

Department of Human Services

2016 Town Hall Meeting

Clyde Saiki, DHS Director

and

DHS Program Directors & Deputies



Complete presentation is online: www.Oregon.gov/DHS

Why we are here today

- DHS Director will provide an overview, share priorities & direction
- Individual DHS programs will report on their progress & plans for what's next
- We will answer your questions & listen to your comments & ideas
- You can help us by doing an evaluation
- You can ask follow up questions or request more information
- ✓ *We are holding meetings in Portland, Salem, Eugene, Medford, Bend, Pendleton, Online, and a Tribal Town Hall (July)*



We are guided by our mission and core values

- ✓ Every Oregon child & youth in our care deserves to grow up safely – with support for success in school.
- ✓ Every Oregon adult deserves to live in safety – free from abuse, neglect & financial exploitation.
- ✓ Every Oregonian has the right to live as independently as possible – with dignity, choice & self-determination.
- ✓ Every Oregonian can work to the best of their abilities to contribute to their family & community.

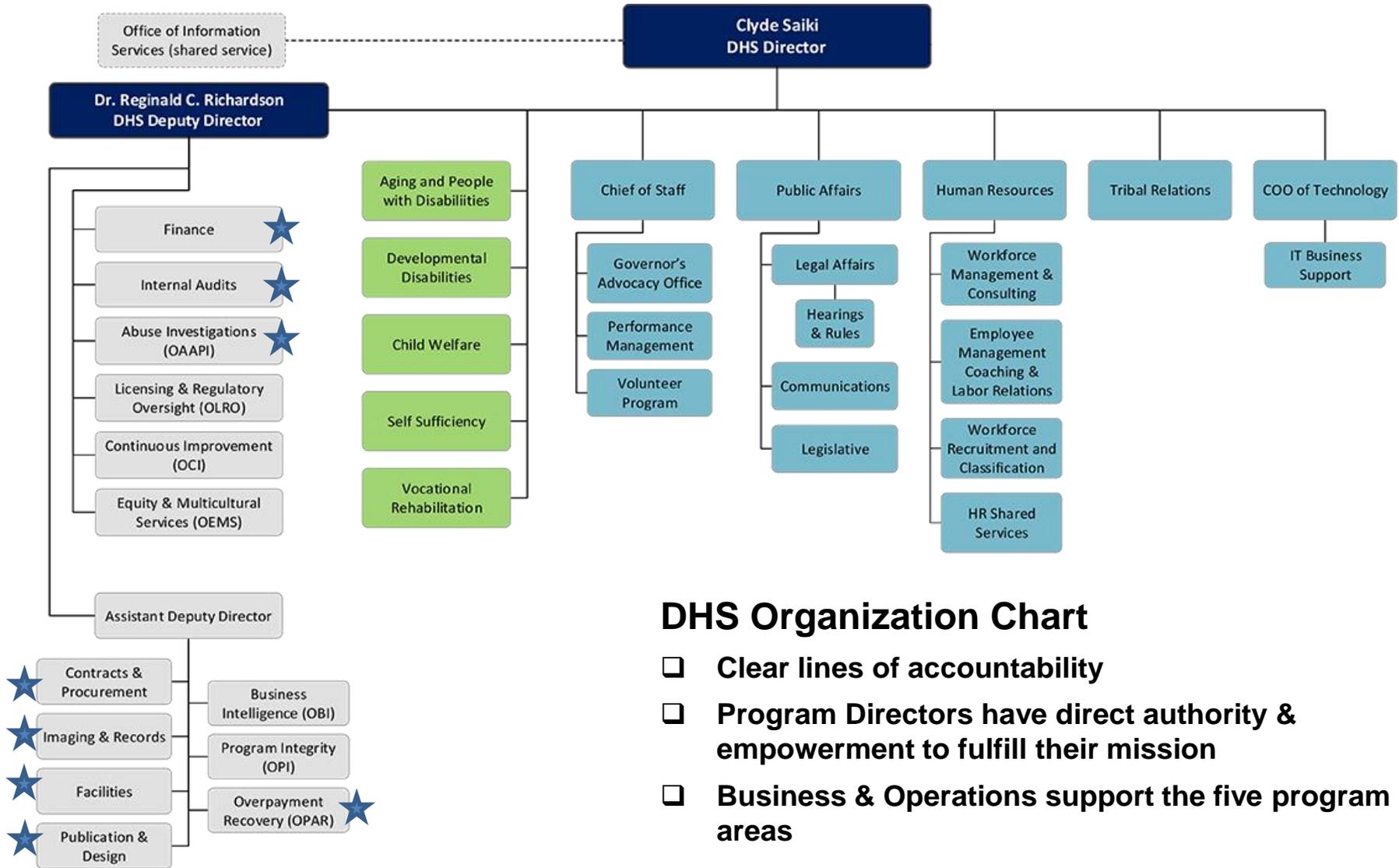


Focus areas for improvement

- **Safety** – everything we do must begin with safety in mind
- **Structure** – direct lines of authority help with decision making
