



Multnomah County ADVSD DSAC Relaunch

Discovery Phase Key Findings and Recommendations

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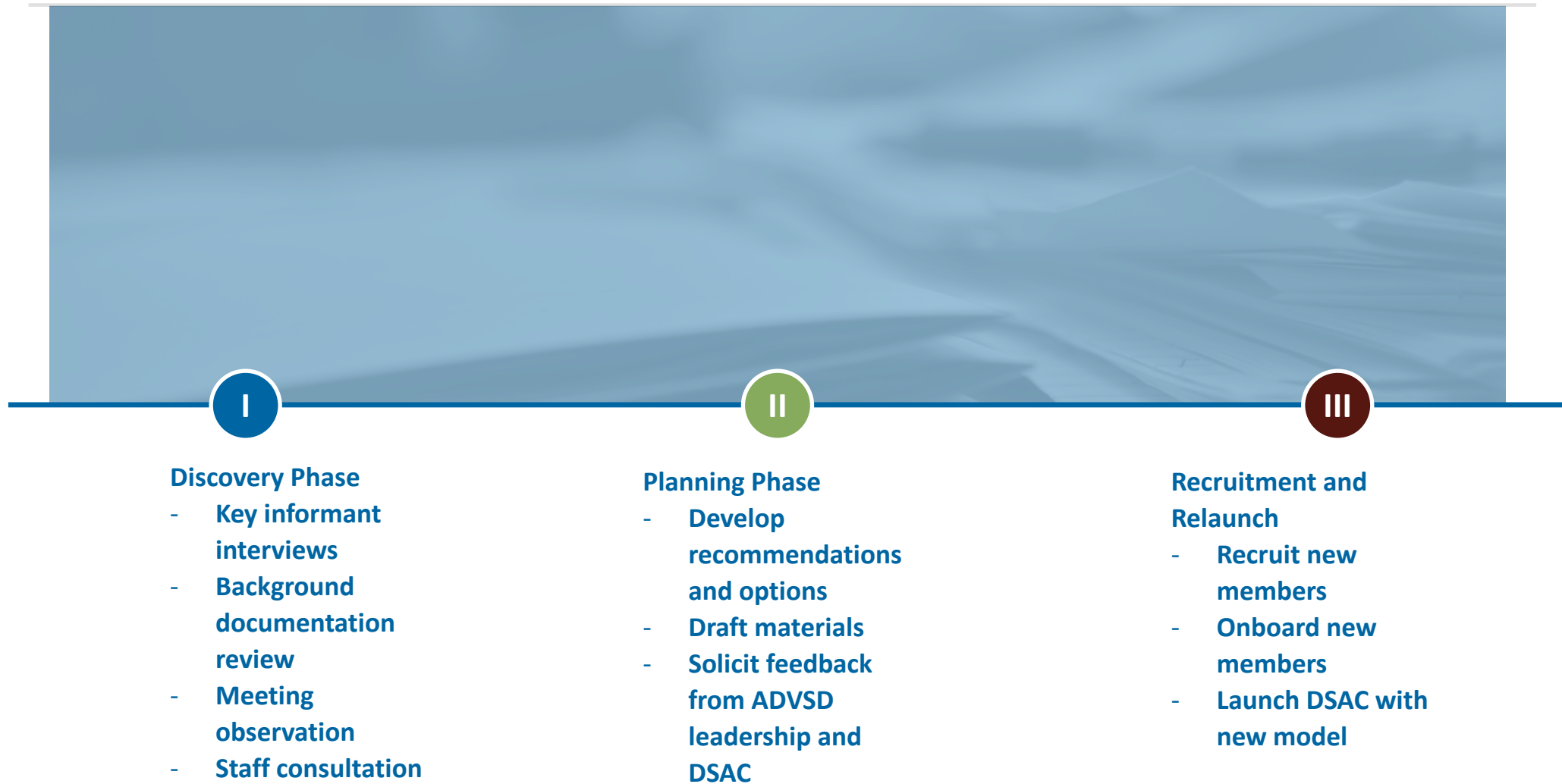
4/27/2020



| AGENDA

- ☐ Context for engagement
- ☐ Key findings from discovery phase
- ☐ Planning phase next steps
- ☐ Questions for your consideration
- ☐ Discussion

| High-level Timeline and Process



Interviews with key stakeholders

Interview design

- Two versions

Outreach and scheduling

- Conducted by Robyn
- On and off-site



11 interviews conducted:

