Outline

I. Central Services overview

II. Central Services office spotlights
   • Office of Reporting, Research, Analytics and Implementation
   • Office of Equity and Multicultural Services
   • Office of Resilience and Emergency Management
   • Office of Immigrant and Refugee Advancement
   • Human Resources

III. Budget
Central Services: Providing tools for quality customer service

Building quality buildings requires talented construction professionals. It also requires people who handle a wide range of important functions in the background – like tool designers, land surveyors, truck drivers and many others.

Similarly, ODHS programs count on a wide range of central supports to help them serve people safely, efficiently and equitably.

ODHS Central Services provide these key operational supports, helping to ensure that ODHS programs can deliver quality services to people every day, in communities around the state.
The Office of Reporting, Research, Analytics and Implementation (ORRAI)

Comprised of five teams:

1. Data Warehouse
2. Reporting
3. Research
4. Oregon Enterprise Data Analytics
5. Implementation
Leveraging information to boost customer service

Partnership with CP3 helped children in ODHS care safely reunify with their families in Marion and Douglas counties.
Dion Jordan, Director
Office of Equity and Multicultural Services
Office of Equity and Multicultural Services: Two main goals

- Embed equity to serve the culturally specific needs of all people in Oregon.
- Work toward equitable outcomes for all populations using ODHS services.

Community Engagement

RiSE Culture

Service Equity

Employee Resource Groups
Ed Flick, Director
Office of Resilience and Emergency Management
Emergency response and resilience: ODHS’ role

Oregon’s Comprehensive Emergency Management Plan* identifies ODHS as the primary agency responsible for:

- Mass care / emergency assistance
  - Evacuation support
  - Emergency and transitional shelter
  - Food
  - Water
  - Distribution of emergency supplies
  - Family reunification

- Disaster human services

*See CEMP Volume III, Emergency Support Functions 6 and 11; and Volume IV, State Recovery Function 4
**Ongoing response:**
Recovery and preparedness efforts

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Assistance stretches beyond wildfire support.
Mission-focused on wildfire response

- More than 4,445 survivors sheltered*
- 441 cases currently receiving disaster case management*
- More than 2 million meals delivered*
- 1,150 survivors transitioned to long-term housing**
- 105 hotels provided shelter under ODHS contracts
- Wraparound services through 10 community-based organizations

Data from 2020 and 2021 combined
Natural disaster response

Drought Response in Klamath County

ODHS regional staff worked with Office of Emergency Management to support Klamath County in providing water where wells went dry due to a drought emergency.

ODHS provided water storage tanks and coordinated the delivery of water through public-private partnerships.
The Office of Immigrant and Refugee Advancement (OIRA) is charged with identifying, developing and implementing equitable strategies and policies impacting immigrant and refugee communities.

**Office of Immigrant and Refugee Advancement**

- **2021**: The Oregon Legislature established OIRA as part of the Governor's Office
- **2022**: OIRA transitioned to Oregon Department of Human Services
Oregon immigrant and refugee legislation

Senate Bill 553
Sponsored by Senators DEMBROW, HANSELL; Senators BEYER, FREDERICK, GELSER, THOMSEN, Representatives CLEM, PAHEY, NEBON, POST, REARDON, SCHOUTEN, WILDE (Preession filed.)
Human Resources: Key 2021-23 accomplishments

Teams and systems that helped improve customer service include:

- Operations, Systems and Policy Team
- Classification and Recruitment Team
- Labor and Employment Team
- HR Leadership Reporting and Accountability Systems
Human Resources: Professional development

People-focused improvements for recruitment, hiring, onboarding, developing, and retention of our ODHS employees through programs like:

- Career Advocates Program
- Outreach Programs
- Community Engagement
- Veterans
- Colleges and Universities
- Tribal Community Recruitment
Human Resources: A look at the ODHS workforce

ODHS HR recruiters attend an event to connect with people and share information about ODHS.

- Total hires: 42.41%
- People of color: 1.98%
- Voluntary separations: -0.90%
- Increase of workforce: 3.72%
- Promotions: 38.9%
Human Resources:
Focused on diversity in the workforce

- People with diverse and lived experiences bring valuable insights and different perspectives on sustainable service improvements.

- Compared to Oregon’s general population,* the ODHS workforce has a greater percentage of people who identify as People of Color.

*2020 Census
Human Resources: Supporting our staff

- Succession Planning
- Hiring Practices
- Staff Development
- Customer Service Training
- Uplift Oregon Benefits Workshop
- Introductory Management Training
2023-25 Governor’s Budget

ODHS Programs
$16,734.6 | 94%

State Assessments and Enterprise-wide Costs
$730.5 | 4%

Shared Services
$180.1 | 1%

Central Services
$113.7 | 1%

All dollars in millions
Key additions

Strengthening our foundations

• $0.4 million General Fund investment in the Chief Data Office (Policy Option Package 106)

Preparing for and responding to emergencies

• $1.9 million General Fund investment in the Office of Resilience and Emergency Management (Policy Option Package 109)
Our team provides infrastructure which in turn supports people and contributes to quality customer service.
Thank you
Questions?