

State of Oregon Mental Health Regulatory Agency

3218 Pringle Road SE, Suite 130
Salem, OR 97302



Affirmative Action Plan

July 1, 2025 to – June 30, 2027

Mental Health Regulatory Agency
Affirmative Action Plan
2025-27 Biennium

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I. Agency Overview

The Mental Health Regulatory Agency (MHRA) was created to protect the public from harm by providing administrative and regulatory oversight to two regulated boards that set the standards for and oversee mental health professions in the State. MHRA provides various functions including budgeting, recordkeeping, staffing, contracting, procedure and policymaking, and performance and standard setting functions for the Boards. MHRA is under the supervision and control of one Executive Director who is responsible for the performance of the duties, functions and powers, and organization of the Agency.

MHRA is committed to the principles of affirmative action and equal opportunity, and to creating and sustaining an agency that is:

- Free from harassment and discrimination;
- Empowered by valuing our employees and their talents; and
- Intentionally recruiting, developing, and retaining a diverse workforce.

The Oregon Board of Psychology regulates psychologists and psychologist associates, and the Oregon Board of Licensed Professional Counselors and Therapists regulates licensed professional counselors and licensed marriage and family therapists. The Boards maintain their own separate authority for complaint investigations, regulatory enforcement, establishment and collection of fees, licensing criteria (including education, training and examination), and practice standards including the adoption of a code of ethics.

II. Mission and Objectives

Oregon Board of Psychology

The mission of the Oregon Board of Psychology (OBOP) is to promote, preserve, and protect the public health and welfare by ensuring the ethical and legal practice of psychology. OBOP was created for the purpose of determining the qualifications of applicants to practice psychology in Oregon, and issuing and renewing licenses. The Board investigates complaints of professional misconduct made against licensees, and is also charged with safeguarding the people of the State of Oregon from the dangers of unqualified and improper practice of psychology.

Practicing psychology means rendering or offering to render supervision, consultation, evaluation or therapy services to individuals, groups or organizations for the purpose of diagnosing or treating behavioral, emotional or mental disorders. It is unlawful to practice psychology or represent oneself as a psychologist without first being properly licensed by the OBOP. To "represent oneself as a psychologist" means to use any terminology, title or description of services incorporating the words "psychology," "psychological," "psychotherapy," or "psychologist," or to offer or render to individuals or to groups of individuals services included in the practice of psychology.

OBOP consists of nine members. Six members are licensed psychologists; and three members are from the general public, not associated with the profession. All members are appointed by the Governor to three-year terms and confirmed by the Senate. The Board meets every other month, usually at its offices in Salem, with a videoconference option. Decisions are made in open public meetings where guests are encouraged to attend.

Oregon Board of Licensed Professional Counselors and Therapists

The mission of the Oregon Board of Licensed Professional Counselors and Therapists (OBLPCT) is to protect the public by identifying and regulating the practice of qualified mental health counselors and marriage and family therapists. OBLPCT was created for the purpose of licensing and regulating licensed professional counselors (LPCs) and licensed marriage and family therapists (LMFTs). The Board is also charged with safeguarding the people of the State of Oregon from the dangers of unqualified and improper practice of professional counseling and marriage and family therapy.

“Marriage and family therapy” means the assessment, diagnosis or treatment of mental, emotional or behavioral disorders involving the application of family systems or other psychotherapeutic principles and methods in the delivery of services to individuals, couples, children, families, groups or organizations.

“Professional counseling” means the assessment, diagnosis or treatment of mental, emotional or behavioral disorders involving the application of mental health counseling or other psychotherapeutic principles and methods in the delivery of services to individuals, couples, children, families, groups or organizations.

Unless exempted, it is unlawful for a person not licensed by OBLPCT to engage in or purport to the public to be engaged in the practice of professional counseling under the title “licensed professional counselor,” or to engage in or purport to the public to be engaged in the practice of marriage and family therapy under the title of “licensed marriage and family therapist.”

The Board consists of eight members: three professional counselors; two marriage and family therapists; a member of faculty of a school that trains counselors or therapists; and two public members. All members are appointed by the Governor to three-year terms and confirmed by the Senate. The Board hires staff to administer all official business. The Board meets bimonthly, usually at its offices in Salem. The Board is funded solely from licensing fees and other miscellaneous revenues such as publication sales and civil penalties. Decisions are made in open public meetings where guests are encouraged to attend.

III. MHRA Employees

A. Agency Director/Administrator

Todd Younkin, Executive Director
3218 Pringle Road SE, Suite 130
Salem, OR 97302
503-373-1155

B. Governor's Policy Advisor

Juliana Wallace
Behavioral Health Initiative Director
Office of Governor Tina Kotek
503-378-6727

C. Affirmative Action Representative

Agency Board and Staff Development:

Todd Younkin
Executive Director
3218 Pringle Road SE, Suite 130
Salem, OR 97302
503-373-1155

Human Resources & Employee Recruitment:

Rebecca Dunnington
Client Agency HR Manager
DAS Chief Human Resource Office
155 Cottage ST
Salem, OR 97301
971-719-6326

D. Equity Leaders

Todd Younkin
Executive Director
3218 Pringle Road SE, Suite 130
Salem, OR 97302
503-373-1155

