Individual Support Plan Redesign Project

Communication and Engagement Plan

2022-2027

Version No. 1: November, 2022

Note: This document to be updated

Contents

Purpose and Context

The Oregon Individual Support Plan (ISP) Redesign Project is part of a larger statewide, transformational system change effort known as [The Compass Project](#). It is sponsored by Oregon's Office of Developmental Disabilities Services (ODDS). ODDS serves people with Intellectual and Developmental Disabilities (I/DD).

The ISP Redesign Project will continue the work of the previous contractors efforts, Health Management Associates, and review how the ISP process works now, design new processes and materials, conduct a pilot and field test, in collaboration with the [University Center for Excellence in Developmental Disabilities](#) and implement an improved process, beginning in January 2027.

The Oregon ISP Redesign Project Manager is Nicholas Kaasa (he/him). He has extensive experience consulting with others to create their own ISP and teaches professionals about the ISP planning process through the Arc Oregon. He brings a unique perspective, as someone who uses DD services, and brings lived experience to the forefront in his leadership.

The success of the Oregon ISP Redesign Project depends on our ability to learn from a broad cross-section of our community that we are now referring to as the Community Partner Group. Building on and creating new relationships is vital to our strategy. ODDS led the development of this group, in collaboration with Nicholas. This group includes people with I/DD, their families, services coordinators, personal agents, supporters, and other collaborative partners. Historically, this type of group has been referred to as a Stakeholder group. We need to hear from as many people as possible to put their ideas in place and improve the ISP planning process. The Community Partner Group will continue to recruit Self-advocates to ensure people with lived experiences are at the core of re-envisioning and advising on the redesign efforts, training, and implementation. There will be multiple opportunities for people outside of the Community Partner group to share their ideas and feedback throughout the ISP Redesign Project.

Working together for a better ISP

ISP PROCESS

Self-advocates

Community Partner

Redesign Project

ODDS
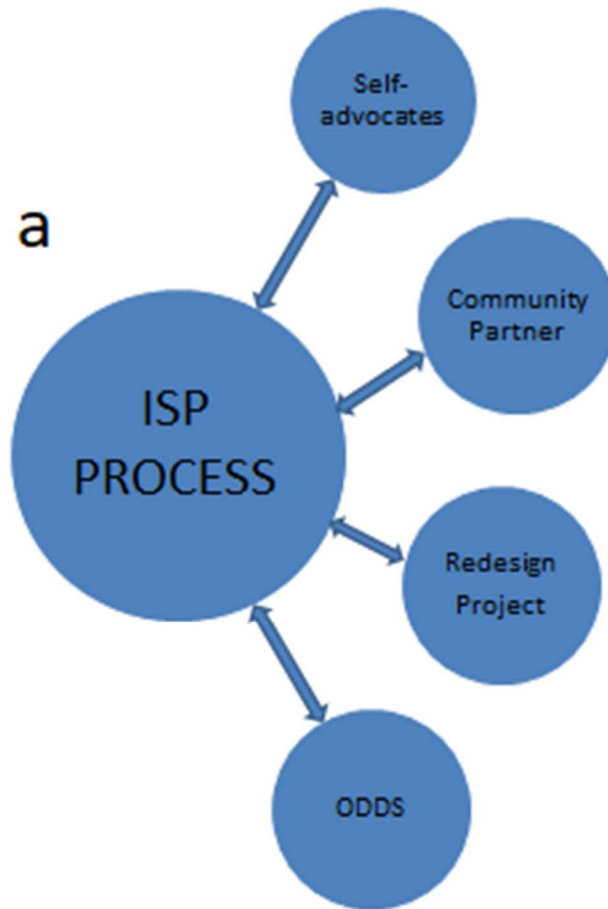
Image Description: This is a visual graphic to show the Oregon ISP process and the people involved to highlight the collaborative work. The image includes arrows pointing in both directions from the center to the people involved.

Engagement Steps and Communication Objectives

Our Engagement Cycle is based on the Business for Social Responsibility's Five Step Approach[1].

1. Create strategy: The Oregon ISP project team wants to create a way to involve all people in the Community Partner Group.

3. Prepare the plan: Build action steps based on our values to ensure people have the tools and information presented in a way that works for them and provides opportunities for meaningful engagement.

4. Do the plan: Carry out steps listed in the Communication Plan.

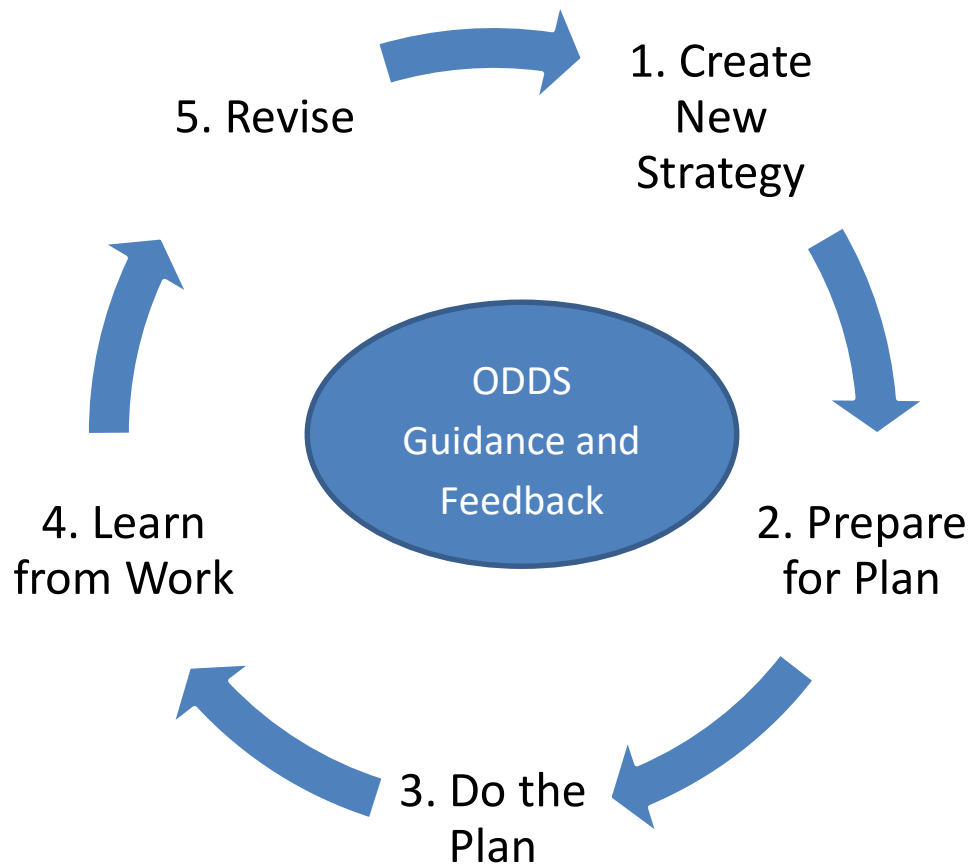5. Learn from the work: Following each Communication and Engagement opportunity we will use tools such as: working/not working and learning logs to identify ways to do differently and better to align with values and to work towards the collective goals and outcomes sought by this project. The project team will share lessons learned with ODDS during monthly meetings and summarized in milestone reports. These will be highlighted in the Self-Advocate and Community Partner Meetings.

