

# **Executive Office of Diversity, Equity, and Inclusion**

# Community Partnerships and Systems-Change

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### **Overview of NYS OPWDD**

- Served 123,953 people through Medicaid services in 2021\*
- Each year, OPWDD spends over \$8 billion in Medicaid fund
- Services include: housing supports, community habilitation, day and employment programs, family support services, respite, and care coordination

## Overview of NYS OPWDD continued

- Services are delivered mainly through a network of nonprofit providers
- OPWDD is also a service provider for more than 50,000 people
- OPWDD employs approximately 18,000 people working across 1,645 sites and 57 counties



## OPWDD Executive Office of Diversity, Equity, and Inclusion

- Officially created in August 2022 with the appointment of a full-time Chief Diversity Officer
- Participation with the NYS Community of Practice for Cultural and Linguistic Competence and the Office for New Americans is the foundation
- OPWDD's Strategic Plan, community-based pilot programs, and NYS Laws and Executive Orders are facilitating the way forward



### **NYS Community of Practice on Cultural and Linguistic Competence in Developmental Disabilities**



#### 州残障局临改革 华社逾万特殊需求儿童或失服务

### 副局长亲赴华社倾听诉求

People with Development Disabilities, OPWDD) 明年将 进行重大改革,华人社区虽然 有一万多特殊需求儿童,华人 社区机构可能会因为这次改革, 参加几个华人社区机构联合举 办的论坛, 这些机构包括传心 家长协会、华策会、大学睦邻 之家、王嘉廉社区医疗中心、 CARES, GHO.

【侨报记者林菁 12 月 4 日纽 **约报道** 】 残障局明年重大改革传心 家长协会是一个由发展障碍特殊 需求儿童的家长组成的非牟利机 构,拥有400多名华裔成员,许多 人是新移民。会长叶玉蝉表示, 残 障局将进行一个重大改革,会直 前残障局设立 MSC 项目(专案管 理者)来服务特殊需求儿童,华人 社区有3个机构有MSC项目,其 取代 MSC, 而且全州只设立 10 个 CCO,可能不会有华人 CCO。叶



华人家长向残障局提出诉求。

申请设立一个 CCO, 但据说被拒 绝, 因为必须有1万个以上服务对 象,才能成立CCO。未来的CCO 可能都是美国人管理的,在语言上、

据传心家长协会介绍, 纽约华 服务。一些华人家长最初通过微信



残障局副局长 (左1) 在听取华人意见。



残障局副局长向家长解释服务和改革

有些孩子有学习障碍、脑瘫, 也有 少家长提出, 残障局在华人社区宣 从马来西亚移民来的吴颖恒说,她 因为传心家长协会,她并不知道可 以申请残障局服务。她指出,华人 家长得到信息的渠道太被动,希望 残障局通过学校来介绍其项目。另 外,她的申请花了两三月,如果需 要中文翻译,可能需要一两倍时间。 家长呼吁设立亚裔 CCO

家长林可可说, 纽约市亚裔占 公司,按人口比例应该有一个亚裔 商家取缔,用10个大机构COO来 垄断。即使这些机构提供中文翻译, 也不方便, 远远比不上华人社区机 构。COO模式现在很流行,但林 可可指出,整合之后会有一些好处, 在外州行得通, 但是外州没有纽约



Office for People With Developmental Disabilities

### **Community Needs Assessment**

The findings in this Community Needs Assessment are intended to inform the future work of the NY Community of Practice (CoP) Team, as well as contribute data to the I/DD field. Data is often the cornerstone of policy development, helping to inform key stakeholders and drive change. NY CoP Team members have noted at collaborative meetings that it is challenging to find data at the intersection of disability, race, ethnicity, language and other identity categories. Thus, this Needs Assessments makes a small contribution in that area.



### **Community Needs Assessment**

Research in the field of cultural competence and guidance from the National Center for Cultural Competence has emphasized that communities are able to determine their own needs instead of relying on "experts." In practice, this meant that our team could not determine the needs, barriers, and action steps necessary in order to increase access to information and supports, services, and rights for Spanish and Chinese speakers in isolation. We need to engage these communities directly.



### Recommendations\* on Language Access

"My child is deaf and has ASD. I am in need of **sign-language** service for my child." "I waited hours for an **interpreter**." "How will the CCOs improve **language services**?"

### **Staff Training**

More culturally and linguistically competent direct support and care coordination staff are needed.

#### **Front Door**

Front Door Info-Sessions should be more understandable, concise, and available 24/7.

Translations, Interpretations, & Health Literacy

Information in plain language, better quality translations, and greater availability of interpreters are needed. A glossary of OPWDD and disability-related terminology should be available in different languages.

#### Representation

OPWDD website and materials should include more representation of children and people of color with developmental disabilities.