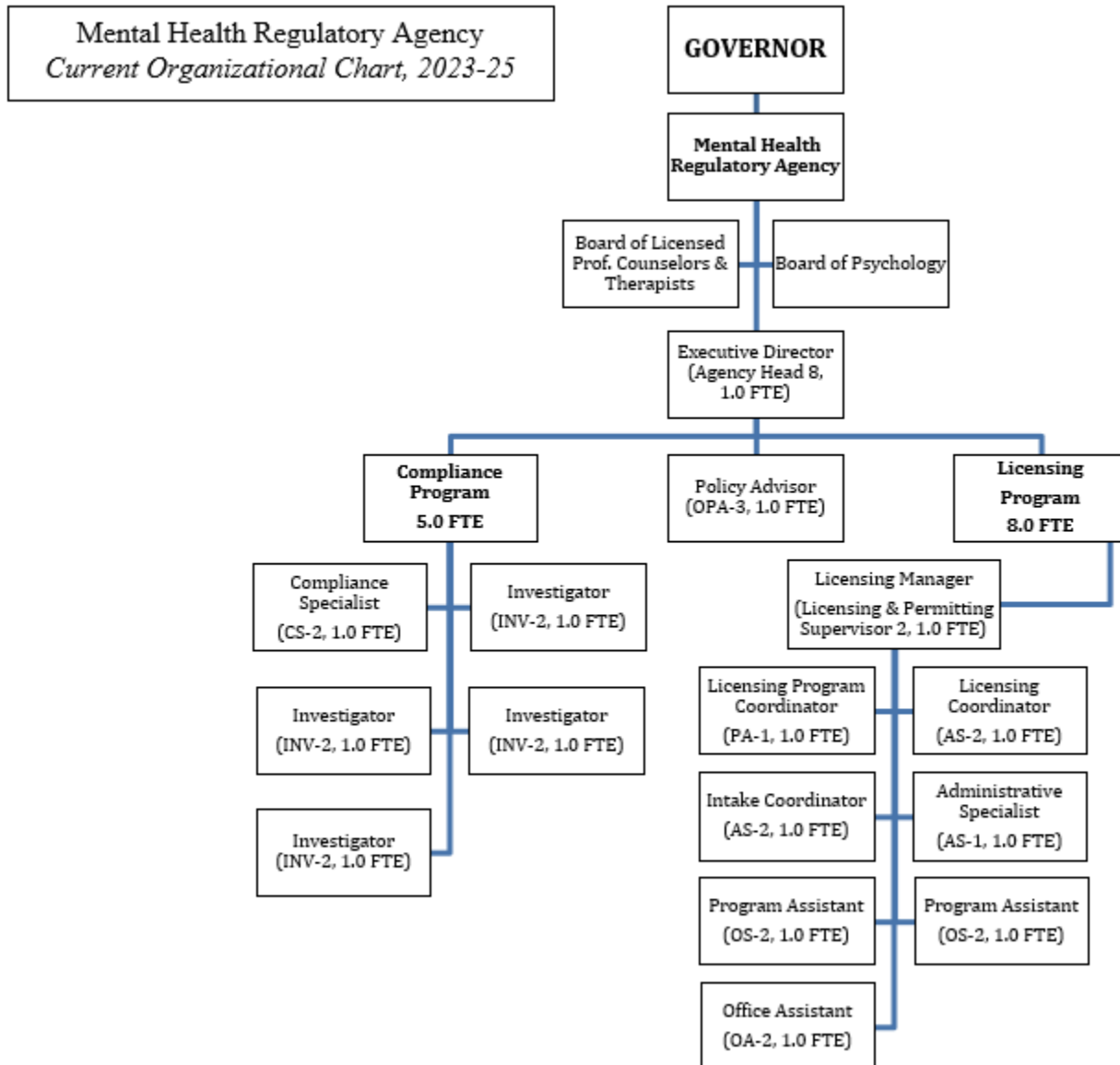
LaRee Stashek
Policy Advisor
3218 Pringle Road SE, Suite 130
Salem, OR 97302
503-373-1196

Connie Farrier
Licensing Manager
3218 Pringle Road SE, Suite 130
Salem, OR 97302
503-378-5830

E. Lead for COBID Contracting and Procurement

Todd Younkin
 Executive Director
 3218 Pringle Road SE, Suite 130
 Salem, OR 97302
 503-373-1155

IV. MHRA Organizational Chart



V. Affirmative Action Statements

A. Affirmative Action Policy Statement

The Mental Health Regulatory Agency (MHRA) is committed to achieving a work force that represents the diversity of Oregon's population and to providing fair and equal employment opportunities. MHRA is committed to an affirmative action program that provides equal opportunities for all persons regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, marital status, age, or disability.

MHRA is committed to maintaining a work environment for each applicant, employee, and member that is free from sexual harassment, as well as harassment and intimidation on account of an individual's race, ethnicity, culture, color, religion, gender, sexual orientation, gender identity, national origin, age, marital status, socio-economic status, veteran status, immigration status, or disability. MHRA employment practices are consistent with the State's Affirmative Action Plan Guidelines and with state and federal laws, which preclude discrimination.

MHRA is an equal-opportunity employer and will not discriminate, nor tolerate discrimination, against any applicant, employee or member because of physical or mental disability in regard to any position for which the known candidate is qualified. MHRA is committed to providing broad and culturally enriched training, career growth, and developmental opportunities to all employees on an equal basis, enabling them to further advance and promote their knowledge, skills, and abilities, and their value of diversity.

