
October PE 46 Webinar



October 26, 2018

REPRODUCTIVE HEALTH PROGRAM
Adolescent, Genetics, and Reproductive Health

Oregon
Health
Authority

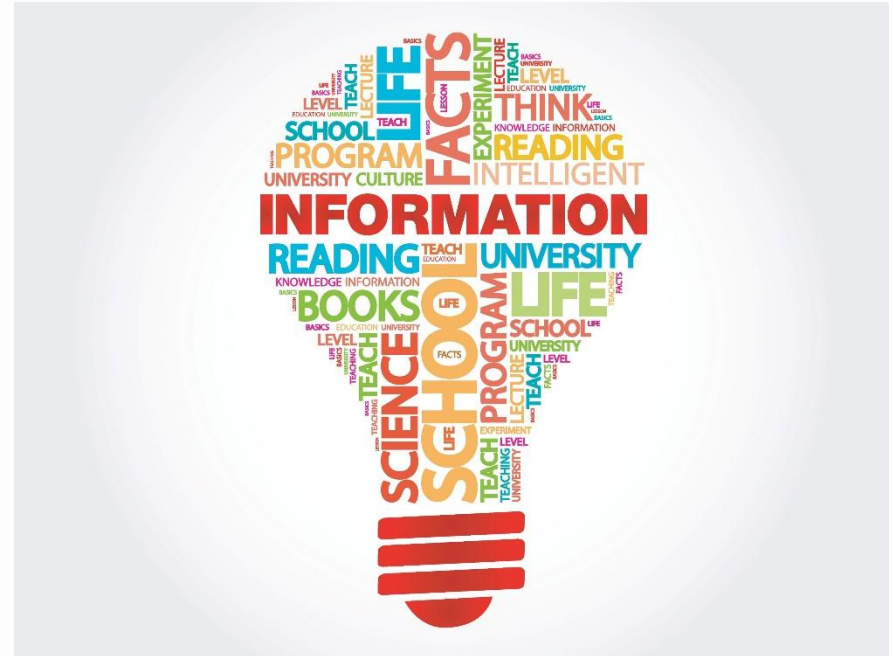
Agenda

- Welcome/Introductions
- General Updates
- Everything PE 46
- 211 Info
- Questions



General Updates

- PE 46 Webinar Survey-Out in November.
- PE 46 Webinar November 30th 9am-10am:
ScreenWise Program
- PE 46 Web Page



Dolly England Dolly.A.England@dhsoha.state.or.us

Everything PE 46



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<p>LPHAs</p> <p>Focus on access to RH services anywhere/everywhere in community</p>	<p>Clinical Providers</p> <p>Focus on <u>your</u> RH Program</p>
<p><u>PE 46</u></p> <ul style="list-style-type: none"> Developing partnerships to <u>assess</u> and <u>increase access</u> to RH services 	<p><u>Community Participation</u></p> <ul style="list-style-type: none"> Involve community in developing, implementing and evaluating RH services <p><u>Project Promotion & Education</u></p> <ul style="list-style-type: none"> Marketing your RH services

What you are already doing!

- Promoting

- ✓ County fairs
- ✓ Radio spots
- ✓ Website
- ✓ Newspaper articles
- ✓ Social media

