

II. AFFIRMATIVE ACTION PLAN

A. DHS Affirmative action policy statement

It is the policy of the Department of Human Services (DHS) to provide a workplace for its employees that is free from discrimination on the basis of race, color, sex, marital status, age, religion, ancestry, national origin, sexual orientation, or mental or physical disability.

DHS shall continue to be a leader in the area of affirmative action, and its workforce shall reflect a diverse population. All aspects of employment including recruitment, hiring, benefits, training, promotions, transfers, and discipline shall be made without regard to race, color, religion, ancestry, age, sex, marital status, national origin, sexual orientation, or mental or physical disability.

All levels of management shall actively support our affirmative action recruitment and equal-employment and career-development efforts to ensure equitable representation for all qualified persons, and will provide equal employment and advancement opportunities for all qualified persons.

Our affirmative action efforts must be, and shall be pursued with commitment and good faith to ensure the entry and growth of people of color, women, and people with disabilities into our workforce. The application of this policy is the responsibility of all staff. Each employee is expected to promote a positive, respectful work place. Management will be evaluated for their effectiveness in the area of affirmative action.

B. Status of Contracts to Minority Businesses (ORS 659A.015)

DHS Office of Contracts and Procurement produces quarterly reports for the Governors Advocate for Minority, Women, and Emerging Small Business in accordance with state policy. These reports support the required format and include data elements requested by the Advocate's Office. This information is available upon request to the

Advocate's Office. The total number of DHS contracts was approximately 5,500 for the report period. The number of certified firms was four. We surmise that many of the firms we contract with could be certified through the Department of Consumer and Business Services application process if they chose to apply. DHS does provide our contractors and vendors with information on how to become registered.

It is DHS' intention to develop performance measures in our strategic plan that include goals and outcomes supporting an increase in the number of contracts awarded to those firms certified through the Department of Consumer and Business Services.

DHS provides notice to certified firms for all competitive solicitations through the Oregon Procurement Information Network (ORPIN).

C. Training, Education and Development Plan and Schedule

1. Staff

DHS Staff development has provided the following summary of the diversity and cultural competency training currently offered by the department. A long time goal in DHS has been to include cultural competency and diversity considerations into our program training. The following list of training opportunities provide information regarding training that DHS staff have participated in since 2005 that includes Diversity topics and training information:

- a. Cultivating a Diverse Workforce – This is a mandatory management training offered 27 times during the 05-07 biennium. Over 500 managers attended during the biennium and this will be an ongoing training during 07-09.
- b. Diversity: Disability Culture and Awareness – 12 sessions and 190 staff attended. This will be an ongoing training in 07-09.
- c. Creating a Legal Work Environment - mandatory for all managers. This ongoing department training is delivered by BOLI trainers and has been provided for 750 managers. The

training is scheduled every other month for groups of 25 managers or more per session.

- d. Cultural Competency – All DHS Staff. We will initiate this mandatory all staff training in early 2007. To date we have presented 3 pilot trainings.
- e. MEPA/IEPA (CW) - Multi Ethnic Placement Act covers the Federal Mandate of not delaying placement for children because of race, ethnicity, religion, etc.; There were 16 sessions with approximately 560 staff; 12 sessions planned for 07-09.
- f. ICWA training- Indian Child Welfare Act conference every year, including 2005, 2006, includes several topics and trainings regarding cultural awareness as it relates to the Tribes.
- g. Cultural considerations in Making CW Placements (CW)- This is a 4 hour module included in CW CORE class for all new hired casework staff and is a mandatory class. Taught in CORE CW class, Freeing and Placing Children. 16 sessions total in 05-07 with approx. 560 staff attending. 18 sessions planned for 07-09.
- h. Americans with Disabilities Act (ADA) - Section. 504 training - Self-Sufficiency, (SS).
- i. Disability Culture and Awareness - Taught to our SS staff. Department-wide, 12 sessions, 190 staff attended. Will continue in 07-09, sessions TBD.
- j. DHS Reception Staff Training (rolled out between 04-05 and had a section on CC/diversity);
- k. Diversity and Cultural Competency (Department-wide -ALL staff - scheduled for implementation in '07);
- l. New Employee Orientation (NEO);
- m. Domestic Violence 101;
- n. Civil Rights (SS Computer Based Training (CBT) covers topics on diversity, ADA requirements, etc); Over 900 staff have attended CBT.
- o. Case Management Curriculum has components of diversity and is strength based approach. 14 sessions in 05-07, over 900 SS staff attended this training in 2006; 8 session planned in 07-09.

- p. Home Visit Training for SS staff- teaches about diversity, cultural sensitivity with re: to visit individual homes, etc.; 10-12 sessions planned for 07-09
- q. SSRA- Self-Sufficiency Risk Assessment training for SS and CW staff w/re: child safety, and also includes cultural sensitivity and diversity components.; 12 sessions in 05-07, 420 attendees; 10 sessions planned for 07-09.
- r. Freeing and Placing - Foundational class to prepare CW caseworkers for permanency and adoption work and there are several modules in this class regarding diversity, cultural sensitivity.
- s. Social Service Assistant Training, 8 sessions in 05-07, approximately 210 attendees; 8 sessions planned in 07-09.
- t. The annual DHS Diversity Conference is all about Diversity and Cultural Competency (CC) - each of the workshops covers a different element of CC. In 2005 and 2006 over 1300 DHS Staff attended. DHS is planning a 2007 conference for approximately 700 staff and;
- u. Child Welfare “Shoulder to Shoulder” offers an assortment of CC workshops including Gender Specific Services.