MHRA agrees to take affirmative action to employ, advance in employment, and otherwise treat known qualified individuals with disabilities without regard to their physical or mental disabilities in all human resources selection and decision practices. This includes advertising, benefits, compensation, discipline (including probation, suspension, and/or termination for cause or layoff), employee facilities, performance evaluation, recruitment, social/recreational programs, and training. MHRA will also continue to administer these practices without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, marital status, or disability. Additionally, all applicants, employees, and members are protected from coercion, intimidation, interference, or discrimination for filing a complaint or assisting in an investigation under this policy.

The Mental Health Regulatory Agency remains committed to its policy on Affirmative Action and Equal Opportunity and to a rigorous and active affirmative action program. The Agency will not discriminate or tolerate discrimination against any employee because they are a member of, apply to be a member of, perform, has performed, applied to perform or have an obligation to perform service in a uniformed service (ORS 659A.082). Likewise, this Plan represents the Agency's commitment to equal opportunity and affirmative action in employment and public service consistent with all applicable federal and state laws, including, but not limited

to: Executive Order 11246; Executive Order 16-09; Title VII of the Civil Rights Act of 1964; Sections 503 and 504 of the Rehabilitation Act of 1974; the Vietnam Era Veterans Readjustment Assistance Act; and the Americans with Disabilities Act.

B. Diversity & Inclusion Statement

The Mental Health Regulatory Agency (MHRA) will provide an environment for each applicant and employee that is free from sexual harassment, as well as harassment and intimidation on account of individual's race, color, religion, gender, sex, sexual orientation, gender identity, marital status, national origin, age, familial status or disability. Every employee plays a part in our diverse workforce and inclusive work environment by being respectful and supportive, and by acting with integrity to one another. Each person's skills, talents, knowledge, experiences, and personalities broaden the range of perspectives in and approaches to conducting the work we do at MHRA.

MHRA can best promote excellence by recruiting, retaining, and accommodating a diverse group of staff in an environment of respect that is supportive of their workplace success. This climate of diversity, inclusion and excellence is critical to successfully attaining our mission of public protection to Oregonian consumers of mental and behavioral health services.

MHRA is an equal-opportunity employer that is committed to a proactive role in the recruitment and selection process, and to providing broad and culturally enriched training, career growth and developmental opportunities to all employees on an equal basis, enabling them to further advance and promote their knowledge, skills, and abilities and their value of diversity.

MHRA's Affirmative Action Plan, which includes state and federal affirmative action policies referenced in Appendixes A and B, is published to the Agency and Board websites each biennium upon approval. It is accessible to all employees and partners to download and review. It is also provided to all new employees upon hire, and to all new Board members upon appointment. All MHRA employees, with a higher emphasis of responsibility placed on management employees, are responsible for the implementation of the Affirmative Action Policy and Diversity & Inclusion in the workplace. Managers are expected to ensure that they are aware of the Affirmative Action Policy and Diversity & Inclusion statement and follow the policy and statement guidelines as it pertains to their work, especially during the hiring process.

VI. Responsibilities and Accountability

The Mental Health Regulatory Agency (MHRA) is dedicated to building and maintaining a culture of inclusiveness. We believe that all forms of diversity—age, gender identity, race, sexual orientation, physical or mental ability, ethnicity, socioeconomic status, religion, military status and perspective—create immense value within the agency and helps drive our strong core commitment to public protection. We strive to create a workplace that reflects

the stakeholders we serve and where everyone feels empowered to bring their full, authentic selves to work.

A. Management

ORS 659A.012 requires agencies, in order to achieve the public policy of the State of Oregon for persons in the state to attain employment and advancement without discrimination because of race, religion, color, sex, marital status, national origin, disability or age, to include in the evaluation of all management personnel the manager's or supervisor's effectiveness in achieving affirmative action objectives as a consideration of the manager's or supervisor's performance. The Executive Director is evaluated by the Boards annually for adherence to the MHRA Affirmative Action Plan as part of a standard performance evaluation.

The Executive Director also includes in the annual performance evaluations of its two management positions a segment that rates their efforts in achieving the affirmative action plan goals. Quarterly conversations are also conducted via Workday. The Executive Director takes a thoughtful and strategic approach to succession planning within the confines of a smaller agency. The creation of MHRA, which administratively merged the two Boards in 2018, has provided enhanced opportunities and staffing levels that allow planning for succession. Staff training and development is an essential component of the MHRA culture, and qualified staff are promoted when possible. The Executive Director encourages staff to participate in training programs that support affirmative action objectives.

Agency management staff are responsible for understanding their responsibilities and for supporting and enforcing statewide policies on respectful workplace behaviors. MHRA management promotes and shows by example the importance of a diverse and respectful workplace. Management reviews with DAS CHRO the hiring, promotion, and retention rates of women, individuals from diverse racial and ethnic categories, and individuals with disabilities within MHRA, and discusses strategies and opportunities for improving recruitment and retention in the workplace. They are responsible for identifying potential problem areas and reporting those to the Executive Director, and for assisting with necessary remedial action. The Executive Director assists DAS CHRO recruiters in identifying challenges with regard to affirmative action and assists in developing strategies to eliminate the issues identified.