6. Revise strategy. Identify opportunities from feedback and determine actions, revisit goals and plan next steps for follow-up and future engagement.

ISP Redesign Project
Communication and Engagement Cycle

1. Create New Strategy

5. Revise

ODDS Guidance and Feedback

4. Learn from Work

2. Prepare for Plan

3. Do the Plan

Our communication objectives largely mirror the ISP Process Redesign timeline activities:

Communication Objectives

1. Current Mapping of the ISP process: Gather current information about the ISP Planning process and lessons learned during the COVID-19 pandemic. Identify new or emerging themes that differ from pre-pandemic planning practices. Completed September 2022. This will be shared at the first Community Partner Group Meeting.

2. Gain insight on how to better reach people in the Community Partner Group by asking about each person's backgrounds and interests.

3. Ask Community Partner Group to engage on ISP Redesign Social Media platforms.

4. Encourage members of the Community Partner Group to join interest focused ISP Redesign Email List(s) or USPS Mailing Lists.

5. Encourage Community Partner Group to learn about the current ISP process, ISP Redesign Project and Communication and Engagement Plan. Provide opportunities for the Community Partner Group to share thoughts and perspectives.

6. Contact and establish relationships with Civic Organizations in order to reach diverse people with I/DD.

7. Communicate regularly with Self-Advocates, Families and Community Partners with updates and ISP information.

8. Involve the Community Partner Group to learn about the Pilot, Field Test Strategy and Materials and provide opportunities for the group to share feedback and recommendations.

9. Support Community Partner Group to review the Pilot Findings and engage in the process of preparing and recruiting participants for the Field Test. Provide opportunities for the group to share feedback and recommendations.

10. Assist Community Partner Group to learn about short-term outcomes of the Field Test Findings and provide opportunities for the group to share feedback and recommendations.

11. Help Community Partner Group to learn about long-term outcomes from the Field Test Findings, review final materials, and share feedback and recommendations.

The voices and perspectives of people with I/DD must be central to each step of the process. The ISP Process is intended to meet the needs of people so they can be healthy and have the life they want. People that use the ISP process to plan have the greatest stake in the ISP redesign project. These voices must be at the center of each step of the redesign process. It is crucial that people with I/DD be supported to both be engaged in the redesign, and supported to become more engaged, as desired. Here are engagement opportunities:

Become Trainer, Peer Specialist/Mentor	Provide feedback post ISP Redesign	Engage in new ISP Process
Give feedback via survey or Self-Advocate Meeting(s)	Attend Self-Advocate Meeting	Read/listen the information
Engage on social media	Subscribe to newsletter	Watch videos, view visual information

The Community Partner Group includes people with disabilities and Self-advocates, all with valuable lived experiences who will be honored for their knowledge, skills and expertise. We recognize participation throughout the ISP redesign project will look different for each person and support will be provided to ensure meaningful engagement. In-addition to participation in the Community Partner Group, a Self-advocate meeting will be held either in advance or following each Community Partner meeting to provide additional opportunities for Self-advocate voices to be amplified, ask additional questions, gain information about the project, and provide input and feedback to the ISP project team. Self-advocate agreements have been developed to provide payment and stipends for each person's valued contributions throughout the project.

Families also offer critical insights and perspective to the ISP Redesign. Family often means relatives like siblings, niblings, partners, spouses, parents/foster/adoptive, aunts, uncles, or grandparents. Many have "chosen" or "found" families as well. These are people who purposefully love, support, care and encourage for the long term. Families observe how their loved ones get their needs and wants met, or not. Their voices are critical to positive change.

Challenges of the ISP Redesign Project:

There are several challenges the Project faces. A major one is the power differential. In the past, professionals have mostly been the ones with the decision making, sharing of information and record keeping responsibilities. The new Process aims to lessen or where possible eliminate this inequality.

Other challenges for effectively engaging with community partners may include scope, timing, a lack of trust, survey abrasion and lived trauma. People experiencing, I/DD and their families deal with pressing concerns. For some, it can be challenging to engage in thinking about the future. Setting aside concerns and priorities such as viable housing options, appropriate/reliable support staff and necessary durable medical equipment to plan for dreams is difficult. Our scope is limited to the ISP Redesign Project. There are many structural and system challenges that cannot be changed or addressed by this project: For instance, asset/income limit for those wanting to access services, limited time with service coordinators and personal agents who may have large caseloads of people to connect with and support. There are important perspectives and insights from community partners that we want to acknowledge and hear, even if it is not within the scope of this project to affect change in these specific areas. We will create a running list which will be shared with ODDS and other connected agencies.

The system was already overburdened with bureaucracy and resource deficiencies and then the COVID-19 pandemic happened. The pandemic disproportionately affected people with I/DD.

Lack of trust in ODDS and systems in general is often present for those accessing services and their most trusted people. They are often let down by the systems

whose purpose it is to serve and support their needs. The discussion of unmet needs can evoke powerful and intense feelings. We must prepare for this and build ways to help people process. One of the ways we will do this is to provide peer support during the Self-Advocate and Community Partner Meetings.

There are many in the I/DD workforce: Self-advocates, caregivers, services coordinators, personal agents, providers, community, tribes, individuals, and organizations working to assist people with I/DD, and supporters. The I/DD workforce may experience a lack of trust. Some of this distrust comes from:

- Conflicting messages about being person centered but not having the ability to meet an individual's needs
- Requirements to share unattainable resources and solutions
- Not having the hardware, software and soft skills training to efficiently complete their jobs
- Preparing for upcoming and necessary changes by ODDS that are abruptly canceled with no new timeline for implementation

People with I/DD and their families have shared being fatigued from repeatedly being asked for their input and not always see where it goes or how it is used. People get asked to take surveys about their health care, mental health, shopping experiences, etc. Knowing this, we must approach each person, with a clear ask and explanation of how the information is being used and provide options to offer feedback in a way that works for them, or to choose to opt-out. Our hope would be that trust is gained by seeing results in action throughout the course of the Redesign Project.

Values

Using a values-based approach in the Communication and Engagement Plan commits to putting people and relationships above the needs of the Project. The values of being Person-Centered, Equitable, Culturally Responsive, Trauma Informed, Transparent, Predictable and Accessible will allow people to engage on a deeper level and develop a robust, inclusive ISP process that is truly accessible to all Oregonians who need it.