- **Leadership & Accountability** – everyone needs to understand their roles and responsibilities
- **Culture** – we must reaffirm our commitment to the vulnerable people and families we serve
- **Communication** – we need to quickly and accurately gather and relay information

Focus

Maximum clarity
a center of interest or a
close attention, concentra
can be clearly apprehend
Focal point or principle fo



DHS Organization Chart

- Clear lines of accountability
- Program Directors have direct authority & empowerment to fulfill their mission
- Business & Operations support the five program areas

DHS provides *direct* services

to more than 1 million Oregonians per year, including:

TANF cash assistance to stabilize **24,000** very low-income families

Food benefits to **1 in 4** Oregonians to prevent hunger

Help to **37,513** older adults & people with disabilities with activities of daily living

Protective services to **5,446** adults and **10,402** children to keep them safe

Promote health services & provide meals to **235,447** older adults

Permanent homes for **814** children through adoption

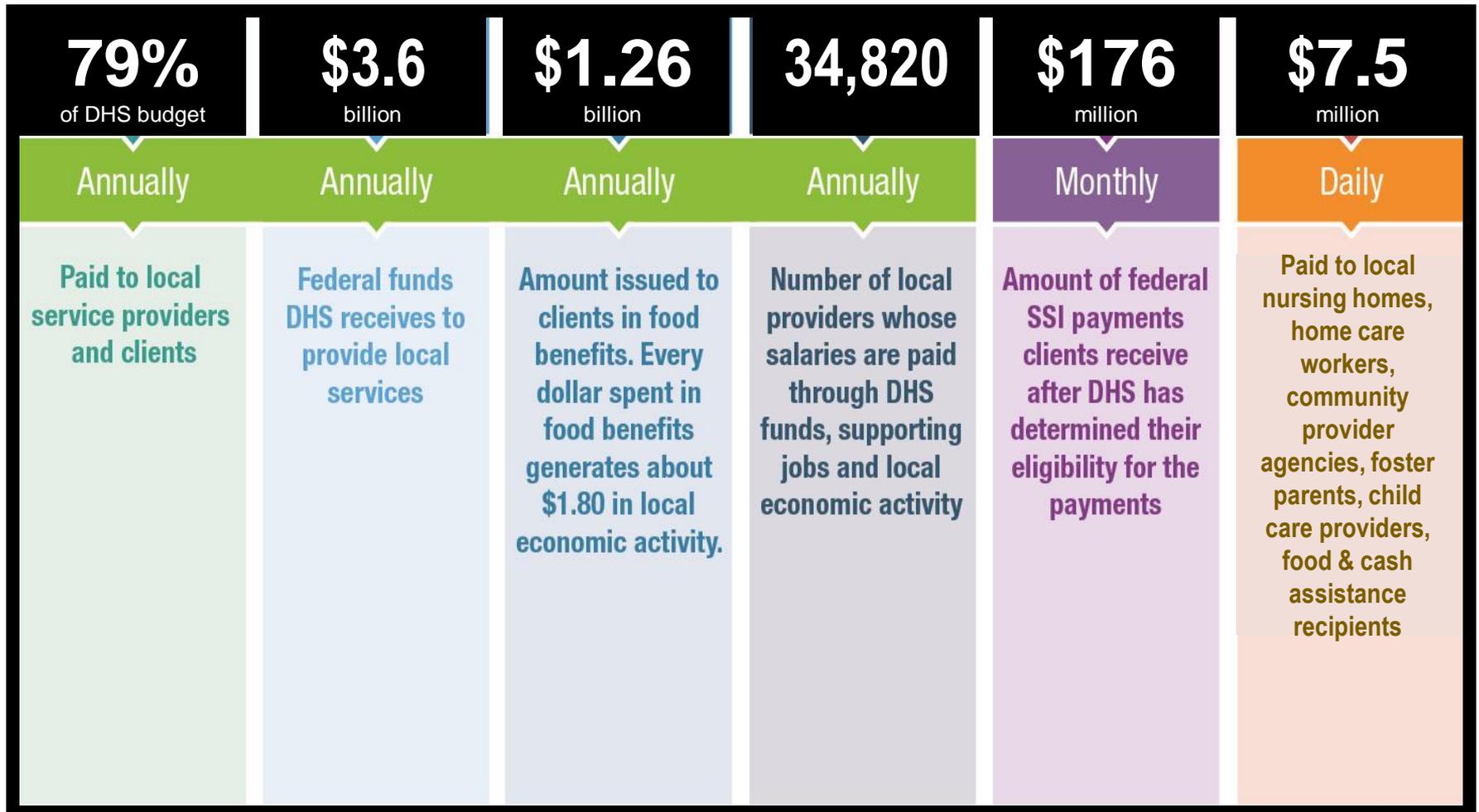
Assistance to **24,701** people with developmental disabilities, enabling them to live safely & independently