- Educating

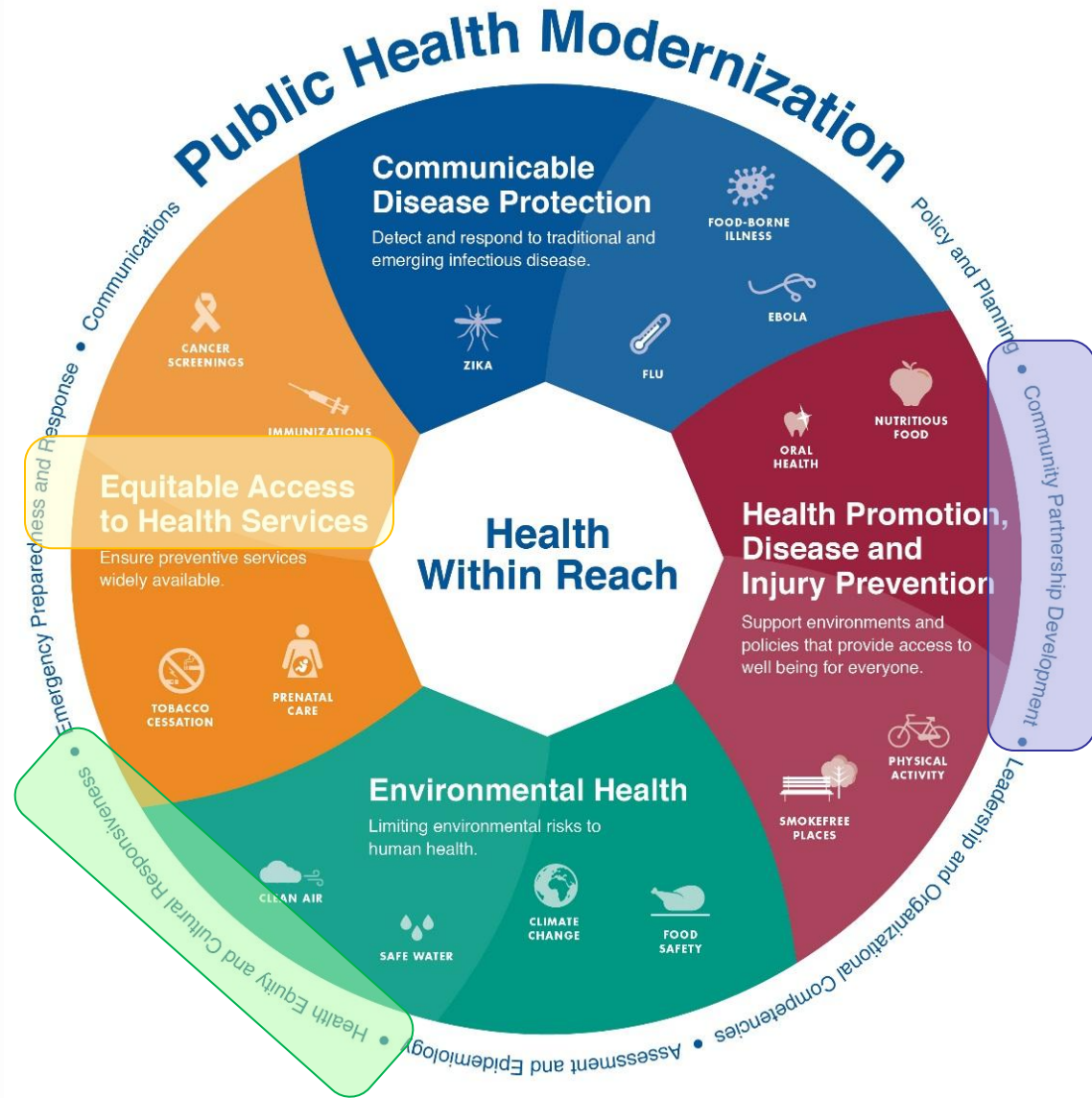
- ✓ Talking at school health classes
- ✓ SBHCs
- ✓ Boys and Girls Club
- ✓ Health fairs
- ✓ Participating in coalitions, advisory groups

PE 46

Community Partners- Engage and develop partnerships

- New partners
 - *Think outside the box*
 - Faith-based organizations
 - Juvenile services
 - Mental Health
 - Migrant Farm Camps
 - Treatment centers
- Current partners
 - ✓ WIC
 - ✓ NFP
 - ✓ SBHCs
 - ✓ FQHCs

- Addresses Public Health Modernization
 - Access to Care
- Assess and increase access to RH services within your community
- Health Equity and Cultural Responsiveness





Fiscal Updates



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Questions





Connecting
Informing
Empowering

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Connecting
Informing
Empowering



MCH team: Hugo and Katrina

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Katrina

Current: Maternal and Child Health
Coordinator @ 211info

Previous:

- *Options Counselor / Ultrasounding
- *Lobbied for RHEA
- *Breast Cancer Patient Navigator
- *ACA, Health Insurance and Program Navigator
- *Reproductive/Sexual Health Educator
- *AmeriCorps VISTA with Yamhill Co. Public Health Dept.
- *HIV Educator and Tester with the CDC/OHA in Multnomah Co.

