





OYA Office of Inclusion and Intercultural Relations

OIIR – Performance Measures

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10/8/2026

Oregon Youth Authority

The Developmental Approach



SKILLS FOR CREATING A CULTURE OF DEVELOPMENT

Oregon Youth Authority

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

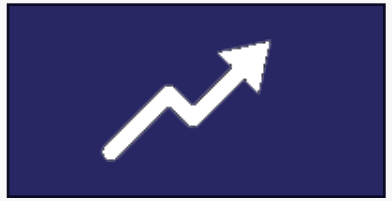
Sharing successes and struggles strengthens our collective effectiveness.



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 after part 1 CSQ and helps youth better understand OIIR services and identify services of interest.
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 factors.
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).
Average Daily Population (ADP)	The average number of youth in a facility, or across all facilities, on a given day during a specified reporting period
Non-OIIR Staff	Staff who have been trained by OIIR to administer culturally related programming.

What We Do

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 to positively contribute to their communities.



Desired Outcome of OIIR Services and Support

OIIR's desired outcome is to provide supportive, culturally responsive and inclusive environments and services for youth, families and staff. This includes increasing youth positive connection with culture, providing diverse cultural experiences, increasing youth positive self-identity, improve educational, vocational and treatment outcomes for youth from marginalized populations, and supporting the agency's efforts to increase the diversity of its workforce.



OIIR Guiding Principles

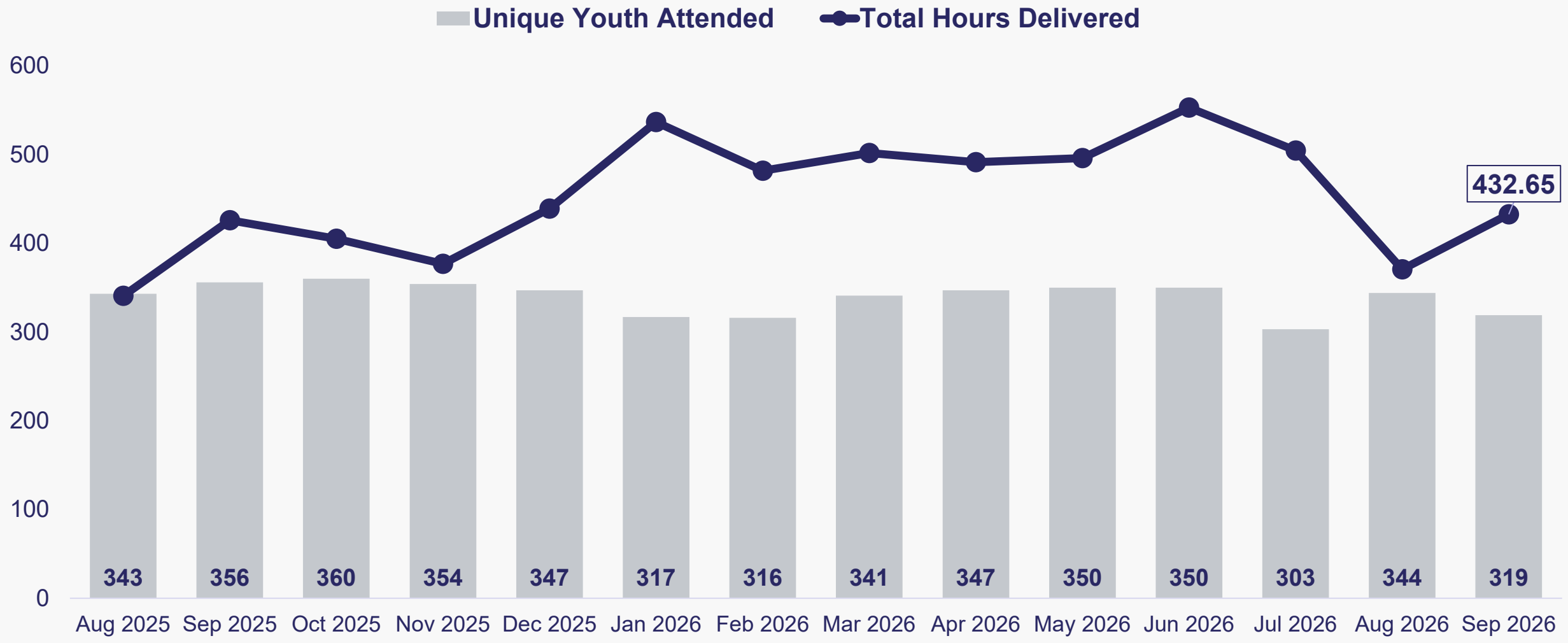
- Providing clear, consistent, equitable, easily accessible, culturally relevant services.
- Developing mutual trust and respect.
- Having open communication, even when it's difficult.
- Comprehensive collaboration with all our partners.
- Accurate and consistent documentation to monitor service delivery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



OIIR Service Examples

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

In September, 90% of youth in close custody were involved in at least one OIIR activity

