

Equity Work Plans

Building a Culturally Responsive System



Goals for the Session

- 1) Establish and strengthen our shared commitment to advancing equity/reducing disparities in the homeless services system
- 2) Locating ourselves in the work
- 3) Identify the following:
 - a) What can we contribute
 - b) Resources needed
 - c) Barriers
 - d) Next steps/questions

Collective Goal: Addressing Disparities

From the Multnomah County SHS Local Implementation Plan:

“Current racial disparities in homelessness represent the sum total of racist policies and the ongoing manifestation of racism within our social systems. To eliminate these racial disparities, all strategies to combat homelessness must be rooted in racial equity and justice.”

Collective Goal: Addressing Disparities

The proposed HRAP includes among its outcomes to reduce unsheltered homelessness for the following priority populations:

- Black, African American or African
- Native Hawaiian or other Pacific Islander
- American Indian, Alaska Native or Indigenous
- Latina/Latino/Latinx/Latine
- Asian or Asian American
- Adults over the age of 55
- LGBTQIA2S+

SHS prioritizes 75% of funding for Population A , which includes people with disabling conditions.

Beyond the HSS (continued).

Oppression is embedded in our systems and structures within the homeless services sector and beyond.

Structural Oppression in our Systems and Structures



Housing &
Real Estate



Income &
Employment



Local &
Federal Gov't



Banking
& Finance
Practices



Education
System



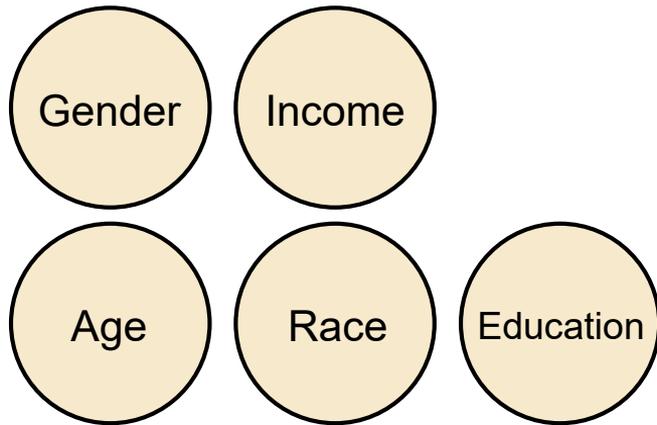
Healthcare &
Environmenta
l Injustice



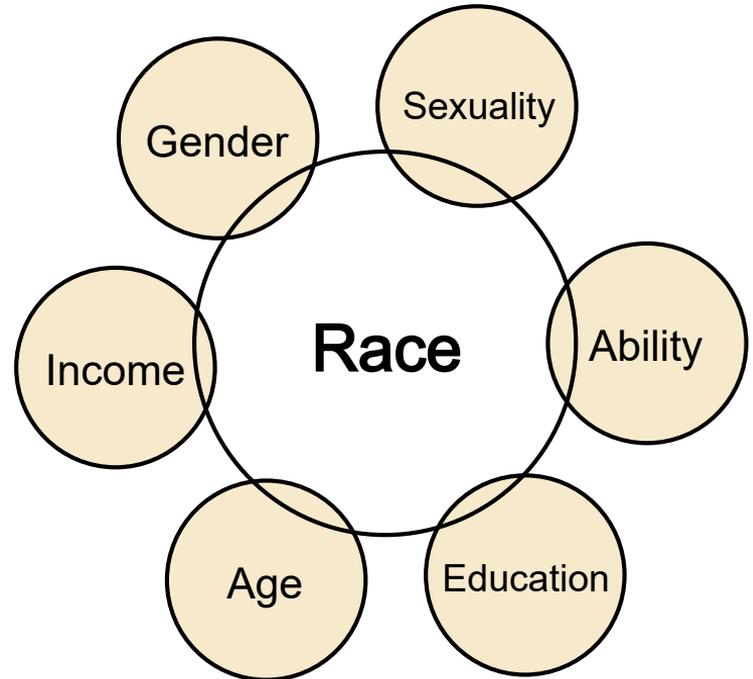
Carceral
System

Inclusively Leading with Race: An Intersectional Approach

Isolated Approach



Intersectional Approach



Locating Ourselves in the Work

- Multi-lane highway
 - We each play a role/occupy a lane on the way to our collective goal
- Looks different for different providers based on factors such as:
 - Culturally-Specific or not
 - Culturally-Specific
 - Size
 - Services Delivered
 - Geographic Service Area
 - Service Model



JOHS's Role: Support

As a funding partner, JOHS can:

- Operationalize equity in our policies and practices
 - Build and support culturally specific capacity
 - Monitor and support culturally responsive capacity
- Bring resources
 - Training
 - Technical Assistance and Capacity Building
- Support Providers' Equity Work
 - Equity Work Plans
 - Attachment B, under review with Equity Advisory Committee

Attachment B: JOHS Special Conditions

Organizational Commitment to Equity and Culturally -Responsive Services

JOHS is committed to ensuring that all services are provided either in a culturally specific or culturally responsive manner. In order to help ensure that this occurs, contractors must have an organizational equity assessment and plan on file at JOHS. New Contractors will have six months to complete an organizational equity assessment and up to a year to complete an equity plan. JOHS has an equity tool available for Contractors or they may select or create their own. Contractor will annually submit an equity progress report as required by this section.

Attachment B: JOHS Special Conditions

Contractor's equity plan must contain **measurable objectives, timelines, and persons responsible** for all the elements addressed in the equity assessment

Contractor must report on progress and other relevant actions or activities related to advancing racial equity in an **annual progress report** on their equity plan. The report is due at the end of the fiscal year along with all other required annual reports.

Attachment B: JOHS Special Conditions

The Equity Assessment and Work Plan should include at least the following elements:

- Non-discrimination in Service Delivery/Community Access & Partnership
- Leadership and Management
- Training/Workforce
- Culturally Specific Programs/Subcontracting
- Community Outreach
- Evaluation/Data Metrics and Continuous Improvement

Attachment B: JOHS Special Conditions

Non-discrimination in Service Delivery/Community Access & Partnership:

- A review of policies and procedures intended to ensure the following are comparable across racial and ethnic groups:
 - Timeliness
 - Accessibility
 - Quality
 - Outcomes
- A review of policies and procedures for resolving participant complaints regarding:
 - Discriminatory treatment
 - Language access

Attachment B: JOHS Special Conditions

Leadership and Management:

- Assessment of management's understanding of the role of power and privilege in the development and delivery of homeless services programming
- Assessment of whether management consistently applies a racial equity lens to programmatic decisions

Attachment B: JOHS Special Conditions

Training/Workforce:

- Strategies to recruit, retain and develop staff who:
 - Represent Communities of Color
 - Speak languages other than English
- Availability of training for all staff in:
 - Culturally responsive service provision
 - Trauma-informed service delivery

Attachment B: JOHS Special Conditions

Culturally Specific Programs and Services/Subcontracting:

- Degree to which staff and leadership proactively build relationships with culturally specific service providers (whether or not the Contractor is a culturally specific provider) and other entities historically serving communities of color

Attachment B: JOHS Special Conditions

Community Outreach:

- Whether and how Contractor consistently and directly:
 - engages with the most impacted populations in the design and development of services
 - Identifies the key characteristics, norms, values, and experiences of the community(ies) being served
- A description of how that engagement contributes to ongoing quality improvement and accountability

Attachment B: JOHS Special Conditions

Evaluation/Data Metrics and Continuous Improvement:

- Description of the racial, ethnic, and linguistic makeup of:
 - Advisory boards
 - Volunteers
 - Evaluation and hiring panels
 - Public workgroups
- How this data is collected, tracked, and evaluated
- All funded direct service Contractors report client information disaggregated by race, ethnicity, gender, age, disability and income
 - Plans to analyze data for access and outcome disparities and make measurable plans to reduce identified disparities