Fun Facts:

- *Teal is my favorite color

REPRODUCTIVE HEALTH PROGRAM
Adolescent, Genetics, and Reproductive Health



Hugo

Current: Maternal and Child Health
Coordinator @ 211info

Previous:

- *Child Care Specialist for 211info
- *Intern at Multnomah Co. Public Health Dept working at their Immigrant and Refugee Clinic and with their CSA program
- *Received a B.S. Community Health Education from PORTland State University

Fun Fact:

- *Has a secret love for entomology and oddities





Quick Dial Numbers

- **211 – Health and Social Services** 
- **311 – Government and non-emergency info**
- **411 – Directory Assistance**
- **511 – Traffic & Weather**
- **611 – Telephone Customer Support**
- **711 – Telecommunication Relay Service**
- **811 – Call Before You Dig**
- **911 – Emergency Services**



COVERAGE MAP

Resources at your fingertips

Free, live and confidential



DIAL

211

Call Center Monday-Friday

Phone: 8am – 6pm * Text: 9am – 5pm

TEXT

zip code to
898211

SEARCH

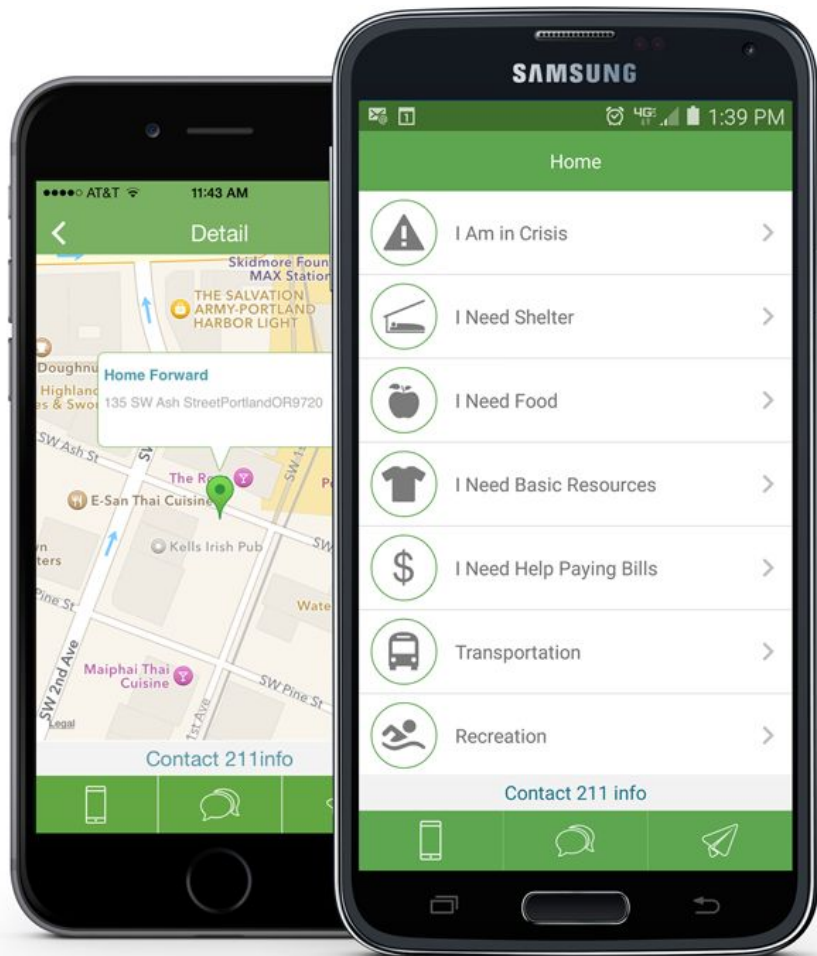
211info.org

EMAIL

help@211info.org

211info goes mobile

Free app for iPhone and Android smartphones



KEY FEATURES

- Free and easy to use
- Hundreds of health and community services listed
- View maps of resources near you
- One-touch connection to call, text or email friendly 211info staff

**Search
“211info”**



211info by the numbers

Fiscal Year July 2017 - June 2018



124,754

Calls Received



348,290

Web Visits



12,357

Mobile App
Searches



11,167

Texts and Emails

496,559

TOTAL CONTACTS

How robust?

