



**STATE OF OREGON**  
**Oregon Health Authority (OHA)**  
**POSITION DESCRIPTION**

**Position Revised Date:**  
3/28/2024

**Agency:** Oregon Health Authority

**Division:** Health Systems Division

☒ New ☐ Revised

**This position is:**

- ☒ **Classified**  
☐ **Unclassified**  
☐ Executive Service  
☐ Mgmt Svc – Supervisory  
☐ Mgmt Svc – Managerial  
☐ Mgmt Svc – Confidential

**SECTION 1. POSITION INFORMATION**

- a. Classification Title: Operations and Policy Analyst 3
- b. Classification No: C0872 c. Effective Date: \_\_\_\_\_
- d. Position No: 1024907
- e. Working Title: 988 & Crisis System Strategist
- f. Agency No: 44300
- g. Section Title: 988 & Behavioral Health Crisis System
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion-Portland/Multnomah; Hybrid
- j. Supervisor Name: Sarah Adelhart
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year  
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☐ Executive ☐ Professional ☒ Administrative  
☐ Non-Exempt
- m. Eligible for Overtime: ☐ Yes ☒ No

**SECTION 2. PROGRAM AND POSITION INFORMATION**

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially

determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities. The Behavioral Health Division is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health, Medicaid, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division (BHD) encompasses Medicaid and Behavioral Health Programs. Behavioral Health is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded, community-based addiction and mental health service programs.

The Office of Behavioral Health is comprised of the functions of operations policy, service data reporting, administration, and special projects. This unit is responsible for the design, development, implementation, monitoring, and maintenance of Medicaid and non-Medicaid (indigent) behavioral health service programs, to comply with state and federal regulations. Staff provide oversight and direction in the areas of substance use disorders, mental health, residential, older adults behavioral health, forensic mental health, problem gambling, peer delivered services, housing for people with behavioral health needs, and the DUI System.

In addition, staff provide legislative analysis and administrative rule process and coordination. The Office of Behavioral Health performs analysis that serves as management information to inform decisions regarding the implementation and operation of health care programs within the Health Systems Division. The research and analysis performed by this section is focused on translating strategic policy direction into programs and services that are ready for providers to implement and members to access.

**b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The purpose of this position is to provide development, implementation and accountability of the implementation of 988 and the behavioral health crisis service system in Oregon as directed to OHA under HB 2417. The employee focuses specifically on supporting the implementation planning by identifying key stakeholders, design the scope of work as outlined initiative, develop associated policy and program materials, facilitate weekly/monthly program site meetings, as well as monitoring system performance and outcomes of the project. Associated work includes acting as a subject matter expert to support the 988 & Behavioral Health Crisis System Manager in preparing recommendations for Legislative Session work, Government Relations, OHA leadership and community partners, such as Child Welfare, community justice, Local Alcohol and Drug Policy committees and behavioral health providers. This position must understand the intent, planning and priorities of the 988 crisis line and all components to be implemented under HB 2417 and the Crisis Now model. Projects assigned to this position are sometimes pilots and requires strategic thinking and planning to develop a template for statewide expansion.

The person in this position will manage large and complex contracts that blend multiple funding streams, including federal funding that has separate contracting and reporting requirements. The person in this position is responsible for contract accountability and success. Such work may include corrective action planning or repayment planning with providers.

Externally this position provides technical assistance to local government and community providers so they may expand existing services and develop infrastructure for services serving BIPOC, rural and frontier communities.

Internally, the position requires extensive partnership, collaboration and program design with the Community Mental Health Programs, and Coordinated are organizations as it relates to the regional crisis system implementation across the state. The position will represent Health Systems Division in this cross-divisional work and be astute at determining when additional leadership is required.

The person in this position will support the 988 & Behavioral Health Crisis System Manager in decision-making to plan, design and direct behavioral health regulations, policies and priorities. This includes assuring that state and local planning processes are conducted as authorized by state statutes and federal regulations. The person in this position will identify system performance and system development needs, including administrative, legislative and funding changes to improve the effectiveness of services.