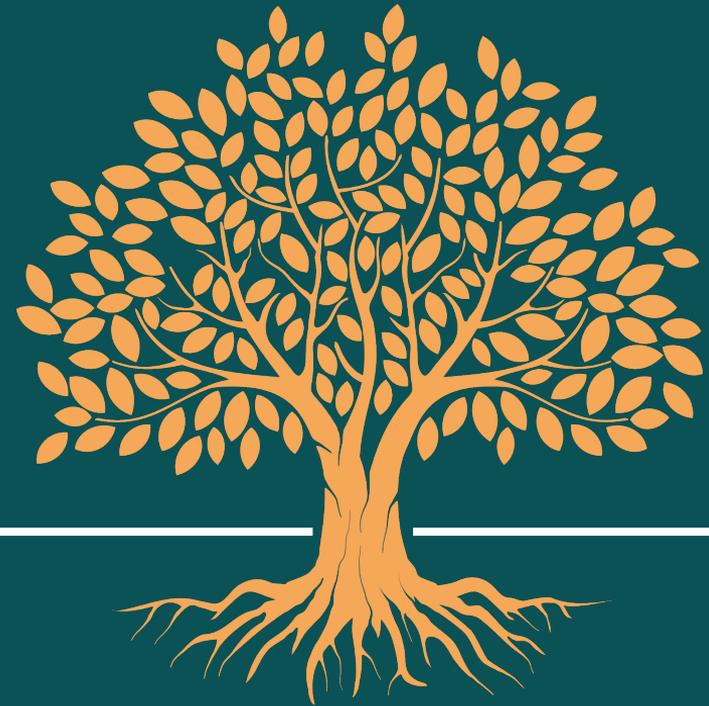
Tree Activity

- Practice thinking about goals:
 - Rooted in values/current state
 - Identify action steps and resources needed
 - Identify desired state/outcome
- Identify barriers
- Consider measurability

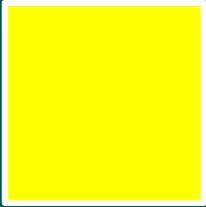


Tree Activity

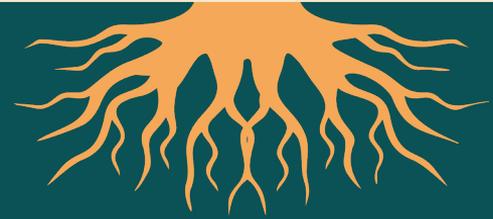
- Around the room, there is a tree for each element of the equity assessment / work plan (from Attachment B)
- For each tree, write down and place a color-coded sticky note for:
 - Roots (current state and/or values related to the element)
 - Trunk (what you can do, what resources you need)
 - Leaves (what your desired state or outcome is related to the element)



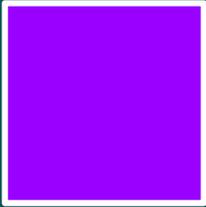
Tree Activity - *The Roots*



- Current state and/or values
- Examples:
 - “We want to diversify our workforce to better reflect the people we serve”
 - “We need to have additional language capacity on our staff to better serve people who speak languages other than English”
 - “We need to make sure our building is accessible”
 - “We want to make sure our staff is better able to serve people who identify as LGBTQIA2S+”
 - “Continue to serve our community and increase ability to serve community members with intersectional identities”



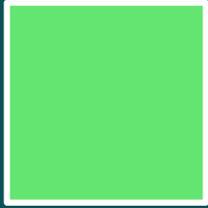
Tree Activity - *The Trunk*



- Action steps and resources needed
- Examples:
 - “Evaluate and update our recruitment and hiring practices through an equity lens”
 - “Create a language differential policy”
“**RESOURCE: translation services**”
 - “Conduct an Accessibility audit”
“**RESOURCE: consultant or audit expertise**”
 - “Ensure staff has access to training on respecting names and pronouns”
“**RESOURCE: trainings**”
 - “Partner with a provider who provides culturally specific services for communities that intersect with ours”



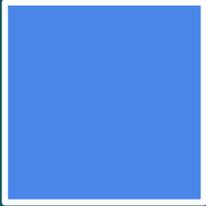
Tree Activity - *The Leaves*



- Desired state or outcome
- Examples:
 - “A diverse workforce who reflects the communities we serve and is supported in providing culturally responsive services”
 - “Additional language capacity to serve people who speak languages other than English”
 - “Our building is accessible to people with disabilities”
 - “Our staff can provide culturally responsive services to people who identify as LGBTQIA2S+”
 - “We are able to better serve individuals in our community who hold intersecting identities”



Tree Activity - *The Clouds*



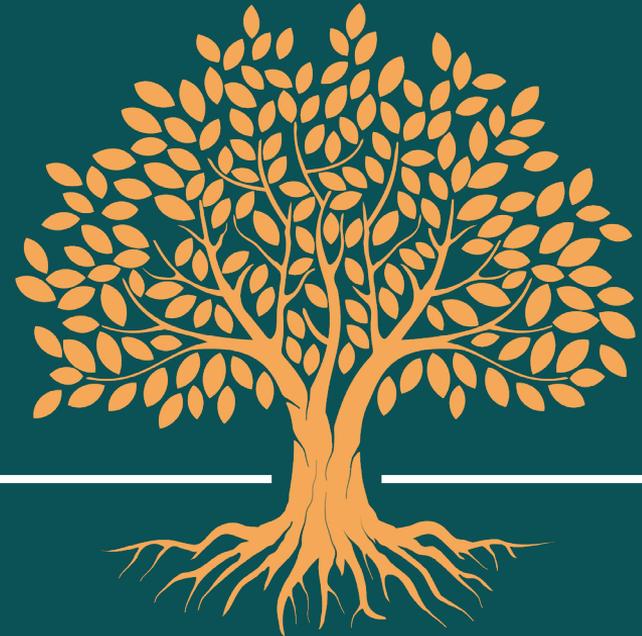
- Use the blue stickies above the tree to indicate any systemic or organizational barriers you notice to accomplishing your goals
 - Different from resource needs identified in the trunk



