

COMMUNITY ACTION BOARD
February 2, 2022 Meeting Minutes
Meeting held virtually via Zoom
7:30 AM – 9:00 AM

FACILITATOR		Marya Choudhry			
NOTE TAKER		Amy Kelsey			
E	Yelena Voznyuk	P	Juana Hernandez	S	Brenda Durbin
P	Nicole Johnson	P	Stephanie Hollingshead	S	Amy Kelsey
P	Sonia Agnew	P	Marya Choudhry	S	Jennifer Much Grund
P	Martha Spiers	E	Erich Brill		
E	Richard Sheldon	O	Paul Edgar		

P-Present, A -Absent, E-Excused, S-Staff, O-Other Attendee

ITEMS / ISSUES	DISCUSSION	FOLLOW-UP
Meeting Called to Order:	Marya called the meeting to order at 7:30 a.m.	
Minutes:	Minutes from the January 5, 2022 meeting moved to approve by Sonia, seconded by Martha and adopted by the Board.	
Equity Pause:	<p>The equity pause focused on how racism makes us sick.</p> <p>Why does race matter so profoundly for health? David R. Williams developed a scale to measure the impact of discrimination on well-being, going beyond traditional measures like income and education to reveal how factors like implicit bias, residential segregation and negative stereotypes create and sustain inequality. In this eye-opening talk, Williams</p>	

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	<p>presents evidence for how racism is producing a rigged system -- and offers hopeful examples of programs across the US that are working to dismantle discrimination. The equity pause discussion focused around the following TED Talk.</p> <p>https://www.ted.com/talks/david_r_williams_how_racism_makes_us_sick?language=en</p> <p>Moving forward the Board will engage in an equity pause every two months.</p>																						
Social Services Performance Clackamas Measures	<p>Social Services Performance Clackamas Measures presented by Jennifer Much Grund, Policy, Performance and Research Analyst Clackamas County Social Services Division. The chart below is the performance measurement system implemented five years ago for all divisions under the department of Health, Housing and Human Services.</p> <table><tr><th>Program</th><th>Measures</th></tr><tr><td rowspan="5">Social Services Administration</td><td>% of grants applied for that are received.</td></tr><tr><td>% of audits that result in zero fiscal findings.</td></tr><tr><td># contracts processed.</td></tr><tr><td># walk-ins seen in reception.</td></tr><tr><td># public transit rides delivered.</td></tr><tr><td rowspan="8">Developmental Disabilities</td><td>% of participants who say they have control and choice over their lives.</td></tr><tr><td>% of participants who say they achieve their goals.</td></tr><tr><td>% of abuse allegations that are reported within 24 hours of first knowledge.</td></tr><tr><td># individuals served.</td></tr><tr><td>Average case load: kid team.</td></tr><tr><td>Average case load: adult team.</td></tr><tr><td># eligibility determinations completed.</td></tr><tr><td>% of state-contracted qualifying encounters conducted.</td></tr><tr><td rowspan="3">Volunteer Connection</td><td>% of volunteers who feel their service is meaningful.</td></tr><tr><td>% of clients or caseworkers who report that the service increases or maintains their independence.</td></tr><tr><td># program participants served.</td></tr></table>	Program	Measures	Social Services Administration	% of grants applied for that are received.	% of audits that result in zero fiscal findings.	# contracts processed.	# walk-ins seen in reception.	# public transit rides delivered.	Developmental Disabilities	% of participants who say they have control and choice over their lives.	% of participants who say they achieve their goals.	% of abuse allegations that are reported within 24 hours of first knowledge.	# individuals served.	Average case load: kid team.	Average case load: adult team.	# eligibility determinations completed.	% of state-contracted qualifying encounters conducted.	Volunteer Connection	% of volunteers who feel their service is meaningful.	% of clients or caseworkers who report that the service increases or maintains their independence.	# program participants served.	
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		# volunteer hours worked.
		# volunteers hours per Volunteer Connection employee FTE.
	Veterans Service	\$\$ in new claims granted for Clackamas County Veterans (annually with a two-year lag).
		# claims filed.
		Return on Investment: Claim dollars generated for every dollar spent on the Veterans Service Program.
	Housing Support	75% of households served, through permanent and transitional housing, move to or maintain stable housing.
		65% of households have retained permanent housing 6 months after program completion.
		# individuals served.
		# households served.
		# households on the CHA waitlist.
		# Housing Rights and Resources Program calls.
	Oregon Project Independence	% of clients who exited the program and did not enter Medicaid Long-Term Services and Support.
		# clients served.
		# hours provided to clients.
		Average # years in program.
		Estimated Medicaid Long-Term Services and Supports savings.
		# potential clients on waitlist.
	Aging and Disability Resource Connection	% of people whose goals have been met.
		# referrals (Information & Referral).
		# calls (Information & Referral).
		# people served (including walk-ins, care transitions, options counseling, calls, and community court).

