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Water and Wastewater Committee
March 1, 2023

Agenda Item – OPUD Equity Program

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I.   Brief review of Board Session

    a.   Goals of this meeting

    b.   Review of four key topics for the Program – need for policies

II.   Threshold Language Designation

    a.   What might policy focus on/address?

III.   Translation and Interpretation Standards

    a.   What might policy focus on/address?

IV.   Staff Recruitment and Training

    a.   What might policy focus on/address?

V.   Community Engagement

    a.   What might policy focus on/address?

VI.   Next Steps

Options for Elements of an OPUD Equity Program

Element	What is it?	Why is it Important?
Threshold Language Designation	"Threshold Languages" are languages that meet a specific threshold (parameter) set by the organization. An example can be "any language spoken by at least 5% of the target population," or "any language spoken by at least 5,000 people in the target population."	Establishing Threshold Language parameters sets objective, unbiased criteria for which languages the organization should prioritize. By setting Threshold Languages, the organization is not favoring one language, or group of people, over another, but rather setting parameters and providing enhanced services to any language or group of people that meet that criterion. Additionally, it removes the decision as to whether something should be translated or not, hired for or not, etc. from any one individual. Once the criteria are set, what languages meet the criteria can be reassessed periodically, be it annually or with every Census update.
Translation and Interpretation Standards	Determine the breadth and level of translation and interpretation services provided to Limited English Proficiency (LEP) customers.	To maintain consistency and remove individual preference or bias, it is important to identify what materials, or types of materials must be translated to which languages; where bilingual and bicultural interpreters are needed most and how to ensure their availability; how to ensure translators and interpreters are qualified to provide that service; and how to best meet the needs of LEP customers.
Staff Recruitment and Training	Develop in-house competencies through diverse recruitment strategies and training.	Developing in-house language and cultural competencies through a diverse workforce that reflects the community it serves is the ideal and most cost-effective way to ensure the community is properly served. When these competencies permeate throughout the organization, issues and solutions are identified promptly, saving the organization time, problems and valuable resources.
Community Engagement	Develop a comprehensive public outreach plan that targets	Having an ongoing, strategic outreach effort provides a communication loop between the organization and the community, which serves as a way to get near-real-time information about how well the organization

	engagement with traditionally underrepresented communities.	is addressing the community's needs, emerging issues and opportunities.