Tree Activity

As you place your stickies:

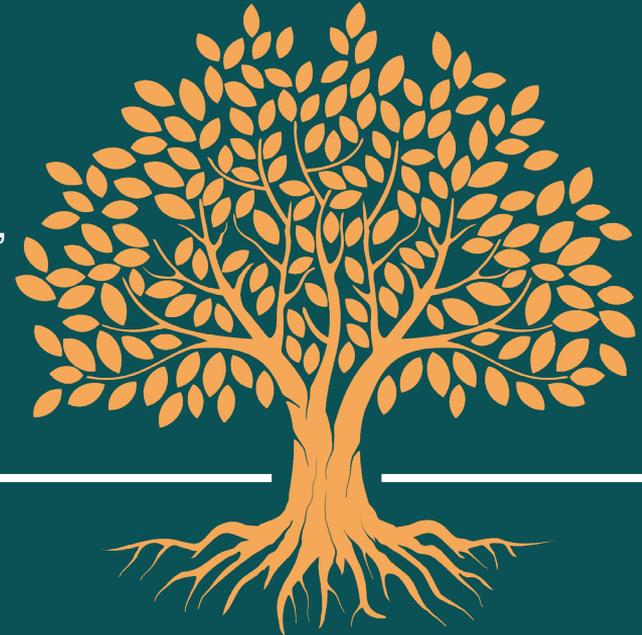
- Chat with each other! Thought partner!
Brainstorm!
- Consider how to measure! For example:
 - How do we measure the impacts of a training?
 - How do we measure accessibility?
- Think about what you've done/are doing, as well as what you plan to/would like to do
- Feel free to dream beyond your current resources
- Jot down any emerging questions
- ~~Keep track of your ideas for your work plan!~~



Tree Activity

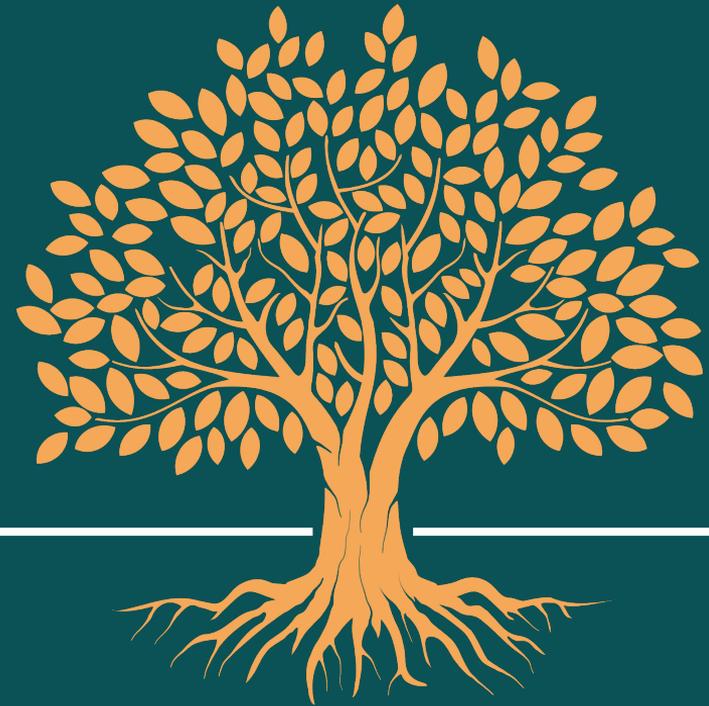
We will compile all the ideas afterward and send back out to everyone (and contract managers)!

- What ideas did you have that you want to share?
- What questions came up?
- What next steps did you identify (for yourselves, for JOHS, for the service system)?



Resources

- Equity Advisory Committee recommendations on attachment B
- Assessment Tools
- Training Coordination (sign up for the Equity Based Learning Calendar!)
- JOHS Equity Manager: Emily Nelson
 - emily.nelson@multco.us



Learn More and Visit Us At
johs.us

General Inquiries
johs@multco.us
503-988-2525

Media Inquiries
pressoffice@multco.us

Find Us on Social Media
(Instagram, Facebook, Twitter)





Joint Office of
Homeless Services