B. Affirmative Action Representative

MHRA's Executive Director serves as its Affirmative Action Representative, acting as the EEO/AA liaison for the Agency and investigating and addressing complaints of harassment or discrimination. In addition to the Management responsibilities listed above, the Executive Director represents the agency at the Governor's Diversity and Inclusion meetings and during new employee orientations, reviews and discusses the MHRA affirmative action plan and affirmative action goals, enforces its provisions, and makes revisions to future plans in accordance with ongoing evaluations and collaboration with the management team.

C. Agency Human Resources Services

The Agency outsources human resources services to the Department of Administrative Services, Chief Human Resources Office (CHRO) via a service level agreement. The CHRO service package includes leave management, records management, recruitment, position management, HR advice and interpretation, worker compensation and safety support, employee investigations/audits, HR management and limited “soft-skills” training, consultation, affirmative action and inclusion, and Workday Oregon agency system administration.

Equity is at the forefront of the Agency’s employee hiring and Board member recruitment efforts, promotion considerations, and succession planning. In 2017, the CHRO began assisting the Agency in compliance with House Bill 2005, Pay Equity, in order to ensure that the Agency employees earn an equitable salary based on responsibilities, qualifications, and effectiveness. The Agency Executive Director’s and Licensing Manager’s job descriptions include developing and implementing the Board’s Affirmative Action/ EEOC policy and requirements.

D. MHRA Staff and Board Members

Agency staff and board members are responsible for understanding their responsibilities and for following statewide policies on respectful workplace behaviors. They are responsible for completing mandatory annual training and are encouraged to seek out additional training opportunities as described above. Additionally, MHRA staff are encouraged to self-report their gender, ethnicity, and disability status in Workday such that MHRA reports can accurately reflect the diversity of the Agency.

VII. Training, Education, and Development

The Mental Health Regulatory Agency (MHRA), recognizing that its staff is its greatest resource, has prioritized investment in staff development and enhancement of staff knowledge, skills and abilities. MHRA provides a variety of resources and training opportunities for employees to perform the duties of their current position and to encourage their career development in state service, as far as is reasonably practicable. This occurs in new employee orientation training and progresses to continued on-the-job training to allow employees to develop proficiency, enhance skills, and encourage development in areas of potential advancement.

To invest in the workforce, MHRA will consider training requests, including but not limited to peer mentoring, special skills training, and internal/external job rotations to the extent feasible within this smaller agency. In addition to agency all-staff meetings, management training sessions are held to keep our workforce informed of business changes and improved practices. Through each regulated Board’s Board Training and Development Policy, MHRA prioritizes and provides initial and ongoing trainings to appointed Board members in a manner that maximizes beneficial learning opportunities while considering budgetary limitations. Additionally, practicing Board licensees are required by Board rule to complete

a minimum of four hours of cultural competence continuing education training during each biennial renewal period.

MHRA leadership supports training which is measured through the annual performance appraisal and training plans, and also through quarterly conversations conducted via Workday. In accordance with Statewide Policy 50-010-01, MHRA management closely monitors staff and board member completion of the annual required Preventing Discrimination and Harassment digital course, which covers inappropriate workplace behavior, discrimination, workplace harassment, and sexual harassment; key definitions; laws and statewide policies; responsibilities of employees and managers; how to report, and the criteria for investigations; and bystander intervention techniques. Managers are responsible for working with their employees and creating employee development plans that include trainings specific to their position and career goals.

Agency management and Board leadership are expected to attend required training to participate in the development and implementation of a program that fosters cultural competency and multi-cultural organizational development. Because of the small size, the MHRA primarily looks to the Governor's Office of Diversity & Inclusion/ Affirmative Action, the State Chief Human Resources Office, and other sources for statewide diversity training and professional development opportunities. When available, the Agency distributes these opportunities to staff and encourages their active participation.

All employees are provided access to Workday Oregon, the state's online learning management system. Employees can explore a large variety of training topics and register for trainings through this system. Topics include various job-specific trainings, HR-specific trainings, the Statewide Diversity Conference, DOJ Continuing Legal Education, and Management Development Series training. These learning opportunities include diversity topics such as Domestic Violence, Harassment, Sexual Assault, and Stalking; Equal Pay Analysis Methodology and Pay Equity; Social Networking Legal and Policy Workshops; FMLA/OFLA Law; Preparing for Diversity in Human Resource Leadership in the 21st Century; Generational Issues in the Workplace, and Welcoming Home Veterans.

MHRA funds, within budgetary constraints, the tuition and/or registration fees for conferences, workshops, and other special training events that address issues specifically related to workforce diversity. Such training offers the opportunity to establish professional relationships to enhance recruitment efforts and development of the department's employees. MHRA strives to provide assistance to identify career paths and encourage employees to seek career developmental and job rotation opportunities to the extent possible within a smaller agency.

