



OYA Office of Inclusion and Intercultural Relations

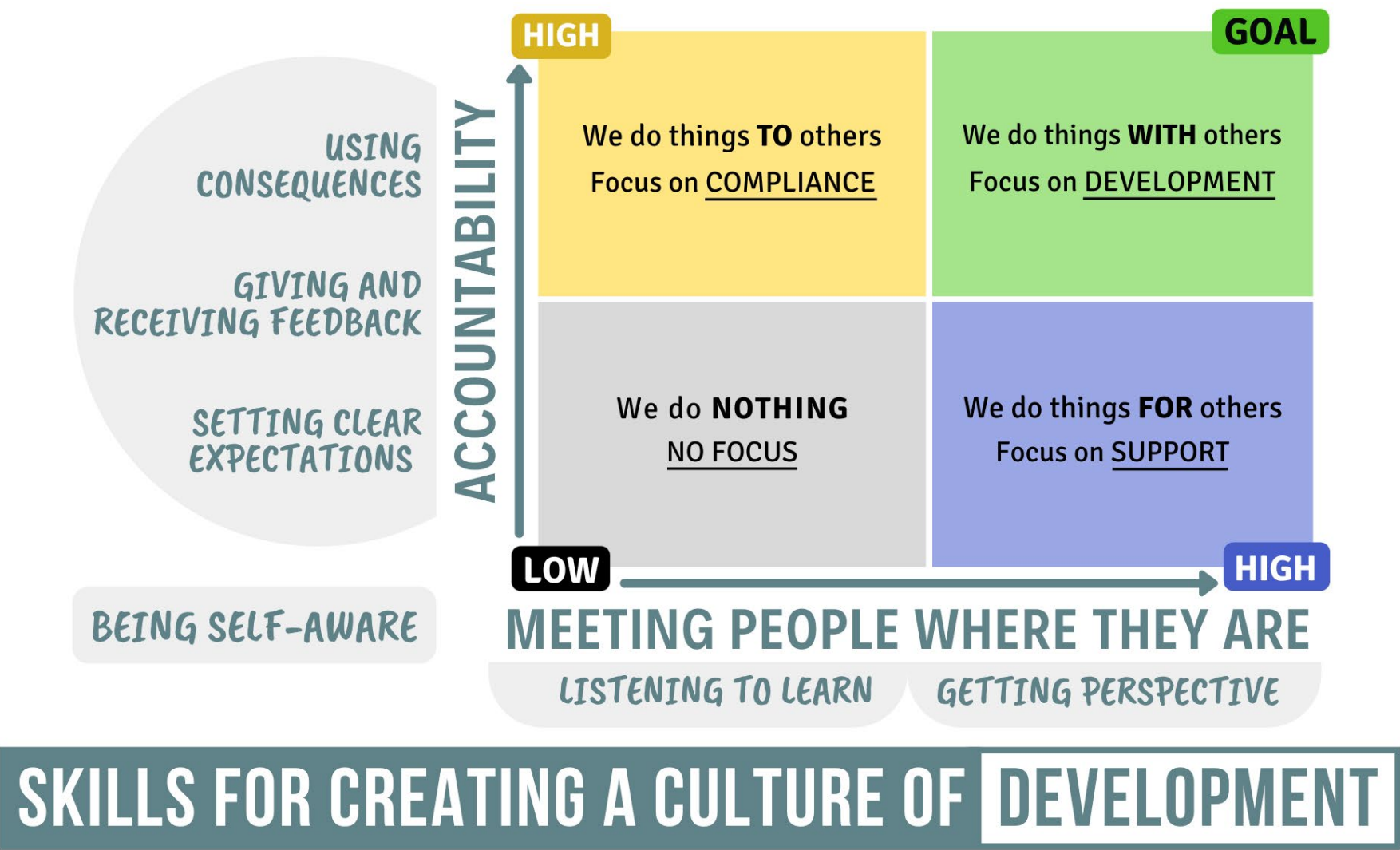
OIRR – Initial Performance Measures

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The Developmental Approach





Insights into Action Our Data Culture Framework



Hard on Data, Intentional with People

We challenge the information, not the individual.

Healthy tension strengthens our thinking.



If You Don't Know Your Data, You Don't Know Your Business

Understanding our metrics is a shared responsibility.

Knowing your data builds credibility and informs better decisions.



