

2014 Town Hall Meeting

Planning for Safety, Health and Independence in Your Community

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Director, Oregon Department of Human Services



 **DHS** | Safety, health and independence for all Oregonians

2014 Town Hall Meetings

Why are we here and what will we do today?

- Provide an overview of our agency's work
- Share our priorities
- Report progress on priorities during the last two years
- Talk about what's next
- Answer your questions
- Have a discussion to get your feedback on our priorities

Town Hall Schedule



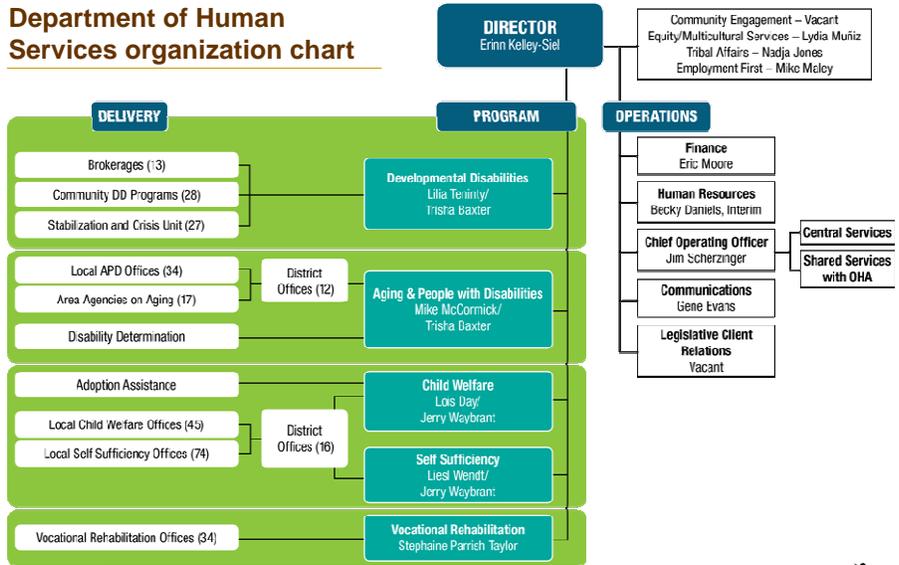
We are guided by our mission and core values



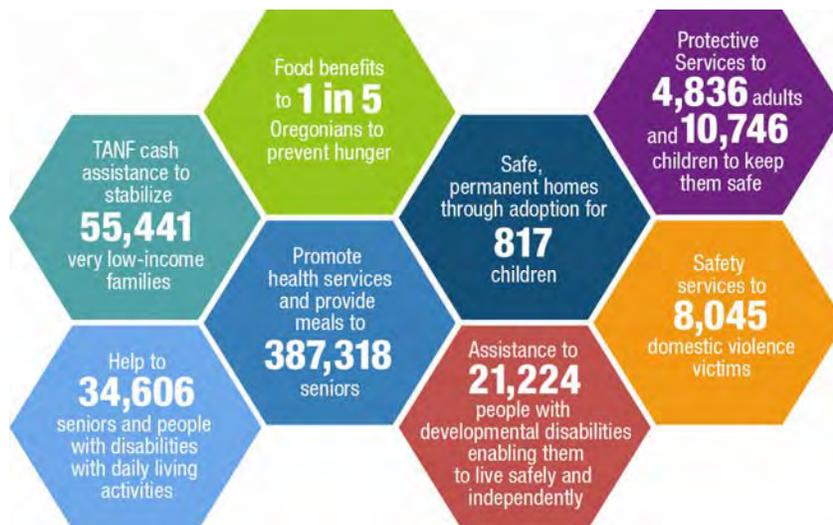
Department of Human Services

Where We've Been	Where We Are Going
Divisions and Programs with Separate Missions and Visions	One Department, One Mission, One Vision, Leveraging Program Specialties
Regulative & Compliance Oriented	Outcome & Results Oriented
Policy & Program Focused	Customer Focused
Multiple, Disconnected Data, Eligibility & Technology Services	Integrated & Coordinated Data, Eligibility & Technology Services
Managers Define Solutions	Staff Are Empowered to Partner with Leadership to Create Solutions
Crisis Driven, Reactive, Risk Averse	Anticipatory, Proactive, Innovative
Government Services Operate in Relative Isolation	Collaborative Community & Business Partner

