Oregon Department of Human Services

Presentation to the 2023 Joint Ways and Means Subcommittee on Human Services

ODHS Central Services

Fariborz Pakseresht, Director
Peter Sprengelmeyer, Director, Office of Reporting, Research, Analytics and Implementation
Dion Jordan, Director, Office of Equity and Multicultural Services
Ed Flick, Director, Office of Resilience and Emergency Management
Toc Soneoulay-Gillespie, Director, Office of Immigrant and Refugee Advancement
Audray Minnieweather Crutch, Director, Human Resources
Rob Kodiriy, Interim Chief Financial Officer

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

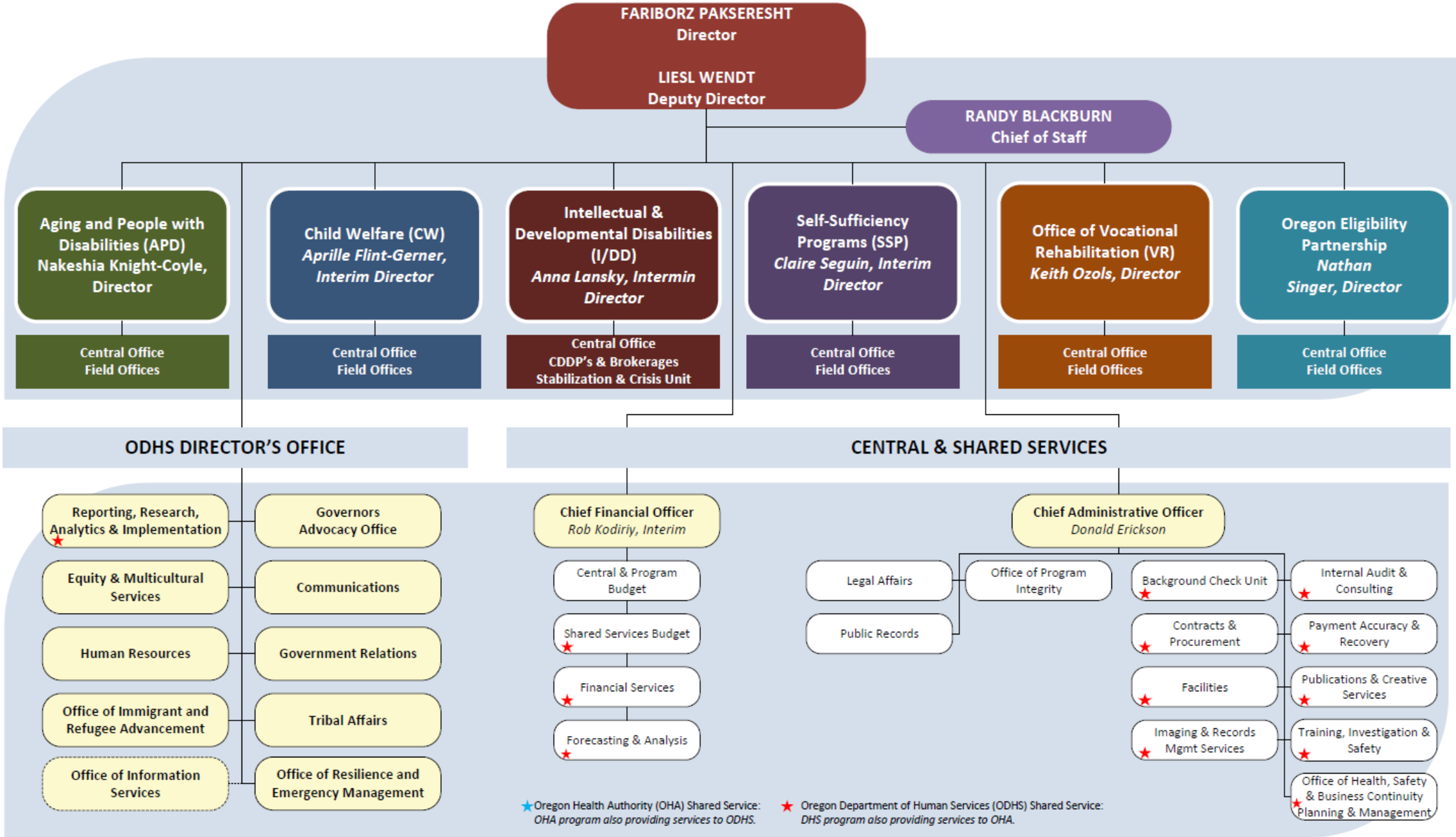
Oregon Department of Human Services

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.


