

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

ODHS Central Services

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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

Central Services:

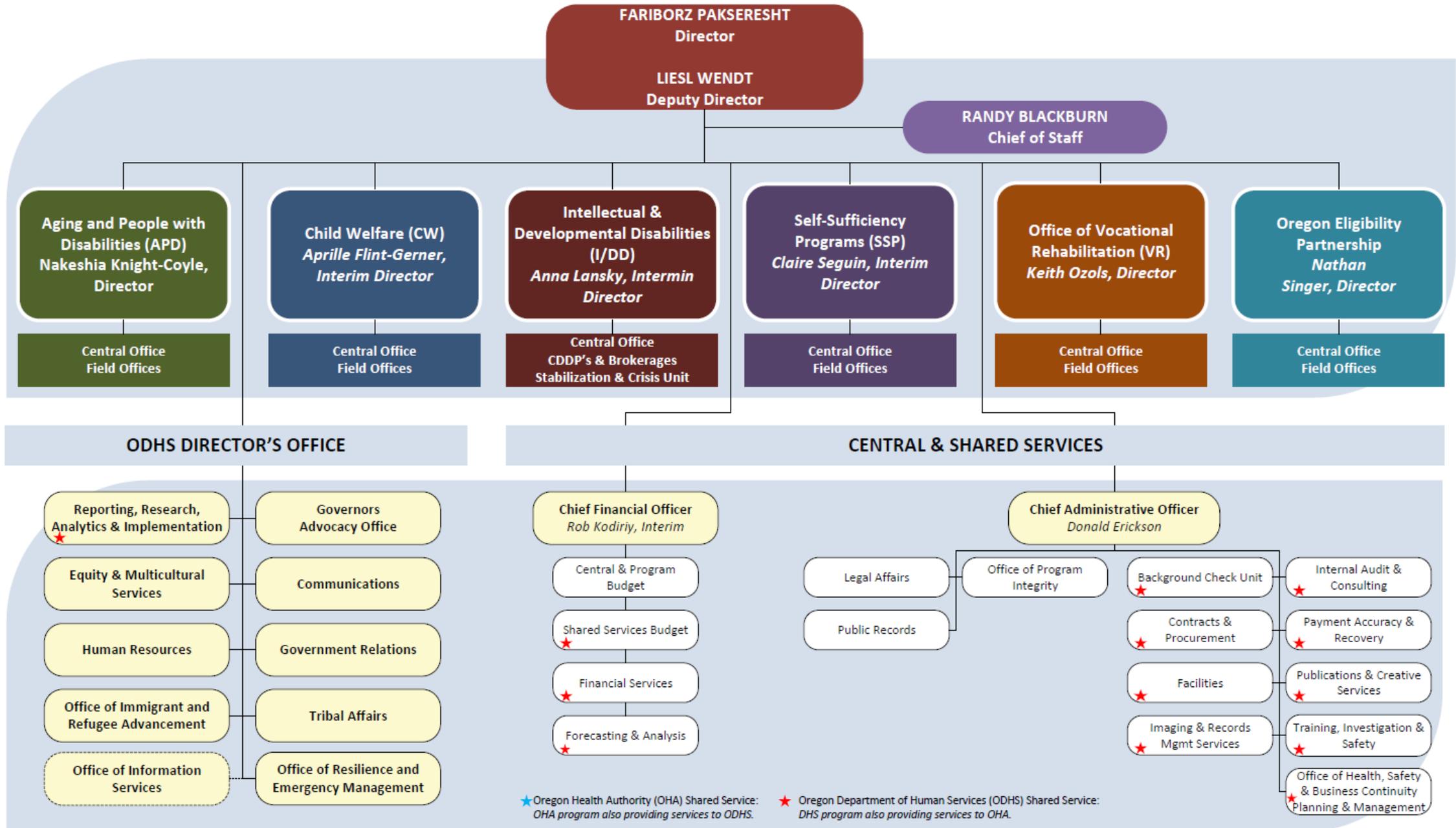
Providing tools for quality customer service

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.