Department of Human Services organization chart



Providing direct services to 1 million Oregonians every year



Making direct investments in local communities



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Trends in Oregon that Impact DHS Services

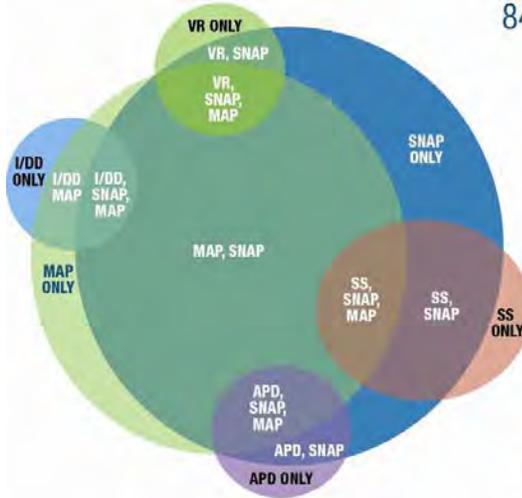
- **Fast-growing population of older adults**
- **Increasing number of people with disabilities**
- **Growing racial and ethnic diversity**
- **Slower pace of economic recovery, especially in rural Oregon**
- **Jobs returning but lower skill, wages**

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Most adult customers receive more than one DHS service

840,675 Adults* Served by DHSIOHA in 2013



Participation by number of programs

- 48%** One program
- 32%** Two programs
- 15%** Three programs
- 4%** Four programs
- 1%** Five or more programs

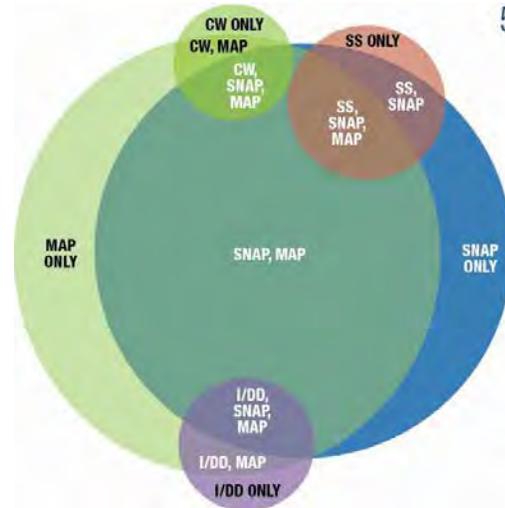
KEY

- APD: Aging and People with Disabilities
- I/DD: Intellectual/Developmental Disabilities
- MAP: Medical Assistance Programs
- SNAP: Supplemental Nutrition Assistance Program
- SS: Self-Sufficiency Program
- VR: Vocational Rehabilitation

* Adults = individuals 19 years and older
 Source: OFRA, Integrated Client Services Data Warehouse
 Print date: July 2014

Most youth customers receive more than one DHS service

526,330 Youth* Served by DHS/OHA in 2013



Participation by number of programs

- 24%** One program
- 35%** Two programs
- 27%** Three programs
- 11%** Four programs
- 3%** Five or more programs

