



2017 Highlights

Our vision is safety, health and independence for all Oregonians.

We help more than 1.2 million Oregonians progress toward this vision every year by providing services to many of the state's most vulnerable residents. Our clients include children, youth, families, older adults, and people with physical, intellectual and developmental disabilities. We also serve Oregonians in times of need, such as when they are experiencing domestic violence or hunger. Most Oregonians we serve benefit from more than one DHS service. Most get services in their communities through local DHS offices, and our partners and contracted providers who help us to do the work. More than 90 percent of the DHS budget goes to direct payments and services in local communities. This contributes to the economic health of the communities where our clients live. Our 2017 highlights share just a few of the many efforts we made in the last year to better serve Oregonians.

Aging and People with Disabilities

Long-term sustainability

By October 2017, with consent and direction of the Legislature, we carried out several efforts to control costs and promote long-term sustainability. Included are the following commitments:

- Enhancement of quality assurance reviews
- Limits on overtime
- Rebalancing in-home hours to meet service needs (reflecting results of an independent study).
- Elimination of live-in services
- Service assessment and eligibility improvements
- Supports for those at risk of homelessness

House Bill 3359 — Long-term care quality and improvements bill

APD partnered with industry stakeholders and legislators on this historic piece of legislation to improve quality. It represents the first major updates to licensing rules and certain consumer protections in over a decade. It also enacts first-in-the-nation quality measures and a measurement council for community-based care. In December 2017, the final rules went into place. Most provisions become effective in January 2018.

Long Term Care Facility Website

APD partnered with the Office of Business Intelligence to publish a consumer-friendly website at <https://ltclicensing.oregon.gov/>. Oregonians can research information on long-term care facilities at the website. There is information about capacity, mapping, complaint history, surveys and more.

Child Welfare

Child Safety Plan

The [Unified Child and Youth Safety Implementation Plan](#) (Child Safety Plan) was developed. This is a two-year plan to transform the child safety system and governance structure. The steering team prioritized [ten projects](#). Each project involves a wide range of partners from inside and outside DHS. The projects focus on the five following areas:

- Improved placement
- Safety
- Meeting children's specific needs
- Foster family support and training
- Caseworker support and training

New employee training redesign

There was completion of a redesigned new employee training. The new training helps improve the skills, capacity and retention of caseworkers. There was a complete revision of the required CORE curriculum. It now includes updated theory and practice. It also includes simulation to better prepare caseworkers to carry caseloads. In addition, the new training helps provide for a supportive environment during the caseworker's first year on the job. There were 171 new employees trained from July through December 2017.

Intensive family engagement

Through the Title IV-E Waiver Leveraging Intensive Family Engagement (LIFE) program, there was service to 798 children and 245 families. The goal of the program is to reduce time spent in foster care for children predicted to stay at least three years in foster care. Services include the following:

- Intensive family find
- Monthly case planning meetings, led by a family engagement facilitator
- Peer parent mentor for every legal parent

These four values are the foundation of program:

- Strengths-based
- Trauma-informed
- Parent and youth voice
- Cultural responsiveness

Health and wellness toolkits

There has been distribution of 1,302 health and wellness toolkits to help improve and monitor health care needs of children in foster care since August 15, 2017. Health and wellness toolkits go to every caregiver during the in-home nursing assessment. In addition, there is now a statewide-centralized process for tracking completion of required health, dental and mental health screenings for children coming into foster care.

Office of Developmental Disabilities

Community jobs for people with intellectual or developmental disabilities

DHS continues to meet Lane v. Brown settlement requirements as shown in the [Employment First: Outcomes and Successes report](#). In March 2017, the report shows 1,111 people with intellectual or developmental disabilities (I/DD) were working in community jobs with supports. This is a 32 percent increase from the previous year. There was also a 46 percent increase in people with I/DD working 20 or more hours per week.