- DSAC members
- Community stakeholders
- County leadership



Report developed

- Background
- Process
- Key findings
- Recommendations



| General Thoughts

- + People were happy to have an opportunity to share, debrief, and process
- + Provided an opportunity to set expectations and increase buy-in
- + Several key themes emerged

| Key Findings

Why people joined and why they stay

- + Personal connection to the work and the community
- + Desire to impact policy and decision-making
- + Personal identity as an advocate
- + Learning and growth opportunities
- + relationships



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| Key Findings

When they do their best work

- + Clear scope and task
- + Tangible products and outcomes
- + When the group can come together around a single issue
- + Role clarity
- + NEMT was a clear example



| Key Findings

In an ideal world, what would DSAC do

- + Serve as community liaisons
- + Advise on all ADVSD programs, but specifically LTSS/Medicaid
- + Advocate
- + Influence county decision-making



Barriers encountered

- + Lack of clarity
 - + Role and scope
 - + Group processes
- + Connection within larger ADVSD and LTSS/Medicaid program
- + Disparate/disrespectful treatment and behavior
- + Cumbersome and ineffective recruitment and onboarding



| Key Findings

Values that should drive DSAC

- + Racial equity
 - + Intersectionality
 - + Disability
- + Power sharing and consensus
- + Community-centered design
- + Collaboration
- + Trauma-informed



| Key Findings

Is two really a crowd?

- + Question on whether or not to consider combining DSAC with ASAC

+NO



The key findings can be addressed through three key domains.

DSAC Structure

- Attending to the foundational elements to set DSAC up for success

Member Recruitment & Onboarding

- Attending to the people aspects of the group – get the right people there and make sure they have what they need to succeed

Practices & Procedures

- Attending to how the group works together – setting expectations for behavior and ensuring a culture of inclusivity

| Examples of Structural Opportunities

Ideas for addressing structural elements of DSAC in order to ensure the group is set up for success.

- ☑ Review and refine DSAC Charter and scope
 - ☑ Align with state requirements
 - ☑ Align with DSAC and County desires
 - ☑ Include table on how scope is operationalized
 - ☑ Emphasize role of community liaison
- ☑ Develop new facilitator model
- ☑ Develop yearly work/strategic plan
- ☑ Connection to Medicaid/LTSS
- ☑ Design and adopt decision-making log
- ☑ Conduct annual evaluation of work accomplished
- ☑ Consider new staffing model
- ☑ Rotate meetings in community settings
- ☑ Adopt policy to use small business/POC owned catering and provide culturally specific food
- ☑ Ensure availability of translation services
- ☑ Develop Community of Practice for Council members
- ☑ Develop map of other County advisory councils

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Examples of Member Recruitment and Onboarding Opportunities

Ideas for addressing member recruitment and onboarding in order to ensure the you have the right people and they are supported.

- ☑ Create DSAC Member recruitment matrix
 - ☑ demographics
 - ☑ Skills needed
- ☑ Develop role clarity document
 - ☑ Consumer vs. Community vs. County member
 - ☑ Role of Commissioner
 - ☑ Staff roles
- ☑ Implement annual retreat
 - ☑ Relationship building
 - ☑ Skills development
 - ☑ Strategic planning
- ☑ Redesign member recruitment process
 - ☑ Review of application using equity lens
 - ☑ Promotion and marketing
- ☑ Create a robust onboarding process
 - ☑ History of DSAC
 - ☑ Charter and scope
 - ☑ Overview of ADVSD programs, staff, and structure
 - ☑ Focus on Medicaid Programs
 - ☑ Mentor assignments for new members
 - ☑ Basic trainings on equity, disability, trauma-informed services

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Examples of Practices and Procedures Opportunities

Ideas for addressing practices and procedures in order to ensure an inclusive culture where members are seen, valued, and heard.