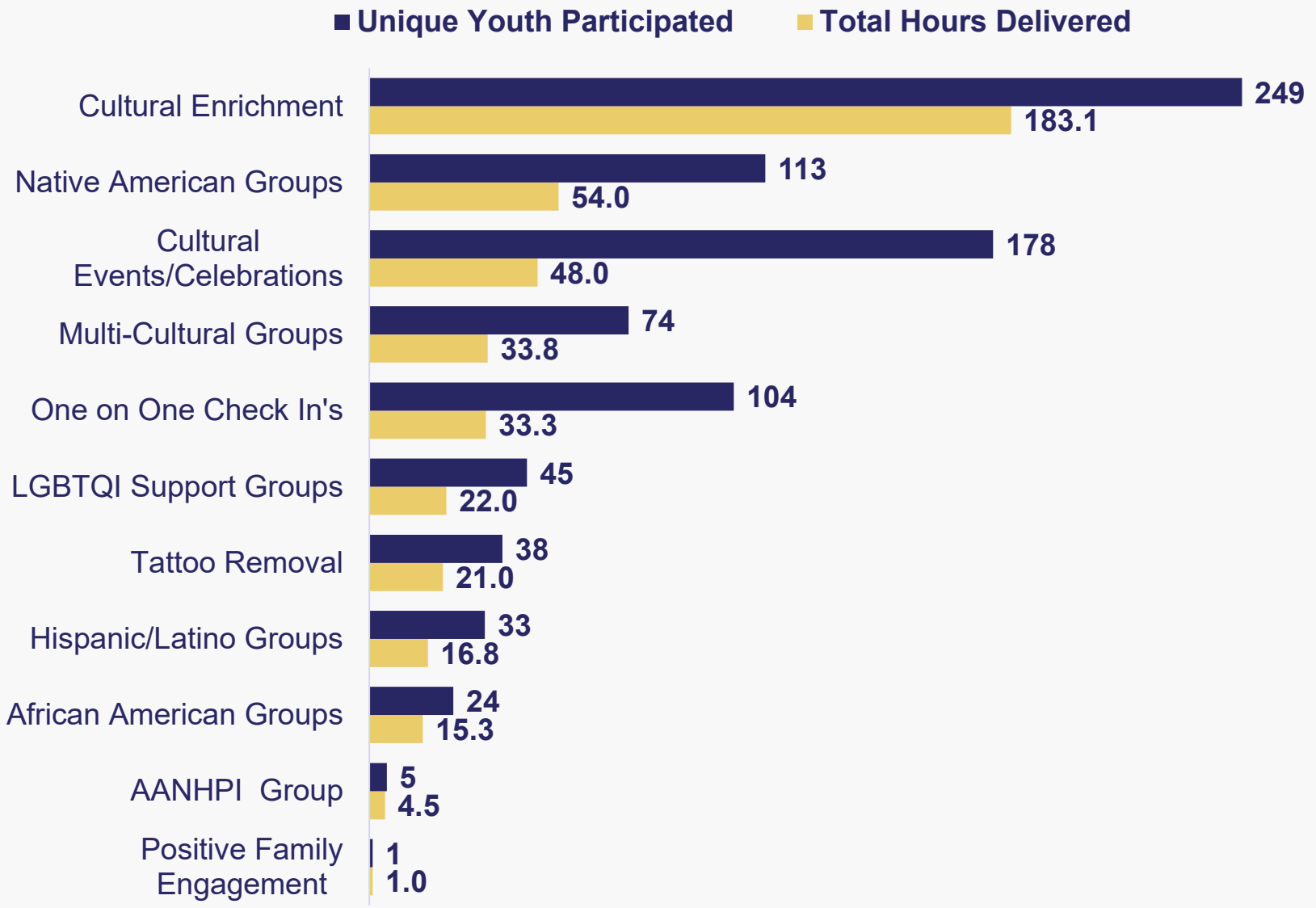


Note: *Session hours are a proxy for staff-level hours: the total duration of unique sessions delivered by staff.*

