

Bureau Objective 4



CITYWIDE GOAL 4

Change existing City services using racial equity best practices to increase access for communities of color and refugee and immigrant communities.

• OBJECTIVE 4 — STRATEGY 1

Use disaggregated data tools to ensure the bureau is providing culturally responsive services in city parks, facilities and programs.

ACTIONS

1. Produce quarterly reports through Active Net to monitor site-specific progress with collection of racial and other demographic data at time of account creation.
2. Finalize and implement scholarship policy by utilizing the City of Portland Racial Equity Tool Kit provided by OEHR and Office of Neighborhood Involvement (ONI).
3. Utilize census data disaggregated by race to specify goals to address demographic and economic needs of community center service areas.
4. Convene a project team consisting of the Equity and Inclusion, Recreation, and Support Services Division to identify data gaps and opportunities for process improvement to achieve racial equity goals.
5. Develop a budget to conduct annual focus groups with communities of color and refugee and immigrant communities at community centers on needs for and barriers to PP&R services and activities.

BUREAU OBJECTIVE 4

Develop a language access plan and use data to ensure projects, programs, policies and practices are culturally and linguistically responsive to the needs of racially and ethnically diverse communities.

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- 6. Conduct intercept surveys and use the Parks Race Ethnicity Project data to identify the level of involvement by communities of color and immigrants and refugees at community centers in PP&R services and activities.
- 7. Develop youth development logic model with program partners and Portland State University, include consideration of youth of color.

BUREAU PERFORMANCE MEASURE

- 4.1.a Percentage of people of color accessing services as measured by census, survey results and Parks Race Ethnicity Project data.

Process Implementation Timeline Objective 4—Strategy 1				
2017 >	2018 >	2019 >	2020	2021
Evaluation Tool: Equity & Inclusion Quarterly Report				
Due Date: 2019				
Lead Staff: Equity & Inclusion Outreach Coordinator				
Champion: Principal Management Analyst				

• OBJECTIVE 4 — STRATEGY 2

Ensure individuals with limited English proficiency (LEP) receive effective language-appropriate programming and services.

ACTIONS

1. Develop a Language Access Plan for the bureau.
Convene a project team across divisions to develop an estimated budget and plan based on the cost of compliance with Title VI requirements.
2. Expand inclusive customer service strategy across the entire bureau. Train the entire bureau on the use of Language Line and track the number of foreign-language speakers in the bureau.
3. Develop Title II ADA self-assessment of people living with a disability accessing programs and services.
4. Provide assessment of staff language skills, and look at incentives to encourage hiring of staff that are multilingual in Safe Harbor languages.
5. Provide all community centers with census data regarding LEP language concentrations within their service area as well as an outreach and engagement strategy to identify barriers to engagement, and how to access each community for events planning.

BUREAU PERFORMANCE MEASURES

- 4.2.a Number of community centers accessing LEP project and program services as measured by Language Line and bureau data collection.
- 4.2.b Number of vital documents translated into languages other than English.
- 4.2.c Number of bilingual staff employed in permanent and seasonal positions that are tested and can provide translation services.

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Process Implementation Timeline Objective 4—Strategy 2				
2017	2018 >	2019 >	2020	2021
Evaluation Tools: a) Language Line Report; b) Staff roster with language skills assessed; c) Tools set up in the Language Access Plan				
Due Date: 2019				
Lead Staff: Equity & Inclusion Specialist				
Champion: Equity & Inclusion Manager				



Summer playgrounds and free lunches for kids, part of PP&R's Summer Free For All program – McCoy Park, 2016