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	<table border="1"> <tr> <td data-bbox="443 164 846 475" rowspan="7">Energy Assistance</td><td data-bbox="846 164 1776 212">85% of Energy Assistance clients receive assistance prior to energy shutoff.</td><td data-bbox="1776 164 1841 212"></td></tr> <tr> <td data-bbox="846 212 1776 261">% of households that are first-time assistance recipients.</td><td data-bbox="1776 212 1841 261"></td></tr> <tr> <td data-bbox="846 261 1776 310">% of participants served who are seniors and/or have a disability.</td><td data-bbox="1776 261 1841 310"></td></tr> <tr> <td data-bbox="846 310 1776 358">\$ paid to alleviate energy costs.</td><td data-bbox="1776 310 1841 358"></td></tr> <tr> <td data-bbox="846 358 1776 407"># households receiving assistance.</td><td data-bbox="1776 358 1841 407"></td></tr> <tr> <td data-bbox="846 407 1776 456"># households completing energy education class series.</td><td data-bbox="1776 407 1841 456"></td></tr> <tr> <td data-bbox="846 456 1776 505"># payments made to restore service.</td><td data-bbox="1776 456 1841 505"></td></tr> </table> <p data-bbox="443 505 1776 630">Jennifer Much Grund referenced the book “Weapons of Math Destruction: How Big Data Increases Inequality and Threatens Democracy” by Cathy O’Neil.</p>	Energy Assistance	85% of Energy Assistance clients receive assistance prior to energy shutoff.		% of households that are first-time assistance recipients.		% of participants served who are seniors and/or have a disability.		\$ paid to alleviate energy costs.		# households receiving assistance.		# households completing energy education class series.		# payments made to restore service.		
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Discussion around the Draft Equity Lens	<p data-bbox="443 630 1776 748">Brenda Durbin, Director of Clackamas County Social Services shared about the newly developed Water/Sewer Bill Assistance Program. As part of the Water/Sewer Assistance Program a Master Grant Agreement Implementation Report has been generated.</p> <p data-bbox="443 748 1776 943">The new federal Low Income Household Water Assistance (LIHWA) Program will provide financial assistance to Oregonians with low incomes to help manage their residential water utility costs. Established by Congress in December 2020, this federally funded program will help low-income households pay down their outstanding water bills.</p> <p data-bbox="443 943 1776 1040">OHCS established five priorities through which to develop the LIHWA Program and through which we continue to hold through the implementation of the program:</p> <ul data-bbox="443 1040 1776 1279" style="list-style-type: none"> • Co-creation • Racial Equity • Elevation of the need • Transparency • Scalability 																

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	<p>On the front end of the newly established Water/Sewer Assistance Program, CAB made a concerted effort to generate an Equity Lens. An Equity Lens will ensure the County is intentional in its approach during the decision making processes, and intentionally bringing people to the table to provide structure-reaching goals. Marya, Sonia and Martha took the questions listed below and worked to develop a draft Equity Lens from scratch.</p> <ol style="list-style-type: none"> 1. What is the budget, initiative, policy, program, or decision under review? <ul style="list-style-type: none"> ○ \$800,000 for the first allocation; Water and Sewer assistance program. 2. What group(s) experience disparities related to this budget, initiative, policy, program, or decision? Are they at the table? (If not, why?) <ul style="list-style-type: none"> • Table = CAB <ul style="list-style-type: none"> ○ The Community Action Board (CAB) does offer representation from groups experiencing disparities. Although, during today's planning session relevant members were not present. Moving forward members representing groups experiencing disparities will be encouraged to engage in this work. • Are there disparity in water/sewer programs? <ul style="list-style-type: none"> ○ A large part of this work will include collecting data on various costs from different providers. Also collecting data on demographics of residents within each water/sewer district. ○ Census data will be reviewed to generate an income profile by district. This data will also include household size as a data point. • Does WES maintain water quality information for example lead content? <ul style="list-style-type: none"> ○ Moving forward in the work CAB would like the opportunity to engage in future partnerships with CDBG/CD and WES. The goal of the partnership will be to insure water/sewer services of the highest qualities for all groups experiencing disparities. • State rules explicitly call out communities of color. 	