Youth Hours by OIIR Group
September 2026

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



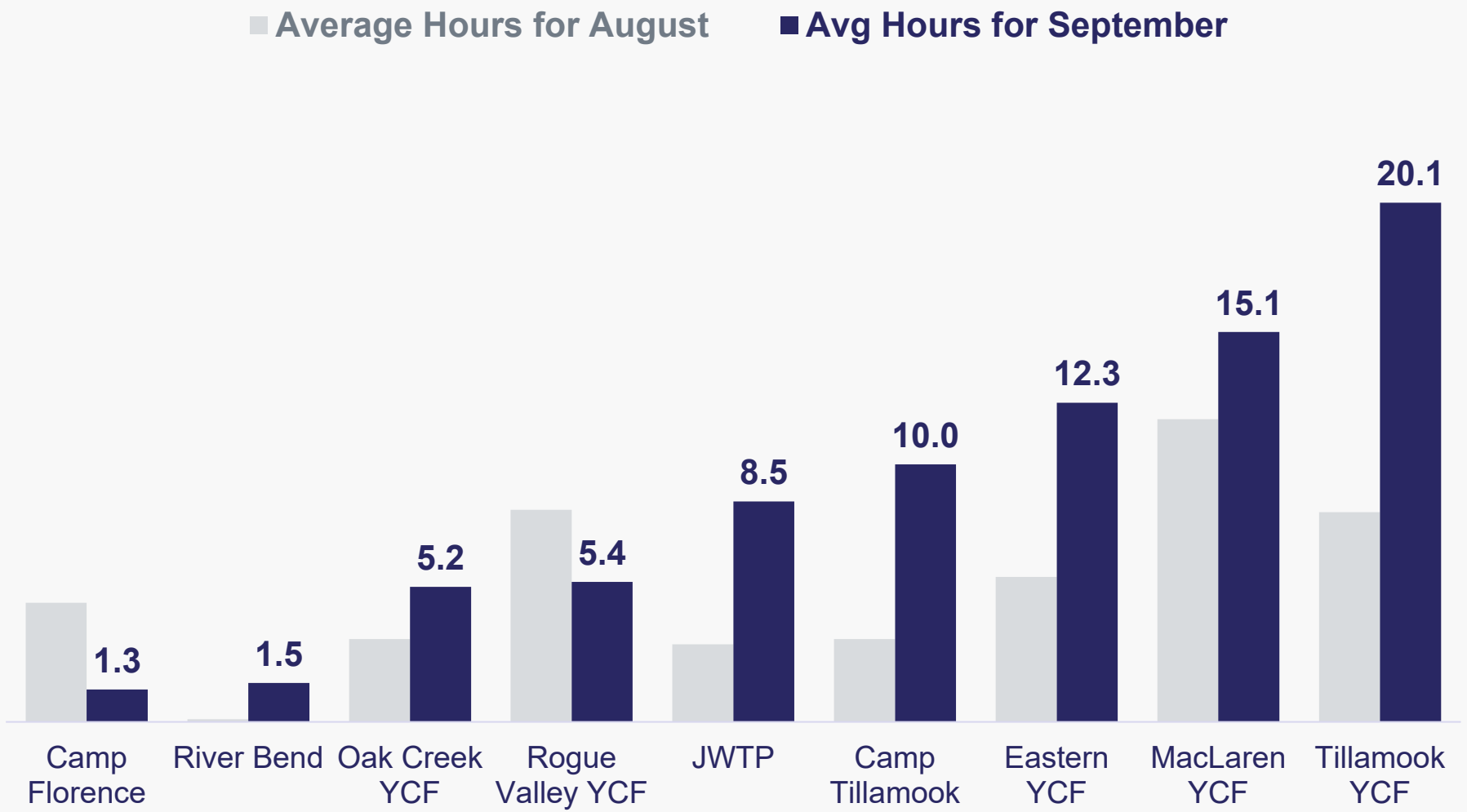
OIIR PYE Hours by Facility by Unique Youth
(Total Youth Hours/Youth Who Received OIIR Services)

September 2026 – Percentage of Youth Served

Facility	Unique Youth[1]	Total Youth	**Percent Served***
Camp Tillamook	16	16	100%
Eastern YCF	29	29	100%
Tillamook YCF	31	31	100%
Rogue Valley YCF	49	50	98%
MacLaren YCF	147	151	97%
JWTP	12	13	92%
Oak Creek YCF	40	47	85%
Camp Florence	2	13	15%
River Bend	2	15	13%

[1] Unique Youth = youth who received OIIR services during month
Note that youth counts may be greater than on a snapshot date, as this captures any youth housed at facility during month
*Percent served = total unique youth who received at least one OIIR service divided by total unique youth housed at facility during month

Average OIIR hours per youth during September 2026 compared to August 2026



Language Audit Progress

Current Language Resources: English2Spanish, Oregon Certified Interpreters Network, Inc., Language Link, and Linguava

Recommendation 8

Ensure information is captured about language needs and interpreter usage for people in custody, and their families when required, in a way that allows staff to find the information, including mandatory fields for LEP status, languages spoken or signed, and the preferred language for written communication.

Updates

- Draft of questionnaire
- Implementation Process and Plan
- **Conversations with JJIS BIT (10/5)**

Recommendation 9

Use data about current and changing language access needs, resource allocation, and compliance with relevant requirements to make system-wide improvements.

Updates

- Interpretation request forms
- Collaboration with IS
- Professional Interpreters, Inc. mobile application*

Target Completion Date: December 2026

31% of OIIR Groups Have a Waitlist

Purpose: Determine number of groups that had a waitlist and reasons for a waitlist.
Results: Eight (31%) out of a total of 26 OIIR groups have a waitlist.



Groups with Waitlist

- Tattoo removal*
- Sweatlodge
- BRB
- Mentoring with Fred
- Mestizo
- AANHPI
- Art and Spanish
- Folklorico Dance

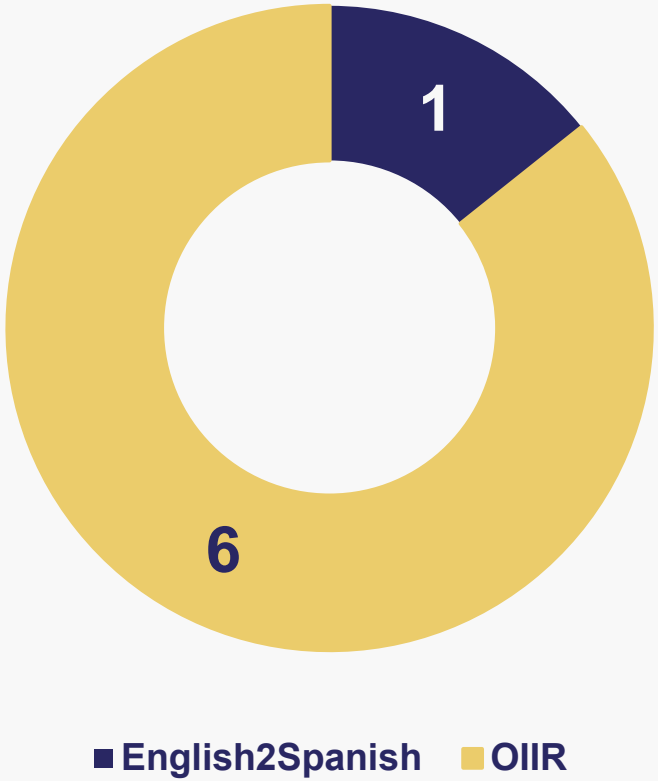
Reasons for Waitlist

- Unit rotation
- Youth to staff ratios/Staffing availability
- Conflicts among youth
- Supervision concerns
- Behavior of youth
- Health service process*

