

DHS Mission and Goals

Mission

Assisting people to become independent, healthy and safe.

Goals

- ◆ People are healthy.
- ◆ People are living as independently as possible.
- ◆ People are safe.
- ◆ People are able to support themselves and their families.

DHS oversees programs or directly provides services in the areas of health care for low-income Oregonians, child protection, public health, self-sufficiency, vocational rehabilitation, mental health and addiction services, and services for seniors and for people with physical or developmental disabilities.

Historical Perspective

The Department of Human Resources was created in 1971 when the Oregon Legislature pulled together several state agencies with similar missions (including Public Welfare, Children’s Services, Mental Health, Corrections, Employment, Vocational Rehabilitation) into one agency (House Bill 2043). The name of the agency was changed to Human Services in 1999. Over the years, Corrections (1987), Employment (1993) and the Oregon Youth Authority (1996) were split off into separate state agencies. In 1991, the Legislature passed House Bill 1099 to establish sites where human services were integrated (e.g., share physical location and coordinate service

delivery). Over the next several years, the Department established integrated sites across the state in 34 counties.

In the 1990s, the Department continued to focus on integrating services, and began centralizing DHS administrative functions such as in Information Services and Communications. In 2001, House Bill 2294 eliminated all statutory references to separate DHS divisions and program offices, an important step in reorganizing the Department to better serve clients. This reorganization brought together separate networks of field services offices as well as standardized and consolidated administrative functions.

Programs and Services Summary

Children, Adults and Families (CAF)

These programs help Oregonians become self sufficient through employment, assists persons with disabilities become employed, and provides safe, temporary and permanent families for abused or neglected children. Programs include:

- ◆ Temporary Assistance to Needy Families (TANF), which provides federal cash assistance to low-income families with children; and Food Stamps, which help low-income Oregonians buy food for themselves and their families.
- ◆ Training, child care, job search assistance and other supports that help low-income families find and retain jobs, or advance to better jobs. Oregon is nationally recognized for its success in using these and other services to help families move from welfare to work.
- ◆ Prevention programs that address teen pregnancy and other problems that contribute to poverty and increase the need for public assistance.

- ◆ Investigation of alleged child abuse or neglect, and intervention if necessary.
- ◆ Connections to mental health services, substance abuse treatment, or other supports necessary to help parents provide safe homes for their children and increase their job readiness and self-sufficiency.
- ◆ Foster care for children removed from their homes while DHS and other agencies work toward reuniting the family.
- ◆ Adoption, which provides permanent new homes for children who are unable to return to their biological families.
- ◆ Vocational rehabilitation services, to provide training and other supports that help people with disabilities become employed.

Local services are provided through 110 state offices, organized into 16 Service Delivery Areas.

Health Services (HS)

Health Services is consists of three major offices: the Office of Mental Health and Addiction Services; Office of Medical Assistance Program; and Office of Public Health.

Office of Mental Health and Addiction Services (OMHAS)

Mental health and substance abuse treatment services are provided primarily through contracts with counties or local non-profit organizations. About 100,000 adults and children annually receive mental health services and alcohol and drug treatment funded through DHS, primarily in communities rather than in institutional settings. In addition, DHS joins with local partners in coalitions involved in substance abuse prevention activities.

Programs include:

- ◆ Outpatient and residential mental health treatment for youth and adults.
- ◆ Crisis and extended inpatient psychiatric services, including operation of psychiatric hospitals in Salem, Portland and Pendleton.
- ◆ Alcohol and drug prevention and treatment.
- ◆ Prevention and treatment of problem gambling.

Local services are provided through county-operated community mental health programs.

Office of Medical Assistance Programs (OMAP)

The state provides health care coverage to low-income Oregonians through programs administered by the Office of Medical Assistance Programs. Currently, more than 380,000 people each month receive one of two benefit packages offered through the Oregon Health Plan.

- ◆ OHP Plus is a program for low-income seniors, people with disabilities, parents and children, and pregnant women. Each of these groups has different eligibility criteria, though they all receive comprehensive benefits. Children whose families have incomes above Medicaid eligibility limits are part of the Children's Health Insurance Program (CHIP).
- ◆ OHP Standard is a limited benefit plan for uninsured adult Oregonians who currently earn at or less than 100 percent of the federal poverty level (FPL). This program is funded through taxes paid by hospitals and Medicaid managed care organizations and federal matching funds. No General Fund is used to support this program. Because of the limited funding, OHP Standard must cap enrollments at a level which is sustainable in the 2005-07 biennium. The sustainable target is approximately 24,000 people. OHP Standard has been closed to new enrollments since July 2004.