Person-centered

The term 'Person-Centered' has evolved over decades and is used to describe planning process, thinking, and approaches that center the person, who they are, what they value, and consider the context of the person's life and community. In this plan, the value of Person-Centeredness is used to describe an approach that recognizes and respects individual needs and values. In 2000, [Helen Sanderson](#) identified five key features of a Person-Centered Plan:

1. The person is at the center
2. Family and friends are partners in planning
3. The plan reflects what is important to the person, [their] capacities, and what support is required
4. The plan results in actions that are about life, not just services, and reflects what is possible, not just what is available
5. The plan results in ongoing listening, learning, and further action

While the Communication and Engagement Plan is distinct and separate from a person-centered plan, it does share many of these characteristics. People who use the Oregon ISP process to plan their lives need to be at the center of every conversation. Friends and family will be involved, offering invaluable insight as trusted partners. With clear and transparent conversations that focuses on bringing together voices that have not historically been heard or listened to, we seek to transform the planning process to better reflect individual Oregonians; what is important to them, their skills and abilities, and the full picture of what they want their lives to look like. This is an ongoing process in which effective listening, information gathering, trust building, and transparency is key. Additionally, a person-centered approach demonstrates compassion, connection, clear communication, and shared decision making. Achieving a person-centered approach will be achieved by

- having the people with lived experience I/DD and their families assist in the creation and editing of materials
- having regular meetings and communication with the Community Partner Group and Self-advocates
- using Self-Advocate Agreement to pay contractors for their work
- checking in and having consistent feedback opportunities throughout the project with specific attention to person-centered values

Equitable

Discrimination is often a factor in the lives of people with I/DD even if unintended. The goal of our Communication and Engagement Plan is to have a welcome, visible, and participating seat at the table for everyone. For this to happen, we need to reach historically excluded communities. Intersectionality, a term coined by Kimberle Williams Crenshaw[2] in 1989 speaks of overlapping/intersecting identities. In this space, we acknowledge that an individual may have their familial and civic identities and there are equally important aspects of their identities that exist inside of culture, languages, classes, races, ethnicities, disabilities, religions, gender identities and/or expressions, sexual orientations, and other intersecting identities family of origin, location of birth, age, and education that informs how they move through the world.

Examples of intersection include:

- An Indigenous elementary schooler who is in medical foster care
- A person who may be Black from the LGBTQ+ community and is on the Autism Spectrum
- A woman living in rural Oregon who communicates using sign language
- A non-binary person with Cerebral Palsy who uses a wheelchair and assistive communicative devices
- A Latino newborn with Down Syndrome
- An aging adult living in a group home who recently experienced houselessness.

Equity acknowledges that each individual has their own stories and circumstances. Each person is unique and will need an individual set of resources to reach an equal outcome. They need to feel safe to share their whole selves, especially aspects such as culture, religion and language as it relates to their lives and getting the supports they need.

We recognize people accessing I/DD services, and their families, have different experiences with the Oregon ISP planning process. Length of time receiving I/DD services can impact a person's familiarity with the ISP planning process and

experience with person-centered planning. Our team values all perspectives and want people to feel empowered to share their experiences and engage, as they are comfortable. The use of acronyms and 'systems language' creates a barrier to engagement, especially for families of younger people, or adults who may be new to receiving I/DD services. To combat this inequity, our project team will provide materials in plain language, include acronym lists, and provide training and informational sessions to support people's understanding of the ISP process and awareness of engagement opportunities throughout the project. We'll also provide various options for people to provide feedback, in addition to the Self-advocate and Community Partner Meetings, as people may be more comfortable sharing outside of larger group sessions. Self-advocates, people receiving I/DD services, and their families are encouraged to participate in the Self-advocate and Community Partner Meetings. Our action plans focus on equitable practices to drive our outreach and engagement efforts that will be led primarily by The Arc Oregon. Those interested are encouraged to reach out directly to the Oregon ISP project manager, Nicholas Kaasa.

ODDS will support outreach and engagement with a focus on equity in the areas of ensuring representation statewide from CDDP representatives, Brokerages, and other service providers.

Culturally Responsive

Our team must work respectfully and effectively with people of all cultures, languages, classes, races, ethnicities, disabilities, religions, gender identities and/or expressions, sexual orientations, and other intersecting identities. Inclusive and open communication recognizes, honors and values our differences.[3]

Being culturally responsive requires each person to be self-aware. Understanding cultural differences and recognizing potential biases can create safer spaces, as we recognize that safety historically has been honored for some and not all people.

The ISP Process Redesign Team Diversity, Equity and Inclusion Specialist, Melissa Ballard-Batiste, LCSW, CIMHP, shares her thoughts about the importance of recognizing culture.

"Culture is deeply entrenched in individuals and should be acknowledged and honored. In dominant culture, it is assumed that there is a lack of culture, but that is simply untrue. As we venture into the 'other,' we can note how one's culture may view a condition impacting the brain or body. This view may affect engagement in care. Those serving them will miss the mark if they do not keep this in mind"

In addition, the ISP Redesign Project Team seeks to hire people from diverse backgrounds who have lived experience. As we move through the Project, we will meet people to recruit. With cultural humility, mutuality, a clear Scope of Work, equitable pay and accessibility, our project team, which includes sub-contractors, will work to reflect the community it serves. In addition, our visual materials will show representation of as many communities as we can incorporate. We recognize that many people and communities have been historically excluded. It will take time to be inclusive and safe. We will prioritize inclusion and equity to be culturally responsive.

Trauma Informed

Trauma is an event that completely overwhelms one's ability to cope and has lasting effects on the individual. Trauma is common in our society. It is even more common for people with I/DD.

Trauma can change someone's sense of self, their perspective of others and their beliefs about the world. This can make it hard to connect with and use support services.[5]

Complex trauma happens when the developing brain of a child experiences abuse or extreme neglect; some of these children live in I/DD or Child Welfare foster care homes. Shared by the team's experiences, children with I/DD are overrepresented in the foster care system.

Historical trauma is experienced by a specific cultural, racial or ethnic group and can be multigenerational. This trauma may have been a single major event or a series of many major events that span generations of individuals that share a particular group.

Multigenerational trauma can modify how genes are expressed. Individuals with I/DD may experience historical multigenerational or intergenerational trauma from their other identities in addition to current trauma experienced through individual bias and systemic oppression.

Betrayal Trauma is "when the people or institution on which a person depends for survival significantly violate that person's trust or well-being."[6] Many people that receive services through Oregon's I/DD Programs have experienced betrayal trauma from engaging in service systems through unmet needs that go on for years. Some ways the process can retraumatize is the churn of services coordinators and personal agents and people having to re-tell their personal stories, which can consciously or unconsciously increase the symptoms of trauma and potentially re-traumatize the person.

Vicarious and secondary trauma may be acquired by those who assist trauma survivors. This can lead to physical and emotional symptoms that lead to burnout.[7]

Trauma can be compounded. In the past, people experiencing I/DD endured stigma, institutionalization, sterilization and many other traumas. Combined historical, generational, betrayal and possible current adversity may keep people from entering into conversations around the support planning process.

Our Communication and Engagement Plan acknowledges that trauma affects most of us working on the ISP Redesign Project: Self-Advocates, Families and the Community Partner Group, including SC/PAs and providers or anyone else taking coping with the changes. We will seek to avoid retraumatization through use of Trauma Informed Care (TIC). TIC is an approach to working with people that is based on the knowledge of the impact of trauma. The following will keep us working toward a trauma informed ISP Redesign Project:

- Hiring trauma informed consultants: Shauna Signorini and Kelli Downey will consult throughout the duration of the ISP Redesign Project to support our work in being trauma-informed through our interactions, and communication and engagement practices.
- Training our project team in the foundations of trauma informed care principles and practices.