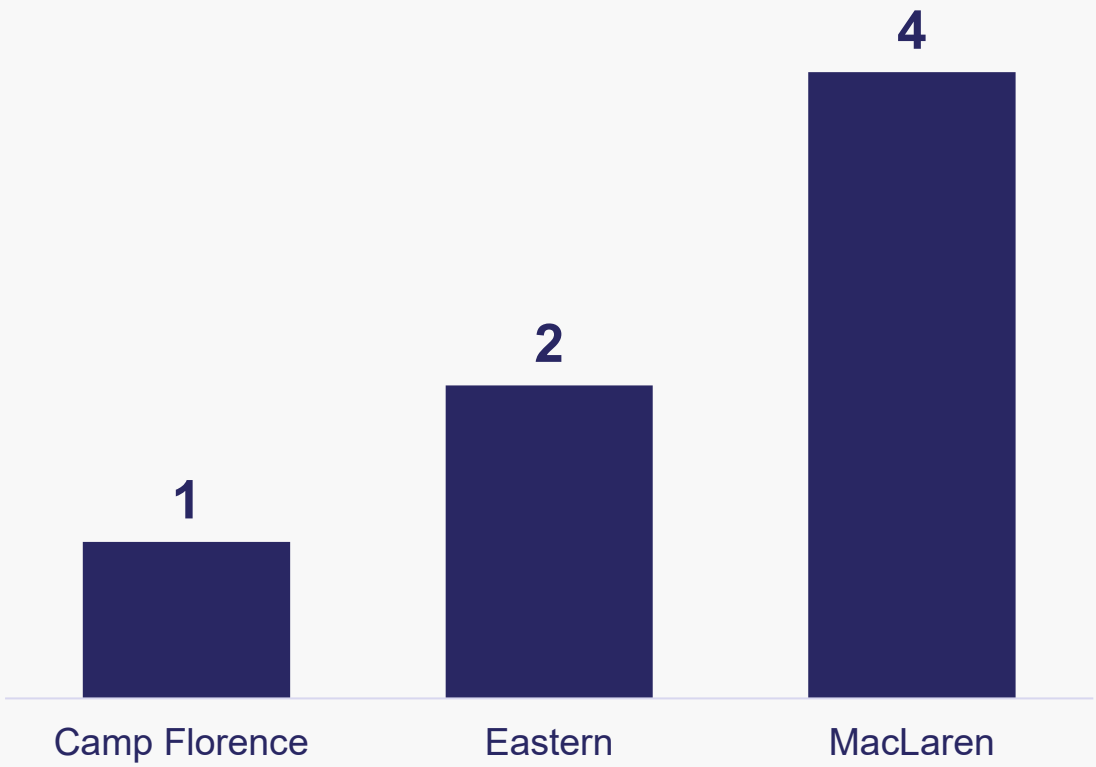


Interpretation Request Forms September 2026

Number of Hours by Provider



Number of Hours for Interpretation Services by Location

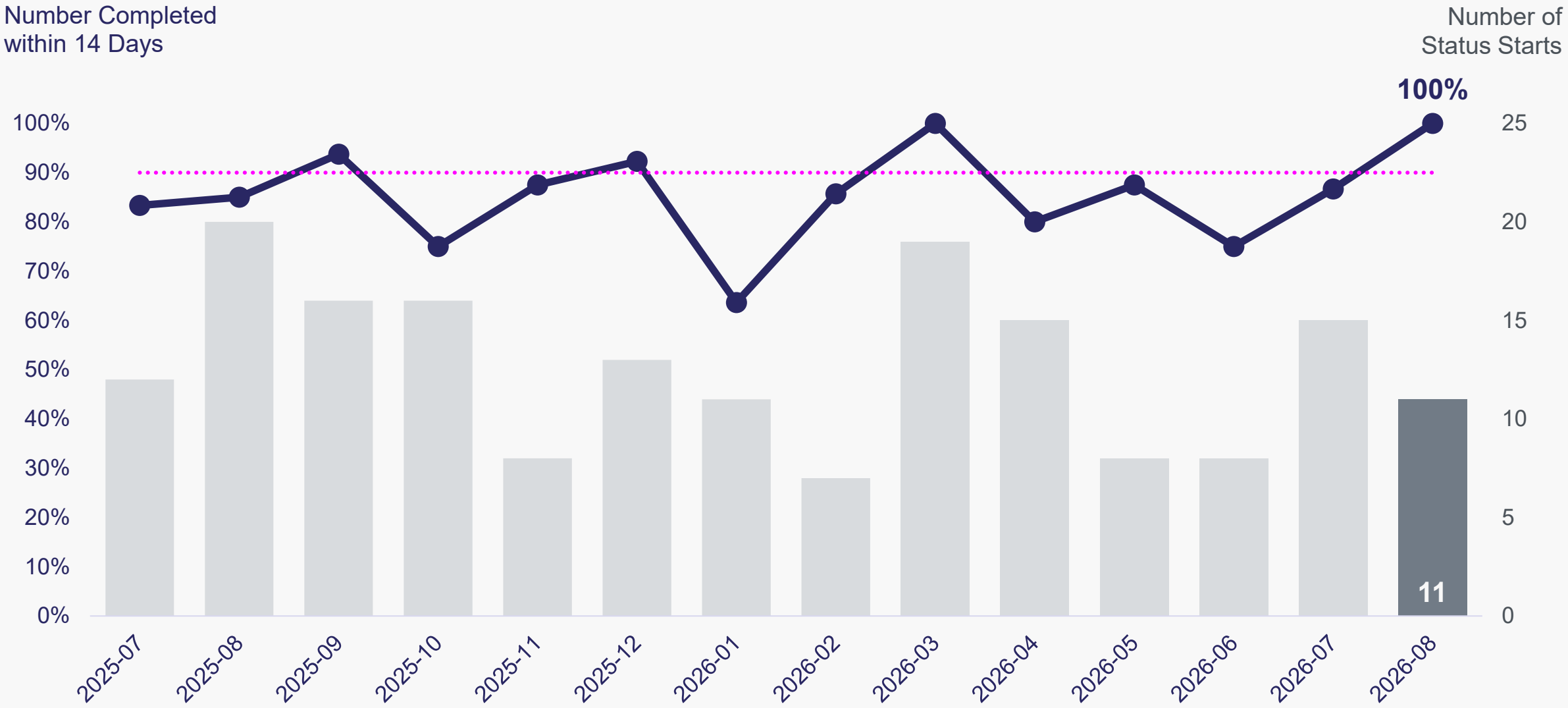


IMPACT

Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency

Performance Metrics

100% of CSQs* Completed Within 14 days of Status Start Date



*CSQ refers to the Cultural Services Questionnaire administered by OIIR staff

Areas for Growth and Improvement

Updates since last IMPACT meeting:

- Improvement efforts in service delivery
- Data collection and documentation improvement
- Potential future measures

Closing Updates

High-Priority Work

Is there any high-priority work happening in your department that we don't see reflected in some way in these slides?

Employee Engagement

Updates on employee engagement efforts and areas of focus.

IMPACT

Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency

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Help us improve

To share your insights, ask questions, or provide feedback, scan the QR code or enter this link into your browser:
bit.ly/oyaimpactsurvey

Supplemental Slides

Partnerships and Government to Government

Action Item **1.17**

Volunteers (contact within last 2 weeks)

- Oregon Family Support Network
- Anahuac
- Capaces
- Faith Hope and Charities
- Keys Beats and Bars
- The 9 Tribes of Oregon
- NARA Northwest
- Medical Doctors for Tattoo Removal
- Goodwill Industries
- Inside Alliance
- Bridgeworks Oregon

Contracted

- IRCO – contracted language services
- TransPerfect (in-person)
- Language Link (Telephonic)
- English 2 Spanish (E2S)
- OCIN – certified interpreters' network (in person)
- Linguava (language interpretation)

Government-to-Government relations

- Refugees' and immigrant organizations (IRCO and AYCO)
- Consulates and Embassies (Mexico, Romania, Honduras, El Salvador, Guatemala, and various others as needed)
- Tribal (notify tribes when youth is in close custody)

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

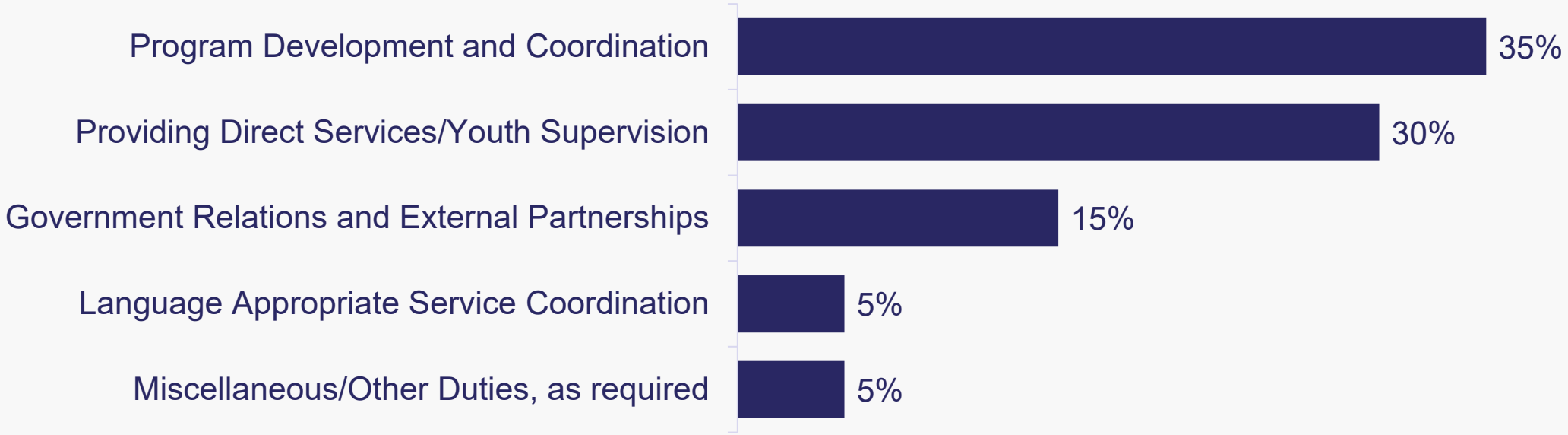
- Family/Guardians
- OYA Staff
- Community members representative of committee focus