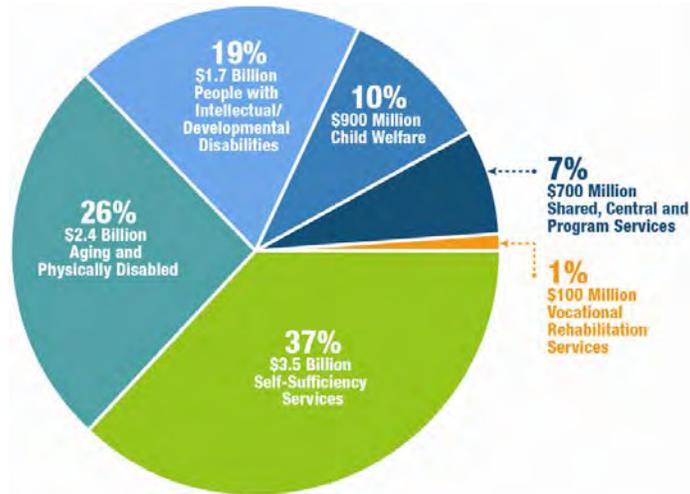
KEY

- CW: Child Welfare
- I/DD: Intellectual/Developmental Disabilities
- MAP: Medical Assistance Programs
- SNAP: Supplemental Nutrition Assistance Program
- SS: Self-Sufficiency Program

* Youth = individuals 0-18 years
 Source: OFRA, Integrated Client Services Data Warehouse
 Print date: July 2014

DHS 2013-15 Legislatively Approved Budget

\$9.3 billion – 7,478 Full-time Equivalent Positions

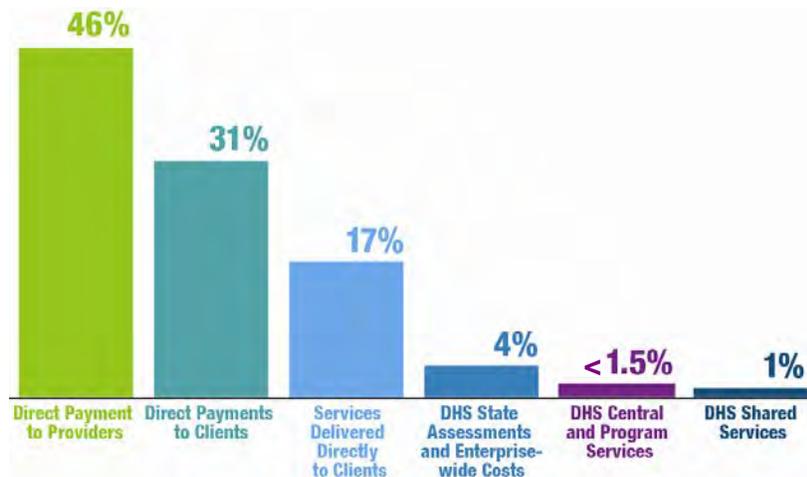


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DHS program budgets

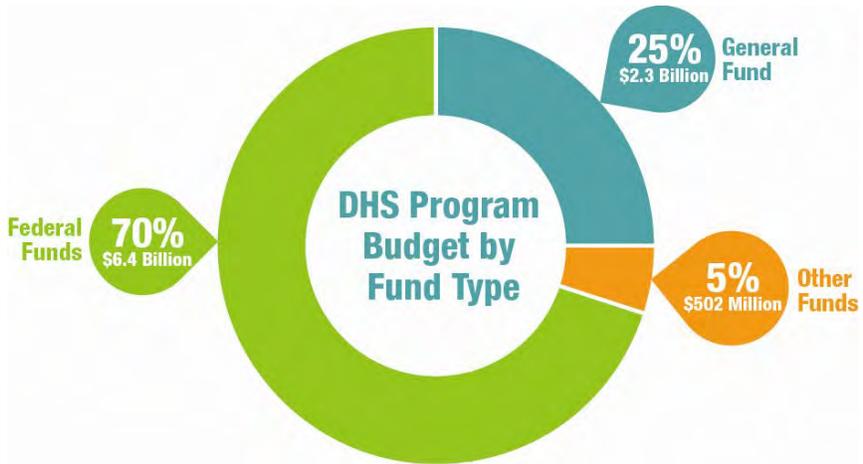
94% in Direct Payments and Services



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2013-15 DHS program budget by fund type