- ◆ Assistance with paying Medicare premiums for eligible low-income people.

Office of Public Health

These programs, delivered primarily through county local health departments, protect the overall health of Oregon's communities and benefit all Oregonians. Public health programs include:

- ◆ Inspecting drinking water systems and restaurants, regulation of ambulance services and hospitals, and monitoring of lead and other toxic substances.
- ◆ Monitoring and preventing communicable disease, preventing chronic illnesses such as diabetes and heart disease, preventing accidental injuries, bioterrorism preparedness, and promoting healthy behaviors such as tobacco cessation.
- ◆ Maintaining vital records (births, deaths, marriages, divorces), analyzing health data, and researching to help the design and evaluation of public health strategies.
- ◆ Delivering family health services, including prenatal care, the Women, Infants and Children (WIC) nutrition program, and promoting and regulating school immunizations.
- ◆ Providing consultation, technical assistance, policy and program development to reduce health disparities among racial and ethnic populations and promote the delivery of culturally competent and appropriate health services.
- ◆ Public health laboratory services, including support of state and local infectious-disease programs, and screening of newborns for serious disorders.

Seniors and People with Disabilities (SPD)

These programs, many of which are provided through local governments, deliver long-term care, monitor quality of care, promote independence, and provide support for seniors and people with disabilities. Programs include:

- ◆ Abuse prevention and investigations of alleged abuse.
- ◆ Arrangement for and payment of long-term care for seniors and people with physical and/or developmental disabilities, including:
 - Help for seniors and people with disabilities in arranging and paying for in-home care and other services to help them live as independently as possible.
 - Substitute care for seniors and people with disabilities who can't remain in their own homes. Settings include foster care, residential care and assisted living facilities and specialized congregate care settings.
 - Community supports for people with developmental disabilities, including employment, residential care and family support.
 - State and privately-operated group homes for people with developmental disabilities.
 - Nursing facility care.
 - Eastern Oregon Training Center for people with developmental disabilities.
- ◆ Ongoing case management, crisis diversion and support for people receiving services.
- ◆ Training for providers, licensing and monitoring of nursing homes and community-based care facilities (group homes, assisted living, etc.), and other services to ensure quality of care.
- ◆ Determination of eligibility for Social Security disability benefits.

- ◆ Determination for federal Medicaid eligibility for seniors and people with disabilities including the Oregon Health Plan (OHP), long-term care payments and federal Medicare premium-sharing programs.
- ◆ Food stamp determination for seniors and people with disabilities.
- ◆ Coordination of community-based programs funded through the Older Americans Act.

Local services are provided through state offices, Area Agency on Aging (AAA) programs, county-based community mental health and developmental disability programs and community run non-profit organizations.

Department Wide Support Services

Director's Office (DO)

The Office of the Director provides overall leadership, ensuring that the agency achieves its outcomes, manages funds responsibly, and complies with state and federal law. The office is responsible for coordinating activities with the Governor's Office, the Legislature, other state agencies, local governments, advocacy groups, the private sector and others.

Additional Director's Office services include:

- ◆ Audit and Consulting Services provides internal audits of DHS programs and is a liaison with the Secretary of State Audit Division.
- ◆ Governor's Advocacy Office helps individuals and families navigate the human services system, and helps citizens resolve individual issues with department programs and services.
- ◆ Business Process Improvement Program develops and implements plans to increase the efficiency of the agency by streamlining processes,

decreasing response time, enhancing quality, applying technology and reducing paper requirements.

- ◆ The tribal liaison, who works with representatives of the nine federally recognized tribes located in Oregon.

