

# Lane County Health & Human Services Developmental Disabilities

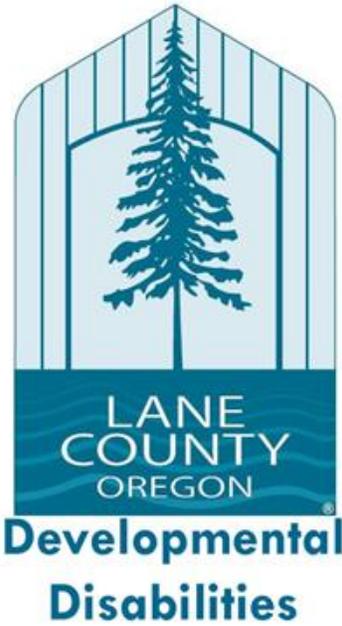
## 2-Year Service Equity Action Plan

Fiscal Years 2023-2025



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# Lane County DDS Service Equity Action Plan

## Introduction

Developmental Disabilities Services (DDS) is a division within Lane County's Department of Health and Human Services. Our mission is to support individuals who experience intellectual and developmental disabilities by coordinating self-directed support services. We encourage individuals to exercise their independence, seek personal growth and development, enjoy meaningful relationships, and lead fulfilling lives.

Lane County government has made a commitment to equity, inclusion, and access. Equity is embedded in our strategic plans and the county has developed an organizational Racial Equity Plan, as well as an Equity Lens policy and toolkit for use organization-wide. As a division, Lane County DDS is focused and committed to operationalizing equity throughout our service provision. We know that while we have laid the foundation and set the expectations, we still have significant steps to take to transform our services and division to advance equity for the individuals we serve.

## Overview

In 2022, we conducted two Service Equity Assessments to help us identify strengths and opportunities for improving equity policy and practices. These assessments utilized the ***Tool for Organizational Self-Assessment Related to Racial Equity*** and the ***Diversity, Equity and Inclusion Spectrum Tool*** developed by the Meyer Memorial Trust. One assessment was specific to 9 areas of DDS organizational function and the other included an analysis of 12 different dimensions of DEI work. We then developed a division Strategic Plan, incorporating the results. As a result, the Strategic Plan heavily includes Equity as a focus and the Strategic Plan and Service Equity Action Plan are closely linked.

Following the Strategic Plan development, we formed a limited duration committee tasked with oversight of the creation of this Service Equity Action Plan. This plan is additionally informed by the Lane County Health and Human Services Strategic Plan.

## Strengths and Previous Work

In the 2022 division Equity Assessments, we identified areas of strength in our previous and current equity work at the agency, department, and division levels:

- Lane County and Lane County Department of Health and Human services have public facing statements expressing a commitment to racial equity
- Lane County has a Racial Equity Plan, an Equity Lens toolkit, and specific board orders supporting anti-racism within government and Racism as a Public Health Crisis
- Lane County Human Resources has written procedures and dedicated staff who are focused on recruitment, retention, and promotion of people of color. There are two department-level committees that also provide guidance in this effort
- Lane County government has one position within HR dedicated to promoting workforce diversity
- Racial and ethnic data on our workforce is collected by Lane County Human Resources
- Lane County has an Equity in Purchasing and Procurement program that provides opportunities to emerging small businesses and businesses that are women and/or owned by people of color
- Lane County Health and Human Services created a Data Governance Team who are actively building written policy and formal practices for the collection and use of race, ethnic, and other identity data
- DDS actively supports the hiring of individuals with I/DD and has service agreements with local employment agencies for this purpose
- We have a strong internal structure focused on addressing issues of racial equity, including an Equity committee, a Trauma-Informed Care committee, and Equity Change Teams focused on specific tasks and issues
- Service information is posted and distributed in English and Spanish
- DDS has bilingual (Spanish and ASL) staff
- Client data is collected and recorded in the Electronic Health Record (CaseWorthy)

- Lane County DDS has an Equity Coordinator position who works to guide and support all our equity initiatives
- All employees are required to attend Equity 101 training as part of onboarding, and a minimum of 3 hours of DEI training annually focusing on both behavior and knowledge. DDS provides several equity-focused trainings each year



This plan has been extensively and intentionally shared throughout the division for feedback, investment, collaboration, and refinement.

