



Oregon

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August 31, 2018

2019-21 Agency Request Budget Director Fariborz Pakseresht, Department of Human Services



Our vision of safety, health and independence for all Oregonians is what drives our work at the Oregon Department of Human Services (DHS). Our services touch one in four Oregonians, primarily the most vulnerable among us, and we serve them with the intention of helping each person realize their full potential.

To help all we serve reach their full potential, DHS is working toward a delivery system that provides services in a seamless and integrated manner across the entire continuum of life, and in strong partnership with other public, private, and community organizations.

Integration of services has been a goal of human services agencies across the country. The framework many human services organizations are adopting to guide service delivery evolution is the Human Services Value Curve, a maturity model to be implemented over time. This framework recognizes that:

- People and programs are interconnected.
- Service continuums must be designed with outcomes in mind instead of individual interventions.
- It is important to pay as much attention to the environment as we do to the individual.
- Each individual and family's health, wellbeing and needs must be approached holistically, addressing each factor that determines their survival and security.
- A multi-generational approach is necessary to help families move beyond the daily struggle to survive and achieve lasting economic stability.

DHS holds a unique position among state agencies in creating an Oregon where all its residents have the opportunity to thrive. We often interact with people from the moment they enter this world until the moment they leave it. Along that life

"Assisting People to Become Independent, Healthy and Safe"

journey, our interactions should be pleasant, efficient and outcomes-focused. Our path forward is designed to embrace that role and steadily move toward full realization of our mission, vision, and values.

During the 2019-21 biennium, our priority will be on stabilizing our organization and strengthening our foundation so it can support and sustain the seamless, integrated service delivery system we are working toward. We have already completed thorough internal assessments to show us where our foundation needs shoring up. We have launched ground-breaking research and data analytics projects to point us toward strategies and practices that will result in the best outcomes. We have committed to dedicate more resources to better serve our growing culturally and linguistically diverse population and to make our workforce and practices reflect Oregon's changing demographics. We have an intentional culture change initiative underway to create the mindset and values we want to be the hallmark of our work with Oregonians.

Our success will depend on how well we work with other system partners and our communities to create a continuum of care and services that provide Oregonians with best opportunities to succeed and thrive.

Our Agency Budget Request reflects these efforts with proposed investments to:

- Provide person- and family-centered, holistic services that help Oregonians achieve their own goals and live their full potential.
- Support children and keep them safe from birth to adulthood on their path to become healthy, productive, and purposeful adults.
- Help parents and family providers create safe, stable, and nurturing environments for children and adults in their care.
- Assist families with basic needs to lift them out of financial crisis and create a pathway to the education and living wage jobs that move them out of poverty.
- Support and assist Oregonians with disabilities to achieve, maintain and advance in meaningful employment and in independence.
- Provide access to high quality, long-term services and supports for Oregon's rapidly aging population and individuals with disabilities, in the setting of

their choosing, delivered by a strong, stable, well-trained, paid and unpaid direct care workforce.

- Empower and support Oregonians with intellectual and developmental disabilities to live full lives in their communities.
- Strengthen our relationship with, and improve our services to, the nine federally recognized Native American Tribes.
- Provide these services in a seamless, integrated manner that is sustainable, effective, efficient, outcome-based, and provided with a commitment to service equity to ensure they are available to all qualified Oregonians and result in the best outcomes for everyone.

The 8,500 DHS employees working across Oregon meet the needs of Oregonians with the help of many public, private, and community organizations. We value their partnership, dedication, and commitment to continuous improvement. It is on behalf of our employees, our partners and the more than one million Oregonians we serve that I respectfully submit our Agency Budget Request.

Sincerely,



Fariborz Pakseresht
Director, Oregon Department of Human Services