2,600+



AGENCIES

29,500+



RESOURCES

Robust and accurate database

Real-time updates to resource listings

The screenshot displays the ReferNET by RIM Design web application. The interface includes a top navigation bar with links like 'File', 'Unmet Need', 'Incomplete', 'Follow-up', 'Contact Activity', 'Support System', and 'Help'. Below this is a search section with tabs for '1. Search' and '2. Data'. The search criteria are set to ZIP 97444, State OR, and Age is blank. The search term 'baby' is entered, and the results are filtered by 'Taxonomy'. The search results list several categories: 'Baby Clothing', 'Baby Furniture Donation Program', 'Babysitting Instruction', 'Baby American Sign Language', 'Baby Baskets - use: Furniture', 'Furniture * Infants/Toddlers', 'Furniture * Newborns', and 'Baby Bassinets - use: Furniture'. The 'Furniture * Infants/Toddlers' category is selected, showing details for the 'OREGON CHILD DEVELOPMENT COALITION CENTRAL OFFICE'. The details include the address (9140 SW Pioneer Court, Suite E, Wilsonville, OR 97070), contact information (Donalda Dodson, Executive Director, www.ocdc.net, info@ocdc.net), and a description of the 'CRIBS FOR KIDS' program. The program description states that the Oregon Child Development Coalition (OCDC) partners with Cribs for Kids to offer a safe sleep environment (cribs and accompanying sheets or sleep sacks) at a reduced cost, based on income and family size. The goal is to reduce accidental, sleep-related infant death. Is an organization that embarked on a program to help reduce the risk of SIDS and to prevent other sleep related deaths. The national Cribs for Kids program also offers parent education and advocacy. The intake procedure is to call or visit the website for application. Fees vary by family income and size. Eligibility is for infants under the age of 12 months who does not currently have a safe sleep environment. Service hours are Monday-Friday 8am-5pm. Documents are none required at intake. Languages are listed as English and Spanish. The bottom of the screen shows a 'Parent Agency' field with the URL 'www.ocdc.net/family-resources' and a 'Copy Display' button.

1. Search 2. Data

Clear Search Options

ZIP: 97444

State: OR

Age:

Search: Taxonomy

Enter Word or Phrase: baby

Partial Word

TERMS STARTING WITH

- Baby Clothing
- Baby Furniture Donation Program
- Babysitting Instruction

USE TERMS STARTING WITH

Baby American Sign Language

Sign Language Instruction

Baby Baskets - use:

- Furniture
- Furniture * Infants/Toddlers
- Furniture * Newborns

Baby Bassinets - use:

- Furniture

Parent Agency: OREGON CHILD DEVELOPMENT COALITION

Map Add to List Print ? Close

Send Text Send Email

OREGON CHILD DEVELOPMENT COALITION CENTRAL OFFICE

9140 SW Pioneer Court Suite E
Wilsonville, OR 97070
Donalda Dodson, Executive Director
www.ocdc.net
info@ocdc.net

MATERIAL GOODS - PROGRAM: CRIBS FOR KIDS

SERVICE CONTACTS:

(503) 570-1110 Reception
www.ocdc.net/family-resources
safesleep@ocdc.net

SERVICE DESCRIPTION:

The Oregon Child Development Coalition (OCDC) partners with Cribs for Kids to offer a safe sleep environment (cribs and accompanying sheets or sleep sacks) at a reduced cost, based on income and family size. The goal is to reduce accidental, sleep-related infant death. Is an organization that embarked on a program to help reduce the risk of SIDS and to prevent other sleep related deaths. The national Cribs for Kids program also offers parent education and advocacy.

INTAKE PROCEDURE:

Call or visit website for application

FEES:

Varies by family income and size

ELIGIBILITY:

Infant under the age of 12 months who does not currently have a safe sleep environment

SERVICE HOURS:

Monday-Friday 8am-5pm

DOCUMENTS:

None required at intake

LANGUAGES:

English Spanish

Parent Agency URL: www.ocdc.net/family-resources Copy Display

To request changes or report errors: support@211info.org

What are the needs?

Top 5 needs of callers contacting 211info

1.



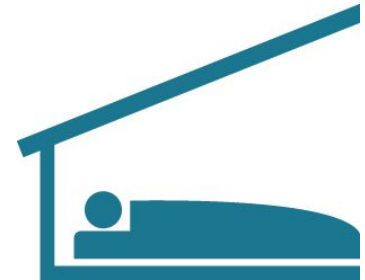
**RENT PAYMENT
ASSISTANCE**

2.



**ELECTRIC
PAYMENT
ASSISTANCE**

3.



**COMMUNITY
SHELTERS**

4.



CHILD CARE

5.