FARIBORZ PAKSERESHT
Director
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Aging and People with Disabilities (APD)
Nakeshia Knight-Coyle, Director
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Aprille Flint-Gerner, Interim Director
Intellectual & Developmental Disabilities (I/DD)
Anna Lansky, Intermin Director
Self-Sufficiency Programs (SSP)
Claire Seguin, Interim Director
Office of Vocational Rehabilitation (VR)
Keith Ozols, Director
Oregon Eligibility Partnership
Nathan Singer, Director
Central Office
Field Offices
Central Office
Field Offices
Central Office
CDDP's & Brokerages
Stabilization & Crisis Unit
Central Office
Field Offices
Central Office
Field Offices
Central Office
Field Offices
ODHS DIRECTOR'S OFFICE
CENTRAL & SHARED SERVICES
Reporting, Research, Analytics & Implementation
Governors Advocacy Office
Equity & Multicultural Services
Communications
Human Resources
Government Relations
Office of Immigrant and Refugee Advancement
Tribal Affairs
Office of Information Services
Office of Resilience and Emergency Management
Chief Financial Officer
Rob Kodiriy, Interim
Central & Program Budget
Shared Services Budget
Financial Services
Forecasting & Analysis
Chief Administrative Officer
Donald Erickson
Legal Affairs
Public Records
Office of Program Integrity
Background Check Unit
Contracts & Procurement
Facilities
Imaging & Records Mgmt Services
Internal Audit & Consulting
Payment Accuracy & Recovery
Publications & Creative Services
Training, Investigation & Safety
Office of Health, Safety & Business Continuity Planning & Management
★ Oregon Health Authority (OHA) Shared Service:
OHA program also providing services to ODHS.
★ Oregon Department of Human Services (ODHS) Shared Service:
DHS program also providing services to OHA.

Peter Sprengelmeyer, Director

Office of Reporting, Research,
Analytics and Implementation

Oregon Department of Human Services

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

Oregon Department of Human 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

Oregon Department
of Human Services

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

ODHS is responsible for the safety of people who receive ODHS services.

Ongoing response:
Recovery and preparedness efforts

Assistance stretches beyond wildfire support.

Community Assistance

COVID-19 Response

Emergent Issues

Natural Disaster Preparation and Response

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.

Toc Soneoulay-Gillespie, Director

Office of Immigrant and Refugee Advancement

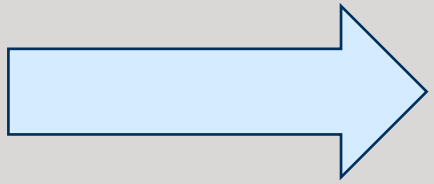
Oregon Department of Human Services

Office of Immigrant and Refugee Advancement

The Office of Immigrant and Refugee Advancement (OIRA) is charged with identifying, developing and implementing equitable strategies and policies impacting immigrant and refugee communities.