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

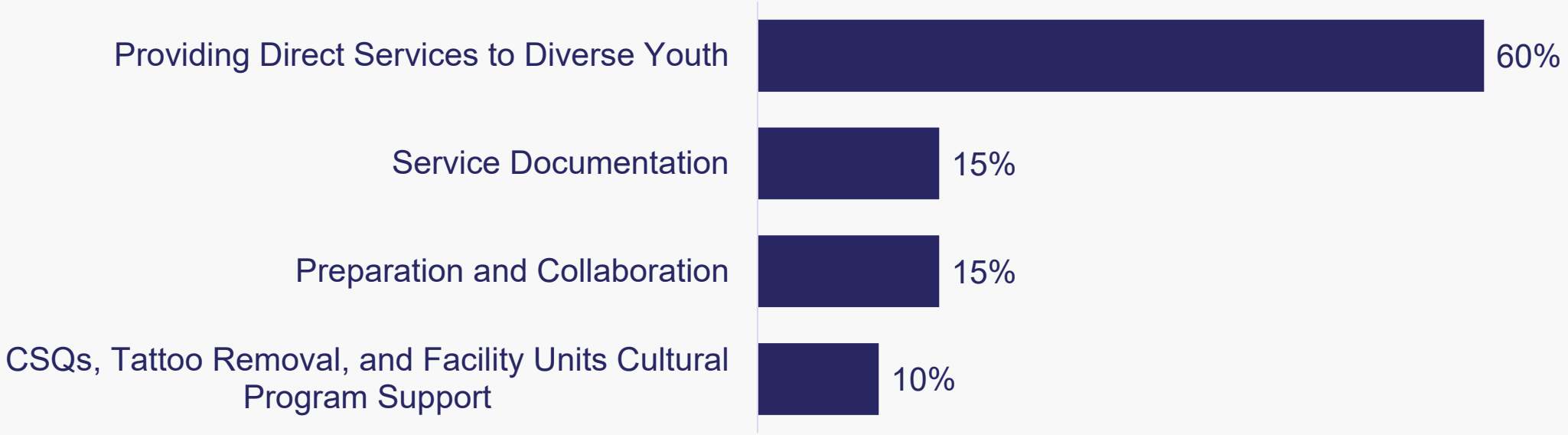
Duties

Statewide Multicultural Program Coordinators



Duties

Multicultural Services Coordinators*



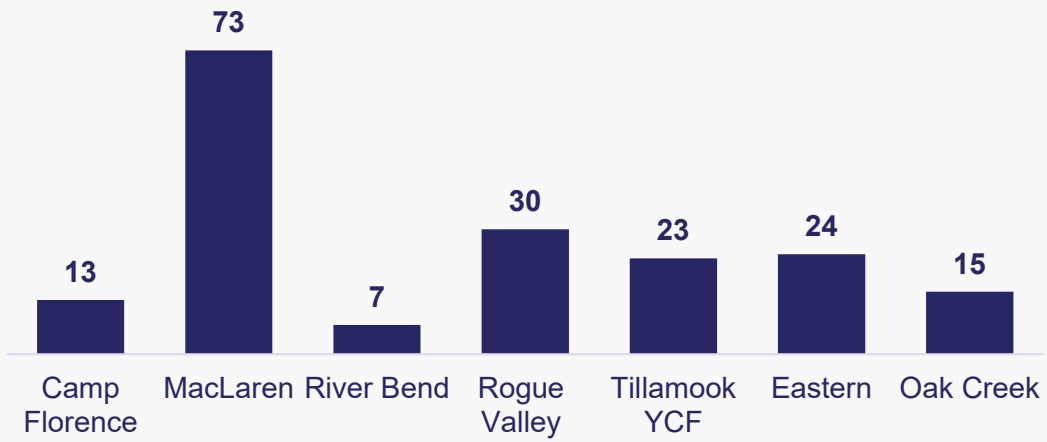
*Other Duties, as required – Ongoing

Customer Satisfaction Survey

- **Purpose:** Provide youth with the opportunity to give feedback on OIIR services
- Administered to youth at close custody facilities (except Camp Tillamook)
- Anonymous and voluntary

RESULTS

Number of Respondents by Facility
Approximate Response Rate: 53%



Please take a moment to share your feedback. Your responses help us improve services and support.

