

## Service Equity Plan

### **Executive Summary/Purpose (What are we trying to solve?)**

*(Why are we developing a plan? What is the issue?)*

The aging service network in Clackamas County provides information, services and supports so every older adult in Clackamas County can age with dignity and respect, in safety, and with well-being, independence, choice, community connections, and access to resources.

The Older Americans Act, which funds many of the services provided to older adults in Clackamas County, mandates Area Agencies on Aging (AAA) prioritize people with the greatest need. Specific populations identified in the Older Americans Act include older adults with low incomes, people who experience a disability, people of color, rural residents, people who experience language barriers, and those who are socially, geographically or culturally isolated. Additionally, Clackamas County has identified a need to provide services, information and supports to Indigenous elders, LGBTQIA+ people, and people without access to reliable transportation.

Demographic program data shows community members, including those who identify as a person of color, are not accessing services and supports through the aging system at the same rate as other populations.

In FY 19/20, Clackamas County reported 2,378 registered clients. For those clients whose racial and ethnic identity was reported, 3.8% identify as a person of color:

- 33 Latinx
- 15 Native American
- 21 Asian
- 17 Black
- 5 Native Hawaiian

In FY 20/21, Clackamas County reported 1,778 registered clients. For those clients whose racial and ethnic identity was reported, 3.8% identify as a person of color:

- 29 Latinx
- 8 Native American

14 Asian  
13 Black  
4 Native Hawaiian

These data show that members of the Latinx community represent only 1.3% (19/20) and 1.6% (20/21) of OAA service participants; lower than the 8.5% of county residents aged 60+ who identify as Latinx.

People of color are also underrepresented in OAA service participants. In FY 19/20, 2.4% of participants identified as a person of color. In FY 20/21 that number was 2.1%. The percentage of people of color in the 60+ population of Clackamas County is 5.8%.

This Plan will address the differences in utilization rates among groups that have been economically and socially marginalized, so that the aging system in Clackamas County is welcoming to all county residents.

### **Mission:**

*(What do we want to do about it?)*

Clackamas County Social Services will increase the participation in OAA funded activities among underrepresented communities by identifying areas of inequity of access, participation and outcomes. We will identify root causes that perpetuate inequalities, and remove barriers in an effort to build a more inclusive aging services system.

Through the use of data, we will identify areas of concern, as well as areas where success is being achieved and will replicate those successes when possible.

### **Goals:**

1. Increase participation in aging services programs among groups that have been economically and socially marginalized.
2. Improve the ability of all service providers, including Clackamas County, to meet the cultural needs of all program participants

3. Improve program outcomes for all Aging Services program participants through analysis of Client Satisfaction Survey results.
4. Improve coordination between all programs operated by Clackamas County Social Services and state and local entities who provide programs and services to older adults in order to reduce silos, improve coordination, and leverage trusted relationships.

## Actions

Establish robust feedback processes so that leaders in the aging system hear directly from people with lived experience

Action	Assigned to	Accountability	Outcome	Category
Re-establish agency client feedback process	Brenda Durbin	Updated process finalized by 9/1/22	Increased number of surveys completed.	Awareness
	Jennifer Much Grund	Publish regular reports on survey responses.  Report includes any difference in experience reported by people of color.  Annual report on programmatic changes made in response to feedback	Increased number of surveys completed by people of color.  Information gathered will inform future programmatic decisions.	Access  Services
Gather information	Kati Tilton	Analyze and act upon	Information gathered will	Awareness

via outreach and engagement contract with Esther's Pantry and Ant Farm	June Bass	information received via these two Culturally Specific Organization partners	inform future programmatic decisions.	Access Services
Conduct listening sessions with identified communities	Ant Farm	Contract to conduct a number of outreach events	Information that will inform future programmatic decisions.	Awareness Access Services
Track how people find out about aging services	Kati Tilton Senior Center partners	Publish and review regular reports from Get Care System	Replicate successful modes of outreach	Awareness Access Services
Develop system to reach out to those who leave services	Brenda Durbin Kati Tilton June Bass Senior Center Directors	Collect and analyze information from programs that are currently collecting this information.	Identify trends and mitigate client exits	Awareness Access Services