VIII. EO 22-11: Application of Directive to Practice

Executive Order No. 22-11 was issued by Governor Kate Brown on June 16, 2022. The Order reaffirms Oregon's commitment to the promotion of diversity, equity and inclusion in the workplace, and the elimination of effects of past and present discrimination, intended or unintended. While Mental Health Regulatory Agency (MHRA) already incorporates these

directives into the Plan, the Order emphasizes MHRA's potential areas of focus and improvement, including:

- Increased focus on prioritization and consistent attendance of Office of Cultural Change and Governor's Office meetings related to affirmative action. It can be challenging for small agency staff, who wear many hats, to take on additional commitments. However, MHRA recognizes the importance of diversity, equity, and inclusion work, and in affirming organizational commitment to Oregon's vision of every person's right to work and advance on the basis of knowledge, skills, ability, and professional experience.
- Encouraging employees to complete the statewide web-based exit interview survey tool developed by the Governor's Office and the Department of Justice. This was previously a function of DAS CHRO, but this and other human resource duties have been progressively transferred to agencies in recent years, requiring increased awareness and responsibility of agency management.

IX. Current Biennium Progress Report (July 1, 2023 – June 30, 2025)

The Mental Health Regulatory Agency (MHRA) has continued its work to create a diverse and respectful agency. Accomplishments achieved during the 2023-25 plan to date are listed below.

- In preparation for the 2024 Special Session and 2025 Regular Legislative Session, the Agency Executive Director and Board leadership have worked closely with the Governor's Appointments Office to recruit a sizable and diverse pool of applicants for Board membership. MHRA continues to prioritize multiple aspects of diversity in its recruitment efforts. In July of 2021, the Executive Director established a Recruitment and Selection Committee for each Board to facilitate this process, which continues to operate well.
- MHRA continues to include affirmative action language in all management service recruitments, position descriptions, and performance appraisals. The Agency's recruitment efforts, in close partnership with the Department of Administrative Services, Chief Human Resources Office, continue to be consistent with the agency's affirmative action goals and objectives.
- MHRA continues to ensure that during orientation, all employees receive information that outlines discrimination/harassment-free workplace, maintaining a professional workplace, and other diversity related policies.
- So far in the 2023-25 biennium, the Executive Director has internally promoted one staff member, who represents a protected class. This staff member accepted a higher classified position with increased responsibility and salary level.
- Since the formation of the Mental Health Regulatory Agency in 2018, the unified agency has access to a larger pool of staff members with shared staff duties and

increased opportunities for advancement within the Agency (as described above), which has been historically limited due to qualification requirements of only a few positions in past biennia. The merger has also allowed for further cross-training to accommodate key employee absences and facilitated development of employees' skill sets.

- In September of 2021, the Board's Executive Director created a work-out-of-class lead work assignment opportunity for an employee from a protected class to develop the employee's career skills while performing higher level duties. This employee continues in this lead work assignment currently. Another temporary lead work-out-of-class position was created for another employee in September 2023.
- The Agency employs a total of 15.0 regular FTE as authorized for the 2023-25 biennium. Staffing levels between July 1, 2023 and June 30, 2024 included 15.0 out of 24.0 FTE (62.5%) female employees. It included 4 (16.7%) Hispanic or Latino, 2 (8.3%) Asian, 1 (4.2%) Black or African American, and 1 (4.2%) Native Hawaiian or Other Pacific Islander. Female staff members represented 3.0 FTE out of 7.0 FTE (42.9%) of the Professionals job category, and 1.0 out of 1.0 (100%) of the Officials and Administrators category.
- The Executive Director requested review of one professional employee's pay equity to ensure that employee was earning an equitable salary commensurate with their responsibilities, qualifications, and effectiveness. This professional received a salary correction (raised to a higher level) based on this review.
- Following MHRA's December 2022 licensee demographic study and diversity plan ([Diversity Study](#)) and [Written Report](#), the Boards have been working to review recommendations provided by the independent consultant and to consider implementing changes. This important initiative history, and the Boards' accomplishments to date, are described in greater detail in the [MHRA 2023-25 DEI Plan](#). One important step the Boards have taken is to each create a DEI committee and to prescribe their scope of work. While much of these efforts are focused on the Boards' regulatory functions as they relate to licensure applicants, licensees, and respondents in compliance matters, there is some overlap with the initiatives outlined in this AA Plan. For example, the Committees are currently exploring new DEI training options that will benefit both board members and agency staff.
- The Agency has posted various posters portraying equity and culturally diverse opportunities (e.g. information on HispNet, an employee resource group) on the employee bulletin board.
- MHRA continues to survey all applicants for tracking and reporting language, race, and ethnicity statistics. Diversity data is stored in the Board database and can be queried for various types of information. This has enabled Agency staff to assist consumers and referring practitioners in searching for culturally competent services or healthcare providers who speak particular languages or belong to specific racial or ethnic groups.