Transparency Builds Trust

Sharing successes and struggles strengthens our collective effectiveness.



Can't Manage a Secret

No one has to carry the issues alone.

Open communication enables accountability and shared solutions.



Complexity is the Enemy of Execution

Simplicity and clarity accelerate progress.

Keep it understandable, actionable, and measurable.



Collective Accountability

We rise together. Data ownership matters, but improvement is a team sport.

We turn data into direction — not just to report, but to refine, learn, and improve



Definitions

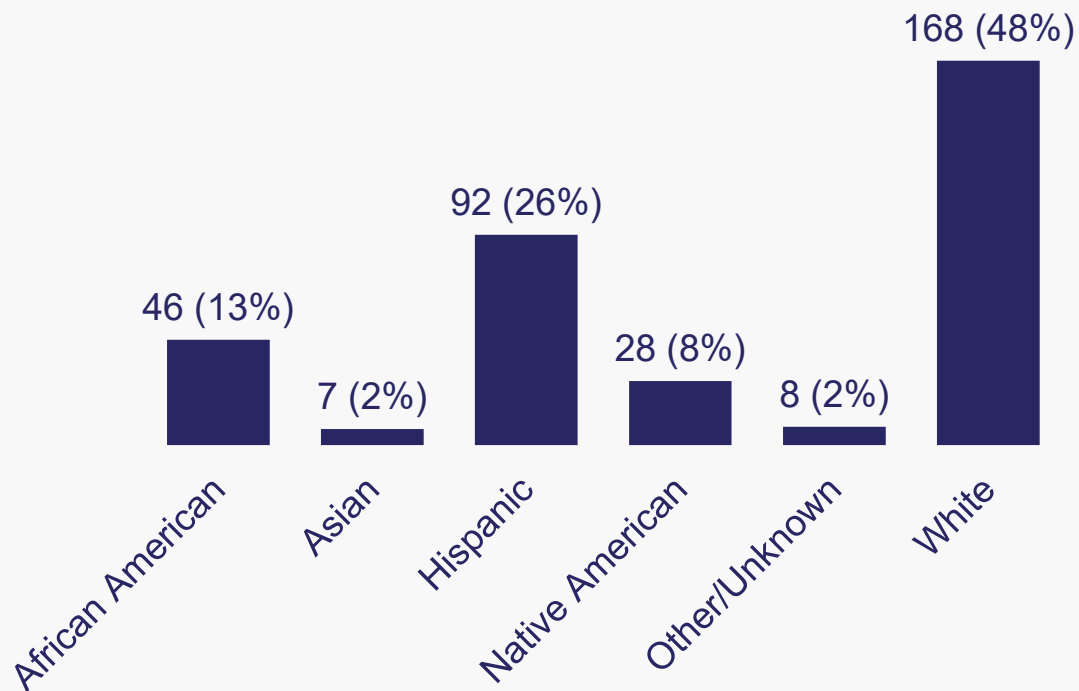
Term	Definition
Cultural Services Questionnaire (CSQ)	The purpose of this two-part questionnaire is to work with youth and to identify any cultural needs or services they are interested in learning about or participating in. Part 1 is to be completed within 14 days of the youth entering an intake unit and helps identify personal cultural needs (e.g., diet restrictions, hygiene products, and interest in cultural services. Part 2, the follow-up, is to be completed within 45 days from the completion of part 1 CSQ and allows a youth get a better sense of services offered by OIIR and what they may be interested in.
Race	Race refers to groups sharing physical characteristics such as skin color, hair type, and facial features; often associated with biological attributes.
Ethnicity	Ethnicity refers to cultural characteristics, including language, religion, and traditions; often linked to social and culture.
Office of Minority Services (OMS)	Previous name of OIIR team, transition made about 10 years ago.
AANHPI	Asian American, Native Hawaiian, Pacific Islander
SOGIE	Sexual Orientation, Gender Identity, and Expression
Multidisciplinary Team (MDT)	Case planning meeting with youth and care team (e.g., family, school, OIIR, QMHPs, case coordinator).



The History of the Office of Inclusion and Intercultural Relations (OIIR)

At least 50% of OYA Close Custody youth are from a marginalized population according to JJIS.

Youth Closed Custody Population
As of 2/6/2026



- Overrepresentation in the Juvenile Justice system
- Moving from OMS to OIIR
- Team increase in size and statewide services



About the Office of Inclusion and Intercultural Relations (OIIR)

OIIR Mission

To support the growth and development of youth through culturally responsive services and advocacy.