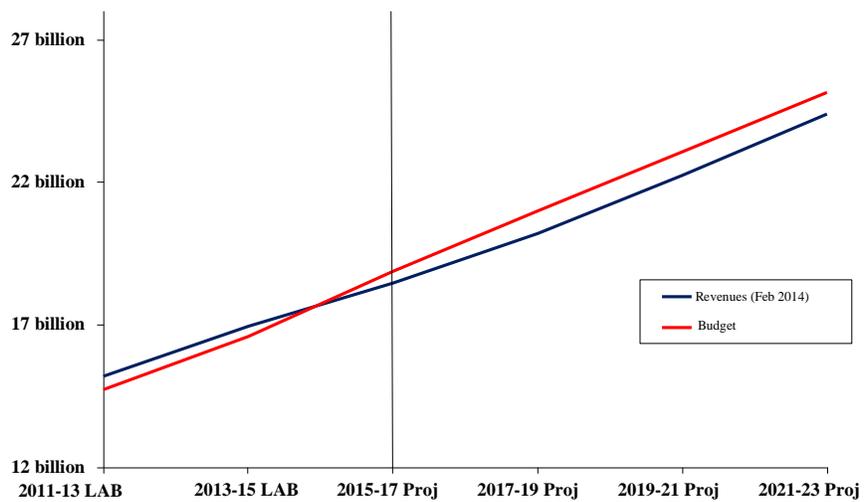
70% Federal Funds



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Long-Term Projections



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**Moving ahead,
keep these questions in mind:**

Are we on the right track?

What else should we be considering?

What's missing?

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Innovating and Transforming Oregon

Education: Establishing a zero-to-20 system

- Early Learning Hubs
- Regional Achievement Collaboratives

Health Care: Delivering better health at reduced cost

- Coordinated Care Organizations
- Expanding investment in community mental health

Jobs & Innovation: Getting Oregonians back to work and making work pay

- Coordinated local workforce development strategies
- Local collaborative approaches to economic development (Regional Solutions)

Safety: Make smarter investments in public safety

- Using data to drive upfront investments (i.e., alcohol and drug treatment)
- Increasing investments in community corrections, re-entry strategies

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Safety for Children



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Safety for Children: What we've done

- Began **Differential Response** implementation
- Expanded **community-based support services** designed to strengthen and preserve families
- Improved DHS child welfare **staff capacity and competency**
- Launched **Statewide Abuse Reporting Line** (1-855-503-SAFE)
- Foster Care **Ombudsman**, Foster Child **Bill of Rights**
- **Expanded services** for children with I/DD living at home

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Safety for Children: What's next?

- **Statewide** Differential Response implementation
- **More investment** in proven community-based, (including culturally specific) support services
- Implement our new **Title IV-E Waiver**, allowing flexible use of foster care funds so more children can be kept safely at home with their families -- and out of foster care
- Implement **new assessment tool** for children with I/DD
- **Budget Feedback:** Foster care rates, Foster parent training, Access to attorney representation, Post-Adoption resources, I/DD Kids services capacity

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Safety for Adults



**Every Adult Oregonian
deserves to live in safety,
free from abuse, neglect
and financial exploitation**

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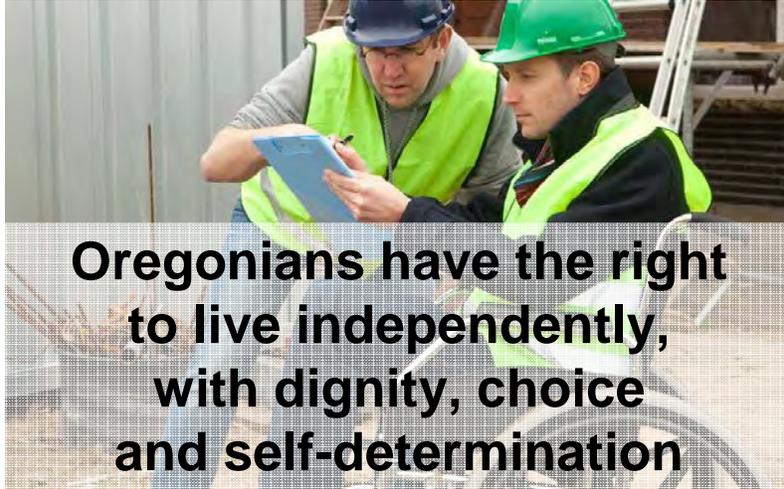
Safety for Adults: What we've done

- **Statewide abuse reporting line** (1-855-503- SAFE) is also for adult abuse and mental health issues
- **Enhanced background checks** for providers, employees
- Worked with the **Oregon Banker's Association** on financial exploitation toolkit for more than 20,000 bank employees
- Improved **Adult Protective Services staff capacity and competency**
- Offered **Money Management Program** to help with personal finances and reduce risk of financial exploitation
- Led **Safe Medication** campaign with long-term care and other residential facilities to reduce medication errors

Safety for Adults: What's next?