X. Next Biennium Strategy and Goals (July 1, 2025 – June 30, 2027)

The goals set by the Mental Health Regulatory are as follows:

- Continue to post the Agency’s Affirmative Action Plan on the Agency and Board websites, provide it to new board members upon appointment and employees upon hire, and encourage staff to review and discuss questions or concerns with their supervisor.
- The Executive Director will continue to be evaluated by the Boards annually for adherence to the Plan, and the Executive Director will continue to evaluate managers’ effectiveness in achieving affirmative action objectives.
- Continue to identify the Agency as an Equal Opportunity/Affirmative Action employer and include the statement, “THE MENTAL HEALTH REGULATORY AGENCY IS AN EQUAL OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER COMMITTED TO WORK FORCE DIVERSITY” in the Agency’s recruitment announcements and advertisements.
- Continue to provide information and opportunities for staff to participate in diversity training and multi-cultural events.
- Periodically review the results of the Statewide Exit Survey administered by HR to separating employees and discuss any concerns or trends. As employees change agencies or separate from state employment, the Agency is interested in how employees view their tenure and what information and suggestions they can provide related to their experience. If the analysis identifies a negative opinion regarding the agency’s workplace environment, the Agency will use this information as an opportunity to make changes to improve the work environment for the current employees, and improve job satisfaction.
- Continue to work with CHRO to analyze and receive advice on pay equity to ensure that the Agency employees earn an equitable salary based on responsibilities, qualifications, and effectiveness.
- Continue to develop strategies to recruit, retain and promote a diverse staff. Identify promotional and developmental opportunities for employees such as cross-training, work-out-of-class assignments, rotations, and specialized training. The Agency recognizes the value of individual and cultural difference and creates a work environment where talents and abilities are valued.
- Continue to work with board leadership and the Governor’s Office to identify diverse applicants for board appointment.
- Work with the DAS Cultural Change Officer to incorporate diversity activities despite limited resources in a smaller agency. For example, to share diversity-related opportunities (events, trainings, information) with MHRA staff members.
- Revise, as needed, recruitment and promotion policies and criteria for creative options that provide the opportunity for the Boards to recruit a more diverse

- population and also provide appropriate advancement opportunities for incumbents, including a focus on the retention of protected classes and veterans.
- Agency management will continue to work with the Board DEI committees to review recommendations from the Diversity Study and consider implementing changes. MHRA seeks to develop aligned strategies for improving organization transparency and accountability within the Agency, including ways Agency policies and procedures may impact affirmative action initiatives and results. Identified strategies will assist in the review and development of next MHRA Affirmative Action plan.
 - Continue the focus on developing a work environment that is attractive to a diverse pool of applicants, retains employees, and is accepting and respectful of employees' differences. A welcoming environment is created a number of ways - by sharing e-mail activity notices from the Office of Cultural Change, posting posters on the employee bulletin board, encouraging employees to share their thoughts and ideas, responding to issues quickly and efficiently, etc. Respectful workplace behaviors will be expected and enforced.
 - Encourage employees to avail themselves of promotional and job developmental opportunities within Oregon State Government.
 - Work closely with the Department of Administrative Services to determine appropriate recruitment and training opportunities to develop higher levels of cultural competency.
 - Communicate the importance of diversity in staff meetings and include diversity discussions with staff. The Agency utilizes diversity within the workforce by incorporating diverse perspectives into business decisions. Management will attend required training to participate in the development and implementation of a program that fosters cultural competency and multi-cultural organizational development.
 - Continue to look for opportunities to incorporate trainings and special project assignments for employees to acquire new skills for succession planning and to provide resources for employees to encourage their career development in state service, as is reasonably practicable to do.

XI. Complaint Options

A. Informal Complaint Process

An employee may notify the Executive Director of an issue or concern regarding discrimination in order to raise awareness or put the agency on alert without filing a formal complaint. In these situations:

- i. The employee may ask the Executive Director to keep the matter and identity of the employee confidential. (The agency will comply with the request, if possible.)
- ii. The employee will sign documentation stating that he/she wishes his/her identity to remain confidential.

- iii. The discussion will be documented.
- iv. The Affirmative Action Representative will review the information and maintain confidentiality of the employee's identity when it is determined that action is necessary to correct the problem or to prevent a reoccurrence in similar situations.

B. Internal Complaint Process

- i. Any individual who believes he/she has been subjected to unlawful discriminatory actions may file a complaint within 30 calendar days of the alleged incident.
- ii. Represented employees may file a complaint either through the Collective Bargaining Agreement grievance procedure or by using the procedures provided by the Agency.
- iii. An employee may submit a written complaint to the Executive Director that explains the basis for the complaint, identifies the alleged discriminating party or parties and the date the discriminatory action(s) occurred, and specifies the relief requested.
- iv. The Executive Director will review/investigate the complaint and provide the complainant written notification of the findings within 30 days. If additional time is needed for investigating the allegations or to issue a report of the findings, the agency will notify the employee in writing of the need for additional time.
- v. If the investigation substantiates the complaint, appropriate corrective action will be initiated, including discipline if warranted.

C. External Complaint Process

If an employee is not satisfied with the complaint process within the agency and wishes to appeal an agency decision, the employee may contact one of the organizations listed below. Nothing in this policy prevents any person from filing a grievance in accordance with the Collective Bargaining Agreement, or from filing a formal complaint with the Bureau of Labor and Industries (BOLI) or Equal Employment Opportunity Commission (EEOC). However, some collective bargaining agreements may require an employee to choose between the complaint procedure outlined in the agency's guideline for filing a BOLI or EEOC complaint.

[Oregon Bureau of Labor and Industries - Civil Rights Division](#)

Email: boli_help@boli.oregon.gov
Phone Number: 971-245-3844

The Bureau of Labor and Industries (BOLI) protects workers' rights through enforcement of state labor laws. BOLI ensures Oregon workers have access to their rights by investigating worker claims and complaints and enforcing state laws relating to wages, hours, terms and conditions of employment. In cases where there is substantial evidence of unlawful practice, BOLI pursues justice through conciliation, corrective action, settlement, or taking the case to an administrative hearing.

