

Unified Equity Framework

Establishing Service Equity within ODHS Service
Delivery

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Equity North Star

The Oregon Department of Human Services inclusively leads with race and intersectionality in order to address the roots of systemic oppression that impact all protected classes.

We are committed to partnering with communities to develop and deliver policies and programs that are equitable and improve community conditions.

We are dedicated to make services, supports and well-being accessible to all.

Staff and communities will know supports are working when all who live in Oregon, regardless of identity or place can achieve well-being.



OEMS Mission “In Service Together”

- The Office of Equity and Multicultural Services (OEMS) advances the mission of ODHS by leading and empowering the agency to integrate equity, diversity, and inclusion into everything we do.
- The Office of Equity and Multicultural Services is a diverse office dedicated to the well-being of the ODHS workforce and the people and communities we serve.
 - **We guide the agency to ensure a workforce that represents the diversity of the clients we serve and service the culturally-specific needs of all Oregonians.**
 - **Help the agency work toward equitable outcomes for all populations using ODHS services.**
 - **Guide the agency in creating a positive, equitable, inclusive RiSE organizational culture that centers relationships and people in all we do.**

When is Equity Achieved?

When one's group affiliation no longer determines life outcomes.

How Do We Get To Equity?

- We need to deinstitutionalize racism and discrimination.

What are those levers that can ensure equity across all of ODHS' Service Delivery?



- We develop systems and structures that support an equitable service delivery.
- We develop equity levers that guide us toward equitable service delivery.

ODHS Unifed Equity Framework



Program Assessment: Each ODHS program to engage in program assessment(s) to identify disparity and disproportionality in service delivery



Program Equity Plan: Each ODHS program to develop equity plans to mitigate disparity and disproportionality identified



Program Service Equity Council: Each program to stand up Service Equity Council to guide mitigation efforts and operate within ODHS Equity Levers



Program Equity Dashboard: Each ODHS program to build equity dashboard to track and display disparity and disproportionality mitigation efforts and progress

Equity Lever #1 – Culturally & Linguistically Diverse Workforce

As Oregon's population becomes more diverse, ensuring that the ODHS workforce reflects the communities being served is to the success of any transformation effort. As a social justice issue, diversity of our workforce can have great implications. Not only through our service delivery but also through innovation, increased performance, and overall functioning of an organization. A culturally aware workforce will undoubtedly be more responsive to the needs of community.

A “one size fits all” system has not provided the level of support needed for the many Oregonians from diverse communities seeking services; thus, a focus to move each ODHS program toward a culturally & linguistically diverse workforce will aid in its transformation. A culturally and linguistically diverse workforce seeks to be responsive and understanding to the many needs of Oregonians.

Demographically diverse workers are more responsive in adjusting their behaviors to fit different situations. The more diverse an organization's workforce is, the likelier the workforce is to understand and value differences resulting in greater flexibility and responsiveness toward others who are of different cultures (Whitman, M. V., & Valpuesta, D. 2010).

Equity Lever #2 – Training & Development to Build Capacity

Training and Development ensures that ODHS programs have developed key strategies for learning experiences to build capacity regarding equity. Training alone will not transform a program or an organization but is a cornerstone to the building of capacity for a workforce responsible for providing human services.

Shared learning opportunities and ability to dialog about racial equity, social justice, structural & systemic racism AND how it applies to the specific program delivery of human services will assist in any transformation effort. Although equity and diversity training has been the most visible in terms of efforts to build capacity; this has not been the cure all. Development of knowledge and awareness should be coupled with systemic change.

At the **INDIVIDUAL LEVEL**, these learning experiences can harness positive attitudes to diversity and promote an understanding of the effects of power and privilege. At the **GROUP LEVEL**, these learning experiences can promote teamwork through inclusive activities and foster respect and tolerance of differences.

At the **ORGANIZATIONAL LEVEL**, structures like employee resources groups, equity and inclusion committees and champion networks can serve as advisory bodies and offer unique perspectives from lived experience. At the **SOCIETAL LEVEL**, these opportunities allow for promotion of equity and social justice, elimination of discrimination and encourages greater participation of diverse groups. Most importantly, this allows for dissemination of good practices (McGuire, D., & Bagher, M. 2010).

Equity Lever #3 – Investment & Resources

Investment and Resources are also fundamental to ensuring equity. Ensuring that investment and resourcing are discussed among program leadership and Service Equity Councils is important to any equity effort. Training resources, community engagement efforts, supportive staff e.g., project management, website information, etc. are all important factors toward ensuring any equity effort is funded & resourced appropriately. ODHS Leadership has committed to ensuring that OEMS has what is needed to provide guidance and direct support to ODHS programs in the realm of equity.

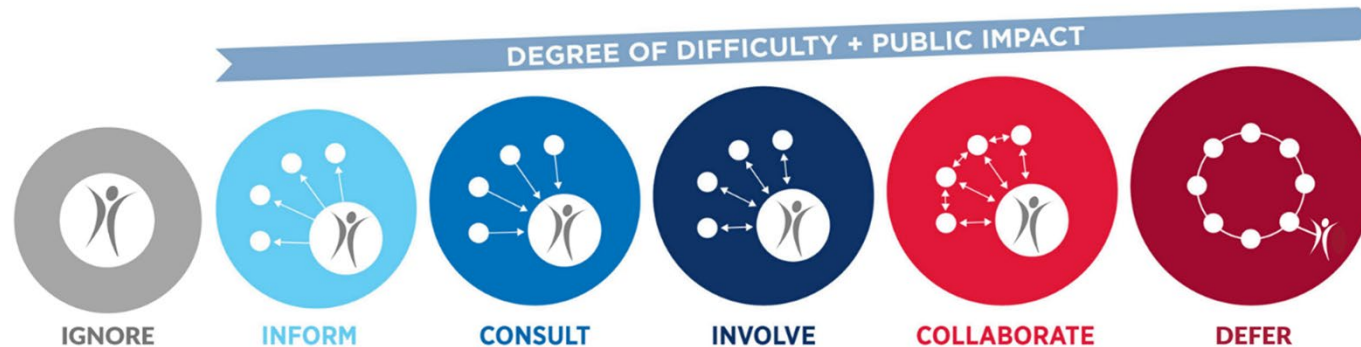
Equity Lever #4 – Data Informed Practice

(Understanding and Mitigating Identified disparity and disproportionality)

Ensuring that data collected is reviewed and disaggregated by race will be fundamental to moving toward service equity. Aligning with REAL D standards, reviewing how programs collect and track data will assist with understanding how service-level demographic data and data documenting disparities is used to prioritize and develop criteria for decision making. This will provide valuable insight into whether investments and resource distribution are likely achieving identified equity goals (Government Alliance on Race & Equity).

Equity Lever #5 – Community Engagement

- A full comprehensive community engagement framework for ODHS programs will ensure that the principle “nothing about us without us” is fundamental to any approach. This lever allows for ODHS programs to consider their engagement with community, partnerships with community-based organizations and its footprint within communities. Building relationships with community leaders, particularly in those communities hardest hit by disproportionalities and disparities in human services. OEMS is in the process of developing some overarching community engagement models to support ODHS programs.



Equity is Achieved

Equity is at the very foundation of who we are meant to be as a state.

This is our collective journey