Safety services to **7,374** victims of domestic violence

Help to **15,378** people w/ disabilities through VR services & **2,723** jobs

DHS makes *direct* investments

in local communities, including:



Many Oregonians receive more than one service

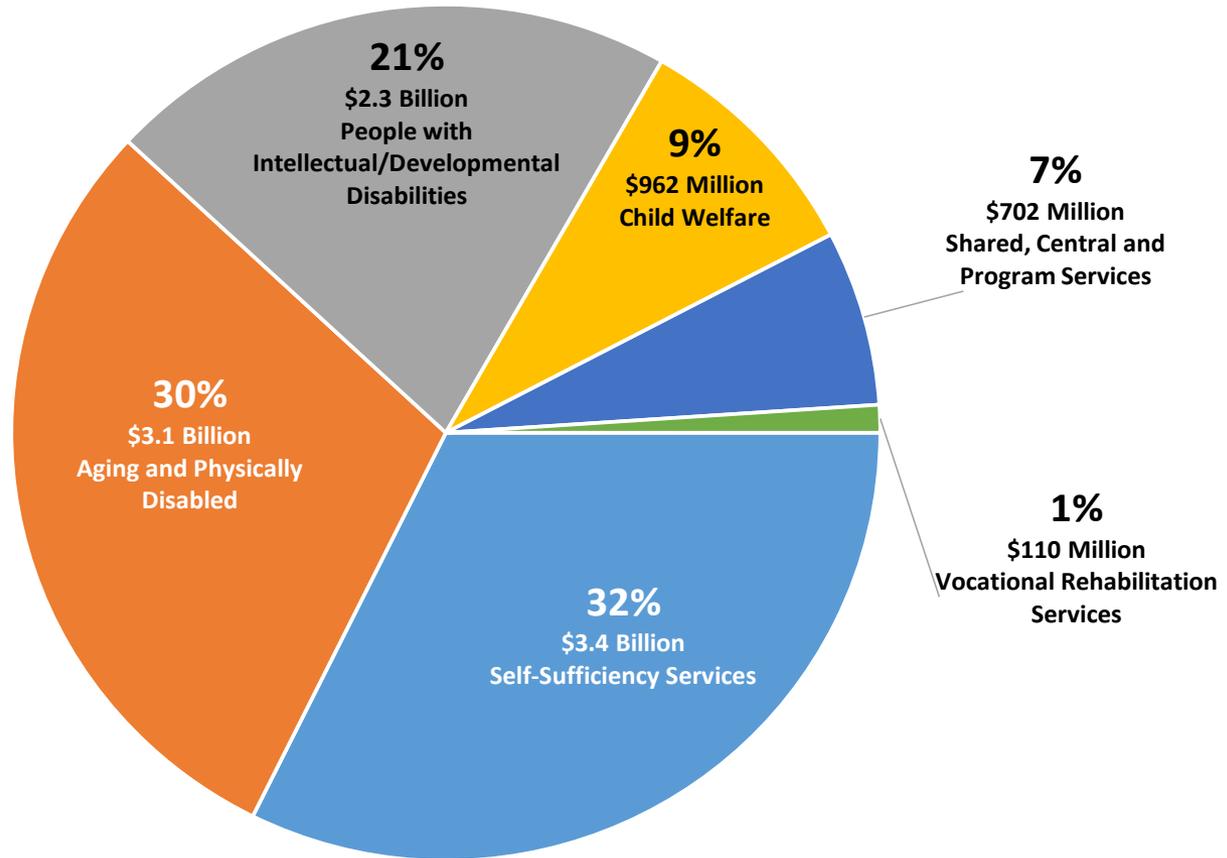
- **Medicaid (Oregon Health Plan)**
- **SNAP (food assistance)**
- **Services for older adults and people with physical disabilities**
- **Temporary Assistance to Needy Families**
- **Services for people with intellectual/developmental disabilities**
- **Employment Related Day Care**
- **Vocational Rehabilitation**
- **Support services for families involved with child welfare system**

