



This message is posted in English, Russian, Simplified Chinese, Somali, Spanish and Vietnamese at: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Pages/messages.aspx>

Aug. 25, 2021

To: ODDS Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

Subject: Secretary of State Audit

The Secretary of State's office recently completed an [audit](#) of the Office of Developmental Disabilities Services, focused specifically on our service delivery to individuals with intellectual and developmental disabilities and strategies to support improvement efforts. We appreciate the opportunity to examine our service delivery and agree with many of the Secretary of State's findings.

The audit was overall positive. Specifically, the audit noted the strength of the ODDS strategic plan, which outlines the mission, vision, goals, and strategies in place to ensure people who need support can get the services they need to live full lives in the community. We value and appreciate the continued engagement of the I/DD community and are proud of the partnerships we have developed with people with I/DD, families, providers, and case management entities. The audit also highlighted our equity framework that informs policy and budget decisions, our Service Equity Plan, and our increased efforts to provide information in languages other than English.

There were six recommendations for improvement, which can be found in detail in the [audit report](#). I'd like to highlight two of these areas and what we plan to do to improve these areas.

- Complaint process. The audit notes that the ODDS complaint process needs improvement. Specifically, the report notes that people in services should be aware of the complaint process and its purpose

and value during the required case management contacts. As a follow-up, ODDS will provide additional training related to the clarification of formal and informal complaints, expectations for case managers to discuss the option of filing complaints as well as how case management offices respond to complaints.

- Stakeholder outreach. The audit called out the need for ODDS to increase stakeholder outreach and access by diversifying meeting times, increasing video meetings, and working to bring in diverse stakeholders into committees and meetings. ODDS is working on these efforts through our equity plan.

We appreciate the opportunity to have the Secretary of State's office examine our service delivery and our proud of the efforts we have made on our strategic plan, equity plan and efforts to reach our vision and goals of a more person-centered system.

Sincerely,

A handwritten signature in black ink, appearing to read "Lilia". The signature is fluid and cursive, with a large loop at the beginning.

Lilia Teninty
Director
Office of Developmental Disabilities Services

Previous ODDS Director's Messages are available at <http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/messages.aspx>

Follow us on Facebook @oregonDHS.IDD or twitter @OregonODDS and [explore our website](#).

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Office of Developmental Disabilities Services at 503-945-5811. We accept calls from all forms of relay service for people who are Deaf, deaf-blind, hard of hearing or have a speech disability. For more information about relay service providers visit www.oregonrelay.com or www.fcc.gov/encyclopedia/trs-providers.