- Offering our Communication Review Panel and Community Partners the opportunity to receive similar training.

TIC promotes environments and services that are inclusive and engaging for all people that receive support. We recognize this may take some bravery for people to show up in spaces they have been historically left out or haven't previously felt safe or supported in. This strengths-based framework has a foundation of understanding the impact of trauma, the signs and symptoms of trauma and integrates knowledge about trauma into all aspects of our work. TIC gives survivors an opportunity to regain empowerment and control in their lives while being fully supported at an individual and community level.

A trauma informed approach intentionally rebuilds trust throughout the ISP Redesign Process. Trauma Informed Care:

- utilizes peers in leadership and Communication Review Panel to lessen the power differential and build rapport through lived experience
- creates space for community members to share their experiences, stories and thoughts in a supportive environment through use of World Café format
- recognizes conversations about past ISPs may stir up emotions when discussing unmet needs and provides peer support in those moments
- provides consistent and dependable communication
- values people's feedback and work by using it to create tangible change. These will be highlighted at the Self-Advocate and Community Partner Meetings.
- seeks transparency from start to finish in decision making, processes and lessons learned
- does not overpromise

Transparent

Being transparent is important to build trust with people in the I/DD community and workforce as touched upon in being trauma-informed. We must acknowledge where people have had negative experiences and seek to repair. This must happen

to create open and working relationships. Transparency check-ins will take place during the ISP Process Redesign through reviews by the Communication Review Panel and [Oregon Self-Advocacy Coalition](#) (OSAC), a self-advocacy organization fighting for the rights of people with intellectual and developmental disabilities. OSAC is operated by people with disabilities, they advocate for full inclusion in society. We would like to share several transparent thoughts here:

It is known that the I/DD system is not functioning effectively or efficiently for everyone. Each unmet staffing need, incomplete home modification or durable medical equipment order that goes unfulfilled means real people are going without or attempting to find ways to cover their needs. People want the truth even if it means they do not get what they were promised. If the original agreement/understanding is not met, being told the reason, as well as future expectations can help build trust.

The Arc Oregon, in collaboration with UCEDD, will work closely with the Self-advocate and Community Partner Group to develop a revised ISP planning process. ODDS is a critical partner in this project, both as a contributor of information and as a change agent in the culture shift needed to support the final revised ISP planning process. ODDS will be involved at each step along the way to provide input, support and direction to ensure this project is in alignment with the broader goals of the I/DD service system.

Predictable

The unknown can be stressful and that stress is increased in individuals who have a history of trauma. Predictable transitions are more tolerable when the next step is known. While we cannot know everything that is going to happen, we can empower people by informing them of what we expect to happen. We can also prepare people in case things do not go according to plan. For example, if we schedule a meeting in December 2023 and the date is changed, we can let people know the reason and when to expect additional information about the rescheduled meeting. We can set the expectation.

We can create recurring social media posts and newsletters to keep people informed of our progress. We can update these posts at regular intervals such as

bi-weekly. We can use platforms where people are more likely to be engaged to continue to use those platforms even if engagement is lower on one than another.

It bears repeating; open, predictable communication rebuilds trust. Each interaction has the potential to reestablish trust or reinforce the lack of trust.

Accessibility Standards

Given our broad and diverse audiences, it is crucial that communication follow a model of universal design. In 1997, Ronald Mace defined universal design as "usable by all people to the greatest extent possible without the need for adaptation or specialized design". [8]

Within the context of this project's communication plan, universally designed communication concentrating on it being flexible and equitable in use, simple, intuitive with a tolerance for error.[9]

Communications development will focus on those who experience low vision, hearing challenges, color blindness, learning disabilities, mobility/dexterity challenges or those who use assistive technology.

The following sections explore different types of communication that will be used in the ISP Redesign Project, and the standards of accessibility that will be used for each. It is based on the ODHS and OHA Writing Style Guide.[10]

Written

When written communication is used in emails or printed materials for meetings, we will:

- Use a color-blind palette blue/orange or blue/brown recommended as a Universal palette for printed or presentational materials
- Write in Plain Language between 5th-8th grade levels
- Provide online and email communications in alternative formats
    - hard-copy printed materials
    - audio files
- Offer feedback alternatives
    - Phone interviews with Nicholas Kaasa and ISP Project Team Members

- o Designated phone message line

Translate information into multiple languages: Arabic, Somali, Russian, Spanish, Vietnamese and ASL. Other languages may be available upon request.

- Making accessible websites using Web Content Accessibility Guidelines
- Captioning videos and providing transcripts where possible
- Offering an online option for all in-person meetings
- Planning and preparing for people who do not/cannot access Wi-Fi by providing alternate methods such as providing a printout of a presentation in advance and access via a phone line to hear the presentation

In-person Meetings

Hold in-person meetings at ADA compliant venues with gender neutral bathrooms whenever possible. Hybrid meetings will be offered at the same time. Meeting invitations will include the following recommended by Cornell University:[11]

I will need the following accommodations in order to participate in person:

- o Advance copy of slides to be projected
- o Assistive listening device (hearing loop)
- o Captioning
- o Gender Neutral Bathrooms
- o Lactation room
- o Large print
- o Reserved front row seat
- o Reserved rear row seat
- o Scent-free room
- o Wheelchair access
- o Wheelchair access to get around the room
- o Diet Restrictions. List: _____
- o Other: _____

Interpreters

Language can act as a pervasive barrier. Interpreters should have familiarity with

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I/DD services or will be provided with a premeeting to learn common terminology. When communicating, the interpreter should be skilled in that language. This may not be evident, but it is important. We must be sensitive to requests. Scheduling the appropriate interpreter is vital. Some considerations:

- Using the preferred interpreter by the person with I/DD. For instance, if a female interpreter is requested, honor it.
- Dialects should be considered as an example the Spanish spoken in Mexico is not always understood by those who speak Spanish from Cuba.
- Provide multiple options for interpreter services will allow for more options should the need arise for a language that is not as common.
- Due to the rich diversity of peoples in Oregon, we must recognize that the interpreter and the person needing interpretation should not be from conflicting tribes or nations.
- Speaker will welcome all including those using interpretation services. Speaker will inform audience that there may be occasional pauses to allow for interpreters to catch-up. Audience questions and comments will be shared to entire group through microphone use and assistive technology when needed.

Trauma Informed Meetings[11]
We recognize that creating safe spaces is everyone's responsibility and also must be planful by the organizers. For meetings in general:

Starting the Meeting

- create agreements
- ask to limit outside distractions
- when variables can't be controlled-prepare the group on what may come up
- share agenda
- self-care reminders including movement, healthy snacks and breaks as needed
- break times, however can leave when needed

- length of meeting
- directions to restrooms if in person

Include activities that create opportunities for people to connect and share:

- remind people opt in or out
- model the game/activity to set clear expectations
- activities should not include touching or revealing personal trauma information
- use visuals and creativity

During the Meeting

- provide a private space with peer support for those needing assistance
- debrief situations as needed
- respect time boundaries
- allow for people to connect after main program is over
- avoid acronyms and if used provide a list of frequently used acronyms
- allow for use of affinity spaces

Online meetings

The 2022 Self-Advocate and Community Partner Meetings will be online. Future meetings to be decided. In person Self-Advocate and Collaborative Partner Meetings will be hybrid meetings.