- **35% receive two services**
- **20% receive three services**
- **6.5% receive four services**
- **1.5% receive five or more**

Trends that impact DHS services

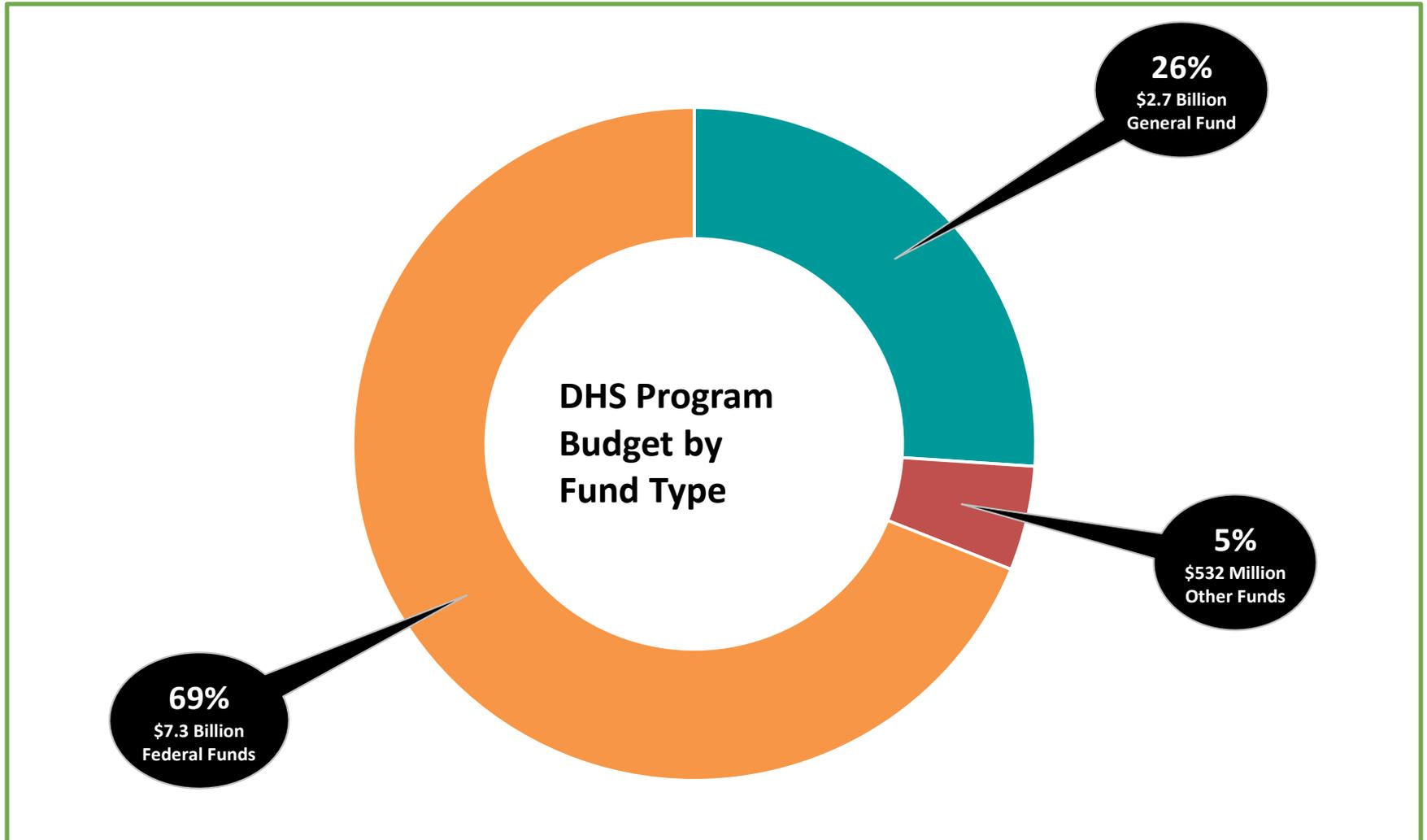
- ▶ **Fast-growing population of older adults**
- ▶ **Increasing number of people with disabilities**
- ▶ **Growing racial, ethnic diversity**
- ▶ **Uneven pace of economic recovery, especially in rural parts of the state**
- ▶ **Jobs returning, but with lower skills, wages & hours**
- ▶ **Increasing cost of housing**