Administrative Services (AS)

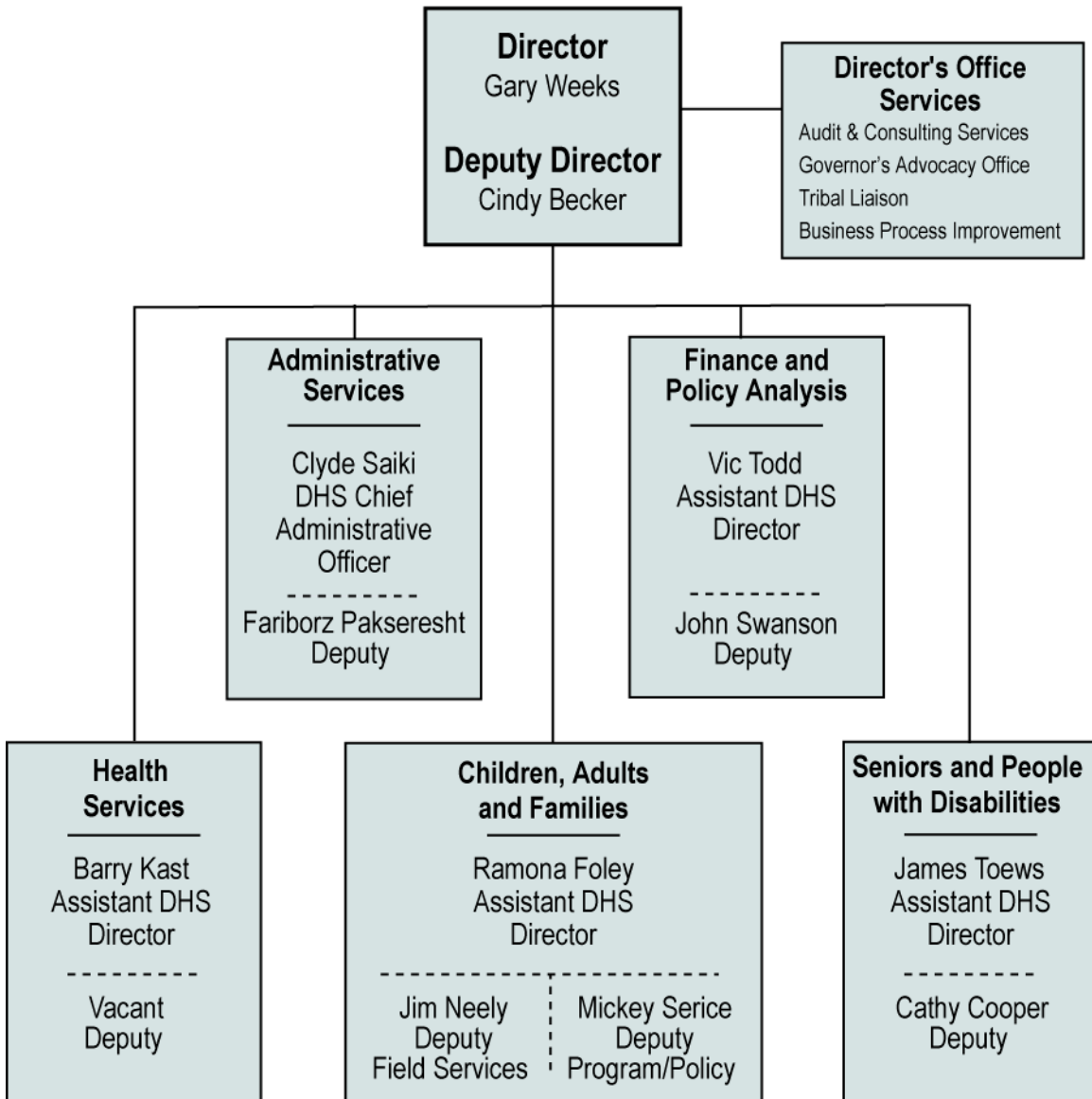
This cluster establishes administrative systems and policies that are consistent across the agency, and seeks to increase efficiency and reduce unnecessary duplication of processes. The group also coordinates key agency-wide administrative initiatives. Improved accountability, consolidation of services, and other efficiencies have been gained through centrally providing department-wide services in human resources, information services, contracts and procurement, public affairs and communication, facilities management, financial services, information security, and forms and document management. By simplifying and standardizing business processes, Administrative Services seeks to improve the department's efficiency and facilitate integration of client and community services.

Finance and Policy Analysis (FPA)

This cluster develops, oversees, and coordinates budget development and execution, rate setting, caseload forecasting, and policy analysis on budget and operational issues. They also oversee development and monitoring of department-wide performance measures.

Agency Organizational Chart

DHS Structure



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