The Arc Oregon will plan ahead to test for technical issues. If one occurs, they will have staff ready to troubleshoot the issue.

Technology Engagement and Learn

- Record: Let group decide if recording or not
- Video: Let attendees decide to turn on or off video
- Provide log-on support for those with audio or visual technical issues
- Invitations will include a way for people to request accommodations in advance of Self-Advocate and Collaborative Partner meetings
- Designate at least four tech people per online meeting
- Single 'tech support' email for those having trouble joining

- Send "Test" Zoom link beforehand for people to practice
- Conduct a pre-session before the Meeting for people to log on early and practice using Zoom tools

Sound
- Reduce background noise of speaker(s)
- Host or tech person will mute participants who are not speaking and inform participants of this. We will accommodate for people who may need to leave their microphones on throughout the meeting. Will send out request to be in a quiet environment.

Screen Sharing
- Verbalize what is on the screen
- Share materials at least one week before the meeting

Chat
- Recognize not everyone can/will use chat and create options to receive materials or engage
- Share chat content out after meeting so all can access as desired
- Speaker will read question or comments out of chat for all

Breakout Rooms

- Allow people to self-select to take part in break out rooms
- Provide option of staying in main room
- When using interpreters, direct people who want to use them to the appropriate room

Polling
- Ensure everyone can participate. If you have participants joining by phone, offer an alternative way for them to send in feedback.

- Alert participants when launching a poll. Notify participants verbally when you are launching a poll. This is especially helpful for assistive technology users as well as anyone who may not be looking at their screen.
- Give enough time. Allow plenty of time for participants to find and participate in the poll.

Getting the Speaker's Attention
- Explain to participants where they can find the "Raise Hand" feature if available
- Provide private chat as separate way to add concerns or questions

Videos for social media
- Brief posts and/or videos of 30-180 seconds
  - For script and information, follow written accessibility ISP Project guidelines
  - Contain captions
  - Limited flashes
  - Use current video format
  - Don't use auto-play
  - Use audio descriptions
  - Provide transcript
  - Include sign language interpretation

Meeting Materials
- Invite- two months in advance (excluding 1st meeting)
- Agenda- one month in advance (excluding 1st meeting)
- Printed materials to be mailed by request 10 days prior to meeting
- Materials to be emailed 10 days prior to meeting
- Materials to be uploaded to Zoom Chat during meeting
- Materials made available by download on https://oregonisp.org/ 10 days before meeting

Accountable

The Oregon ISP Redesign Project seeks accountability by participants and contributors. We commit to ensure people feel included, heard and valued as a part of this important process. We value them, their time and their choice to engage with us. We will check in regularly to learn and adapt from their recommendations. Our team relies on our members with lived experience and from diverse backgrounds to shape our communication and engagement. We do not expect any one person to represent a group or identity. We will seek to obtain additional knowledge so we are not putting the responsibility of educating on the person living in the intersection. Specific, Measurable, Achievable, Relevant, Time-bound, Inclusive and Equitable goals will help us produce an ISP Process that is useful, helpful and valuable.

Each of our Action Plans have a Goal that is Specific, Measurable, Achievable, Relevant, Time-bound and Inclusive and Equitable (SMARTIE). The first Communication Objective did not have this; the rest will.

When measuring our rates of engagement, we want more than just many responses. The quality of feedback and from whom/where the information comes is critically important. Data from the previous time period will be shared at each Community Partner and Self-Advocate Meeting.

Being Accountable in Equity

The Oregon ISP Project Team is committed to our continued focus on equity throughout the project, as we know that diversity of perspectives, backgrounds and skills are needed to create a redesigned ISP process that works for everyone.

The below statements and actions are to help guide our project team's outreach to Civic Organizations in effort to bring diversity to the forefront and begin building meaningful, reciprocal relationships rooted in open communication and inclusion. Our outreach efforts will be opportunities to learn and adapt as we go. The list below is not in any sequence or order of planned actions or activities.

- We contact Civic Organizations to inform of ISP Redesign Project
- We approach all work with the understanding that people from diverse communities, including rural and urban as well as communities of differing socio-economic statuses, are receiving services and have differing needs
- Civic Organization and ISP Redesign Project will share decision making once relationships have been established
- ISP Redesign Project Team attends a Civic Organization's activity/event, including people with I/DD, to learn, share and build relationships
- In recruiting for our ISP project team, Communication Review Panel, and Community Partner Groups, we welcome the unique contributions that people can bring in terms of their opinions, culture, ethnicity, education, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran's status, color, religion, disability, sexual orientation and beliefs.
- Communication Review Panel includes people who speak the following languages, but is not limited to: Arabic, Somali, Russian, Spanish, Vietnamese and American Sign Language
- Civic Organizations sign a Memo of Understanding or Scope of Work
- Civic Organizations participate in Community Partner Meetings
- People from historically excluded groups and organizations, including individuals, to take part in Field Testing of the redesigned ISP process
- Civic Organizations engage on social media or sign up for newsletter(s)

Actionable Items

These are additional actionable items included as an overview of inclusive engagement practices used by the Oregon ISP Project team.

- Create a running list of issues to be resolved outside the scope of the ISP Redesign which will be shared with ODDS and other connected agencies.
- Provide options to offer feedback in a way that works for them- this includes zoom meetings, translation services, phone or in-person to gather feedback.
- Offer choice to engage or opt out

- Approach with a clear ask and explanation of how the information is being used
- Hire people from diverse backgrounds who have lived experience throughout the ISP Project
- Show representation of as many communities as we can incorporate into our visual materials
- Advise Self-Advocates, Families and Community Partners of potential need of contingency plans, as contingencies arise
- Create recurring social media posts and newsletter updates to keep people informed of our progress.
- Use Universal Design Principles
- Feature accommodation requests in invitations
- Translate information in multiple languages: Arabic, Somali, Russian, Spanish, Vietnamese and ASL. Other languages may be available upon request
- Hold in-person meetings at ADA compliant venues with gender neutral bathrooms whenever possible
- Follow established standards for interpreters, online and in person meetings
- Conduct transparency check in with OSAC and Community Review Panel
- Follow trauma informed meeting guidelines
- Sign Self-Advocate Agreements with members of the Communication Review Panel

This section is intentionally left blank.

Communication Objectives Action Steps

Action Plans

Communication Objective 1   August 2022

Our first communication was gathering current information about the ISP Planning process and lessons learned about ISP planning during the COVID-19 pandemic.

Purpose: Identify new or emerging themes that differ from pre-pandemic planning practices.