The employee will handle complex and potentially controversial agency decisions and may represent the agency in dealings with other state agencies, public and private sector organizations, businesses, and advocacy or special interest groups.

This position works directly with the entire Behavioral Health System in Oregon in order to create an emergency resource and response team in every county.

### SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.*

% of Time	N/R/NC	E/NE	DUTIES
At all times	N	E	Consistently treats customers, stakeholders, partners, vendors, and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.
30%	N	E	<b>Policy Creation &amp; Operationalization</b> <ul style="list-style-type: none"> <li>Create policy that ensures successful implementation of program intent and objectives.</li> <li>Collaborate with Medicaid team subject matter experts to research and identify ways to leverage Medicaid to fund the crisis system.</li> <li>Employ critical thinking to develop and implement solutions to improve system funding streams.</li> <li>Perform complicated conceptual and analytical analysis of the entire Behavioral Health system in order to devise the best policy and operational path towards implementation.</li> </ul>
30%	N	E	<b>Program Design &amp; Implementation</b> <ul style="list-style-type: none"> <li>Perform complicated conceptual and analytical analysis of the entire Behavioral Health system in order to devise the best program implementation plan.</li> <li>Utilize the community engagement received and the policies created, to design a Crisis System for the State of Oregon that accomplishes the required goals and objectives.</li> <li>Identifies and creates measures or indicators of system performance and ensure data monitoring processes are in place.</li> <li>Create, Analyze and identify minimum standards and requirements for mobile crisis services and mobile crisis teams across the State.</li> <li>Make recommendations to and coordinate with partner programs to streamline programs and policies across OHA divisions and State agencies.</li> <li>Work with program staff to implement rules, statutes, and contract language changes related to the crisis system.</li> <li>Participate as valued member of team on grant fund appropriation.</li> </ul>

			<ul style="list-style-type: none"> <li>Ensure the Licensing &amp; Certification teams understand Crisis system policies, rules, and statutes. Help them improve their own programs to align with the crisis system.</li> </ul>
20%	N	E	<b>Engagement</b> <ul style="list-style-type: none"> <li>Convene and facilitate workgroup committees, such as required by HB 2417, as designated by the Legislature and Governor.</li> <li>Lead and facilitate committees to ensure group consensus, achievable action items, follow-up as needed, and summary reports are completed.</li> <li>Work directly with crisis system committees, like those established under HB 2417 to ensure follow up actions requested by the committees are completed on time and within scope.</li> <li>Work directly with communities and the Community Partner Outreach Team, gathering feedback related to local level successes and challenges, perform data analyses, and making recommendations as needed.</li> </ul>
10%	N	E	<b>Contract Administration</b> <ul style="list-style-type: none"> <li>Interpedently performs contract administration duties as required by the Office of Contracts &amp; Procurement. <ul style="list-style-type: none"> <li>Examples may include: Preparing, negotiating, administering, and auditing assigned contracts.</li> </ul> </li> <li>Drafts, updates, and maintains a variety of procurement documentation.</li> <li>Participates in developing procurement strategies and schedules.</li> <li>Maintains compliance with contracting standards and regulations governing public agency contracts</li> <li>Liaises with OHA departments and external parties regarding various contracting matters.</li> <li>Must undergo and maintain any required contract administrator training as required by the Oregon Department of Justice and the Office of Contracts &amp; Procurement.</li> </ul>
5%	N	E	<b>Special Projects</b> <ul style="list-style-type: none"> <li>Report writing: Creates detailed technical reports outlining impact of the new Behavioral Health crisis system to inform stakeholders, such as legislators.</li> <li>Legislative: Monitors federal or state legislation to evaluate for policy or programmatic impact; plan needed changes in operations and procedures.</li> <li>Facilitates grant projects, special studies, projects, task forces, or meetings; participates in projects of other state and local agencies; and performs other tasks as may be indicated.</li> </ul>
5%	N	E	Other duties as assigned.

## SECTION 4. WORKING CONDITIONS

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

Occasional overtime may be required in the evenings or weekends to assist in meeting critical office deadlines. Must be able to respond effectively to verbal instruction, cope with frequent interruptions and moderate noise level. Overnight travel throughout the state is required from time to time. Frequent contact and work with a variety of professional staff in a variety of office and meeting room settings is expected. You must have a valid driver's license with an acceptable driving record. If not, you must be able to provide an alternate method of transportation.

