

# Getting Results

DHS Managers newsletter — Vol. 1, No.7

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## FOCUS

### *Diversity not just for special days*

By Marita Baragli

DHS Diversity Manager

It was good to see the events celebrating Martin Luther King Jr., in various places around the state, in addition to the observance held at the Human Services Building in Salem on Jan. 20. Now is a good time to remind us all that diversity and cultural competence are not just subjects for special occasions, but part of the DHS Vision every day.

The DHS 2006 Vision for Diversity is to continue to appreciate and welcome the diversity of staff and customers. It is also to provide culturally competent services to clients and customers in ways that are respectful and inclusive.

In implementing cultural competency as an organizational practice, DHS adopted Standards and Guidelines for Cultural Competency and Gender Specific Services in September 2003.

Since 2003, DHS has been working with a strategic planning process aimed at achieving:

- more diverse workforces
- culturally competent effective and accessible services
- and an infrastructure supporting performance accountability.

Why is diversity important and why should we continue the work?

The expectations of our customers and clients have risen in the complex environments where we operate. Oregon's demographics are changing rapidly and we will face even more diversity in the years to come.

The DHS workforce must be able to respond with creativity and innovation in order to meet new situations and the demands of this changing state.

We need diverse participation in decision making, crafting solutions, building support, cooperating, and compromising.

Diversity is justified by the need to have a highly qualified workforce in this very competitive environment.

Finally, it is part of the DHS Core Values. Value Four states: "We respect the dignity and the diversity of our colleagues, communities and people we serve."

If you have a response or a question, please contact Marita Baragli, (503) 947-5287, or [marita.baragli@state.or.us](mailto:marita.baragli@state.or.us)



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### *EAP now offers more services*

Effective January 1, DHS changed from its existing direct contract with Cascade Centers to the new PEBB contract with Cascade Centers for its Employee Assistance Program (EAP).

Employees will see no interruption in service, and we are continuing to offer three visits per issue, but this contract has many exciting new benefits for employees. These include:

- Legal and financial consultations.
- A Home Ownership Program with discounts on services such as lender fees, commissions, inspections and moving.
- Work/Family/Life referral and concierge resources: helps you locate resources and information nationwide regarding eldercare, child care, identity theft and more.
- The "Cascade Personal Advantage" interactive Web site, to help you kick a habit, take a self-assessment, compare child- and eldercare services and more.

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## Focus

### *Layoff-related mandatory hiring lists*

Some individuals affected by the recent layoff have been placed on the SEIU represented agency recall lists, which are summarized by classification and by geographic area for qualifying persons.

Each qualified person has the right to be placed on the list for the geographic area (SDA or work-site) from which they were laid off. They also can choose to be placed on layoff recall lists for other geographic areas. The employee has one right of refusal for their identified layoff geographic area. For other geographic areas, see the current collective bargaining agreement, Article 70, sections 9 and 10 for specific information.

When a position opens for which an individual on the recall list may be qualified, the DHS Office of Human Resources (OHR) will review the position description on file in the OHR and the employee's personnel file, to see if the individual is able to perform the new duties within a reasonable time for orientation purposes.

If there is a match, OHR will notify the manager, who must then contact the employee to see if they are interested in the new assignment. Whether the employee accepts this assignment or not, it is important to let OHR know the employee's decision regarding the position. The OHR contact is Jennifer L. Rogers, phone (503) 945-5693.

### *Layoff process update*

By Louise Melton-Breen  
Interim Human Resources Administrator

The January 17, 2006 layoff of non-institution SEIU employees is now complete.

Most of the impacted employees were in CAF and SPD. Full statistics on the layoff are posted on the Office of Human Resources (OHR) Web site. Although there were four rounds to this layoff, there is only one layoff with one effective date for the 210 employees who were impacted.

We'd like to continue to improve this process. To that end, OHR will coordinate a debriefing with affected managers, central office staff, SEIU representatives, DAS Labor Relations managers, and OHR staff. Then we will report the findings and what we can do different in the future.

As a result of the layoff process, some staff will be moving out of one work unit location and into another. Everyone reacts to this differently, but it is the manager's responsibility to ensure that employees feel welcome and receive appropriate orientation to the work, work environment, and staff in their new work unit.

How this occurs varies unit by unit and office by office. The most important piece of this orientation is that new staff feel welcome and are provided the same orientation that any new member of the unit would receive. And remember that it is important to continue to cultivate your work environment on a regular basis.

## Tools & resources

### *EAP cont.*

DHS Safety & Health will distribute more detailed information after Cascade Centers and PEBB have met this month regarding PEBBs plans for rollout. The EAP section of the DHS Safety Web site will also be updated by the end of January to reflect the new services:

New color posters about the service are available for your work areas. If you want copies of these posters, please either contact DHS Safety & Health, (503) 945-6380, or Cascade Centers, (800) 433-2320. You can also order new brochures reflecting all of the services offered by Cascade Centers from the same sources.

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