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**Subject:** System of Care - Advisory Recommendations

To the System of Care Advisory Committee Chair

OYA has been asked to provide a written response to the recommendations; following the initial response from Joe O'Leary (our Director) to the committee on June 23<sup>rd</sup> supporting the recommendations generally. I would like to take this opportunity to extend our agency response. There were three recommendations put forward by this committee in June.

The first recommendation concerned helping families to find the 'right door' for accessing services. The use of social media and traditional media campaigns were put forward. OYA supports the general premise behind this recommendation, and we agree that access to services and health care should not be information that is hard to find. It is important that individuals are able to know how to access services at the time that those services are most relevant. For OYA, access is a different issue. Young people enter OYA through the action of the courts, and it is not clear how making access to OYA services more publicly available would assist individuals in obtaining resources. We support and applaud the efforts of our agency partners in improving the availability of information on access to services generally.

The second recommendation concerned the fact that during the COVID-19 pandemic a number of exceptions to the rules regarding the use of telehealth have been allowed. The recommendation called on OHA, DHS, OYA and ODE to examine these exceptions at the end of the pandemic to see which of these exceptions might be helpful to retain. OYA fully supports this idea, and we intend to enter into robust discussions with our partners about what steps taken during this pandemic might be able to be moved forward after we have otherwise returned to our previous state. The goal of having a more flexible set of services would be a shared goal. We would also want to acknowledge that while many have benefited from these rule exceptions that there are Oregonians for whom the exceptions around telehealth did not reach. There are communities where the removal of face-to-face services has meant the removal of the services, and we would want to make certain that in a post-COVID-19 Oregon that all families had access to services.

The third recommendation was that agencies should systematically track capacity and particularly in the area of culturally specific services. As Joe O'Leary stated in his earlier response: this is perhaps the recommendation most relevant to OYA. We agree that having a robust provider network is important for the youth that OYA serves, and we are attempting to work closely with our current providers to insure that the service capacity of our providers matches the needs of the youth and families involved with OYA. We recognize the strain that COVID-19 is placing on service providers, and we are closely monitoring the fiscal health of our providers. We believe that we are tracking our current system capacity.

Thank you for the opportunity to specifically address these recommendations, and we would welcome any questions or feedback from the committee.

Peter

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