

| VISION | MISSION | VALUES | EQUITY NORTH STAR |
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| <p>Safety, health and independence for all Oregonians.</p> | <p>To help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity.</p> | <ul style="list-style-type: none"> • Integrity • Stewardship • Responsibility • Respect • Professionalism | <p>Inclusivity We inclusively lead with race and intersectionality in order to address the roots of systemic oppression Wthat impact all protected classes.</p> <p>Equity We are dedicated to make services, supports and well-being accessible to all.</p> <p>Service We are committed to partnering with communities to develop and deliver policies and programs that are equitable and improve community conditions.</p> <p>Well-Being Staff and communities will know services and supports are working when all who live in Oregon, regardless of identity or place can achieve well-being.</p> |
| GOALS | OUTCOMES | STRATEGIES | |
| <p>Diversity, Equity, Inclusion and Belonging (DEIB) ODHS will make noticeable progress in becoming an agency that leads with inclusivity, well-being, equity and service for all.</p> | <ul style="list-style-type: none"> • The agency strengthens and carries out its approach to be accountable to tribal governments, community and external partners. • Aligned workplans and strategies that create belonging, encourage collaboration, and transform agency efforts towards more equitable outcomes for all. • The agency will be accountable to DEIB plan progress with 70% of metrics within the DEIB Plan successfully implemented within the time period. • Efforts are led with race and intersectionality. • Communities can equitably and easily engage ODHS, are able to impact decisions and are better served by ODHS through intentional community and faith-based partnerships. | <ul style="list-style-type: none"> • Agency leadership will prioritize planning resources and oversight to carry out the DEIB Plan. • Connect ODHS Program work plans with targeted universalism framework to better outcomes for all ODHS serves, while leading with race and intersectionality. • Develop plans to achieve DEIB Plan along with ways to measure progress towards DEIB goal. These will be connected with the Strategic Plan and Key Performance Management system. • Establish a central, public-facing place for community and faith-based organizations to access agency technical assistance, funding opportunities, guidance, and coordinated input into ODHS programs, processes, policy, and budget. Internally, The Hub will operate as a place to collaborate, analyze, and measure the impact of community partnerships. This will help advance agency goals of working jointly with community to reduce disparities and build individual, family, and community well-being. | |
| <p>Technology ODHS's technology improves customer and employee experiences, increases efficiency, and addresses service equity needs.</p> | <ul style="list-style-type: none"> • Outdated technology systems are undergoing updates, replacements, or significant modernization efforts. • An efficient, effective, and equitable system is in place for prioritizing agency technology needs. | <ul style="list-style-type: none"> • Develop and carry out an improved standard cross-agency aligned technology prioritization system. • Carry out the ODHS/OHA Strategic Technology Plan. | |

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| <p>Data Everyone in ODHS gets the data they need to inform their decisions in a quick and more convenient way.</p> | <ul style="list-style-type: none"> High quality data are collected, including: information about race, ethnicity, language, disability, sexual orientation, gender identity and expression, agency processes and outputs, and client outcomes. Staff have access to needed data and know how to use it. Data requests are prioritized, delivered in a timely way, and include program assistance with data availability, interpretation, and constraints. | <ul style="list-style-type: none"> Improve staff access to, and understanding of, internal reports. Build inventories, processes, training, and tools for self-service data access and use. Improve technology systems to collect appropriate REALD (race, ethnicity, language, or disability) / SOGI (sexual orientation or gender identity) data. |
| <p>Workforce ODHS understands its workforce needs. The workforce is engaged, invested in, managed well, and resourced to accomplish the agency mission.</p> | <ul style="list-style-type: none"> ODHS is consistently meeting the 50-day post to job offer time frame required by the Department of Administrative Services (DAS). Increased retention of diverse ODHS staff. (% TBD) Increased retention of provider workforce. (% TBD) | <ul style="list-style-type: none"> Create and carry out a hiring improvement plan to ensure ODHS workers are representative of the communities we serve. Create and carry out an equity-driven staff and providers lifecycle plan that clearly highlights agency requirements, ODHS expectations and values and program responsibilities to ensure employees are supported and valued. Update workload models and structure to ensure both the safety and well-being of staff and providers resulting in quality service to Oregonians. |
| <p>Operations Operations serve and support ODHS programs and service delivery excellence through transparency, a focus on customers, and an emphasis on equity.</p> | <ul style="list-style-type: none"> Shared services and central services service-level agreements are understood and used. Culturally responsive organizations seeking ODHS funding are supported through equitable processes. Two-way communications methods between central/shared operations, and program and local leadership adequately surface and address service delivery needs and opportunities of clients and communities. | <ul style="list-style-type: none"> Carry out service-level agreements (SLAs). Finalize and launch agency-wide language access and accessibility plans. Increase the number of culturally responsive organizations receiving ODHS funding through increased outreach. Develop and launch two-way communication channels. |
| <p>Cross-Program Collaboration ODHS helps people and families access supports between ODHS programs and services.</p> | <ul style="list-style-type: none"> Resources are shared across programs to help people we serve. ODHS has developed cross-program coordination to support people and families better. Local leaders are empowered to meet local needs. | <ul style="list-style-type: none"> Identify and make available sources of flexible funding that can be shared cross-program to meet the unique needs of people and families. Identify and develop system navigator roles across programs for coordinated service delivery. Create framework for district manager oversight and support structures. |
| <p>Tribes This Goal is in development.</p> | <p>These Outcomes are in development.</p> | <p>The Strategies are in development.</p> |