## SECTION 5. GUIDELINES

**a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:**

Federal laws, rules and funding requirements relating to mental health, alcohol and other drug treatment plans and services;  
Accreditation standards for synthetic opiate treatment programs as specified by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Commission on Accreditation of Rehabilitation Facilities (CARF).  
State laws, rules, and contract requirements relating to behavioral health services  
Departmental and office policies and procedures;  
Local requirements as appropriate.

**b. How are these guidelines used?**

The laws, rules, policies, and procedures, together with heavy reliance on data, literature, and local provider input, define and continually update the scope and the detail of alcohol and other drug systems, requirements, and services.

## SECTION 6. WORK CONTACTS

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Who Contacted	How	Purpose	How Often?
State and Federal Agencies	Phone, meetings, mail, in-person	Discuss cooperative and complementary efforts and programs; act as liaison to federal and state partners in an effort to work collaboratively. Provide consultation and technical assistance.	Daily
Internal Peer Programs	Phone, meetings, mail, in person	Provide technical assistance, discuss revisions to state plan and need for local tailoring. Outcome evaluation	Daily
Various Committees	Phone, meetings, mail, in person	Respond to questions/concerns and outline/encourage support for	Weekly

		effective local treatment and prevention services	
Members of the Media and State Legislators	Phone, meetings, mail, in person	Respond to requests and provide information on the needs/breadth/quality of treatment and prevention service programs. Provide consultation and technical assistance	Monthly
Health Service Managers	Phone, meetings, mail, in person	Policy, procedures, and system recommendations	Daily
HSD and OHA Staff	Phone, meetings, mail, in person	Policy, procedure, and system recommendations	Daily
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Daily, Weekly

## SECTION 7. POSITION-RELATED DECISION MAKING

**Describe the typical decisions of this position. Explain the direct effect of these decisions:**

\* Decides how to present complex information on behalf of OHA; information used to develop reports to the legislature regarding alcohol and drug treatment systems. These systems are highly complicated and involve sensitive and controversial components.

\* Responsible for managing and developing policy that guides the implementation of the pilot programs.

\* Develops plan for use of agency resources to provide training and technical assistance for program implementation. Failure to provide adequate support could impede the delivery of program services.

\* Make decisions on scope of implementation efforts. These decisions directly affect the ability of the program to meet the objectives assigned by the legislature and provide life-saving resources to the community.

\* Makes value judgements when complex problems arise in order to mitigate negative system effects.

\* Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Classification Title	Position Number	How	How Often	Purpose of Review
BHPM2	1026366	Oversees work activities, written correspondence and reports	Weekly or as needed.	For information sharing, workload organization, identifying priorities, and providing feedback on job performance.
988 Lead	1021900	Reviews and assigns work	Daily	Direct project engagement

## SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |                                                  |                                                                     |
|--------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Plan work               | <input type="checkbox"/> Coordinates schedules                      |
| <input type="checkbox"/> Assigns work            | <input type="checkbox"/> Hires and discharges                       |
| <input type="checkbox"/> Approves work           | <input type="checkbox"/> Recommends hiring                          |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations    |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares and signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at time of hire that are not already required in the classification specification.

**All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

Preference is for an advanced degree in a mental health field or public health field. Extensive knowledge of public health principles. General knowledge of principles and practices of budgeting, accounting, and legislative process. Skill in writing and analyzing general, statistical and technical reports. Skill in presenting and defending data, research and administrative studies.

The person in this position must understand the full continuum of behavioral health care, with specific understanding of the cross section between substance use disorder, community corrections and systemic racism.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

**SECTION 11. ORGANIZATIONAL CHART**

**Attach a current organizational chart. Be sure the following information is shown on the chart for each position:** classification title, classification number, salary range, employee name and position number.

**SECTION 12. SIGNATURES**

Employee Signature

Date

Supervisor Signature

Date

  
Appointing Authority Signature

Oct 17, 2024  
Date