OIIR Vision

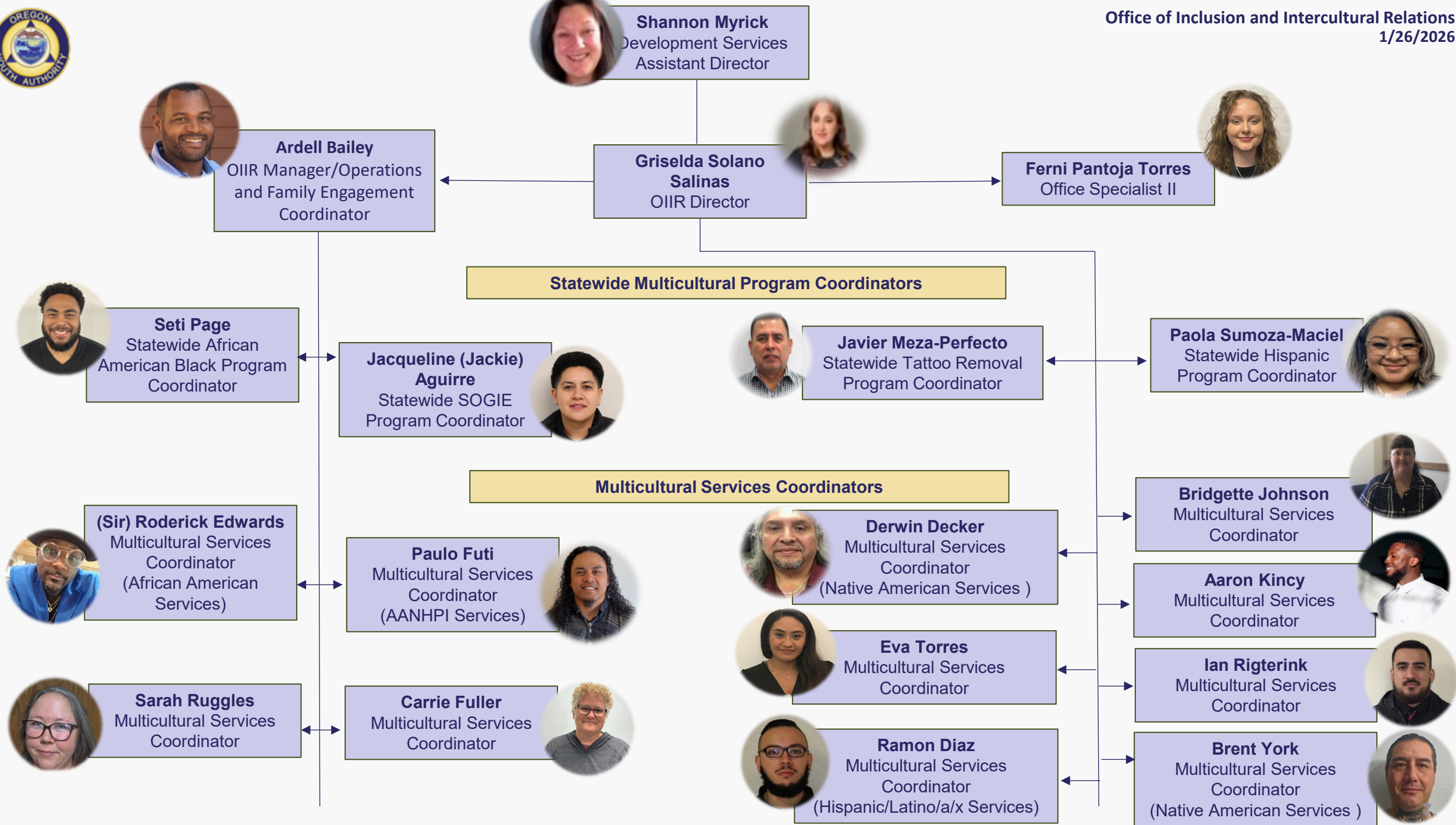
Youth will leave OYA with a greater cultural understanding of themselves and others in order to contribute positively to their communities.

We do this through:

- Providing clear, consistent, equitable, easily accessible culturally relevant services.
- Developing mutual trust and respect.
- Having open communication, even when it's difficult.
- Comprehensive collaboration with all our partners.
- Accurate and consistent documentation to monitor service delivery and outcomes.

