

## **Themes from January 2024 Community Partner meeting:**

### **Accessing services and information**

- More language services and co-creation of content to be culturally responsive and better reach diverse communities
  - o Beyond outreach: “clients are given a phone number but may not have a phone or interpreter services aren’t available when they do call”
  - o Disaster preparedness messaging in languages other than English
- Programs are difficult to navigate – could use a community navigator or one point of contact for services
- Challenging to get resources outside of I-5 in rural communities
- Seniors and those who are deaf and hard of hearing need more accessible resources
- Organizations reported need for better training across ODHS case managers - and in community
  - on services available to people with disabilities

### **Input and collaboration**

- Need to listen to people using services, people with lived experience and older adults
- Providers need easier access to influence policy
- More inclusive workgroups and planning groups
  - o “Spaces like these where we are better able to connect with other community organizations, hear from leadership & be a part of the planning & decision making”
  - o “Solution focused conversations - Often hear what cannot be done. How do we shift to how it *can* be done and who we need to collaborate with to be successful?”
- ODHS can serve as a convener
- Utilize faith-based community voices in planning and decision making

### **Challenges for Oregonians we serve**

- Food insecurity
- Housing
- Health care access, especially behavioral health and particularly in rural areas
- Employment: need more skills building and benefits to enable people to obtain training and education
- Losing benefits while trying to achieve self-sufficiency
- Childcare access and cost

### **Siloed programs**

- Need more collaboration to improve services
- Programs should be more flexible in providing resources
- Resolve urgent cases more quickly

### **TANF**

- Availability for people without kids
- Removing barriers to employment

### **Employed people with disabilities program**

- Eligibility limits should be changed

### **Contracts and Grants**

- Remove barriers to procurement processes and increase opportunities and transparency around grants and contracts
- Increase equity in contracting and grants
- Provide opportunities for funded/contracted partners to collaborate with ODHS and with one another
- Consider staff health and wellness; ODHS workers, staff in partner orgs are experiencing trauma
- Partner organizations have large caseloads and funding is inadequate
- Outcome-based funding models aren't inclusive of actual work