[U.S. Equal Employment Opportunity Commission](#)

Email: info@eeoc.gov

Phone Number: 1-800-669-4000

1-800-669-6820 (TTY for Deaf/Hard of Hearing callers only)

1-844-234-5122 (ASL Video Phone for Deaf/Hard of Hearing callers only)

The U.S. Equal Employment Opportunity Commission (EEOC) is a federal agency that enforces laws that prohibit discrimination in the workplace. The EEOC's mission is to promote equal employment opportunities through administrative and judicial enforcement, education, and technical assistance.

[The Civil Rights Office of Health & Human Services](#)

Email: OCRMail@hhs.gov

Phone Number: 1-800- 368-1019

TDD Phone Number: 206-615-2296

The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR), enforces federal civil rights laws, conscience and religious freedom laws, the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, and Breach Notification Rules, and the Patient Safety Act and Rule, which together protect your fundamental rights of nondiscrimination, conscience, religious freedom, and health information privacy at covered entities.

D. Other Resources

[Ombuds Office for Oregon Workers](#)

Email: ow.questions@dcbs.oregon.gov

Phone Number: 503-378-3351

The Ombuds Office for Oregon Workers is the state office that serves as an independent advocate for workers by helping them understand their rights, benefits, protections, and responsibilities within the workers' compensation system and workplace safety and health laws and rules. The Ombuds team also provides educational and informational seminars to labor groups,

employers, insurance companies, and others interested in workers' issues related to workers' compensation and workplace safety and health.

Office of Governor Tina Kotek

Phone Number: 503-378-4582

The Oregon Governor plays a significant role in shaping and implementing policies related to affirmative action, including the issuance of executive orders, advocating for and supporting legislation that promotes affirmative action, appointing officials to promote diversity and inclusion, allocating state funds to support related initiatives, and raising awareness.

U.S. Department of Labor

Phone Number: 503-848-6969

The U.S. Department of Labor (DOL) works to promote the welfare of American workers, retirees, and job seekers. The DOL's mission is to: Improve working conditions, Ensure work-related rights and benefits, and Advance opportunities for profitable employment.

Mental Health Regulatory Agency Affirmative Action Representative

Todd Younkin, Executive Director
3218 Pringle Road SE, Suite 130
Salem, OR 97302-6309
Phone Number: 503-373-1155

The Mental Health Regulatory Agency remains committed to its policy on Affirmative Action and Equal Opportunity and to a rigorous and active affirmative action program. Likewise, the Statement represents the Agency's commitment to equal opportunity and affirmative action in employment and public service consistent with all applicable federal and state laws, including, but not limited to: Executive Order 11246; Executive Order 16-09; Title VII of the Civil Rights Act of 1964; Sections 503 and 504 of the Rehabilitation Act of 1974; the Vietnam Era Veterans Readjustment Assistance Act; and the Americans with Disabilities Act.

XII. Succession Plan

MHRA adopted a comprehensive Succession Plan on May 1, 2023, in accordance with Governor Kotek's expectations.

XIII. Status of Contracts to Minority¹ Businesses (ORS 659A.015)

The Mental Health Regulatory Agency (MHRA) enters into very few contracts outside of those for services provided by other state agencies, namely the Department of Administrative Services for accounting, human resources, IT and desktop support, and payroll services. So far during the period of July 1, 2023 through June 30, 2025, MHRA has entered into two contracts with a minority or women-owned business.

¹ MHRA is mindful that the term “minority” is no longer accurate when describing non-white communities. However, we must use the term here, as it represents language contained in the Oregon Revised Statute.

APPENDICES

Appendix A: State Policy Documentation

- [Statewide Diversity, Equity, and Inclusion Action Plan](#)
- [Oregon Executive Order 22-11](#)
- Affirmative Action Policy ([ORS 182.100](#))
- Policy of affirmative action and fair and equal employment opportunities and advancement ([ORS 243.305](#))
- State agencies to carry out policy against discrimination in employment; evaluation of supervisors; affirmative action reports ([ORS 659A.012](#))
- ADA and Reasonable Accommodation Policy ([Statewide Policy 50.020.10](#))
- Discrimination and Harassment Free Workplace ([Statewide Policy 50.010.01](#))
- *PENDING FINAL APPROVAL: Statewide Workforce Learning and Development (Statewide policy 10-040-01)*
- Duties of Administrator ([ORS 240.145](#))
- Rules Applicable to Management Services ([ORS 240.250](#))
- Recruitment and Selection ([Statewide Policy 40.010.02](#))
- Veterans Preference in Public Employment ([ORS 408.230](#))
- Equal Opportunity and Affirmative Action Rule ([OAR 105-040-0001](#))

Appendix B: Federal Documentation

- [2023 EEO-4 Data Collection Instruction Booklet \(eeocdata.org\)](#)
- [Age Discrimination in Employment Act of 1967 \(ADEA\)](#)
- [Disability Discrimination Title I of the Americans with Disability Act of 1990](#)
- [Genetic Information Discrimination Title II of the Genetic Information Nondiscrimination Act of 2008 \(GINA\)](#)
- [Equal Pay and Compensation Discrimination Equal Pay Act of 1963](#)
- [Title VII of the Civil Rights Act of 1964](#)
 - a) National Origin Discrimination
 - b) Discrimination
 - c) Race/Color Discrimination
 - d) Religious Discrimination
 - e) Sex-Based Discrimination
 - f) Sexual Harassment
- [Retaliation Title VII of Civil Agency Affirmative Action Policy](#)
- [Executive Order 11246 \(OFCCP regulations\)](#)