Service Types

- Cultural activities, events and celebrations
- Statewide coordination of cultural services
- Tattoo removal
- Facility support
- Cross cultural communication training
- Advisory committees





Advisory Groups

Monthly Meetings	Quarterly Meetings
African American Black Advisory Committee	Hispanic/Latino Advisory Committee
SOGIE Advisory Committee	LGBTQI Advisory Committee
Family Advisory Council	Native American Advisory Committee

Committee Membership

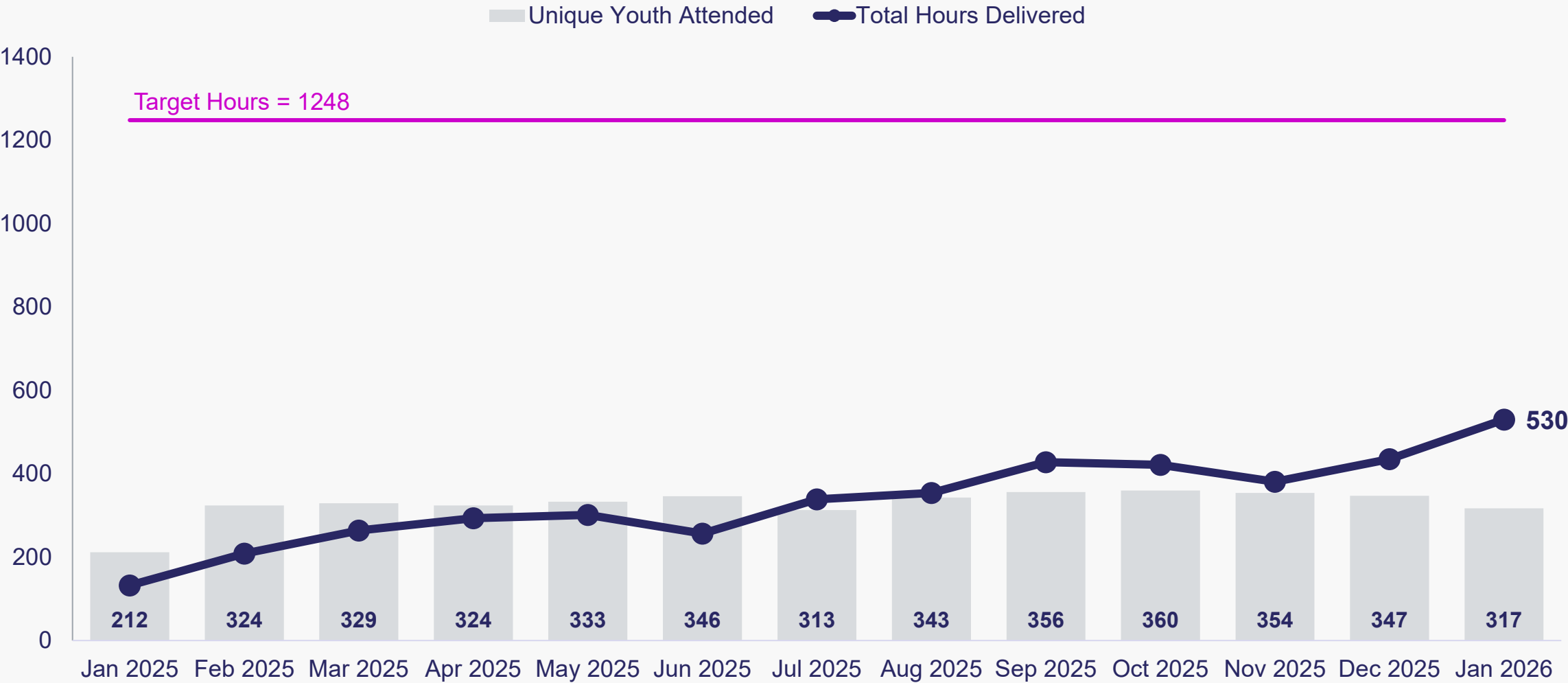
- Family/Guardians
- OYA Staff
- Community members representative of committee focus

Key Role(s) of Advisory Groups

- Provide input/feedback related to new OYA policy and procedures
- Help improve existing OYA policies and procedures that directly impact members of the community
- Duties specific to committee focus



While not yet at target, OIIR has increased **service** hours by about 298% since January 2025.