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	<ul style="list-style-type: none"> ○ Clarification around income guidelines and documentation status have yet to be determined. • Question on income requirements. Can we prioritize lower income households? <ul style="list-style-type: none"> ○ Clarification is needed around income guidelines. • Is Household size a census data point? <ul style="list-style-type: none"> ○ Yes • Need to ensure that newer members are fully engaged. <ul style="list-style-type: none"> ○ Brenda Durbin, Director of Clackamas County Social Services will reach out to new CAB members via phone in January 2022. Along with a new member orientation in mid-March 2022. • Voice from immigrant community might be a good to add to CAB. <ul style="list-style-type: none"> ○ Moving forward CAB recruitments will be strategically focused around outreach to immigrant communities of Clackamas County. • Does Water/Sewer program require SSN? <ul style="list-style-type: none"> ○ At this time documentation of a valid social security number is required to obtain assistance with bill payment. 3. How might the budget, initiative, policy, program, or decision affect the group(s)? How might it be perceived by the group(s)? <ul style="list-style-type: none"> • Intent of program is to provide financial assistance to lower income households. • How will the household without documentation be served? • Is there a way to mitigate the impact with other assistance/programs? 	

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	<ul style="list-style-type: none"> • Low income households who live in a district not served by this program will not have access. <ul style="list-style-type: none"> ○ More future funding will allow the program to go county-wide. • Perception - seen positively as the county filling a long standing gap in services. <ul style="list-style-type: none"> ○ Social Services client satisfaction survey. <p>4. Does the budget, initiative, policy, program, or decision improve, worsen, or make no change to existing disparities? Please elaborate. Does it result in a systemic change that addresses institutional racism?</p> <ul style="list-style-type: none"> • Documentation issue. <ul style="list-style-type: none"> ○ Double check - for EA - prorate assistance based on % of Head of Household members who are documented. ○ Hope will be to reduce disparities. ○ Local efforts may mitigate documentation issues. ○ Districts that serve higher numbers of lower income and residents of color will be prioritized. ○ Another mitigation is our plan to pay for "assistor's". <p>5. Does the budget, initiative, policy, program, or decision produce any intentional benefits or unintended consequences for the affected group(s)?</p> <ul style="list-style-type: none"> • Targeted to low income communities and communities of color. Stigmatizing communities. <ul style="list-style-type: none"> ○ Government will know who is in household re: documentation. ○ Adverse incentivize not to pay bill since program can only pay for arrearages. <p>6. Does the budget, division strategy or process item advance health equity and community health needs?</p> <ul style="list-style-type: none"> • Targeted communities; ensuring access to clean water. 	

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	<ul style="list-style-type: none"> ○ Collecting data on other needs through satisfaction surveys. ○ Leverage relationships with other county departments and CBOs. ○ Structural racism as it affects water quality/ lead exposure. <p>7. Based on the above responses, what are possible revisions to the budget, initiative, policy, program, or decision under review?</p> <ul style="list-style-type: none"> • Involve colleagues throughout county. • Take a "race first" approach. • Link to future Infrastructure investments in lead mitigation. • Take action based on key performance indicators. • Escalation process when issues of disparity are found. <ul style="list-style-type: none"> ○ Who is notified, document actions taken? • Collaborate with Blue Print actions. <ul style="list-style-type: none"> ○ Clackamas County Public Health Blue Print <p>8. What next step is recommended and how will it be advanced?</p> <ul style="list-style-type: none"> • Clean up this document. Review with CAB exec, then share at Feb. meeting. • Brenda Durbin, Director of Clackamas County Social Services will reach out to staff for answers. • Outreach to new members Juana Hernandez and Stephanie Hollingshead. <ul style="list-style-type: none"> ○ Brenda Durbin, made contact with Juana and Stephanie on Jan. 13, 2022 • Fee for service to assistor's. What level of financial reimbursement for assistants? <ul style="list-style-type: none"> ○ Fee for service work and amount per completed applications is still being 	

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	<ul style="list-style-type: none"> Continue improvement process for next phase of program. 	
Member Update	<p>Sonia reached out to Brenda for the departments perspective on the meeting the needs within Clackamas County. Brenda spoke of the lens being deep and limited vs. shallow and broad.</p> <p>Martha shared two references on ACES – a TED talk and an article. Called “The most important study you never heard of”</p> <p>https://www.ted.com/talks/nadine_burke_harris_how_childhood_trauma_affects_health_across_a_lifetime</p> <p>https://www.cdc.gov/violenceprevention/aces/about.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fviolenceprevention%2Facestudy%2Fabout.html</p> <p>Paul would like to see that a layer of decision making be focused around minor children and doing the best to not burden their future, for there is concern that children are losing their potential for success in the future. Paul mentioned the importance of ensuring a return on investment, and investing in children is so critical.</p> <p>Stephanie has requested to receive more information on the overall use of funds, and the historical use of funds.</p>	
Next Meeting:	<p>March 2, 2022, 7:30am – 9:00am via Zoom.</p> <p>http://www.clackamas.us/socialservices/committee_cab.html</p>	