The Office of Public Health offers diversity training on a variety of topics to Administrators, managers, direct line staff, community advocates, consumers, students and Faculty. The complete list of trainings sessions and attendees are included in Appendix D.

The trainings listed in this section occurred or are occurring in the 05-07 biennium. Divisions plan to continue staff training delivery in 07-09. The training plan for 07-09 are not yet fully developed and will be made available upon request as established and approved.

2. Volunteers

The DHS Volunteer program coordinates approximately 2300 volunteers and unpaid student interns throughout the 2005-2007 biennium. Volunteers and student interns are invited to participate in various DHS staff development training opportunities including all

trainings on cultural competency and diversity as appropriate to their assignment. Currently, training participation in existing cultural competency and diversity training is optional and volunteers choose the training necessary for their assignment. During 2007-2009 the department is initiating cultural competency training for all staff and the volunteer program plans to make the training available to volunteers and student interns. Training is also available for volunteers using video conferencing technology. The volunteer program plans to increase the use of videoconferencing as a means of assuring volunteers have increased access to cultural competency information.

3. Providers and 4. Vendors

CAF, SPD, and Health clusters offer provider training to educate providers on the social service or public health discipline for which they are providing services or benefits. Training includes policy and procedures; service delivery; confidentiality; working with DHS; best practices; legal issues, direct care practices; and other topics.

Providers include county public health, mental health, developmentally delayed (DD) services; alcohol and drug abuse providers; medical providers; foster parents in child welfare; foster care for seniors and people with disabilities; home health providers; child care providers; job services providers; and others. DHS has established a medical career informational website. This site has a target audience of students ages 16 to 24, who are interested in learning about health care careers.

DHS has on average approximately seven thousand contracts with vendors or providers. Current practice is to require each contract to include provisions related to compliance with civil rights laws.

DHS contracts contain the following requirements:

In compliance with the Americans with Disabilities Act, any written material that is generated and provided by Contractor under this Contract to DHS clients, including Medicaid-Eligible Individuals, shall, at the request of such DHS clients, be

reproduced in alternate formats of communication, to include Braille, large print, audiotape, oral presentation, and electronic format. DHS shall not reimburse Contractor for costs incurred in complying with this provision. Contractor shall cause all subcontractors under this Contract to comply with the requirements of this provision.

Contractor shall comply and cause all subcontractors to comply with all federal laws, regulations, and executive orders applicable to the Contract or to the delivery of Work. Without limiting the generality of the foregoing, Contractor expressly agrees to comply and cause all subcontractors to comply with the following laws, regulations and executive orders to the extent they are applicable to the Contract: (a) Title VI and VII of the Civil Rights Act of 1964, (b) Sections 503 and 504 of the Rehabilitation Act of 1973, (c) the Americans with Disabilities Act of 1990, (d) Executive Order 11246, (e) the Health Insurance Portability and Accountability Act of 1996, (f) the Age Discrimination in Employment Act of 1967, as amended, and the Age Discrimination Act of 1975, (g) the Vietnam Era Veterans' Readjustment Assistance Act of 1974, (h) all regulations and administrative rules established pursuant to the foregoing laws, (i) all other applicable requirements of federal civil rights and rehabilitation statutes, rules and regulations, (j) all federal law governing operation of Community Mental Health Programs, including without limitation, all federal laws requiring reporting of Client abuse. These laws, regulations and executive orders are incorporated by reference herein to the extent that they are applicable to the Contract and required by law to be so incorporated. No federal funds may be used to provide Work in violation of 42 USC 14402.

D. Status of Cultural Competency Assessment and Implementation

The Department has conducted formal and informal assessments to determine the level of cultural competency and diversity awareness in the workforce as well as in client service delivery.

These assessments have been ongoing for a number of years and have taken the form of questionnaires, interviews, focus groups, and managerial analysis of practices and policies. In addition the department has analyzed EEO/affirmative action information, training records for all staff, external diversity activities, and community input.

Our findings based on the information analyzed, pointed to a need to have mandatory training for management staff on promoting culturally competent practices in the workplace to include hiring, training, promotion, retention, and creating/sustaining welcoming environments. The training was designed and implemented in 2005 and is now part of the required training curriculum for managers.

The department also saw the need based on the information analyzed to have mandatory training for all staff on the foundations of cultural competency. This training is currently being piloted with plans to implement it in the next eighteen months. A team of internal experts has designed the training after extensive discussions and feedback from key stakeholders in the department. In addition an outside consultant has been retained to refine the curriculum and do additional testing.

Lastly, the third piece of the assessment and training plan includes program specific training to promote culturally competent and diverse services. All divisions of the department have conducted program specific training for staff, partners, and contracted service providers at one time or another in the last two years. The trainings are designed to educate in attaining a higher level of cultural competency resulting in: 1) working more effectively with each other to improve customer service, and 2) providing, in a cultural competent and respectful manner, services that are fully accessible to all clients, customers, and the communities we serve. We have provided a list of those trainings in a previous section of this plan.

During the 07-09 biennium, DHS plans to conduct a targeted assessment of specific areas we seek improvement. We intend to conduct this assessment using the services from the state Cultural Competency Assessment and Implementation Services Agreement coordinated through the Governor's Affirmative Action Office.

DHS will assess:

- 1) Affirmative Action Hiring Practices for employees at SR24+ for employees and applicants who are people of color.
- 2) Affirmative Action Hiring Practices for employees at all salary levels for people with disabilities.