to say. RISE cards were handed out along with lanyards for them to be passed around. Let them know how they can support us and what offices are still not being represented so that they can get the word out.

Question: George shared that the bilingual staff are being over worked, since they have to help with others work if translating is needed and then they are still expected to continue their regular work load. We need to continue to bring it up on the work front since change can be slow, but the work continues.

Mireya- they are working on gathering data on the respective clients in each area and what would help with recruitment and would like to know what resources are needed.

HispNet 101: Diana and Elisa

Presentation of the HispNet 101: ERGs are centered around any culture identity or underserved communities.

All DHS staff can be a member everyone is welcome, community members, community agencies anyone is welcome to join. ERG has approved hours that we are able to work for committee assignments and can use 8hrs each month. Leadership members gets 16 hrs each month to conduct all other things and preplanning needs.

An ERG group is for those that are interested not for them to just assign one person from each office to bring back all the information to everyone else. There is not a policy that states that there should be a point person, lead or only one person can attend. We will be attaching the PowerPoint, ERG policy FAQ sheet, ERG form, for everyone to share the information and have something to bring back to the offices. We want to be able to hear of the examples if any where there are issues with the offices only allowing one person to go.

HispNet subcommittee, they meet quarterly to meet our goals it is open for all members. If anyone is wanting to participate, please let someone from the subcommittee know so you can bring things up and attend the meetings.

Chapter for D16- is still in development and recruitment in process to meet the 5-person requirement. They will be meeting in June for their first meeting. They hope to get management advisor since they currently don't have one yet. They are working with D2 to mirror what they are doing and meet the same goals.

Chapter for D4- They are approved to participate in the festival Latino in Newport and still recruiting, they will be recruiting in the festival in Eugene.

Martin shared that they would like to take a group picture to place on the website of today's turnout. We are thankful for the great turnout that we had for today's meeting.

We are allocated 2500 every fiscal year that was recently raised thanks to Jason Mac- the ERG and chapters share the funds

Stacey- came up with a proposition to have each district provide \$500.00 to our ERG chapters per programs in district.

We try to get creative about funding for our events since we don't have too much money. Annually each ERG has to send a report to ERG about what we have been working on the barriers we have been facing, the goals we had and if they were met. We have 4 work groups and they have an annual goal or things they have been working on such as: Continuous improvements, Communication, Community events/outreach and Workforce.

In September we will be having our Latino heritage event and will be asking for volunteers for people who want to help organize it.

Mentorship program: Testimonials and roundtable

Maribel Gazzardi: Presentation

What is mentoring? Quality for good mentors, outcomes for successful mentors

Mentoring is receiving guidance based on the mentor's own experiences and knowledge. She is currently working with two mentors Jeannine Beatrice and Rebecca Arce

Qualities in a Mentor: approachable, nonjudgmental, helpful resources, useful contacts, constructive criticism, great listening skills ask questions, give you advice, story tellers good role models and encourage the mentee to say what they want to talk about they have the best interest in mind for the mentees. Help make decisions that might be tough to make based on professionalism goals. Offer mentoring opportunities if you are thinking of getting a mentor or be a mentee

you do have to have your ERG form up to date and the mentorship agreement signed before you can start. You set your goals and set the frequency of meetings and the duration of the meetings and time frame of mentorship. You will gain the satisfaction of sharing your experiences and expertise with everyone else. You can share the positive or negative experiences and be exposed to other cultures and promotes transfer of knowledge and promotes staff retention. You want to get the ok from your supervisors and that they will be supportive add it to you EDP. Contact info if you have any questions since she has started the mentorship program. Maribel.guzzardi@dhsosha.state.or.us

She will be graduating soon from leadership academy.

Diana- also got a mentor when they started. To learn how to navigate the DHS culture and learning the people to go to and finding more tools to add to her knowledge and bag. How to assist their mentees who have different cultures or backgrounds. More info will be sent to the group

George Carrillo: People continue coming to HispNet and sharing the ways that it has helped members.