2015-17 Legislatively Approved Budget



\$10.6 billion – 7,908 Full-time Equivalent Positions

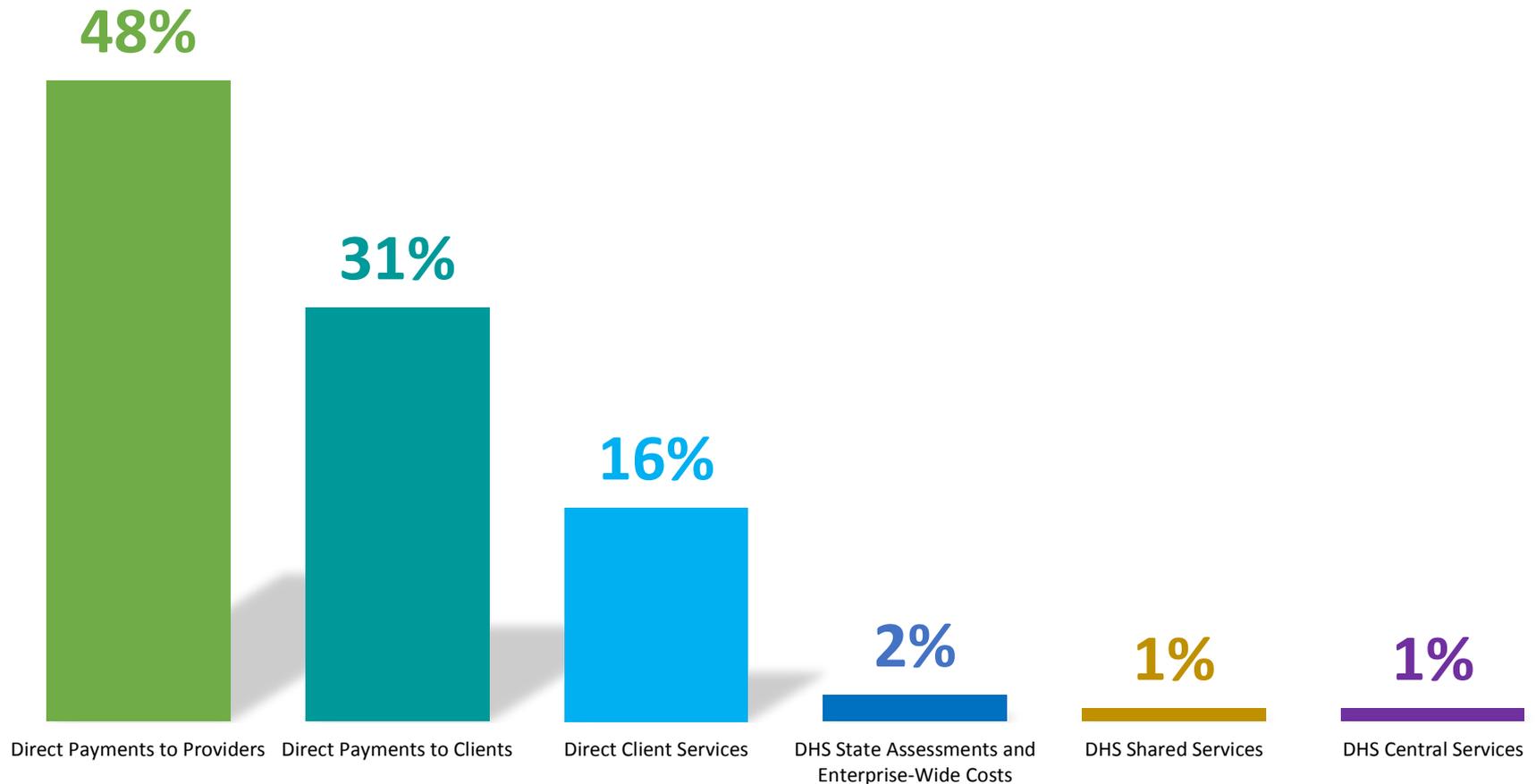
2015-17 DHS program budget by fund type



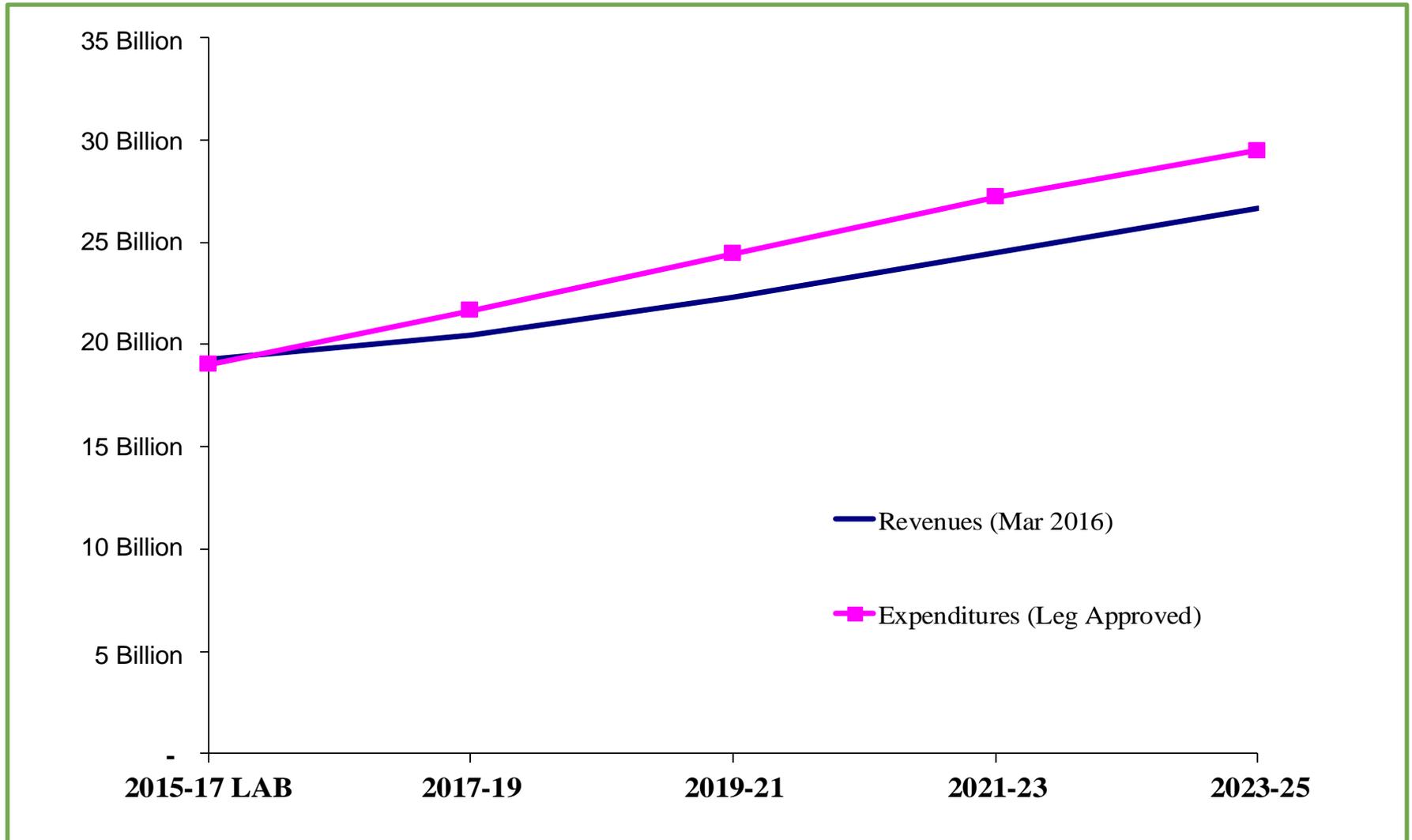
96% of DHS budget

Direct Payments and Direct Services

DHS Total Budget = \$10.6 billion



Long-term state budget projections



Child Welfare Program



Child Welfare Program Accomplishments

Fast Facts from 2015

- 7,570 children and youth were in foster care on any given day.
- 56% of foster children/youth were safely reunited with their families.
- Received nearly 70,000 reports of abuse or neglect -- investigations found a total of 10,402 victims.

Safety

- ✓ Started Licensing and Safety Review Team to identify issues and solutions across child welfare, licensing and investigation units (both children and adults)
- ✓ Completed statewide training on Commercial and Sexual Exploitation of Children
- ✓ Implemented Differential Response in 12 counties (50% of the state's population)

Well-Being

- ✓ Reduced the number receiving psychotropic medications
- ✓ Increase numbers enrolled and attending college

Permanency

- ✓ Began leveraging Intensive Family Engagement (LIFE) demonstration project
