



Know Your Why

Oregon Department of Human Services

Why Differential Response?

Oregonians believe every child deserves to grow up at home in a safe and nurturing family. Through engaging and collaborative relationships with families and communities, we achieve the best possible outcomes for children and families. With customized services focused on child safety and family stability, families have the opportunity to address their challenges and ensure that the community's most at-risk children can be safe and successful.

Why Increase Employment Outcomes?

The collective history of individuals with intellectual and developmental disabilities (I/DD) has been one of negative stereotypes and low expectations, and this has been particularly true when it comes to employment. We should expect that employment in community settings at minimum wage or better is an outcome for Oregonians who experience I/DD. Our Employment Breakthrough is designed to assist individuals with I/DD to obtain, maintain, and advance in paid employment within our communities.

Why Help More People Live Independently?

Oregonians have the right to live their lives with independence, dignity and choice. The Long-Term Services and Supports breakthrough is focused on breaking down barriers to further this vision. As has been evidenced since the 1980s, taxpayers ultimately benefit through substantial savings as we continuously improve our efforts in this area.

Why Modernize Service Delivery Transformation?

Oregonians have the right to receive: the Right Benefits; the Right Services; at the Right Time; with the Right Efficacy – to be served by an effective and efficient government system that is focused upon human-centered services.

Why Ensure Service Equity?

DHS serves people with individual needs who deserve effective and efficient customer service. Every individual and community deserves to be treated with dignity, respect and full measure of human rights. We are committed to reducing disparities and barriers for the communities we serve because equity is something that benefits us all.



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Why Update IT Systems?

Many Oregonians are struggling to remain safe, maintain their health and provide for their families. Citizens deserve timely, accurate, transparent, comprehensive services that are more responsive to their needs, and staff deserves systems that are reliable and effective.

Why Optimize Resources?

DHS leadership needs information on the entire agency's human and capital resources organized in a way that allows our management teams to more effectively prioritize and use them to meet our mission and business goals of serving Oregon's most vulnerable. Efficient, effective Budget, Accounting and Human Resource systems and processes help the business achieve their goals while complying with federal regulations and ensure maximization of General and Federal funds.

Why Continuous Learning, Enhanced Training and Development?

DHS depends on its managers and staff to do the daily work in programs that help people and their families remain safe, healthy and independent. In order to achieve better outcomes for the clients we serve, DHS develops and fosters an organizational environment of continuous learning. That environment also increases employee satisfaction and helps develop an agency culture of leadership and innovation.

Why Performance-Based Contracts?

DHS depends on contracts with statewide and local businesses to help us provide what our clients and customers need, whether that's counseling or copier maintenance. We need to manage our contracts to deliver the most effective, high-quality services to achieve the outcomes we want to achieve, and we need to maximize state resources to ensure that taxpayers get value for their investment.