<sup>\*</sup>Recommendations and results are from focus groups and activities conducted through the DDPC Ensuring Access Grant

## **Top 12 Spoken Languages**

NYS	OPWDD		
English	English		
Spanish	Spanish		
Chinese	Chinese		
Russian	Russian		
Yiddish	French		
Bengali	Korean		
Korean	Hebrew		
Haitian Creole	Vietnamese		
Italian	Yiddish		
Arabic	Polish		
Polish	Arabic		
Urdu	Italian		

OPWDD + Urdu

Bengali

OPWDD receives requests for translation and interpretation into languages beyond the Top 12, plus

non-spoken languages.



## OPWDD's Full-Time Language Access Coordinator

- ✓ We hired a full-time language access coordinator
- ✓ The position was modeled off of DOS/ONA\* staff, Cynthia Stewart, Dr. Laura Gonzalez-Murphy, Jenny Munoz, and DDPC's language access coordinator Dr. Jackie Hayes
- ✓ The position included recommendations from communities with limited English proficiency in the job responsibilities
- ✓ We asked the NYS Community of Practice in Cultural and Linguistic Competence to review the job description

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## Language Access Operations, Policies, and Procedures

- Enhance language access in program areas like Self-Direction and Front Door and plain language throughout the agency
- 2. Enhance literacy of translators and interpreters through training and partnership
- 3. Write and update language access policy, procedures, and protocols to reflect best practices for cultural and linguistic competence
- 4. Equip liaisons across the state to provide language access services



## Utilization of OPWDD Medicaid Services by Race (YE June 2021)

Ethnic Category	Total Individuals	Percent OPWDD Medicaid Utilization	Percent NYS Population
ASIAN	5,104	4%	9%
BLACK	24,598	19%	18%
HISPANIC	9,060	7%	19%
NATIVE AMERICAN	1,429	1%	1%
WHITE	81,771	63%	55%
OTHER/UNKNOWN	6,790*	6%	5%
TOTAL	128,752	100%	107%**

Note. <u>Data in the above table were calculated based on OPWDD Data Book Page 15 Table 10</u> (<u>opwdd.ny.gov/data</u>). Data were calculated for the purposes of this presentation to show number of total individuals by ethnic racial category, Source data set is the Medicaid Data Warehouse (2021). U.S. Census data were retrieved from <a href="https://www.census.gov/quickfacts/fact/table/NY/PST045221">https://www.census.gov/quickfacts/fact/table/NY/PST045221</a>

<sup>\*</sup>This was calculated for the purpose of this presentation by using "19" in place of "<20" for White and Other in the Seniors (60+) Category \*\*Total percentage over 100% is due to rounding error and because *Hispanic* is not treated as a mutually exclusive category; Hispanics can be of any race and are included in other race categories in the U.S. Census.





- The Ramirez Family and the Family of Siewling(June) Lum inspired the initiative
- Connects new Americans with developmental disabilities to services and resources
- ONA and OPWDD staff work together to help new American families overcome nuanced barriers to services

**Developmental Disabilities** 

Expands access to culturally and linguistically competent service providers

### **Community Conversations**

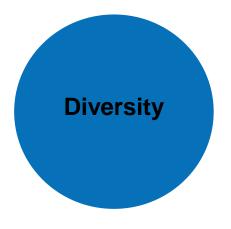
• OPWDD, Office for New Americans, Care Coordination Organizations, and other professionals from provider agencies discuss barriers for new Americans with developmental disabilities



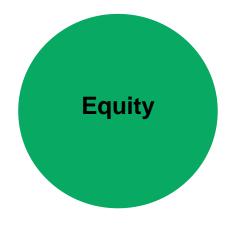
 Engagement takes place across NYS, especially in refugee resettlement areas



## Cultural and Linguistic Competence are evidence-based practices to get to:



Human differences and broadening our view to be more expansive



Eliminating barriers to access; ensuring full participation of all people



Conditions where everyone feels accepted, safe, empowered, and affirmed



# Advancing Cultural and Linguistic Competence, Diversity, Equity, and Inclusion: OPWDD-Georgetown University Partnership for Systems Change

- Develop an agency action plan for diversity, equity, and inclusion
- 2. Partner with providers to support the state's culturally and linguistically diverse populations
- Engage persons with lived experience of developmental disabilities, families, and allies directly in defining their interests and needs

## Actions and Commitments toward DEI Systems-Change

The OPWDD Leadership Team participated in a **1-day visioning session** to start creating a vision and action plan for diversity, equity, and inclusion.

The OPWDD Leadership Team will undergo a 4-part **professional development series** in April 2023 on diversity, equity, inclusion, cultural and linguistic competence, intersectionality, and other terms

DEI has hired a full-time
community engagement
specialist and is partnering with
Georgetown University, Office for
New Americans, and the
Community of Practice to create
a stakeholder engagement
network that is more diverse,
inclusive, and representative



### **Community Partnerships to:**



Learn and implement best practices for cultural and linguistic competence



Listen to and respond to the needs of culturally and linguistically diverse communities



Develop a vision and action plan for diversity, equity, and inclusion for the DD system of supports and services



# Questions and Contact Information

### Hirah Mir, Ph.D.

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Pronouns: she/her/hers what's this?

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