

The Oregon Supreme Court Council on Inclusion & Fairness

Meeting Minutes

| Date | Time | Location |
|--------------------|----------------|---|
| September 15, 2017 | 1:00 - 4:00 PM | Oregon State Bar Center 16037 SW Upper Boones Ferry Rd Tigard, OR 97224 |

| Members | | |
|--|--|--|
| Justice Richard C. Baldwin (chair) Lane Borg Hon. Oscar Garcia Jeff Hall John Haroldson* | Helen Hirschbiel Leola McKenzie Kelly Mills Diane Morse Hon. Adrienne Nelson | Rep. Tawna Sanchez Janet W. Steverson Serena Stoudamire-Wesley* Hon. Eva J. Temple Angelica R Vega |

†attended via phone
*not present

| Guest Presenters |
|--|
| |
| Others Present |
| Justice Lynn Nakamoto, Oregon Supreme Court Daniel Parr, Education and Court Management Division (CECM) Ed Alletto, OSSCIF Staff |

Agenda

| Minutes | Offered By | Result |
|--|--|----------------------------|
| BE IT RESOLVED THAT, The minutes of the OSSCIF 6/16/2017 meeting are adopted without amendment. | Judge Nelson, Judge Temple (second) | APPROVED By acclamation |

| Subcommittee Report — Data Analysis | | Leola McKenzie |
|-------------------------------------|--|----------------|
| Report | | |
| | The committee is wrestling with data quantity and data quality issues. There was a proposal being circulated in the committee, but members have stepped back from it. The subcommittee believes it would benefit from a discussion by the larger Council as to the purpose and goals of data collection and analysis within OJD. | |
| Proposal | | |
| | Invite Veronica Smith to speak about data collection at the December Council meeting and use her presentation as a spring board for a Council discussion of the purpose and goals of data collection and analysis within OJD. | |

Report

Community engagement efforts in Umatilla County:

Recently, Judge Temple met with members of various cultural groups in the local community. They appreciated the invitation and had good ideas for obtaining feedback from community members. They will meet again in October and include additional members who were unavailable to attend the initial meeting.

The local Head Start program offered to hold a "Parent Cafe" about the courts and has asked us to provide questions for discussion. At the Parent Cafe, Head Start provides a meal and the parents are divided into small groups. They start at one table and are asked for feedback on one issue, then they go to the next table and answer another question. All the answers are anonymous and because all the groups have answered at every table they provide genuine answers because they feel more confident of their anonymity.

Using streaming video to engage the community:

The committee has set a goal for itself to develop recommendations as to how OJD's website can better support community engagement and sees online videos as a good way to introduce the court to the community and help customers navigate the system.

The committee has learned that:

- The recently redesigned OJD website is capable of providing video content to the public via both links to videos on partner websites and by streaming videos stored on OJD servers.
- ETSD website metrics indicate that the videos most often viewed on OJD's website pertain to the following:
 - FAPA
 - Divorce
 - Child Support
 - Child Custody
 - Modifications

The committee's next steps are to:

- Determine what videos are already available and recommend ways they can be made easily accessible on OJD's website
- Identify resources to produce new videos that address unmet needs in terms of:
 - Funding
 - Script development
 - Production

Discussion

- Multnomah County is looking for ways to produce videos about its recent Listening Sessions
- The State family law advisory committee just produced videos on child support issues
- The Oregon State Bar has a videographer on staff and could be a part of the solution

Action Items

Person(s) Responsible

Timeline

Create an OJD-OSB-Legal Aid workgroup to coordinate improved access to existing videos and investigate creation of new videos

- The committee will identify one person to represent OJD
- Helen Hierschbiel will identify one person to represent OSB
- Contact legal Aid for a representative

Subcommittee Report — Workforce Development

Judge Nelson

Report

Mollie Croisan from CECM has been added to the committee.

The committee is planning to survey OJD's workforce to understand their perspectives on OJD as a workplace. The survey is not an attempt to unearth HR issues. The committee will work in cooperation with TCAs, CECM and the newly re-established Leadership and Education Committee.

The survey will:

- Be conducted via Survey Monkey (online) and/or hard copy
- Be less than 10 questions
- Ask about:
 - Cultural sensitivity in the workplace and interacting with the public
 - Whether the employee feels respected and valued
 - Whether they have the tools they need to address cultural sensitivity in the workplace and when working with the public
 - Whether the employee wants to learn more on this topic
 - Comment section to provide additional information and/or comments

The committee views the survey as a way to begin a conversation. It is not intended to dictate what training TCAs provide their staff but as one of many tools TCAs can use to get to know their staff.