- Continue to build **partnership with law enforcement** to ensure counties have APS multi-disciplinary teams
- Host the **National Adult Protective Services Association's** conference in October, 2014
- **Streamline processes** to improve timeliness of reviews, reports
- **Budget Feedback:** Integrated adult abuse data and report-writing system, Increase quality and oversight of APS services, Expanded APS capacity in County DD programs

Living as independently as possible



Oregonians have the right to live independently, with dignity, choice and self-determination

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Living as independently as possible: What we've done

- Implemented an **expanded service array** to provide more consumer choice
- Partnered with the **Coordinated Care Organizations** to improve services
- Expanded the **Home Care Commission Registry** to include providers to support individuals with intellectual and developmental disabilities
- Expanded the **Aging and Disability Resource Connection (ADRC)** to 15 counties
- Expanded **Family-to-Family** I/DD support networks from four to six (two more on the way)

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Living as independently as possible: What's next?

- Expand **Oregon Project Independence (OPI)** to serve a minimum of 725 more older adults by July 2015
- Launch **OPI pilot** to serve younger adults with disabilities
- Expanded access to **caregiver training**
- Finish work with stakeholders on **recommendations** for strengthening Oregon's long-term care system
- **Budget feedback:** Community capacity for most vulnerable adults and kids with I/DD, Provider rates, Access to Foster Youth Independent Living Program, General Assistance program, Expanded I/DD service capacity, Case Management

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Improving employment outcomes



**Every Oregonian can work
to the best of their abilities
to contribute to their family
and their communities**

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Improving employment outcomes: What we've done

- **Increased** employment placements
- Met or exceeded benchmarks for **Employment First** Initiative
- Launched 16 local **Family Stability and Employment** pilots
- Partnered with Oregon Employment Department to bring \$89 million in **federal tax credits** to Oregon businesses
- Started four local **high school transition** pilot projects focusing on employment for youth with disabilities

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Improving employment outcomes: What's next?

- Support ongoing **transformation and expansion** of I/DD employment services
- Conduct **statewide training** for teachers, case managers and providers to build capacity for consumer engagement, career planning and job development
- **Employer** and **community engagement**
- Update **TANF** program design
- Stronger Workforce System partnerships
- **Budget Feedback:** TANF investments; Employment Related Daycare caseload; Benefits planning; Employment First Service Capacity; Increase specialized Vocational Rehabilitation counselors

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Improving customer service



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Improving customer service: What we've done

- **Quarterly Business Reviews**
- Regular customer and business partner **surveys**
- **Community engagement** and capacity building
- **Service Equity** and accountability
- Improved **data collection, reporting and analytics**
- **Staff training**, development and performance feedback
- Centralized **program support** units

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Improving customer service: What's next?

- **“Less time with paper; More time with people”**
 - Paperless offices
 - Increase online applications and electronic form availability
 - Improve customer experience in our offices
- Increase staff **mobility, co-location** with partners
- Strengthen **outcomes-focused work** with contracted partners
- Expanded **Race, Ethnicity, Language and Disability** data
- **Automated** Eligibility and Case Management

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Wrap Up Scorecard: How Are We Doing?

-  **Child Safety**
-  **Adult Safety**
-  **Living as Independently as Possible**
-  **Improving Employment** (trending green)
-  **Customer Satisfaction**
-  **Service Equity** (trending yellow)
-  **Agency Efficiency and Operations**

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Thank you!

Stay connected with us

www.oregon.gov/dhs



Your Feedback

Are we on the right track?

**What else should we be
considering?**

What's missing?