Sent to: Oregonians with I/DD, their families, Services Coordinators, Personal Agents, and providers

How sent: The Arc Oregon email listservs and direct email

Formats: Online survey, paper copy and online interview to collect responses and feedback.

Lessons Learned:

- Some people want a heads-up on what is coming
- Online surveys were the most used way to respond
- We do not know the demographics of the people who responded
- We don't know who we haven't heard from. We need to ask demographic questions-race, ethnicity, language, geographical region, sexual orientation, gender identity, age, time receiving I/DD services.

Next steps:

- Explore effect of preparing people to expect the survey
- Explore effect of using social media to promote upcoming surveys
- Summary of survey responses will be available on https://oregonisp.org/ by October 31, 2022 in the current mapping of the ISP process.

Communication Objective 2   November 2022

Survey will be sent to learn about receiver's background/lived experience

Purpose: Learn who we are reaching. Gain insight on who we need to do better outreach to.

Want to reach: Community Partner Group

How to send: Email lists, social media posts, newsletters, ODDS Transmittals, U.S. Postal Service, personal invitations via phone or text

Messages:

A. Upcoming survey to choose community and/or background(s)
B. The survey is private, optional, brief and will be used in planning for future emails and possible optional meeting activities. We will include a statement about how the information will be used and who to contact.
C. You matter to the ISP Redesign Team, and we want you to feel comfortable when learning and sharing with us.

Formats: Online video, audio files, paper copy, visual informational materials, translated materials, alternative formats upon request

SMARTIE Goal:

Send message using email, social media and video through four platforms, and to civic organizations by November 30, 2022.

Transparency regarding this message:

We realize some may not want to be open and share because they don't know what we will do with the information, or they do not know why we want it.

Transparency in lessons learned: Intentionally left blank

Communication Objective 3   November 2022

Ask Community Partner Group to engage on ISP Redesign Social Media platforms

Purpose: To be able to increase our outreach in a streamlined and
                      simple way.

Want to reach: Community Partner Group members on social media platforms

How to send: Email, social media and website posts, audio files, radio ads in
                      rural areas, newspapers, USPS. mail

Formats: Online video, audio files, paper copy, visual informational
                      materials, alternative formats upon request

SMARTIE Goal:

Send message using email, social media and video through four platforms, and to
civic organizations by November 30 as outlined in the workplan. Cross post to at
least 10 organizations.

Transparency regarding message:

        This makes our work easier; you may be concerned with privacy, and we
        respect that.

Transparency in lessons learned: Intentionally left blank

Communication Objective 4   November/December 2022

Get community to join audience interest focused ISP Redesign Email List(s) and newsletter lists

Purpose: To be able to use the lists to send a message for a specific group

Want to reach: All

How to send: Email lists, social media posts, newsletters, ODDS Transmittals, USPS, announcement at December meetings.

Formats: Email, paper, online video, audio files, paper copy, visual informational materials, alternative formats upon request

SMARTIE Goal:

Send message using email, social media and video through four platforms, and to civic organizations by December 1. Get at least 50 subscriptions in each of Self-Advocate, Families, Supporters, Workforce and Agencies by December 31.

Transparency regarding message:

This is for us to improve YOU getting the messages YOU want. You may be overwhelmed getting another message from us.

Transparency in lessons learned: Intentionally left blank

Communication Objective 5   December 2022

Get all audiences to learn about Current ISP Process Map, ISP Process Redesign Draft and Communication and Engagement Plan using OregonISP.org and other means see below. Provide opportunity to share thoughts on them.

Purpose: Gather input and get feedback on Current ISP Process Map, ISP Process Redesign Draft and Communication and Engagement Plan.

Send to: Community Partner Group

How to send: Email lists, social media posts, newsletters, ODDS Transmittals, U.S. Postal Service, announcements in OTAC workshops

Formats: Online video, audio files, paper copy, visual informational materials, Self-advocate and Community Partner Meetings, virtual meeting, breakout rooms, phone interviews,

SMARTIE Goal: Send messages, including follow-up reminders, using email, social media and video through four platforms, and to civic organizations by November 15. Get at least 50 registrations for December Meetings.

Transparency regarding message:

     We know you are busy in December and have incentives to encourage you to learn about the Current ISP Process Map, ISP Process Redesign Draft and Communication and Engagement Plan.

Transparency in lessons learned: Intentionally left blank

Communication Objective 6   December 2022

Contact and establish relationships with Civic Organizations in order to reach diverse people with I/DD and their families. A letter will be used for outreach.

Purpose: Include various people with I/DD from diverse backgrounds and historically excluded communities in order to improve the ISP Process

Send to: At minimum, Ten Civic Organizations

How to send: Email with a follow-up phone call. Send a handwritten thank you note after follow-up conversation with an offer to connect.

SMARTIE Goal: Reach out to ten Civic Organizations using our outreach letter.

Transparency regarding message:

We can come to you to meet with whole organization or individuals. We can provide information to you about the I/DD System and the ISP Process.

We know you are busy and may not have capacity at this time.

Communication Objective 7   Ongoing

Regularly communicate with people in various ways regarding the ISP Redesign Project progress.

Purpose: Inform about the progress of the ISP Redesign Project. Stay connected to keep engaged.

Send to: Self-Advocates, Families, Community Partners and Civic Organizations.

How to send: Regular social media posts and Email lists, social media posts, newsletters, USPS, and updates to timeline

Formats: Online video, audio files and paper copy

SMARTIE Goal: Maintain consistent, timely updates and share progress of the Oregon ISP redesign project.

Transparency regarding message:

        Update on progress and variables that change the timeline.

Communication Objectives 8-11 are listed with their dates below. The steps to be determined by the successes and findings of Objectives 1-7.

Objective 8 August 2023

Get all audiences to learn about Pilot, Field Test Strategy and Materials and provide opportunity to share thoughts on them. To be written winter and spring 2023.

Objective 9 March 2024

Get all audiences to learn about Review Pilot Findings, Prepare/recruit for Field Test and provide opportunity to share thoughts on them. To be written fall 2023 and winter 2024.

Objective 10 April 2025

Get all audiences to learn about Field Test Findings: Short-term outcomes and provide opportunity to share thoughts on them. To be written fall 2024 and winter 2025.

Objective 11 November 2025

Get all audiences to learn about Field Test Findings: Long term outcomes see final materials and provide opportunity to share thoughts on them. To be written spring and summer 2025.

Community Partner Engagement Plan

Detailed timelines for engagement activities are built into each action plan.