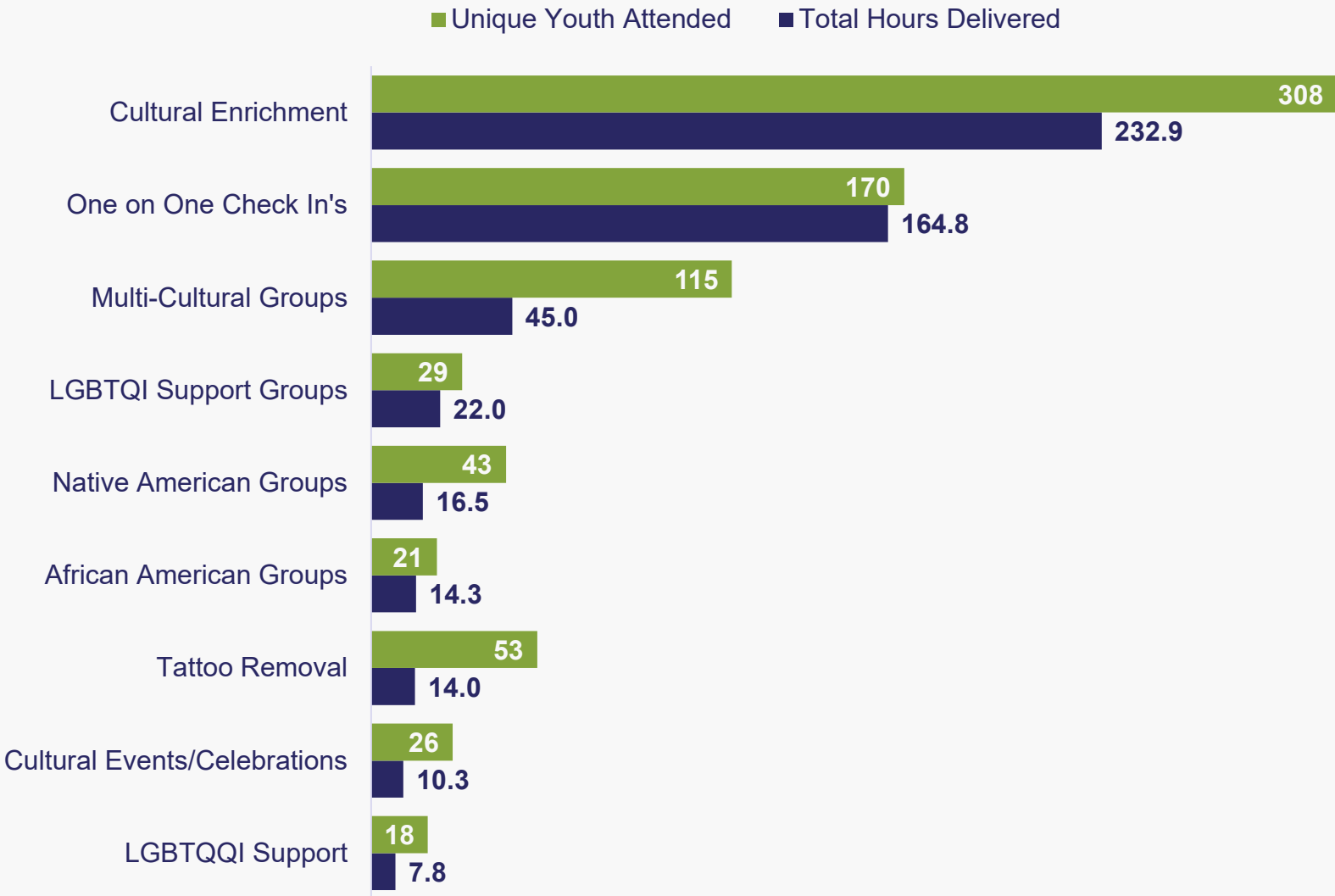
75% of OIIR staff service hours in Jan 2026 were categorized as cultural enrichment and one on one check ins

Cultural Enrichment

- Community Relations
- MDT Participation
- Peer Relations
- Staff Relations
- Youth Behavior
- Youth Contact