Peter Sprengelmeyer, Director

Office of Reporting, Research,
Analytics and Implementation



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



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

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



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

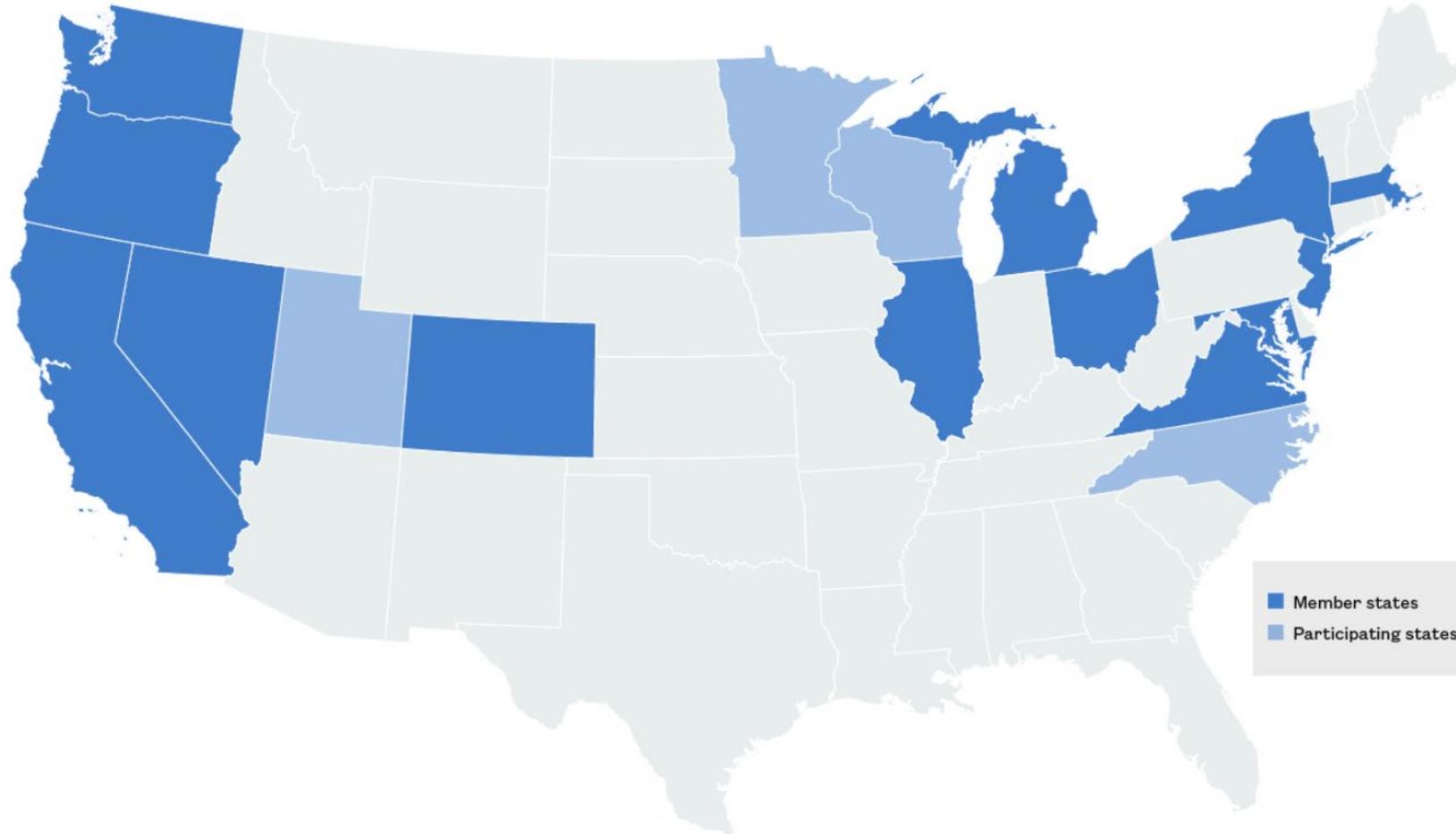
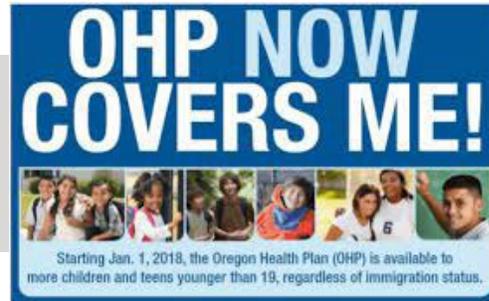