1. OIIR services have had a positive impact on me.

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

2. I feel supported by the services OIIR provides.

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

3. I have learned or grown from participating in OIIR services.

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

4. The cultural services offered by OIIR are meaningful to me.

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

5. Which OIIR services have made the biggest impact on you?
(Check all that apply)

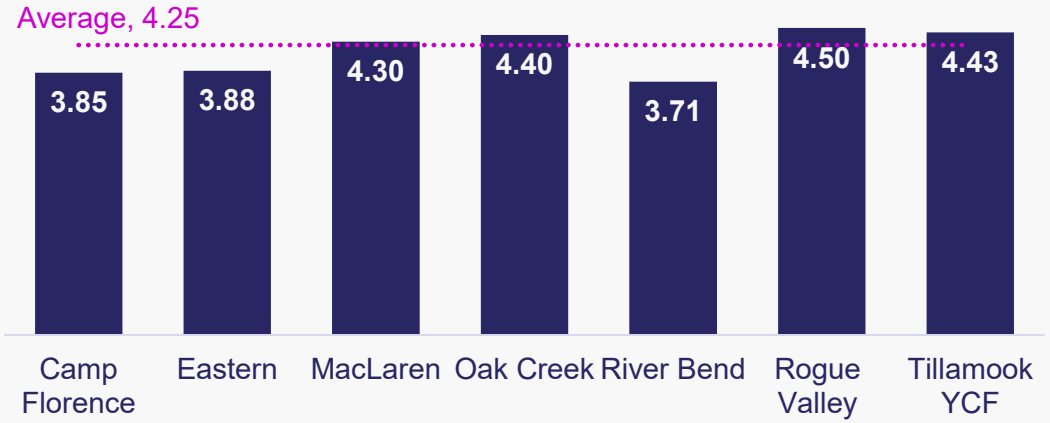
- O Cultural groups (Native, AANHPI, Black/African American, Latinx, LGBTQI+, etc.)
- O One-on-one support
- O Cultural events or celebrations
- O Mentorship or coaching
- O Other: _____

6. What cultural services or topics would you like to learn more about?

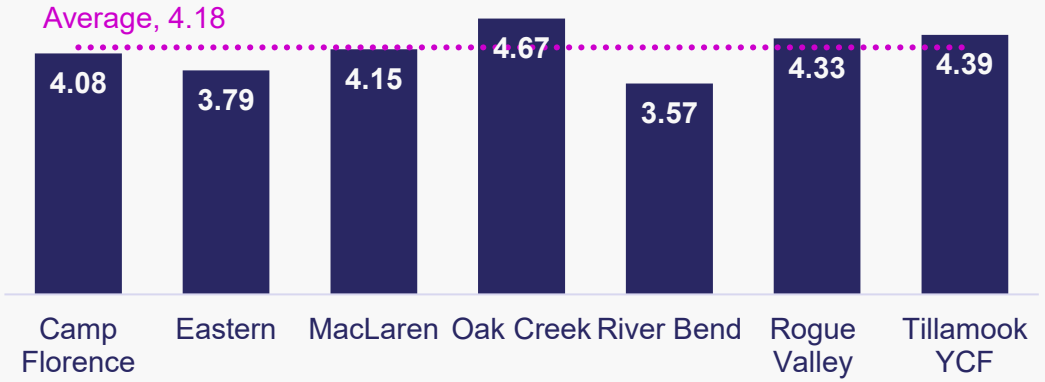
7. Is there anything else you want OIIR to know about your experience?

Customer Satisfaction Survey Results
Q1-Q4 by Facility

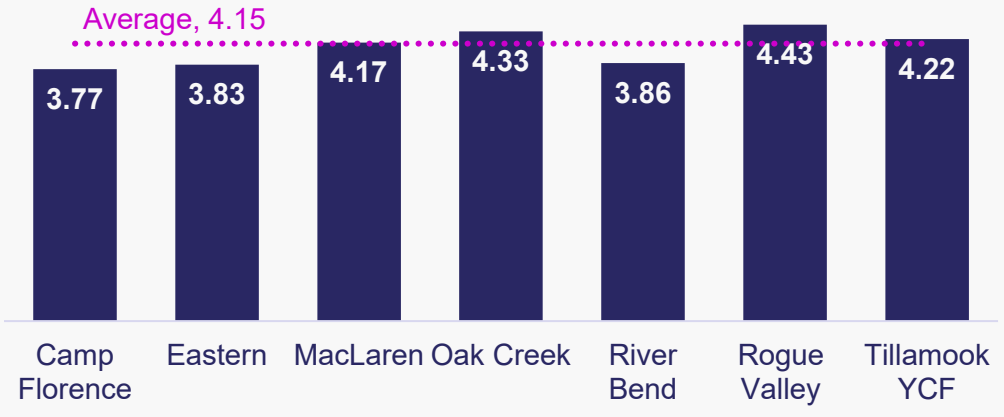
Q1: OIIR services have made a positive impact on me.



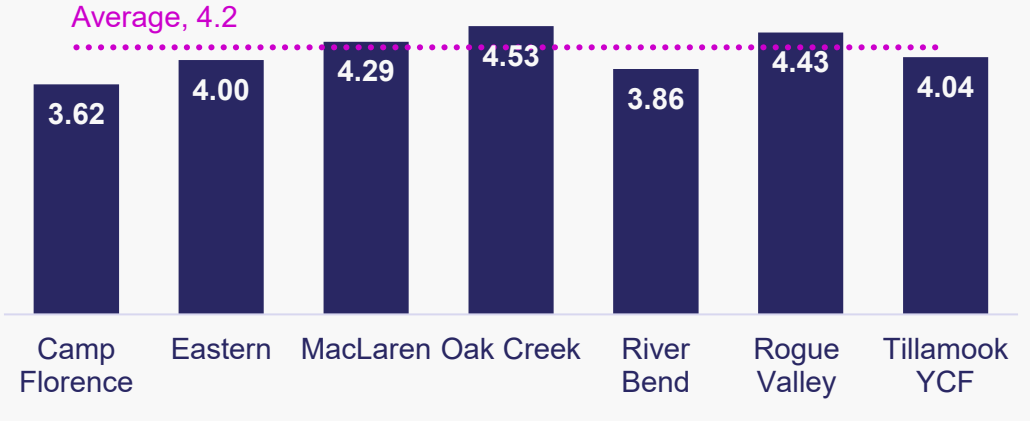
Q2: I feel supported by the service OIIR provides.