Appendix C: Agency DEI Dashboard Datasets

Job Category Graphs, July 1, 2022 - June 30, 2024

EEO Job Categories by Race/Ethnicity

Race/Ethnicity	Administrative Support (Including Clerical Sales)		Officials and Administrators		Professionals		(Blank)		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Asian (United States of America)	12.5%	1	0.0%	0	0.0%	0	8.3%	1	7.1%	2
Black or African American (United States of America)	12.5%	1	0.0%	0	0.0%	0	0.0%	0	3.6%	1
Hispanic or Latino (United States of America)	12.5%	1	0.0%	0	14.3%	1	25.0%	3	17.9%	5
Native Hawaiian or Other Pacific Islander (United States of America)	0.0%	0	100.0%	1	0.0%	0	0.0%	0	3.6%	1
White (United States of America)	62.5%	5	0.0%	0	85.7%	6	66.7%	8	67.9%	19
Total	100.0%	8	100.0%	1	100.0%	7	100.0%	12	100.0%	28

EEO Job Categories by Generation

Generation	Administrative Support (Including Clerical Sales)		Officials and Administrators		Professionals		(Blank)		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Generation Z (1997 - Current)	37.5%	3	0.0%	0	0.0%	0	50.0%	6	32.1%	9
Millennials (1981 - 1996)	37.5%	3	0.0%	0	57.1%	4	33.3%	4	39.3%	11
Generation X (1965 - 1980)	25.0%	2	100.0%	1	28.6%	2	8.3%	1	21.4%	6
Baby Boomers (1947 - 1964)	0.0%	0	0.0%	0	14.3%	1	8.3%	1	7.1%	2
Traditionalists (1917 - 1946)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Total	100.0%	8	100.0%	1	100.0%	7	100.0%	12	100.0%	28

EEO Job Categories by Gender

Gender (Binary Options)	Administrative Support (Including Clerical Sales)		Officials and Administrators		Professionals		(Blank)		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Female	70.6%	12	100.0%	1	57.1%	4	90.9%	10	68.0%	17
Male	29.4%	5	0.0%	0	42.9%	3	9.1%	1	32.0%	8
Total	100.0%	17	100.0%	1	100.0%	7	100.0%	11	100.0%	25

EEO Job Categories by Veteran Status

Gender (Binary Options)	Administrative Support (Including Clerical Sales)		Officials and Administrators		Professionals		(Blank)		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Female	50.0%	4	100.0%	1	42.9%	3	83.3%	10	64.3%	18
Male	50.0%	4	0.0%	0	57.1%	4	16.7%	2	35.7%	10
Total	100.0%	8	100.0%	1	100.0%	7	100.0%	12	100.0%	28

EEO Job Categories by Disability Status

Disability	Administrative Support (Including Clerical Sales)		Officials and Administrators		Professionals		(Blank)		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
No Reported Disability	100.0%	8	100.0%	1	100.0%	7	100.0%	12	100.0%	28
Total	100.0%	8	100.0%	1	100.0%	7	100.0%	12	100.0%	28

Workforce Graphs, July 1, 2022 - June 30, 2024

Workers by Race/Ethnicity

Race/Ethnicity	Total	
	Percent	Number
White (United States of America)	67.9%	19
Hispanic or Latino (United States of America)	17.9%	5
Asian (United States of America)	7.1%	2
Black or African American (United States of America)	3.6%	1
Native Hawaiian or Other Pacific Islander (United States of America)	3.6%	1
Total	100.0%	28

Workers by Generation

Generation	Total	
	Percent	Number
Baby Boomers (1947 - 1964)	7.1%	2
Generation X (1965 - 1980)	21.4%	6
Generation Z (1997 - Current)	32.1%	9
Millennials (1981 - 1996)	39.3%	11

Workers by Gender

Gender (Binary Options)	Total	
	Percent	Number
Female	64.3%	18
Male	35.7%	10
Total	100.0%	28

Workers by Veteran Status

Veteran Status	Total	
	Percent	Number
Not a Veteran	85.7%	24
Veteran	14.3%	4
Total	100.0%	28

Workers by Disability Status

Disability Reporting	Total	
	Percent	Number
No Reported Disability	100.0%	28
Total	100.0%	28

Promotions Graphs, July 1, 2022 - June 30, 2024

Promotions by Race/Ethnicity

Race/Ethnicity	Count
White (United States of America)	2
Black or African American (United States of America)	1
Hispanic or Latino (United States of America)	1
Total	4

Promotions by Generation

Generation	Count
Generation Z (1997 - Current)	2
Millennials (1981 - 1996)	2
Total	4

Promotions by Gender

Gender	Total	
	Count	Count
Female	50.0%	2
Male	50.0%	2
Total	100.0%	4

Promotions by Veteran Status

Veteran Status	Count
Not a Veteran	4
Total	4

Promotions by Disability Status

Disability Reporting	Count
No Reported Disability	4
Total	4