Image credit: [American Immigration Council](#)

Oregon immigrant and refugee legislation



Senate Bill 553

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



Audray Minnieweather Crutch, Director Human Resources



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

Career Advocates  Oregon Department of Human Services

Get our expert career advice!

Join us for office hours
the first and third Wednesday of each month
from 12:30 to 2 p.m.

[Teams meeting link](#)



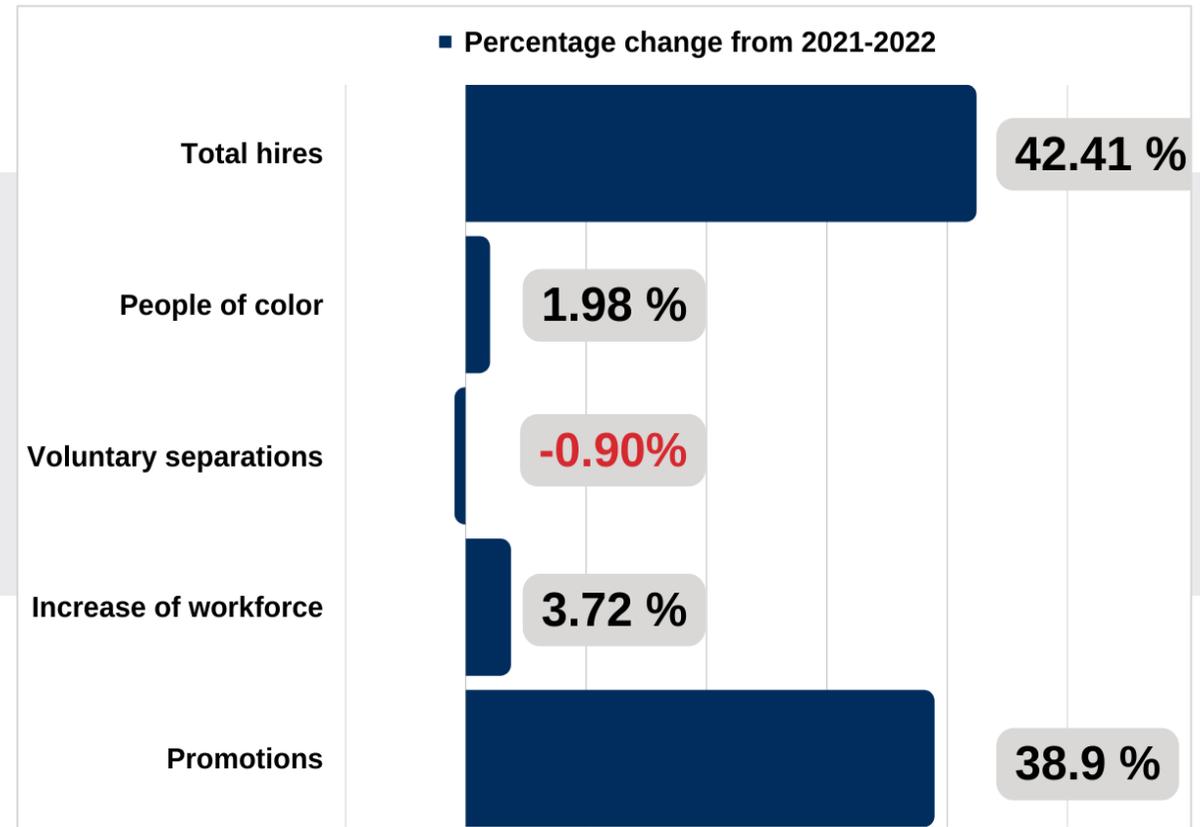
Teresa Camacho Kira Davis Adele O'Neal



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.