Q3: I have learned or grown from participating in OIIR services.



Q4: The cultural services offered by OIIR are meaningful to me.



Customer Satisfaction Survey Results: Q5

Q5: Which OIIR services have made the biggest impact on you?
Total N = 185*

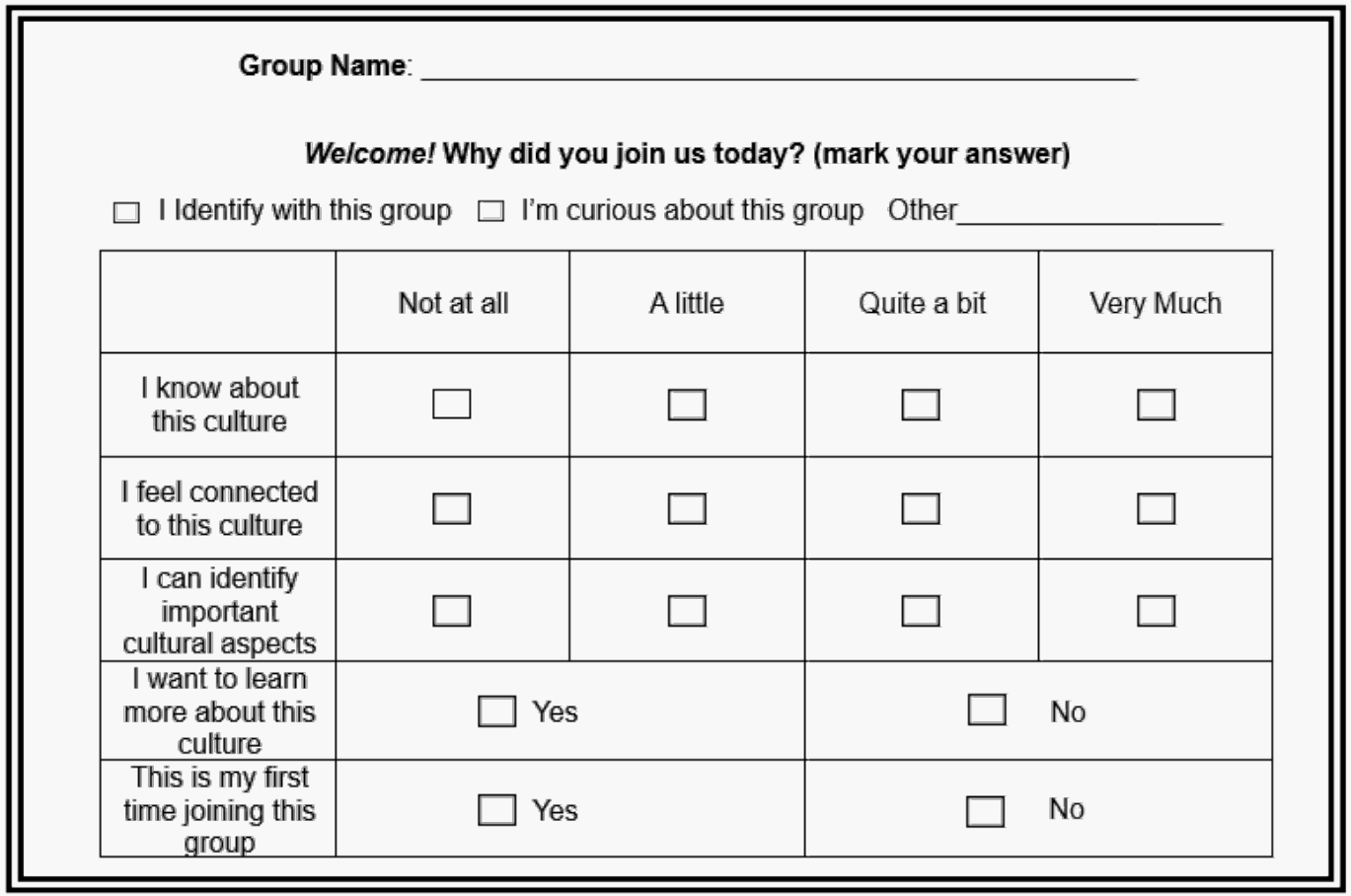
*Note that N totals for each question will not sum to total surveys as Q5 is multi-select (youth can select more than one option).

Cultural Groups	One-on-One Support	Cultural Events or celebrations	Mentorship or Coaching
N = 131 71%	N = 55 30%	N = 98 53%	N = 60 32%

June 2026	Total Session Hours	Unique Youth
One-on-One Sessions	343.67	316
Group Sessions	196.17	270

Action Item 1.12

Youth Group Survey (pilot)



Group Name: _____

***Welcome!* Why did you join us today? (mark your answer)**

☐ I Identify with this group ☐ I'm curious about this group Other_____

	Not at all	A little	Quite a bit	Very Much
I know about this culture	☐	☐	☐	☐
I feel connected to this culture	☐	☐	☐	☐
I can identify important cultural aspects	☐	☐	☐	☐
I want to learn more about this culture	☐ Yes		☐ No	
This is my first time joining this group	☐ Yes		☐ No	

- **Goal:** Determine whether a youth's knowledge of, and connection to, a culture increases after completing an OIIR group.
- Administered to youth participating in the Hispanic Heritage Group
- A pre-survey is administered at the start of unit content and then post-group administered at the end of unit content
- Anonymous and voluntary