Discussion

- The survey should use an expansive definition of diversity (ex. include socio-economic factors)
- Provide for a way to track these issues over time to help identify trends

Discussion of OSSCIF training needs

Justice Baldwin

Discussion

Recommended speakers for future Council meetings:

- [Veronica Smith](#), founder of [data2insight](#)
- John Powell, Executive Director of the [Haas Institute for a Fair and Inclusive Society at UC Berkeley](#)
 - Invite key stake holders to the session
 - Consider bring him back for multiple sessions
 - Collaborate with other agencies and partners to defray costs

Topic areas for Council training:

- Gender/trans gender issues

Training resources:

- Patti Tobias, a researcher for NCSC, who can look into what training other state councils receive.
- NCSC's is using lessons learned during its *Courting Justice* listening tour to develop a toolkit jurisdictions can use to develop their own listening sessions (not yet available)
- Look for grant opportunities to fund Council training
- Consider 1/2 day and full day training sessions for Council members

Action Items

Person(s) Responsible

Timeline

Invite Veronica Smith to speak about data collection at the December Council meeting and use her presentation as a spring board for a Council discussion of the purpose and goals of data collection and analysis within OJD.

Ed

ASAP

Report

Overarching Goal:

Four years ago Marion County Court leadership saw the need to break down the silos that had developed in the court's workforce. The plan was to encourage employees to get to know each other and develop trust across all work units.

Training Program Manager

It was decided that the success of the effort would require the full time focus and energy of a member of the leadership team and so Mitzi Healy was hired as the Training Program Manager.

Marion County's All Staff Training Project Model

This effort would:

- Be focused projects on specific training topics, both operational and personal/professional development
- Rally the entire workforce around shared goals
- Collect participant feedback after each session
- Provide all employees adequate release time from their regular duties to participate

The **Oregon eCourt Go-Live** was the first project undertaken in this way. The complicated and difficult work required for the successful Odyssey Go-Live allowed Marion County staff to make significant progress toward better relationships and increased trust.

Next the theme was **vicarious trauma** as it is experienced by court employees. After viewing the *Bearing Witness* video available on the HR website, the management team felt that to have an effective impact the video had to be put into a more personal context. The workforce was again split 4 interdisciplinary teams (~25 members). And the film was viewed in three parts with pre and post discussions of each section.

Unconscious bias was chosen as the next theme after leaders attended presentations on implicit bias at the National Association for Court Management conference in Portland in Feb and the OJD Leadership Summit in March. The presiding judge was brought in at the beginning of planning and the project was recently discussed with judges (who now want a program of their own).

The project will begin in October and be a series of 3 training sessions lasting 2 to 3 hours each. Employees will be split into 4 new interdepartmental teams. Each team will attend all three sessions together. Leadership will collect feedback after each session.

Session 1

- Expectation: a lot of resistance initially
- Goal: maintain a light tone
- The agenda:
 - Define terms
 - Identify and examine bias
 - View the Heineken *Worlds Apart* video:

The video begins with each person in the video talking about their view on a topic (climate change, feminism, transgender people). Next, two people with opposing views on one of the topics work together to follow a procedure which has them assemble and set up furniture. At this point they do not know each other's views or the ultimate purpose of the exercise. After the furniture is set up, together, they view the videos of their previous statements about the topic. Then they are given the option to sit down in the "bar" they have just set up and discuss the topic or to leave without any discussion. Every participant in the video elects to stay to talk and some participants with opposing views find common ground.
- End with employees viewing/participating in a panel discussion

Session 2

- The agenda:
 - Examine socio-economic diversity and what it looks like
 - Do the *Privilege Walk* exercise instructions:
 - Everyone gather behind a long horizontal line.
 - When the facilitator reads a statement that applies to you, such as, "If your family owned the house where you grew up, or land of any description," you step forward; if it doesn't, you step back.
 - Afterward, participants get to hear and process together the personal stories about how race, class, gender, and ability affected the opportunities of individuals in the room.

Session 3

- View the film *Cracking the Codes: The System of Racial Inequity*. Then break it down and discuss it.
- Bring the focus to how these things affect customer service (staff seems to latch on to this)
- Try to see the courts through our customers' biases

OSCCIF Calendar

| Event | Date & Time | Location | Contact |
|---|---------------------------------------|----------|---|
| OSCCIF Winter Meeting | Fri. 12/15/2017 1:00 pm to 4:00 pm | TBD | Ed Alletto , OSCCIF Staff |
| OSCCIF Spring Meeting - 2018 | Fri. 3/16/2018 1:00 pm to 4:00 pm | TBD | Ed Alletto , OSCCIF Staff |
| OSCCIF Summer Meeting - 2018 | Fri. 6/15/2018 1:00 pm to 4:00 pm | TBD | Ed Alletto , OSCCIF Staff |
| OSCCIF Fall Meeting - 2018 | Fri. 9/21/2018 1:00 pm to 4:00 pm | TBD | Ed Alletto , OSCCIF Staff |
| OSCCIF Winter Meeting - 2018 | Fri. 12/14/2018 1:00 pm to 4:00 pm | TBD | Ed Alletto , OSCCIF Staff |
| Members are encouraged to forward information about relevant events to Ed so he can share them with the Council and add them to the calendar. | | | |