

SELF-SUFFICIENCY PROGRAMS FUNDAMENTALS MAPSM

FOUNDATIONS

SSP MISSION To provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty.

ODHS VISION Safety, health and independence for all **Oregonians**

ODHS VALUES Integrity, Stewardship, Responsibility, Respect, Professionalism, Innovation, Service Equity

SSP OPERATING PRINCIPLES Family Engagement, Economic Stability, Integrity & Stewardship, Collective Impact, Professional Development

Multi-generational family stability and wellbeing

Economically secure families

Equitable and effective organizational structure

Data informed community collaboration

Skilled, supported and passionate workforce

PROCESSES

PROCESSES

2. Providing information and education to community partners

DAN H. / CLAIRE S

1. Collaborating on

providers

Engaging with stakeholders, e.g. elected officials, advocates

Providing community outreach and networking

common interests with key partners and

Making connections

Identifying resources and informing staff

reflective of Connecting to

existing partners

Developing resources communities we serve

community resources Educating potential and

Referring to services Combining (braiding) resources to leverage services

Core resources available

Receiving applications Screening for safety concerns and expedited services

A.I BROWN

OPERATING PROCESSES – Mission Critical Functions

Gathering and verifying information Applying program eligibility rules,

regulations and policies Determining program and benefit levels

6. Communicating eligibility outcomes Making appropriate referrals

Issuing benefits

Timely issuance of

day / next day

SNAP benefits

SNAP benefits - same

Timely recertification of

Assessing strengths and needs Coaching participants Setting customer-driven

goals Developing iterative plans to achieve goals

Providing referrals, resources and support Checking in on goals

Celebrating success

Assessments

Participants with active

completed

plan steps

Managing transitions

create equitable outcomes Practicing trauma-

informed care Developing supportive and professional relationships

Participant show rate to

appointments

involvement

alignment

System policy

Family/Participant

BILL BANEY

Addressing systemic

Interacting in a way that

reflects our core values

Honoring individual and

family voice and values

Honoring the difference

in others in order to

1.

2.

Communicating responsively

veloping and implementing KIRSTIN H. / HEATHER M. ANNETTE P. / AMBER H.

Interpreting state and federal policy

Researching and implementing innovative policies and programs

Identifying need for rules and procedures changes

Developing process and procedures Communicating rules

and procedures Training, supporting and ensuring application of rules and procedures

Ensuring due process to agency decisions

a. Errors in policy

interpretation

Evaluating and improving

XOCHITL ESPARZA

Evaluating program outcomes and goals Researching and

implementing best practices Using data to inform

process and practice Ensuring program and business integrity

Developing local and statewide improvement

Monitoring progress and removing barriers to improvement

Managing business operations TIM GILLETTE JOE ORDAZ

SUPPORTING PROCESSES - Enable Success of Mission Critical Functions

 Managing budget, finance and assets Governing IT systems

and services Managing contracting,

procurement and grants 3. Ensuring information privacy and security

Managing continuity of operations and disaster recovery efforts

Managing projects Managing internal and

external business relationships and responsibilities

Retaining a strong and ofessional internal workforce

EILEEN WOLFE

Recruiting diverse talent Coaching, training and providing career development for employees at all levels

Providing opportunities and resources for staff and manager development

Providing transparent expectations and clear and timely performance feedback

Inspiring open, effective and unobstructed communication

Encouraging and supporting innovation

7. Planning for succession

Projects on schedule

Timely contract b.

processing Privacy / security breaches

Program spending within SSP spending plan

Spending within district budget

a. Management training

Management engagement with staff

Consider impact on

Populations (Race

Ethnicity, Disability,

Language, etc.

Consider Impact on Populations (Race Ethnicity, Disability, Language, etc.)

01

Under development

Highly engaged, skilled, professional workforce CHRISTINE DOODY, EILEEN WOLFE

a. Employee Engagement

Workforce reflects communities

MIREYA WILLIAMS

Workforce correlation to communities

Staff from groups experiencina disparity who pass trial service

Strong sustainable and outcome oriented community relationships

IVONNE LOPEZ / CLAIRE SEGUIN

Central Office partnerships Programs per county

Continuous communication and shared measurement with community partners

Improved economic stability

JOHN BRISCOE

Job retention

b.

Living wage jobs C. Wage progression Safe, stable, attached families

IVONNE LOPEZ

Under development

Increased family goal attainment

Process measure

Accuracy of benefits -

SNAP, TANF, ERDC

improvement

BILL BANEY

a. Family goal attainment

07 Awareness and access to services

JAMES BARTA

Eligible SNAP participants receiving SNAP Eligible <18 year old's

receiving TANF

Eligible working families receiving ERDC (<6 and 6 to

08 **External customer** satisfaction

JAMES BARTA

Customer satisfaction ONE Eligibility call wait b.

Customer satisfaction C. with ONE system

Yellow = activated measure

Living Wage Jobs

Self-efficacy / Hope

Customer Satisfaction

Housing Stability Food Security

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