Over the course of several months, we vetted this plan through the following:

- Equity Plan Change Team
- DDS Equity Committee
- Bi-lingual/Spanish & ASL Staff
- Staff attending Equity Coordinator weekly office hours
- DDS Advisory Committee
- DDS Management Team

## Current Service Equity Action Plan

Lane County DDS Strategic Plan Goal	Tactic	ODDS Priority Area	Measures/Timeline/Outcomes
<b>Creating a Culture of Equity and Inclusion</b>	All new staff complete Trauma Informed Care 101 & Equity 101 in first 6 months of employment	Staff Skills & Awareness	100% new staff completes
	Review DDS Mission, Vision, & Values and consider how to embed equity	Systemic Racism	July 2024
	Provide enhanced DEI training for all staff	Staff Skills & Awareness	1 training per year provided by outside org/community partner  3 hours required equity training each year
	Provide training and support for the Equity Lens Toolkit	Staff Skills & Awareness Using and Equity Lens	1-2 trainings per year offered division-wide
	Create Accessible Language Policy	Language Access	Create accessible style guide & training for staff December 2023

	<b>Tactic</b>	<b>ODDS Priority Area</b>	<b>Measures/Timeline/Outcomes</b>
<b>Strengthening Hiring, Onboarding &amp; Retention</b>	Review policies & practices & develop recommendations to promote Gender Affirming & Inclusive Care	Service Access	Staff & Client survey 2023 Recommendations for next steps July 2024
	Develop process for ongoing feedback for clients on service delivery and to receive timely response	Service Access Data Analysis & Collection	July 2024
	Post all jobs on Impact Oregon	Workforce Diversity	Ongoing
	Implement stay interviews to support workforce retention	Workforce Diversity	Begin in 2023
	Review exit interview data to inform recruitment & retention	Workforce Diversity Staff Skills & Awareness Data Analysis & Collection	Begin in 2023
	Evaluate & improve onboarding processes with focus on equity,	Workforce Diversity Staff Skills & Awareness	Ongoing

<b>Developing &amp; Reinforcing Infrastructure</b>	inclusion, & accessibility		
	<b>Tactic</b>	<b>ODDS Priority Area</b>	<b>Measures/Timeline/Outcomes</b>
	Identify key data to track & indicators for improving client service delivery	Data Analysis & Collection Service Access	December 2023
<b>Enhancing Visibility &amp; Community Connections</b>	Establish Equity Core Team to guide equity work & oversee Change Teams to accomplish equity goals	Systemic Racism Staff Skills & Awareness Service Access	Fall 2023
	Develop a video & PowerPoint presentation of location & services to support better access	Language Access Service Access Community Engagement	December 2023
	Create & distribute promotional poster & tabling materials, including other languages as needed	Language Access Community Engagement Service Access	2+ written documents with translations December 2023
	Increase postings on Facebook & Social Media highlighting work	Community Engagement	Post 2-4+ times per month Track analytics on social posts and

	& improve accessibility of all social postings		engagement, collect data
	Strengthen relationships with partner agencies & community organizations	Community Engagement Workforce Diversity Service Access	Identify 3-5 organizations for intentional focus
	Attend outreach events & services, with an intentional priority focus on schools, culturally specific orgs, & rural areas	Community Engagement Service Access	Attend 4+ events per year

## Oregon Developmental Disabilities Services System Barriers

We appreciate the opportunity to identify ODDS system(s) barriers and have identified the following that impact working toward more equitable service delivery at Lane County DDS:

- Service Access
  - Offering telehealth options as a means to facilitate access for individuals for whom this is a preference; based on need such as rural location, medically fragile, etc.
  - Allowing for use of electronic forms for all services
- Language Access
  - Translation of all state-created documents into Spanish as this is our predominant second most-used language in Lane County
  - Improving plain language accessibility of forms and documents

## Conclusion

Built into this initial 2-year Service Equity Plan is the intention we will be learning and discovering the best approaches to accomplish our goals and outcomes. We expect the plan will inform the work we do to advance equity and inclusion moving forward. We expect the next two years' work will help us to better understand our strengths and barriers; and to lay a solid, data-informed basis for the future. We will continue to connect and embed our service equity work to the division DDS Strategic Plan, as well as both the Lane County Department of Health & Human Services Strategic Plan and the overall Lane County Strategic Plan.