2021

The Oregon Legislature established OIRA as part of the Governor's Office



2022

OIRA transitioned to Oregon Department of Human Services

Office of New Americans Network

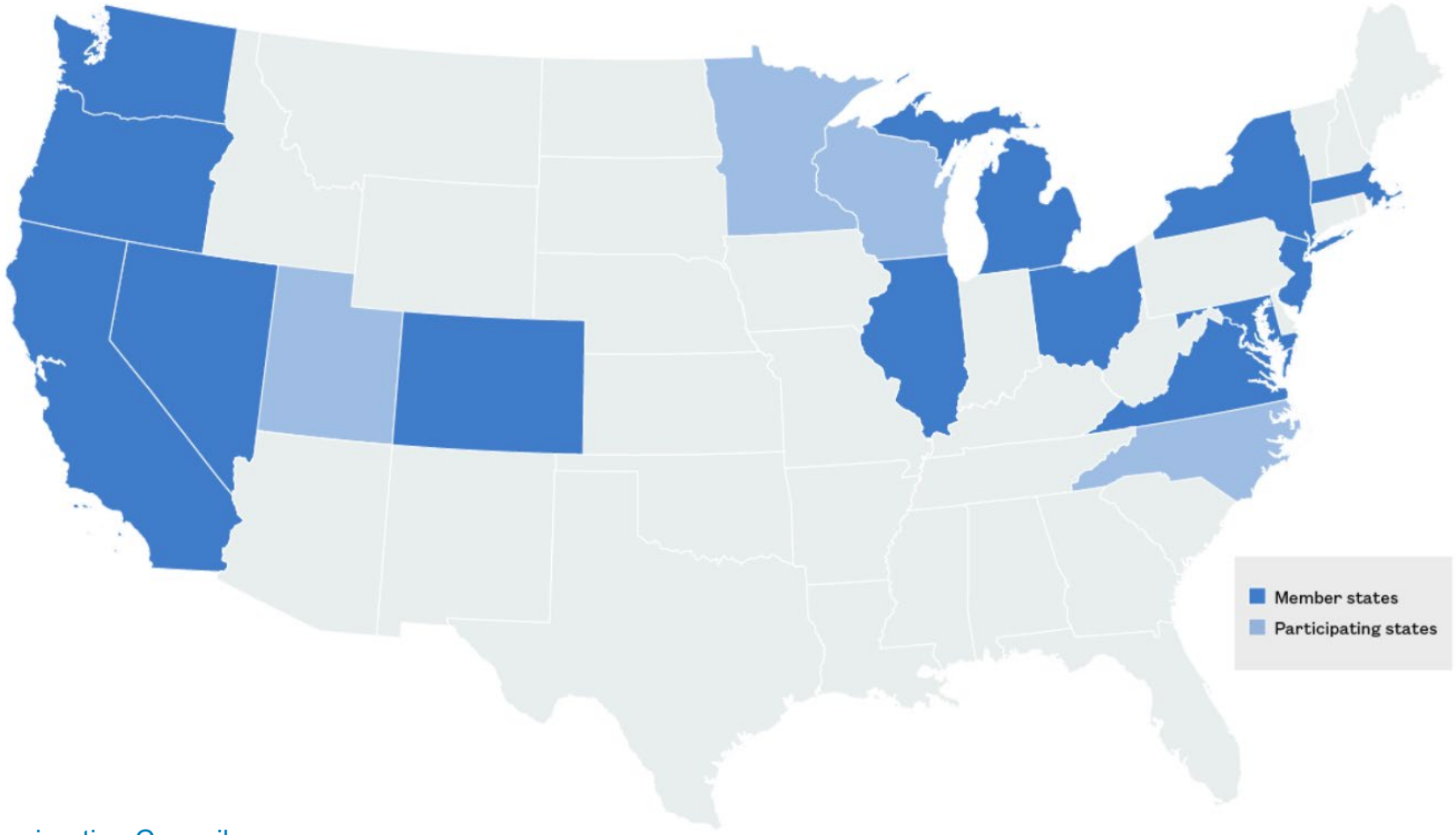


Image credit: American Immigration Council

Oregon immigrant and refugee legislation

#REFUGEES WELCOME HB 2508

Oregon Health Plan
Healthier Oregon
Better Care for More People
Free health coverage offered by the state of Oregon

OREGON HOUSE DEMOCRATS
$18 MILLION FOR AFGHAN REFUGEE RESETTLEMENT
Support for Afghan families with housing, education, legal aid, job training and culturally-specific services to establish a strong foundation for their new lives as our neighbors and community members.