For him the reason he keeps coming back is because of the members we are trying to change the culture and the service that we provide to clients and staff/employees. Expectations for manager need to be at a higher level. We do like accountability but lack the engagement with staff. Just because someone is higher than us doesn't mean that they are right or that we can't speak up. How they help develop their EDP, tips, this all helps staff. If we are not giving you the correct tools and resources but not providing you the assistance you need to make you successful. We want to be able to invest in you and you as humans have things that come up, how can we help you and make this better. He has talked to a lot of people and compiled a lot of experiences and sent that out to all leadership to look at before going into new position. We lack accountability from management. He had proposed that he would look at the branches internal hiring process and how are they being fair and accountable. How is it that you could apply for the same position in a different county and not get it and then get it somewhere else and expect the same process, but each branch has the same process. The HR unit sees a lot of law suits because of the hiring process. He has been reading the CW

handbook and you also need to understand it not just read it we are also talking about trauma informed care. How does trauma informed look like how we can help you. You better know your employee before you come to me to discipline them. Example: for a fact finding is not a way for you to gain up on the employee, you should find out how to correct it. You should now where you stand you should not be in the blind side. Even with all the training you receive during your 6-month trial, you still need to learn how to implement all that into your everyday work from your leaders, co-workers etc. Because if you fail management failed you. How are we collaborating to support you and knowing what the priorities are and what we need to have for things to run smoothly. If you understand the priorities of a manager and a manager understands your priority. You need to be engaged and He has brought this up to one district and they were accepting and since people don't accept change they create barriers to slow down the change process. He wants to prove that this works, the politics at a higher level are harder. He would like to recruit managers to be able to be involved in this new process.

Elisa: what is the difference between the RISE program and the program he is suggesting. With RISE and the core values do we reinforce these and report back to the group.

Chapters are a good way to stay in communication with the state work group.

Work Group Breakouts:

Members separated into their work groups.

1. CI Group
2. Outreach
3. Communications
4. Work Force

Communications: Nancy- Working on the communications group and updating our website and possibly in the newsletter. We are thinking that if we do take on the HispNet newsletter we would have events, resources, quarterly meeting dates, time and location, Trivia- maybe information about different cultures. Website- we are working on uploading more resources, events, quarterly meeting information and contact information. They meet 3rd Tuesday of the month at 9:30am.

Continuous improvements: Roberto- How do you complete a CI sheet and how to submit them and submit some for things that we see as a need. For example, translation group has now started from that. New for translation forms for OHP, CW and APD. We are finding that the CI sheets that we submit end up being bigger than what is in a CI sheet was intended for and have brought up some other people within the agency to make a change in the bigger picture. Adding an agenda item to HispNet coffee or tea time with your program like APD, SSP, OHA, CW etc. Developing a reference card something the size of our name tags with boundaries or expectations and see what policy would say about it or give some guidance. Ask OEMS to take on that project or develop an actual CI sheet for that. They will send them an email. They meet every 3rd Tuesday at 3pm. They talked about nepotism sometimes when someone is going through the process some managers already know who they are hiring due to friends and family preference. We need to be inclusive. George- can data be sent to George. Rebecca did mention that this information will be hard to get due to new program Workday. Third party contracting for the proficiency test, would they be able to provide feedback. If you would like Melissa Gomez- to come out to speak at our next meeting she is the language inclusive manager. We will reach out to her and see if she can join us for the next meeting.

Work force group: Francisco- We need more managers to participate in a new process that they are working on such as possibly videoing an interview as a hiring tool and providing feedback support. They should send out the number of how many people are being hired and create a folder in HispNet they will meet the 30th or 6th not sure yet. Talking about the proficiency testing information and resource guide will have more information as well. There are different levels of testing depending on your position

Outreach: Brenda- Participated in the Outreach event with CW, statewide diversity conference we have a table to share the info with all the staff attending. Will be looking for someone to take on her lead position with this subcommittee group as she will no longer be able to be the one any more. Brenda talked about the

diversity outreach event- they have confirmed their spot for this event and next meeting they will have the time slots available for the vendor booth. Hispanic Heritage- ideas having dancers coming, thank you to George he has decided to donate some funds to this event and possibly having some members sharing stories about their background with work, home etc. They will meet on 3rd Wednesday in June. We can use the back end of the cafeteria for an additional space- event will be in Salem. Diversity conference is on the 18th and 19th of September.

Next meeting will be August 8th in The Dalles @ the Readiness Center