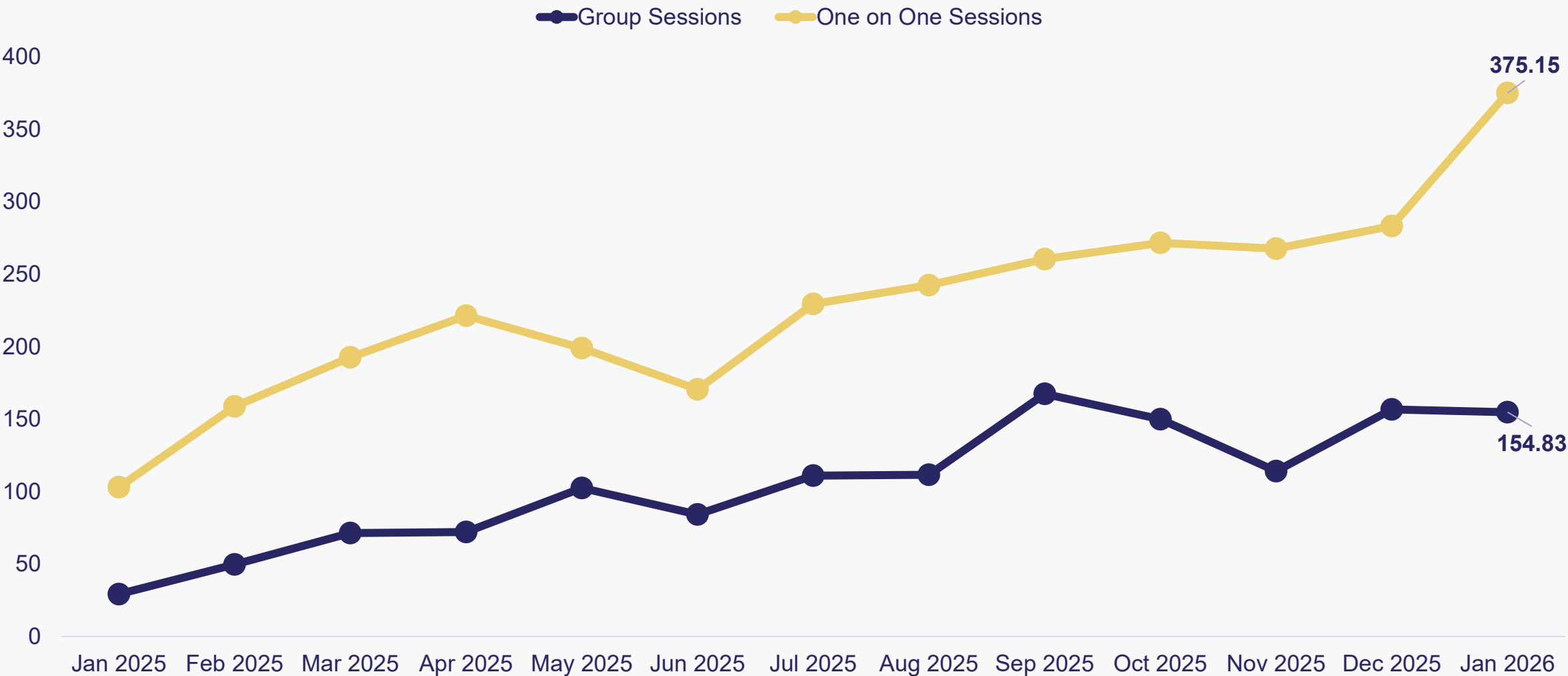
Multi-Cultural Groups

- Community Group
- Global Perspectives
- Keys, Beats, Bars
- Multi-Cultural Group





More service hours are accounted for in one on one sessions than in group sessions, both of which have been trending upward.





Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



Performance Metrics



Total oiir youth pye over time/by facility

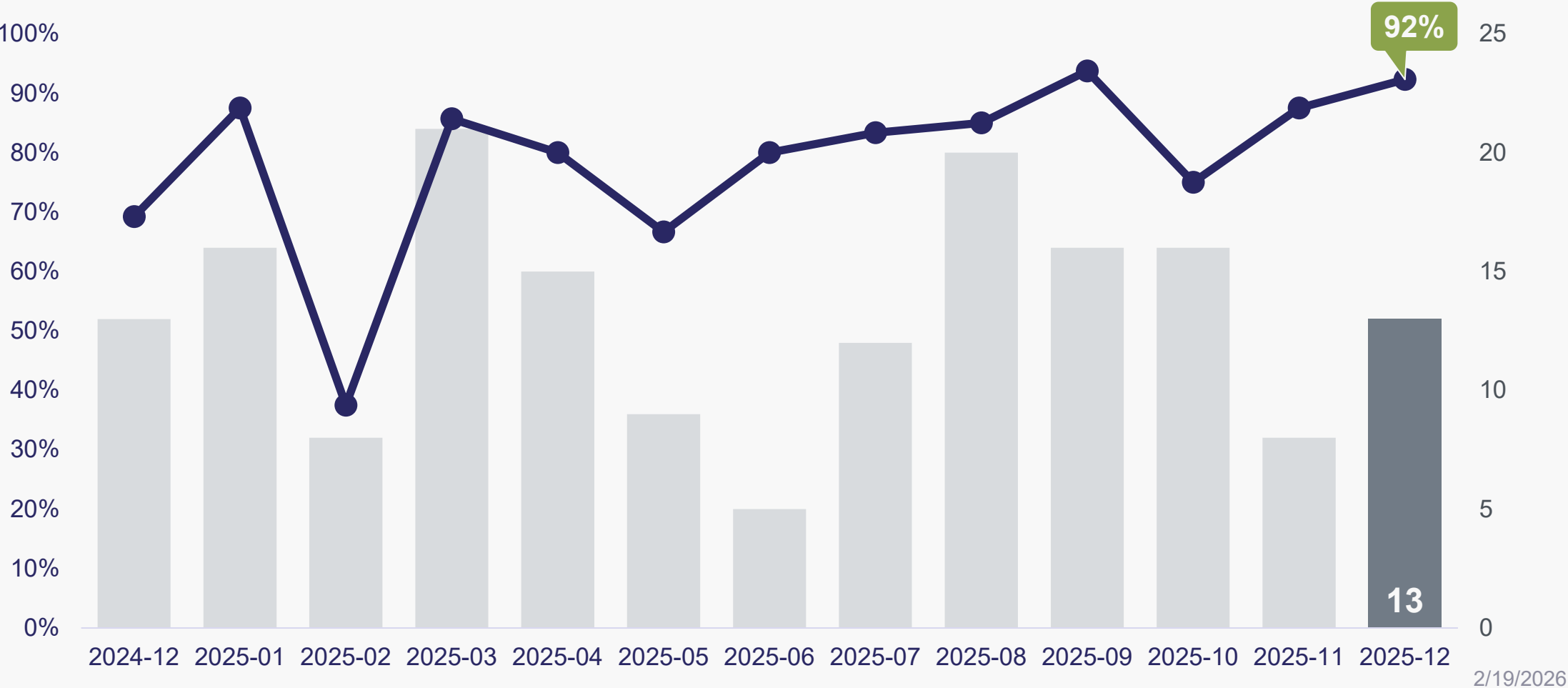




92% of CSQs were completed within 14 days of status start date

Number Completed
within 14 Days

Number of
Status Starts





Staff Vacancies and PYE Hours





Areas of Growth/Improvements

- **Improvement efforts in service delivery**
- **Data collection areas of growth**
- **Potential future measures**



Supplemental Slides



- **Community partners:**

- AYCO
- IRCO
- Learning HUB
- Anahuac
- Capaces
- Faith Hope and Charities
- Keys Beats and Bars
- The 9 Tribes of Oregon
- Word is Bond
- Oregon Family Support Network
- NARA Northwest
- Medical Doctors for Tattoo Removal