Method of Engagement	Audience	Type	Frequency
Survey	All	Share information and request input on current Project activity	1-2 annually
Newsletters	All	Share information and request input on current Project activity	1-2 per month
Save the Date	All	To prepare for invitation to meeting (sent 8-weeks in advance)	1-2 annually at Self-Advocate and Community Partner Meetings
Invitations	All	Invite to meeting	1-2 annually at Self-Advocate and Community Partner Meetings
Social Media: YouTube LinkedIn, Facebook, Twitter Instagram TikTok	All	Share information and request input on current Project activity	1-2 month
Self-advocate Meeting	Self-advocates	Share information and request input on current Project activity	1-2 annually at Self-Advocate and Community Partner Meetings
(Opt-in) Affinity Groups during	Optional smaller groups	Share information and request input on current Project activity	1-2 annually at Self-Advocate and Community Partner

Self-Advocate and Community Partner Meetings	based on experience/ background /age/sexuality/race/ethnicity		Meetings
World Cafes	All	Share information and request input on current Project activity	1-2 annually at Self-Advocate and Community Partner Meetings
Phone calls and in person meetings	Civic organiza-tions	Exchange of information and referrals	4 or more annually
Posters in community-based clinics	All	Share information and request input on current Project activity	One per year
Audio files	All	Share information and request input on current Project activity	Four per year
Newspapers	Specific listed in Appendix	Share information and request input on current Project activity	1-2 annually
Visual information during Self-Advocate and Community Partner Meetings	Visual learners	Share information and request input on current Project activity	1-2 annually, and available at all meetings.

Community Partner List

The Community Partner Group will continue to grow and expand as outreach and engagement occurs. The Oregon ISP Project team will also continue to collaborate with Self-advocates and others who bring unique and diverse perspectives to the planning process through paid opportunities and unfunded collaborative agreements that outline a clear scope of work, reviewed, and approved by ODDS. This list will continue to grow and be managed by The Arc Oregon.

Community Partner	Perspective	Affiliation
Ryley Newport	advocate/families	OCDD/OSAC
Leslie Sutton	advocate/families	OCDD
Daniel Alrick	Self-advocate	OCDD member
Paulina Larenas	parent/family	Children's Services Advisory Group
Lois Gibson	provider	ORA
(additional ORA - Employment only provider TBD per Lois)	Employment-only provider	
Wynter Yancey	provider	The Oregon Association of Provider Agencies, (OAPA)
Tracy Young	provider	OAPA, OCDD/OSAC
Gabrielle Guedon	Self-advocate	OSAC Director
Eddie Plourde	Self-advocate	OCDD member
Ross Ryan	Self-advocate	OCDD/OSAC
Dawn Alisa Sadler	Services Coordinator	CDDP
Katie Rose	Personal Agents	Brokerage

Alicia Overstreet	parent/family	
Christy Reese	parent/family	FACT Oregon
Julie Huber	Employment/advocate	ODDS Employment Team
Jean Bury	Parent Advocate	

Engagement List

Tables EL. 1-9 The engagement list includes organizations with whom the ISP Project Team has current connections with that are marked with an *asterisk and others with whom we look forward to working with.

Table EL. 1 Self-advocacy and Organizations that intersect with people with I/DD

Direct Support	Area
OFSN Autism Group	Benton County
*Autism Society of Oregon Social Group	People with Autism
Real Choice Oregon	Portland
Northwest Health Foundation	Statewide
Disability Justice Dreaming	Portland
Portland Disability Justice Collective	Portland

Table EL. 2 I/DD or Adjacent Organizations

I/DD or Adjacent Organizations	Community Served
*ALSO	Portland Metro
*Autism Society of Oregon	People with Autism and their families
CASA of Oregon	Children/Youth/Foster
Community Vision of Portland	People with disabilities
Disability Equity Center	Disabled people and allies
Easter Seals	People with disabilities
*Disability Rights of Oregon	People with disabilities
*FACT Oregon	People (ages 0-21) with disabilities and their families
Family Forward	Caregivers and Parents
Galt Foundation	Underrepresented
Goodwill Industries-Eugene	People with disabilities
Hands and Voices of Oregon	Families raising children who are Deaf or Hard of Hearing

Head Start and Early Head Start Special Needs	Children under 5 with their families
Immigrant and Refugee Community Organization	Refugees, immigrants, asylees (people seeking asylum)
KEEP	Foster and Kinship families
Metropolitan Family Services	people of color, LGBTQ, Spanish speakers
Muscular Dystrophy Association	People with disabilities
Early Intervention and Early Childhood Special Education	Children with disabilities
Oregon Alliance for Early Intervention	Children with disabilities
Oregon Child Development Coalition	Childcare providers for children with disabilities
Oregon Office of Equity and Multicultural Services	Partner of ODDS
*Oregon Council on Developmental Disabilities OCDD -Inclusive Partners -Oregon Consortium of Family Networks - Oregon Self-Advocacy Coalition -P2P -Strong Start	People with I/DD Families
Oregon Deafblind Project	Deafblind people and their families
*Oregon Family to Family Health Information Center	People (ages 0-26) with disabilities and their families
*Oregon Family Support Network	Families with children with complex emotional, behavioral and/or mental health needs
*Swindells Resource Center	Families with children with physical, emotional, behavioral and/or mental health needs
Salem-Keizer Coalition for Equality	Parents of students attending SKPS school district with limited English
Salem Multicultural Institute	All welcome

*United Cerebral Palsy	Those with a cerebral palsy diagnosis or experience disabilities that mimic Cerebral Palsy
University of Oregon affinity groups	All underserved and underrepresented students
Uprise Collective	Targeted communities including those with disabilities
Vocational Rehabilitation	Adults with disabilities

Table EL. 3

The Nine Federally Recognized Tribes of Oregon
Burns Paiute Tribe
Confederated Tribes of the Coos, Lower Umpqua and Siuslaw Indians
*Confederated Tribes of the Grand Ronde Community of Oregon
Confederated Tribes of Siletz Indians
Confederated Tribes of the Umatilla Indian Reservation
Confederated Tribes of Warm Springs
Coquille Indian Tribe
Cow Creek Band of Umpqua Tribe of Indians

Table EL. 4

Prioritized: Statewide, rural, those we/project team already have established relationships with prioritization for reaching out. All will be invited to engage.

Civic Organizations	Community Served
Adelante Mujeres	Latina
African American Alliance	African American
Asian Health and Services Center	Asian
*Basic Rights Oregon	LGBTQ, people of color, and youth
Bienestar Inc	Latino

*Black Cultural Center	Black Students-U of O
Blacks in Government	Black
Black Southern Oregon Alliance	Black community of southern Oregon
Catholic Charities of Oregon	Refugee and unhoused
City of Woodburn	Hispanic, Russian communities
Advocacy & Partnership Engagement	Historically excluded communities
Familias en Accion	Latino and Spanish speakers
Familias Unidas	Parents and children
Immigrant and Refugee Community Organization	Refugees, immigrants
KEEP	Foster and Kinship families
Latino Community Association	Latino families in central Oregon
Latino Network	Latino youth, families, and communities
Latino Partnership Program	Latino community
Metropolitan Family Services	People of color, LGBTQ, Spanish speakers
Native American Rehabilitation Association (NARA)	Native American
Native American Youth and Family (NAYA)	Native American
One Sky Center	National Resource Center for American Indian and Alaska Natives
Oregon Native American Chamber	Native Americans in Oregon
Partners in Diversity	Asian and Pacific Islander, Black, Latino, American Indian
*Pride Northwest	LGBTQ+
SAGE	LGBTQ+ elders
Salem-Keizer Coalition for Equality	Parents of students attending SKPS school district with limited English