**FOOD
PANTRIES**

Demographic Questions

Collect information on needs of community, eligibility screening, connect to specialty programs

- Zip code, city, county
- Age and gender identity
- Race /Ethnicity
- Number of people in the household/family unit
- Children age(s), pregnancy
- Monthly Household Income (gross, before taxes)
- Have you served or serving in the US Military or a Military Dependent?
- Currently experiencing homelessness

We also identify if callers are receiving the following programs to offer application information for caller(s) who may be eligible:

SNAP, TANF, ERDC, WIC, Health Insurance (QHP and OHP)



Community Information Specialists

I&R staff provide empathy and compassion

- **Reliable and trusted sources**
- **Clear direction**
- **Bilingual staff and language line access**
- **Creative problem solving**
- **Service escalation when necessary**
- **Accredited by the Alliance of Information and Referral Systems (AIRS)**

Specialty Programs

An extra layer of support and guidance

**Child Care
Referrals**

**Foster Parent
Support**

**SNAP/Food
Access
Specialist**



**Maternal and
Child Health**

**Screenwise:
*Breast and
Cervical Cancer
Program***



**Coordinated
Entry**

**Emergency
Services**

Maternal and Child Health

For pregnant and postpartum women and children 0-19



- Serves the state of Oregon
- Bilingual specialists and access to language interpretation
- Information, referrals and support for:
 - Children's health programs (including physical and mental health and drug and alcohol treatment)
 - Prenatal care
 - Postpartum support (including depression and infant care)
 - WIC, breastfeeding support
 - Basic needs (formula, diapers, clothing, cribs, car seats)
 - Home visiting programs

Reproductive and Sexual Health

For all ages and genders

- Serves the state of Oregon
- Bilingual specialists and access to language interpretation
- Information, referrals and support for:
 - Pregnancy testing and options counseling
 - Fertility services
 - STD & HIV testing and treatment
 - Contraceptives, vasectomy/tubal ligation
 - Pap/annual exams
 - HPV vaccines

Child Care Referrals

Free child care referrals for parents & caregivers



- Serves the state of Oregon
- In partnership with:
 - Oregon Department of Education Early Learning Division
 - Oregon Department of Human Services
 - Local Child Care Resource and Referrals (CCR&Rs)
- Confidential referrals for child care providers based on location, child care type, hours, ages served, language(s) spoken, and more
- Referrals can be given over the phone, via email or text
- Provides information about quality child care
- Extended hours (M-F 7am-11pm and Sa/Su 8am-8pm)



Foster Parent Support

A 24/7 support line for DHS Foster Parents



- **In partnership with Oregon DHS Child Welfare**
- **Focused on after-hours times when certifiers/caseworkers are not available**
- **Able to directly connect with on-call DHS workers and triage crisis calls**
- **Provides general parenting, behavioral/development information and referrals to community resources**

Seasonal Programs

Responding to community needs year round

Fall

- School Supplies/Backpack Drives

Winter

- Holiday Assistance
- Severe Weather Shelter

Spring

- Kindergarten Registration
- Tax Preparation Assistance

Summer

- Farmers Market SNAP sites
- Cooling Shelters



Reports

Find out who's calling in your region

- **211info.org/reports**
 - **Top 10 services requested**
 - **Demographic information of contacts**
 - **What referrals were made**
 - **Potential service gaps**

Thank you!

Katrina Doughty

Maternal and Child Health (MCH) Coordinator

211info

Pronouns: She/Her/Hers

Phone: [971-266-2906](tel:971-266-2906)

Email: katrina.doughty@211info.org

Hugo Garcia

Maternal and Child Health (MCH) Coordinator

211info

Pronouns: He/Him

Phone: [971-717-3778](tel:971-717-3778)

Email: hugo.garcia@211info.org

www.211info.org

[Twitter.com/211info](https://twitter.com/211info)

[Instagram: 211info](https://www.instagram.com/211info)

[Facebook.com/211info](https://www.facebook.com/211info)



Questions?



For more information visit our web page:

PE 46 Web page

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/REPRODUCTIVEXSEXUALHEALTH/RESOURCES/Pages/Program-Element-46.aspx>

Reproductive Health Program

www.healthoregon.org/rhresources

Thank you!

Please contact us with any questions.

[Dolly.A.England@state.or.u](mailto:Dolly.A.England@state.or.us)
s
971-673-0130