Human Resources: Supporting our staff



Succession
Planning



Hiring
Practices



Staff
Development



Customer
Service
Training



Uplift Oregon
Benefits
Workshop



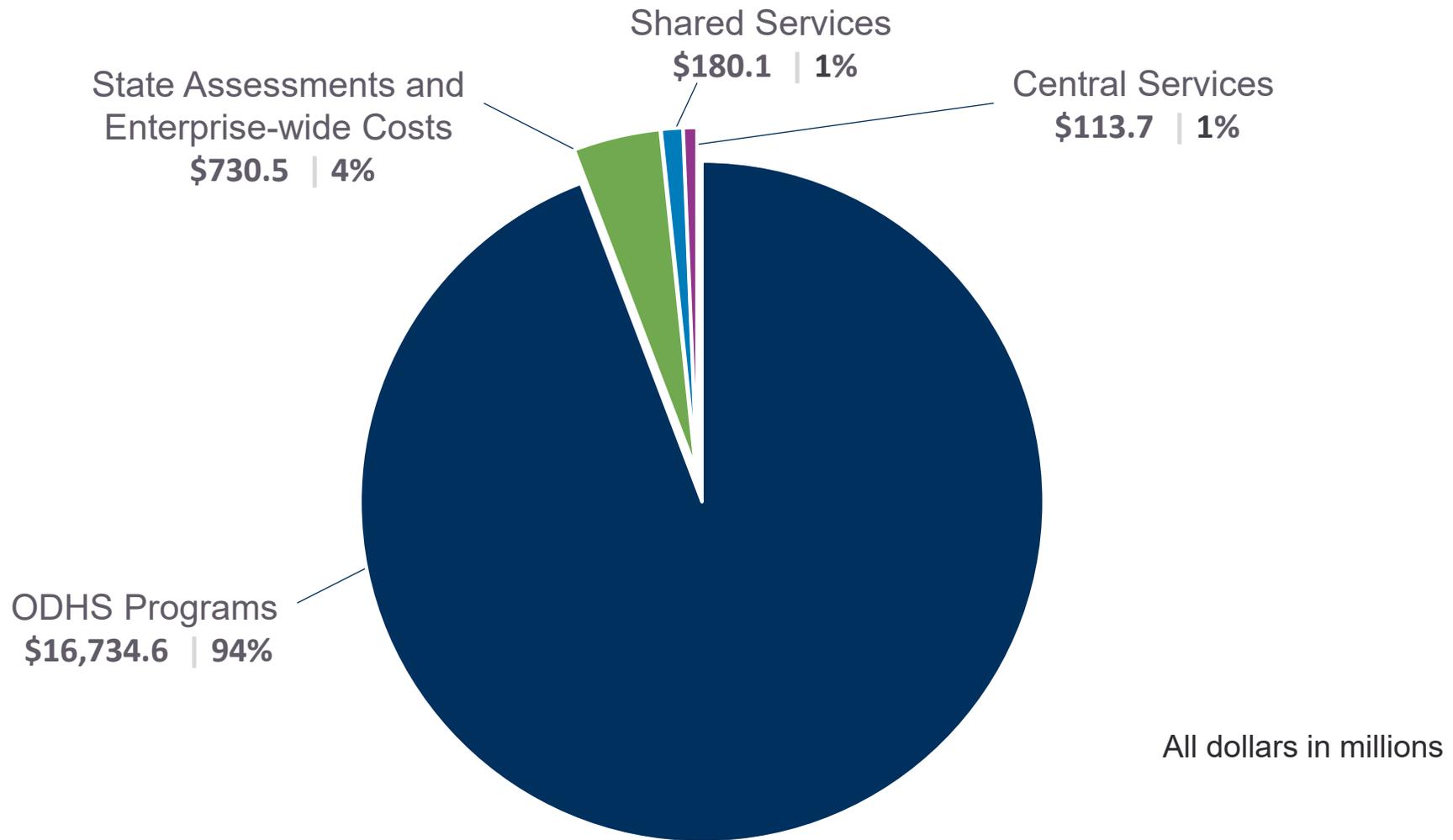
Introductory
Management
Training