- ✓ Increased subsidized guardianships for children who would have otherwise had to stay in foster care

Child Welfare Program: What's Next?

- **Culture Change: increased focus on safety at every step in child welfare system**
- **Increase the number of safe, appropriate placements for children and youth – both family foster care and residential programs**
- **Implement a 24/7 foster parent helpline through 211**
- **Implement SB 1515 and Foster Care Commission to increase accountability and oversight and increase communication and transparency**
- **Develop, implement and sustain changes that ensure compliance with the federal Child and Family Service Review measures**
- **Implement findings from Governor's Independent Review (August)**
- **Redesign the child welfare training model to support improved outcomes for Oregon's families and increased efficiency for staff**

Aging & People with Disabilities Program



Aging & People with Disabilities Program Accomplishments

Safety

- Deployment of compliance specialists statewide to quickly address complaints, work with providers to make improvements
- Faster action in licensed settings to protect vulnerable Oregonians
- Increased timeliness of adult protective services investigative response

Independence

- Improved infrastructure to support individuals in their own homes
- Oregon Project Independence continued pilot expansion to adults with disabilities
- Options counseling for all Oregonians needing help with information about long-term services and supports
- Adopted infrastructure to support the federal Home and Community Based services regulations

Choice

- Reduced Nursing Facility caseload to 12.8% of total caseload
- Maintained strong access to Community Based Care
- Met all six assurances within the Medicaid long term care waiver

Aging & People with Disabilities: What's Next?

Safety

- Leading a renewed culture of safety throughout APD
- Centralized Abuse Management system to track screening and abuse investigations in real time
- Roll out of ASPEN (database) to adult foster home licensors

Independence

- Implement the new General Assistance Program
- Finalize the Housing with Services regulatory framework
- Renewed emphasis on transportation, housing and caregiving for an aging population (continuation of Senate Bill 21 work)

Choice

- Focus on long-term sustainability with an emphasis on saving money without harming individuals
- Implement the Provider Time Capture system for consumers and Home Care Workers
- Roll-out of new Uniform Disclosure Statement for consumers of long-term care