### Collect and Analyze Program Participant Data

<b>Action</b>	<b>Assigned to</b>	<b>Accountability</b>	<b>Outcome</b>	<b>Category</b>
Improve data quality through training	Brenda Durbin Tonia Hunt	Analysis of current data quality by provider	More complete data with which to	Awareness Access

	Senior Center Directors	Work with providers to provide training to increase data quality and completeness	make decisions	Services
Analyze program participant demographic information	Brenda Durbin Jennifer Much Grund	Annual report	Data used to identify areas of focus for future outreach efforts and track outcomes of various outreach and engagement strategies	Awareness Access Services

Staff working in the aging system reflect the diversity of the community

<b>Action</b>	<b>Assigned to</b>	<b>Accountability</b>	<b>Outcome</b>	<b>Category</b>
More engagement with culturally specific providers	Kati Tilton June Bass	Agreements with two CSO in place	Potential clients have an access point to services that reflect their cultural identity	Staff Preparedness
Increase diversity of Social	Social Services Management Team	Annual report on staff demographics	Aging services staff reflect the demographic	Staff Preparedness

Services staff	Clackamas County Human Resources	Analyze candidate pool demographics  Analyze demographics of staff who leave the agency  Conduct "Stay Interviews". Similar to Exit Interviews but conducted with staff who have long tenures with the county.	s of the people served	
Provide ongoing training on Equity and Inclusion to Social Services staff and contracted partners	Brenda Durbin  EDIG training committee  Center staff and ASAC	Evaluate efficacy of training	Staff become more capable of supporting clients from all backgrounds	Staff Preparedness

Improve Coordination among Aging Services providers

Action	Assigned to	Accountability	Outcome	Category
Compare Service Equity Plans for the IDD program	Brenda Durbin	Identify and document opportunities	Opportunities to leverage the work of	Staff Preparedness

(Intellectual and Developmentally Disabled) , DSAC(Disability Services Advisory Council), APD (OHDS/Adults and Persons with a Disability)		for coordination  Information posted on Agency intranet	other agencies are identified	Access Services
Rebuild connections and improve understanding of programs between Social Services Staff, Health Housing and Human Services, and ODHS/APD	Leaders and staff in all of the identified agencies	Re-establish regular “meet and greets” between Social Services and APD staff  All staff retreat – opportunities for staff to better understand all services provided.	More referrals between programs  New media (ex. Short videos of staff introducing programs)	Staff Preparedness  Provider Engagement and Preparedness

### Monitor Service Equity Plan Progress

<b>Action</b>	<b>Assigned to</b>	<b>Accountability</b>	<b>Outcome</b>	<b>Category</b>
Establish an ongoing Service Equity Committee.	Brenda Durbin  Social Services Equity,	Committee established by 10/1/22  One member of Committee	Ongoing accountability to Plan outcomes	Awareness  Access Services

	Diversity and Inclusion Group (EDIG)	will participate in the APD Service Equity Advisory Council		
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**Scope:**

*(Where do we have influence?)*

Intentional outreach to communities of color and other historically underserved communities

Data collection and reporting

Working to make Social Services an employer of choice for prospective employees from diverse backgrounds

Outreach activities

Budget changes to fund Culturally Specific providers

Providing EDI (Equity Diversity and Inclusion) training

Providing data collection training

Policy and procedures

Center contracts

**Out of Scope:**

*(Where don't we have influence?)*

Center Boards



State, federal requirements (i.e., immigration status)

**Roles and Responsibilities:**

See information captured in tables above.

**Internal Interest Groups:**

*(Who within the organization should be informed of or involved in our work?)*

Clackamas County Social Services staff

Aging Services Advisory Council

All Social Services Appointed Boards and Committees

Clackamas County Human Resources

**External Interest Groups:**

*(Who outside of the organization should be informed of or involved in our work?)*

All contracted partners

Clackamas County APD

DSAC (Disability Services Advisory Council)

Program participants – current and future.

All county residents

Health Clinics (Health Centers and others)

Places of worship