OHP NOW COVERS ME!

Starting Jan. 1, 2018, the Oregon Health Plan (OHP) is available to more children and teens younger than 19, regardless of immigration status.

Senate Bill 553

Sponsored by Senators DEMBROW, HANSELL; Senators BEYER, FREDERICK, GELSER, THOMSEN, Representatives CLEM, FAHEY, NERON, POST, REARDON, SCHOUTEN, WILDE (Presession filed.)

DRIVER'S LICENSES *For All*

Audray Minnieweather Crutch, Director

Human Resources

Oregon Department of Human Services

Human Resources: Key 2021-23 accomplishments

Teams and systems that helped improve customer service include:

Operations, Systems and Policy Team

Classification and Recruitment Team

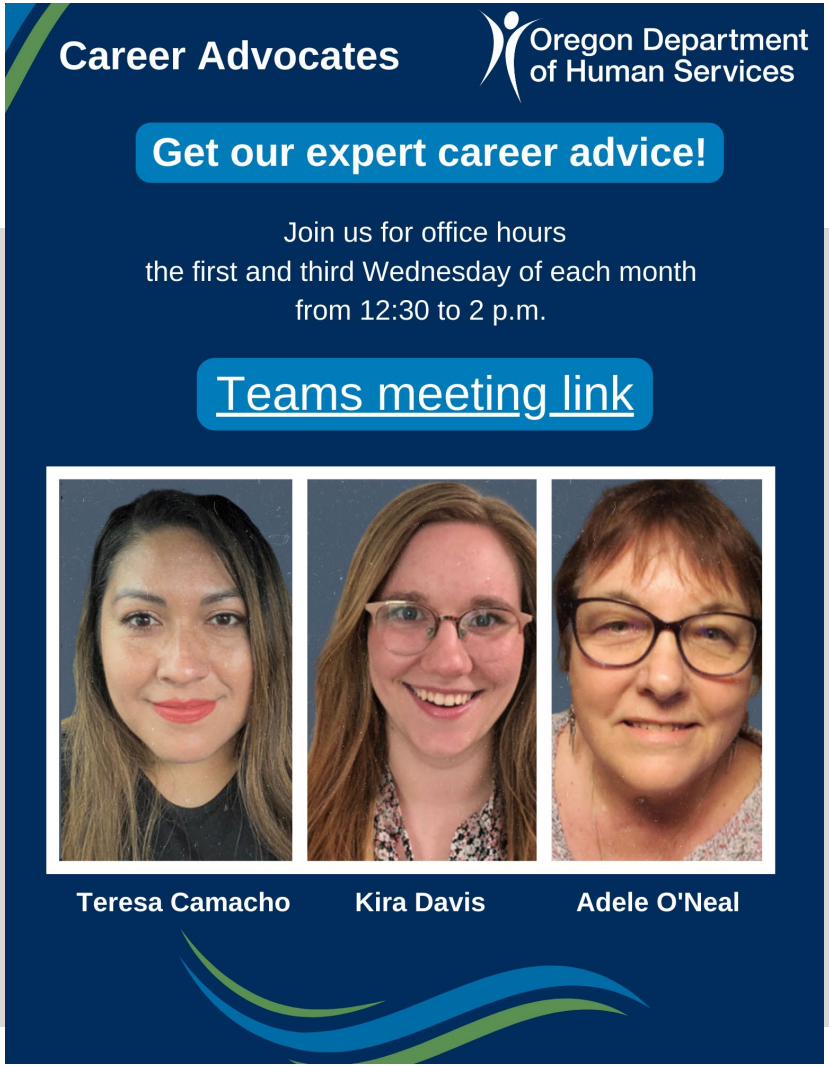
Labor and Employment Team

HR Leadership Reporting and Accountability Systems

Human Resources: Professional development

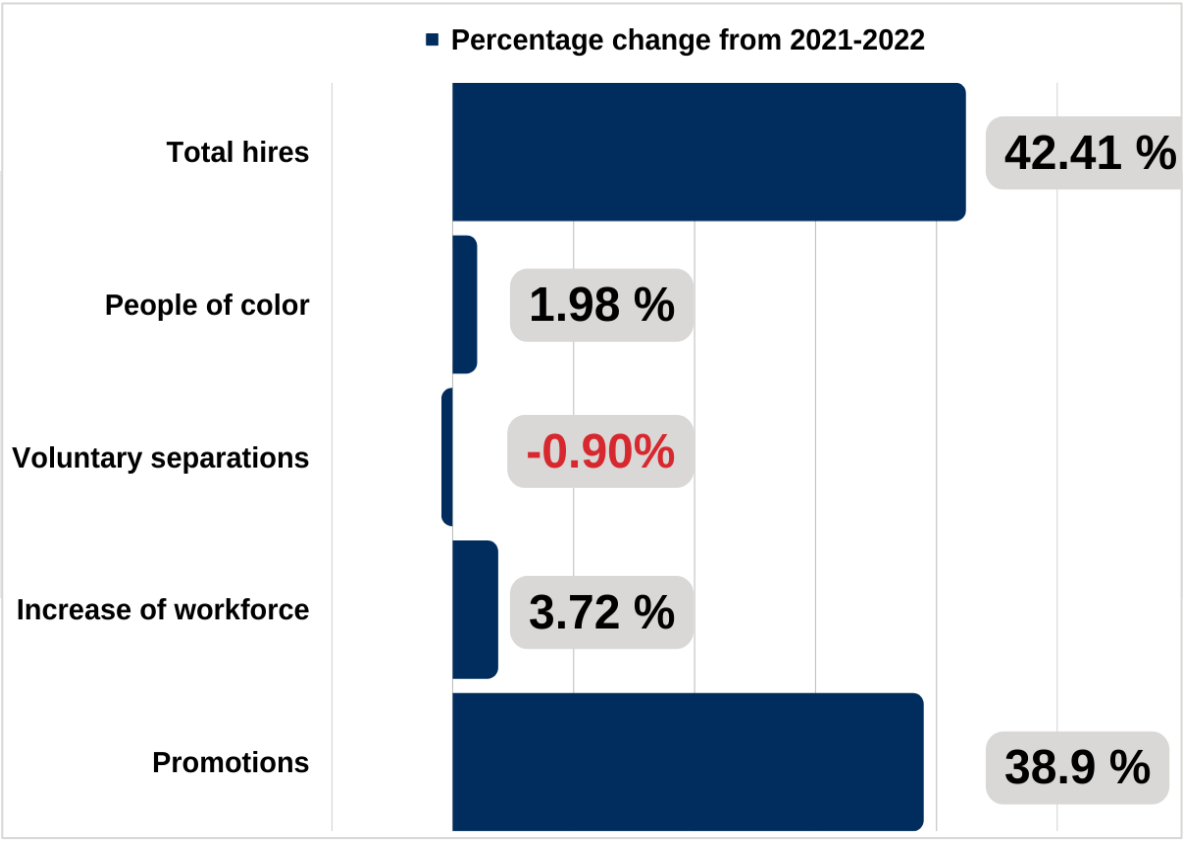
People-focused improvements for recruitment, hiring, onboarding, developing, and retention of our ODHS employees through programs like:

- 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.