Crisis-level collaborative problem-solving

The Stabilization and Crisis Unit (SACU) now uses the collaborative problem-solving (CPS) strategy in its homes. SACU provides 24-hour residential care and supervision to adults and children with intellectual or developmental disabilities who have complex support needs. The strategy roll out began with eight SACU homes in 2017. So far, 129 employees have training in this communication strategy. More than 13 individuals that SACU supports have decreased negative behaviors. SACU became the first to use CPS for crisis level behavior. This includes self-injury (like head banging) and self-sabotage. CPS has also helped to increase daily communication and problem solving skills.

Quality Improvement

The Quality Improvement (QI) unit has been created to improve health and safety outcomes for people with I/DD. The QI unit includes licensure staff and quality assurance staff who monitor our Community Developmental Disabilities Programs (CDDPs) and Support Service Brokerages. CDDPs and the brokerages are the case management entities for ODDS.

Self- Sufficiency Programs

Employment and Training Program expansion

Through collaboration with the Oregon Employment Department and other community partners, the Supplemental Nutrition Assistance Program (SNAP) expanded its Employment and Training (E&T) Program. There are now services in almost 100 locations across the state. This means greater opportunity to provide services geared towards family stability for individuals and families working towards a promising career pathway and financial independence. Oregon has the second largest SNAP E&T Program in the nation.

Expansion of Summer Meals Program for children

During summer break, through the Summer Meals Program, 63,831 children received meals. This program helps fill the nutritional gap when school ends and free or reduced price meals are no longer available. In 2017, there was the addition of three rural counties, Columbia, Hood River and Lincoln, to the project area.

Physical activity and nutrition toolkits

SNAP Education (SNAP-Ed) introduced the Balanced Energy Physical Activity Toolkit. This has resulted in daily “brain breaks” for 7,000 plus youth. Communities use the toolkits to incorporate physical activity and nutrition ideas through education and movement.

There are links between regular physical activity in childhood and adolescence to:

- Healthy bones and muscles
- Improved blood pressure and cholesterol levels
- Reduced stress and anxiety, and increased self-esteem
- Likelihood of remaining active as adults

Vocational Rehabilitation

Employment services for people with disabilities

Over 16,000 Oregonians with disabilities received vocational rehabilitation services to achieve, maintain and advance in employment and independence.

Workforce Innovation and Opportunity Act (WIOA) implementation

WIOA is a federal law designed to help job seekers access:

- Employment
- Education
- Training
- Support services

These above services help job seekers succeed in the labor market. They also help match employers with the skilled workers they need to compete in the global economy.

Recent highlights include the following:

- A sub-minimum wage project led by VR for:
 - Providing career counseling
 - Information and referral services to over 1,200 individuals working in sub-minimum wage settings.
- The expansion of the policy and program for supported employment services.
- The creation of the Pre-Employment Transition program:
 - Delivering fundamental services to over 1,000 students with disabilities
 - Updating and developing policies for youth in high school transition programs.
- Micro-enterprises for supported self-employment.

Central and Shared Services (Operations)

Bilingual proficiency testing for current DHS employees

The Office of Equity and Multicultural Services, in partnership with Human Resources, concluded testing of all current bilingual employees. This process established the first valid, consistent standard for testing bilingual proficiency in DHS. All spoken language bilingual staff have now been certified proficient in the languages spoken. Of staff completing the process, 91 percent met the DHS standard.

Adult abuse investigation timeliness

The Office of Adult Abuse Prevention and Investigations (OAAPI) stabilized caseloads in early 2017. OAAPI improved timeliness of investigations, meeting 100% of timeliness goals by fall, 2017. For example, investigations at SACU programs went from an average of 165 days to 23 days.

Revenue recovery and cost avoidance

The Office of Payment Accuracy and Recovery (OPAR) recovers funds such as overpayments. OPAR also conducts cost avoidance activities. This generates funding to reinvest in DHS and Oregon Health Authority programs. During the last biennium, OPAR exceeded biennial revenue recovery estimates by 33 percent. OPAR also exceeded cost avoidance estimates by 23 percent. In addition, several units made process improvements that serve to speed production even as workloads grow.