Rob Kodiriy

Interim Chief Financial Officer



2023-25 Governor's Budget



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

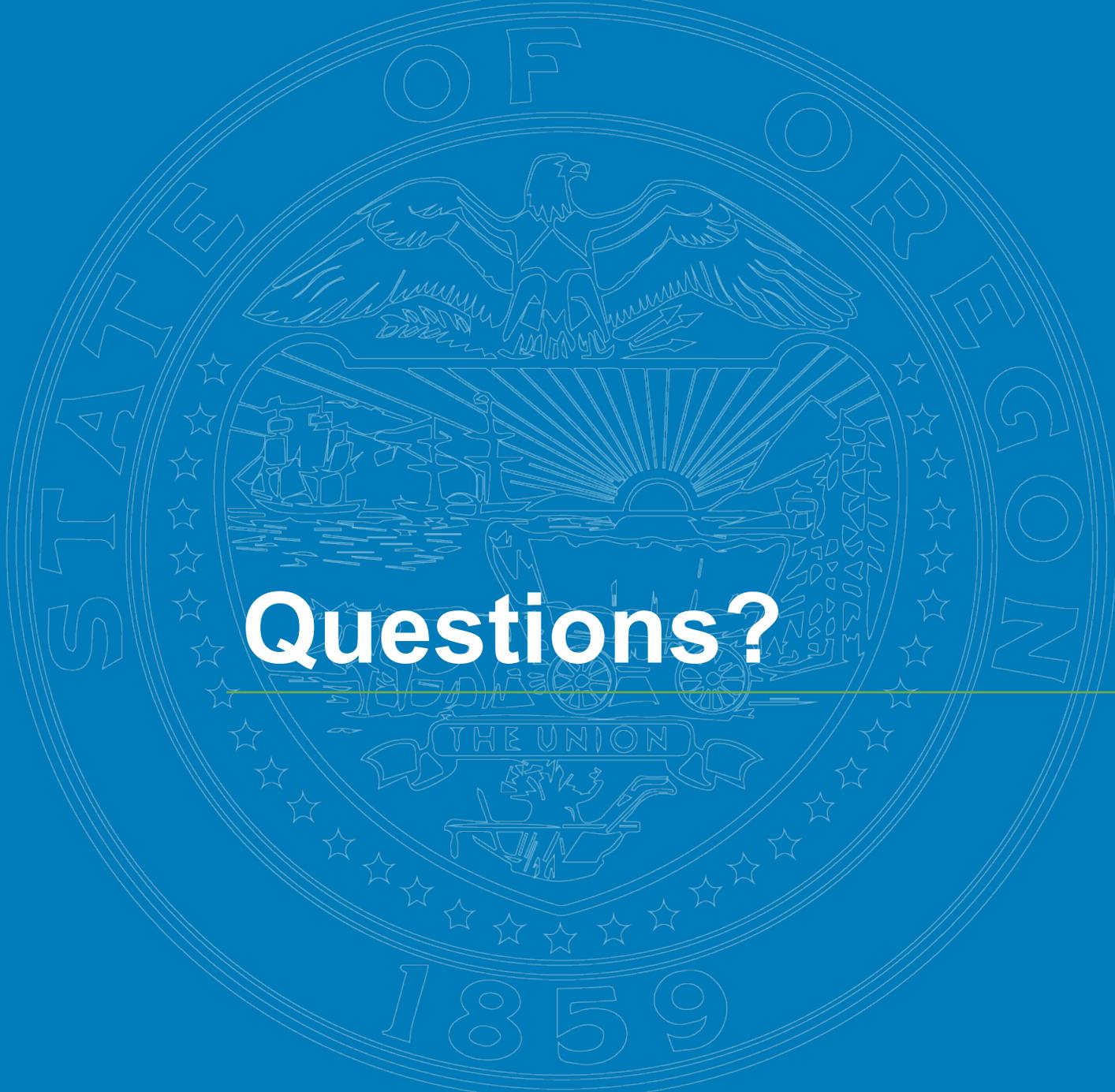
Computer life cycle
for employees





Thank you





Questions?