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

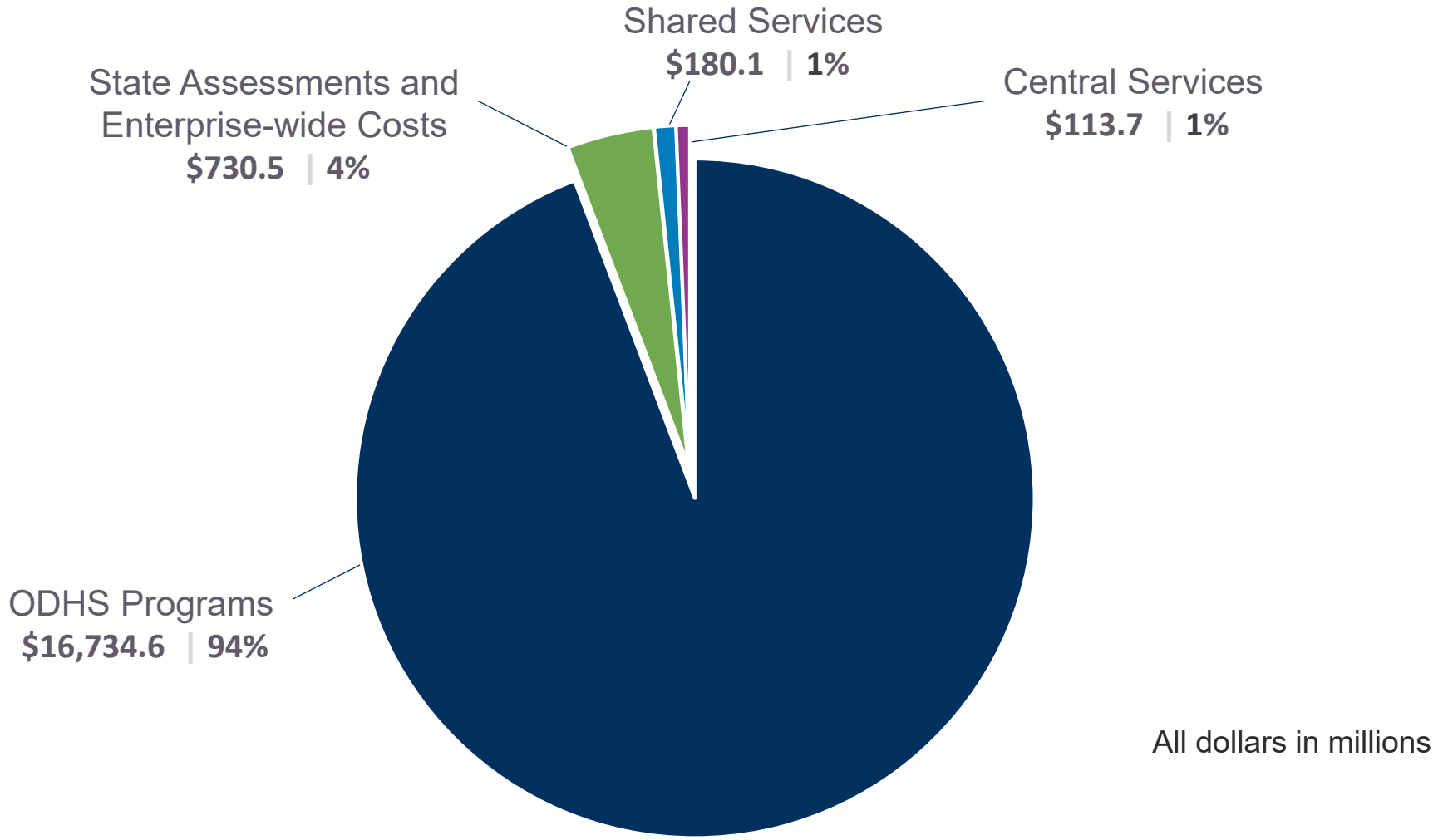
Introductory Management Training

Rob Kodiriy

Interim Chief Financial Officer

Oregon Department of Human Services

2023-25 Governor's Budget



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)

State Assessments and Enterprise-wide Costs

Our team provides infrastructure which in turn **supports people** and contributes to quality customer service.

Department of Administrative Services (DAS) fees

Risk Management

DAS Technology Services

Facilities rent on more than 160 properties

Computer life cycle for employees

1300

Oregon Depa
of Human Se

Thank you

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Human Services
LIENCE AND EMERGENCY MANAGEMENT
Joint Department
Operations Center
impact of disasters on people.

Oregon Department of Human Services

Questions?