- ☑ Develop group foundational processes
 - ☑ Working agreements
 - ☑ Value statements
 - ☑ Reconciliation process
 - ☑ Decision-making model
 - ☑ Equity lens and equity impact assessment tools
 - ☑ Operationalizing equity
- ☑ Adopt trauma-informed meeting practices
- ☑ Implement consensus-based name plaques
- ☑ Develop standing agenda template
 - ☑ Relational time
 - ☑ Presentation/education
 - ☑ Work time
 - ☑ Standing introductions with pronouns
- ☑ Member update time slots
- ☑ Agenda setting for next meeting
- ☑ Create guest presentation guidelines
 - ☑ Font size and accessibility
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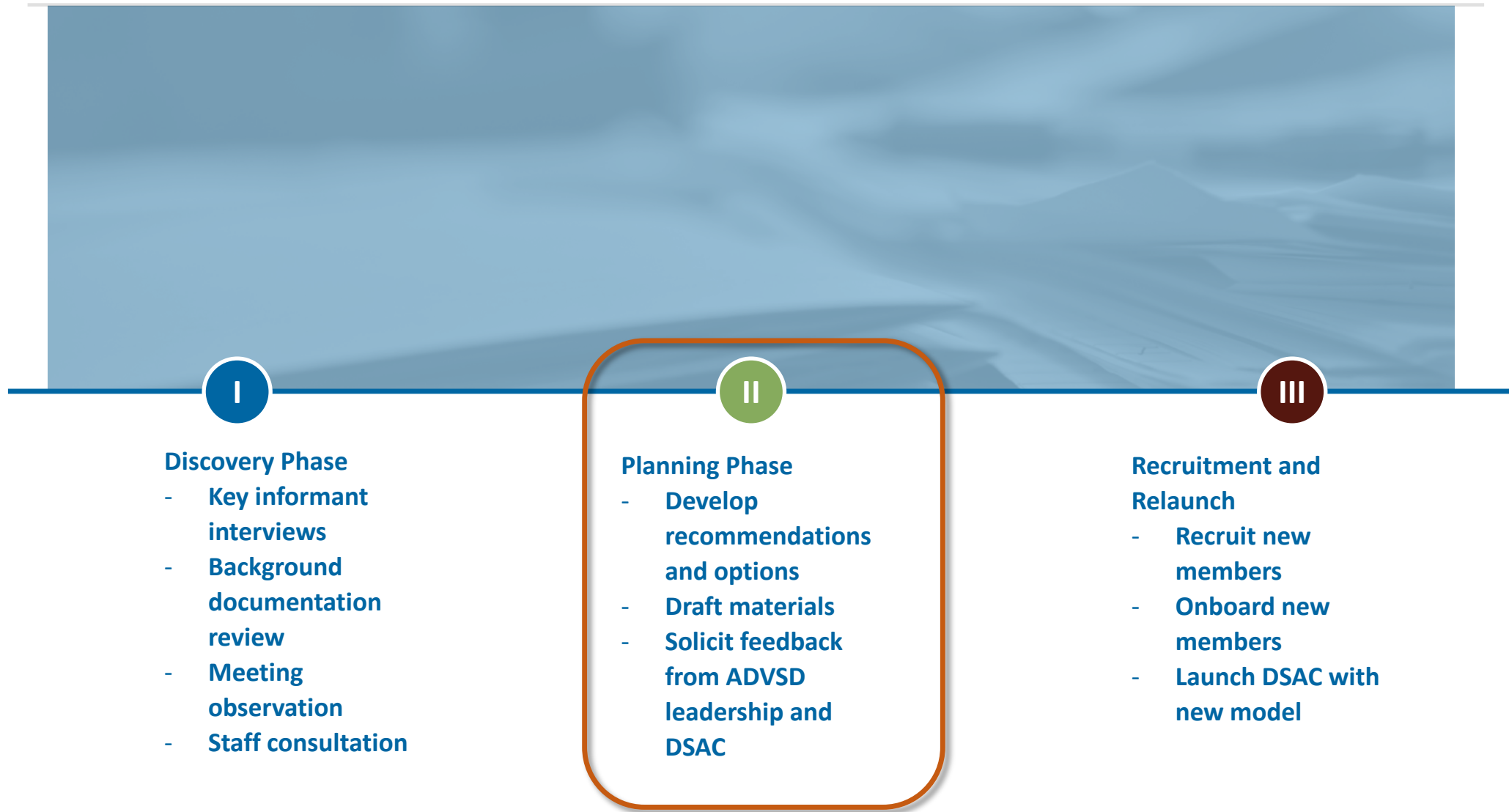


**Is this what you
thought you signed
up for?**



**Alignment with
Multnomah
County's values?**

| High-level Timeline and Process



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