- **Government to Government relations:**

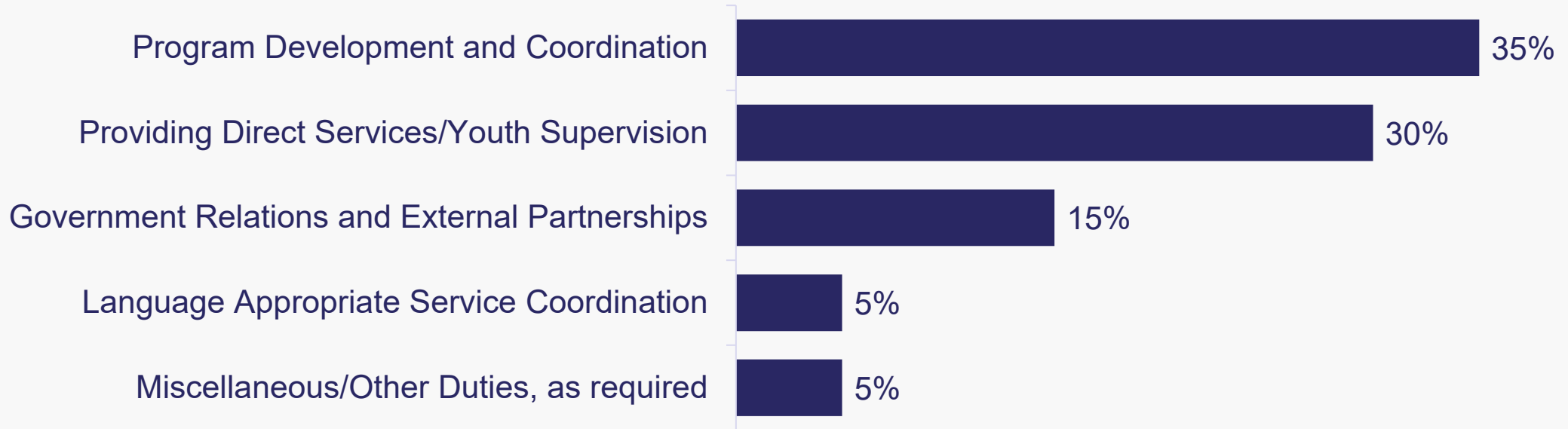
- Consulates and Embassies (Mexico, Romania, Honduras, El Salvador, Guatemala, and various others as needed)
- Refugees' and immigrant organizations (IRCO and AYCO)
- Tribal

- **Language services (interpretation services):**

- TransPerfect (in-person)
- Language Link (Telephonic)
- IRCO (Teams/Virtual)

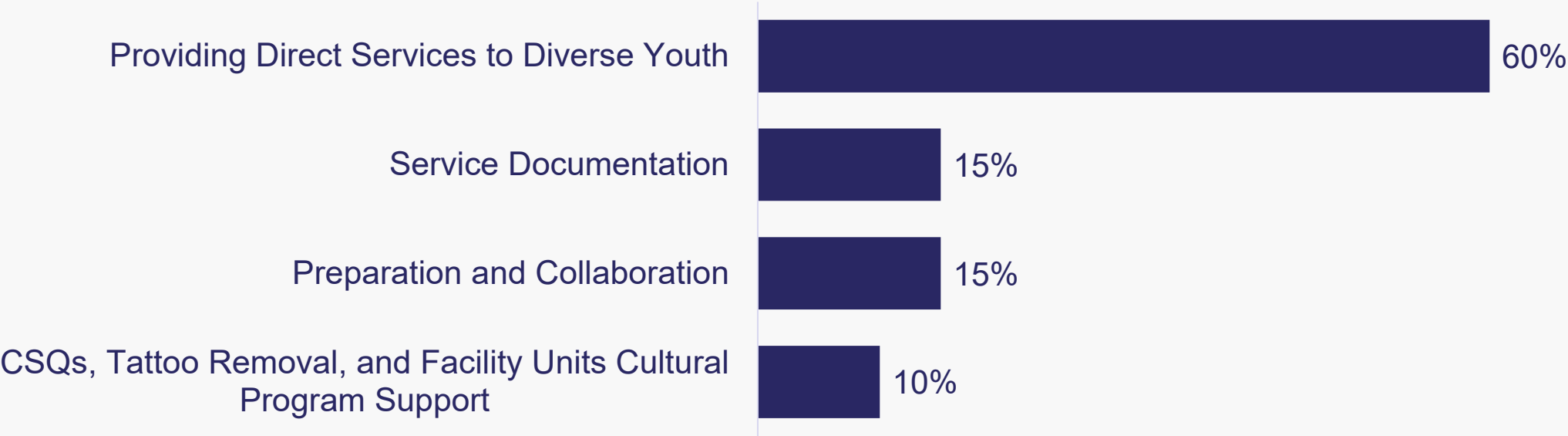


Statewide Multicultural Program Coordinators





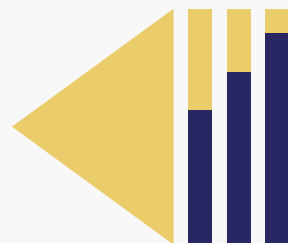
Multicultural Services Coordinators*



*Other Duties, as required – Ongoing



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Help us improve

Follow QR code to provide feedback