Salem Multicultural Institute	All
Slavic Community Center of the Northwest	Slavic
University of Oregon Affinity groups	All underserved and underrepresented students
Unite Oregon	Historically excluded communities
Urban League	All communities of color

Table EL. 5

Health Organizations-
Care Coordination Organizations
Legacy
*OHSU/Doernbecher Clinics
Shriners Children's Hospital
Virginia Garcia Memorial Health Centers
Federally Qualified Health Centers in rural counties

Table EL 6

Federally Qualified Health Centers	City
Asher Community Health Center	Fossil OR
Aviva Health (formally Umpqua CHC)	Roseburg OR
Central City Concern	Portland OR
Clackamas County Health Centers	Oregon City OR
Coast Community Health Center	Bandon OR
Columbia River Community Health Services	Boardman OR
Community Health Centers of Benton & Linn County	Corvallis OR
Community Health Centers of Lane County	Springfield OR
Klamath Health Partnership	Klamath Falls OR
La Clinica	Medford OR
La Pine Community Health Center	LaPine OR

Lincoln Community Health Center	Newport OR
Mosaic Medical	Bend OR
Multnomah County Health Department	Portland OR
Native American Rehabilitation Association	Portland OR
Neighborhood Health Center	Tigard OR
Northwest Human Services	Salem OR
*OHSU Family Medicine at Richmond	Portland OR
One Community	Hood River OR
Outside In	Portland OR
PRISM	Portland, OR
The Rinehart Clinic	Wheeler OR
Rogue Community Health	Medford OR
Siskiyou Community Health Center	Grants Pass OR
South River Community Health Center	Roseburg OR
Tillamook County Health Department	Tillamook OR
Valley Family	Payette ID
Virginia Garcia Memorial Health Center	Cornelius OR
Wallace Health	Portland OR
Waterfall Community Health Center	North Bend OR
White Bird Clinic	Eugene OR
Winding Waters Community Health Center	Enterprise OR
Yakima Valley Farmworkers Clinic	Toppenish WA

Table EL. 7

To be handled by ODDS.

Brokerages	Region	Counties
Connections Case Management	Cascade	Coos, Curry, Douglas, Klamath
Creative Supports, Inc.	Cascade	Jackson, Josephine
Full Access Brokerage	Cascade	Lane
Full Access Brokerage – High Desert	Cascade	Crook, Deschutes, Jefferson, Lake

Eastern Oregon Support Services Brokerage	Eastern	Baker, Gilliam, Grant, Harney, Hood River, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler
Community Pathways, Inc.	Metro NW	Clackamas, Multnomah, Washington
Inclusion, Inc.	Metro NW	Clackamas, Multnomah
Independence Northwest	Metro NW	Clackamas, Multnomah, Washington
Self Determination Resources, Inc.	Metro NW	Washington
UCP Connections	Metro NW	Clackamas, Multnomah
Integrated Services Network	Mid-Valley	Benton, Clatsop, Columbia, Lincoln, Marion, Polk, Tillamook, Yamhill
Resource Connections of Oregon	Mid-Valley	Linn, Marion, Yamhill
Community Pathways, Inc.	Metro NW	Clackamas, Multnomah, Washington
Inclusion, Inc.	Metro NW	Clackamas, Multnomah
Independence Northwest	Metro NW	Clackamas, Multnomah, Washington
Mentor Oregon Brokerage: Metro	Metro NW	Clackamas, Multnomah, Washington
Self Determination Resources, Inc.	Metro NW	Washington
UCP Connections	Metro NW	Clackamas, Multnomah
Integrated Services Network	Mid-Valley	Benton, Clatsop, Columbia, Lincoln, Marion, Polk, Tillamook, Yamhill

Table EL. 8

News sources	Community Focus
The Asian Reporter	Asian Community

The Portland Observer	Black Community
Portland Mercury	Metro alternative
The Skanner	Black Community
The Source	Alternative
Street Roots	Alternative
Willamette Weekly	Alternative

Table EL. 9

County	Community Developmental Disabilities Program
Baker	New Directions Northwest, Inc.
Benton	Benton County Developmental Diversity Program
Clackamas	Clackamas County Mental Health/Developmental Disabilities
Clatsop	Clatsop Behavioral Healthcare
Columbia	Columbia Community Mental Health
Coos	Community Living Case Management
Crook	Best Care Treatment Services
Curry	Community Living Case Management
Deschutes	Deschutes County Human Services
Douglas	Community Living Case Management
Gilliam	Community Counseling Solutions
Grant	Community Counseling Solutions and Developmental Disabilities Services
Harney	Symmetry Care, Inc.
Hood River	Community Living Case Management
Jackson	Jackson County Developmental Disabilities Program
Jefferson	Best Care Treatment Services
Josephine	Community Living Case Management
Klamath	Klamath County Developmental Disabilities Services
Lake	Community Counseling Solutions
Lane	Lane County Dept. of Health and Human Services
Lincoln	Lincoln County Human Services Department
Linn	Linn County Developmental Disabilities Program

Malheur	Lifeways, Inc.
Marion	Marion County Developmental Disability Services
Morrow	Community Counseling Solutions
Multnomah	Multnomah County Developmental Disability Program
Polk	Polk County Developmental Disabilities Services
Sherman	Community Living Case Management
Tillamook	Tillamook Family Counseling Center
Umatilla	Umatilla County Community Developmental Disabilities Program
Union	Center for Human Development, Inc.
Wallowa	Wallowa Valley Center for Wellness
Wasco	Community Living Case Management
Washington	Washington County Developmental Disabilities Program
Wheeler	Community Counseling Solutions
Yamhill	Yamhill County Developmental Disabilities Services
Union	Center for Human Development, Inc.
Wallowa	Wallowa Valley Center for Wellness
Wasco	Community Living Case Management
Washington	Washington County Developmental Disabilities Program
Wheeler	Community Counseling Solutions
Yamhill	Yamhill County Developmental Disabilities Services
Union	Center for Human Development, Inc.

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How we created this plan

Our team worked together to create a Strengths, Weakness, Opportunities and Threats (SWOT) analysis.

We built on the goals from ODDS's[12] message for the July 15, 2022 Kick-off on-line meeting for contractors, Arc Oregon and the UCEDD.

Development of the plan relied on our team members with lived experience and those from diverse communities. These included people who use services, their family members, natural supports and people with careers in the I/DD field.

We researched various communication and engagement plans both in and out of Oregon. We drew heavily from the DCBS Community Engagement Plan.[13]

Building Engagement Lists-Some organizations exist for people with I/DD such as the Oregon Council on Developmental Disabilities, United Cerebral Palsy, and the Autism Society of Oregon. We don't yet have relationships with intersectional disability specific organizations, included in Table 1, but we are prioritizing outreach to these organizations. Because of this, we sought organizations that likely serve people with I/DD. We used the DCBS Engagement List and resources from the Oregon Family to Family Health information Center website.[14]

We drafted a narrative from the above and group edited it into the final draft.

ODDS reviewed and made suggestions. We incorporated the feedback and resubmitted for finalization of version one.

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