Intellectual/Developmental Disabilities Program



Intellectual/Developmental Disabilities Program Accomplishments

- ✓ **Created a framework for the I/DD system in Oregon through the Vision Advisory Committee made up of stakeholders, CDDPs, Brokerages, individuals, families, and other partners in the I/DD system**
- ✓ **Expanded services to all children with I/DD through the K Plan**
- ✓ **Created the Children's Services Planning Group to identify how to best serve children**
- ✓ **Implemented an active complaint process through ODDS' complaint website**
- ✓ **Implementing Federal Home and Community Based Settings Regulations**
- ✓ **Initiated the Client and Staff Safety Task Force as directed in SB 226 (2015) to address issues in Stabilization and Crisis Units (SACU)**

Intellectual/Developmental Disabilities

What's Next?

- **Achieve program sustainability, with stakeholder input, in order to best serve individuals with I/DD throughout all stages of their lives**
- **Expand safety efforts across the system**
- **Work to address turnover and wage challenges for Direct Support Professionals (DSP)**
- **Improve workforce development for those who serve individuals with I/DD**
- **Work to improve access to transportation for individuals with I/DD**
- **Plan and implement a critical response system**
- **Continue to strengthen and improve case management services**
- **Move forward with Client and Staff Safety Task Force recommendations re: SACU**

Employment First *with Vocational Rehabilitation, Education*

Accomplishments

- ✓ **Reached settlement in *Lane vs. Brown***
- ✓ **Closed new entry to sheltered workshops as of July 1, 2015**
- ✓ **Transformation Project assisting 25 sheltered and facility-based workshops to transform and to provide integrated employment services**
- ✓ **Launched the “I Work We Succeed” outreach campaign**
- ✓ **Issued Expansion/Start Up Grants for employment specialists to expand capacity**

What’s next?

- **Expansion of Seamless Transition Pilot Project to include more counties/school districts**
- **More transformation grants to help sheltered workshops transform their business models**
- **Employment First Summit for families and self-advocates in November**
- **Partners with PSU for Think College Inclusion Oregon Project**

Vocational Rehabilitation Services



Vocational Rehabilitation Accomplishments

- **Goals and Objectives**
 - Created to guide the work for 15-17
- **Employment**
 - Increased employment outcomes by 14.6% over the prior year (347)
 - Vocational Rehabilitation Counselors focusing on I/DD
 - Job Development Contract
- **Youth Transition Program**
 - Recognized as a Best Practice
 - Expanded to 115 schools or 2/3 of the school districts
- **Lane v Brown Settlement Agreement**
- **WIOA Implementation**
 - 90 days to plan
 - VR State Plan (portion of Oregon Unified State Plan for WIOA)

Vocational Rehabilitation: What's Next?

- **Employment:**
 - Expand service capacity and employment outcomes
 - Meet the milestones of the Lane v Brown Settlement
- **Business Engagement:**
 - Create a sustainable Business Engagement model
 - Expand and implement the NET (National Employment Team) Program in Partnership with CSAVR
- **Stakeholders/Partners:**
 - State Rehabilitation Council (SRC)
 - Continue to provide government to government support to Tribal VR Programs
- **Workforce and Innovation and Opportunity Act (WIOA):**
 - Implement WIOA
 - Continue Partnering with our Workforce Partners to Improve the Statewide Workforce System
 - Make sure that Oregonians with Disabilities have access to the Workforce System
- **Youth Career Technical Education**
 - Improve access for Youth with disabilities:
 - Apprenticeship
 - STEM

Self Sufficiency Program



Self Sufficiency Program Accomplishments

- ✓ **Strengthened family stability services**
- ✓ **Improved economic security**
- ✓ **Increased child safety and school readiness**
- ✓ **Expanded program integrity efforts**

Self Sufficiency: What's Next?

- **Building on our 2015-17 biennium family stability, economic security and child safety accomplishments**
- **Identifying best practices for engaging families in activities that lead to stability and economic security**
- **Adjusting our focus, structure and training to provide more individualized, outcome-focused support to our families**
- **Seeking ways to take on a comprehensive poverty reduction effort in collaboration with our partners**

Department of Human Services

2016 Town Hall Meeting **Thank you!**

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