

DHS AT A GLANCE

fast facts about DHS and the people we serve

NOVEMBER 2007



Independent. Healthy. Safe.

Letter from the Director

The mission of the Oregon Department of Human Services is to make it possible for people to lead lives that are independent, healthy and safe. As this brochure explains, that mission has many components.

DHS provides direct services to more than 1 million Oregonians every year. These are the most vulnerable people in our society. Our clients include seniors and people with disabilities, low-income families, children who have been abused or neglected, and people with mental illness or addictions. In addition to these direct services, our public health programs touch the lives of all Oregonians as well as visitors to this state.

In short, this department is responsible for some of the most important work that government can do.

Our staff and partners offer more than 300 programs and different services through 170 field offices located throughout the state as well as through county health departments, group homes, the state hospital, and other institutions and facilities. Putting all of these programs into one agency allows clients to more easily access the services they need.

DHS is the largest department in Oregon state government. We employ approximately 9,800 people and operate with a biennial budget for 2007-2009 of more than \$11.5 billion.

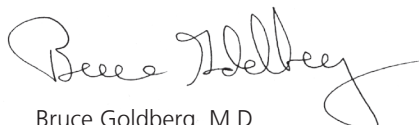
Most of those dollars – approximately 85 percent – flow directly to clients or to communities as payments to foster parents, nursing homes, health care providers and clinics, local governments, and other service providers. That funding helps local agencies provide the right range of services designed to meet the unique needs of each community throughout the state.

This system serves Oregon well. Our state is known for its innovations in human services. We are national pioneers in helping low-income people become self-sufficient, and in helping seniors and people with disabilities live as independently as possible. Our work in extending publicly funded health coverage to low-income families is recognized internationally.

Underlying all of this is that we are a values-driven organization. Five core values are at the heart of who we are, what we do and how we perform:

- Integrity
- Stewardship
- Responsibility
- Respect
- Professionalism

We practice these values every day as we carry out our mission. I am proud of this agency, of the work we do and the outcomes we achieve. I invite you to learn more about DHS and the important services we perform by reading this brochure. It's a great introduction to what we do.



Bruce Goldberg, M.D.
Director



Working with communities and partners helps DHS achieve the unique solutions that best meet the need of each community and its residents. This takes creative thinking, a willingness to listen, and the flexibility to customize services for each community.

The full list of our partners is too long to include here. What follows is a very brief list of the many types of partners with whom we work.

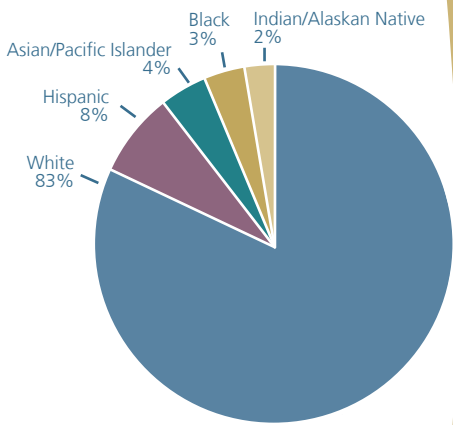
- Health care practitioners
- Mental health and substance abuse counselors
- Hospitals and community health care clinics
- County mental health and public health agencies
- Local and tribal governments
- State and federal agencies
- Care facilities (nursing homes, adult foster homes, assisted living facilities, group homes for individuals with developmental disabilities)
- Foster parents
- Area Agencies on Aging and other senior services providers

DHS can succeed in helping Oregonians only if we build strong relationships with these and the many other partners throughout the state who help deliver the services Oregonians need. We thank all of our partners for making achievement of our mission possible.

Where does DHS get the money?

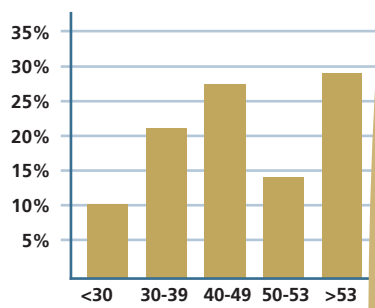
2007-2009 Legislatively Adopted Budget

STAFF ETHNICITY

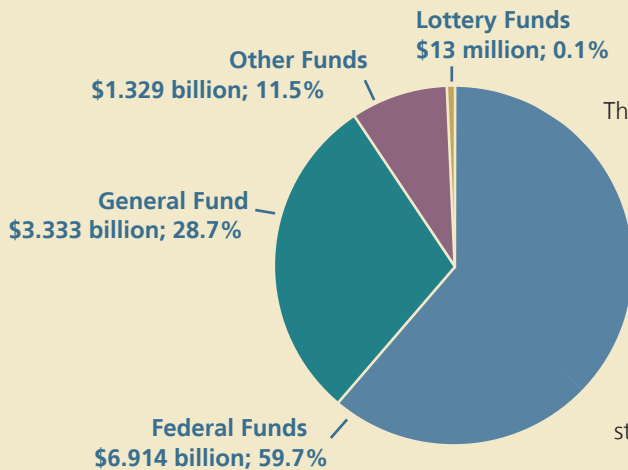


The Oregon Department of Human Services employs approximately 9,800 employees located throughout the state. Department staff strive to provide culturally appropriate services to meet the needs of Oregon's diverse communities. As part of this effort, DHS recruits and trains staff in how to provide services that meet the unique needs of individuals of diverse ethnicity, gender, age, disability status, geographic regions and education.

EMPLOYEE AGES

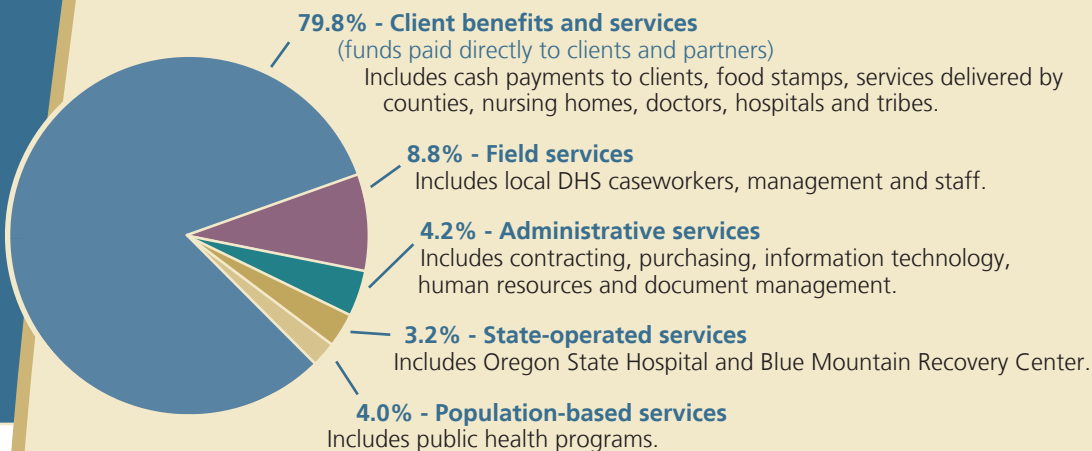


Like the general population, the average age of DHS staff is increasing. Fully half of the agency's 9,800 employees are eligible to retire within five years. DHS is developing a variety of recruitment, training and succession planning strategies to address this coming demographic change.



The two guiding principles for managing the department's budget are transparency and accountability. As a public agency, DHS has a responsibility to use citizens' tax dollars wisely and well, and to uphold the highest standards of fiscal integrity.

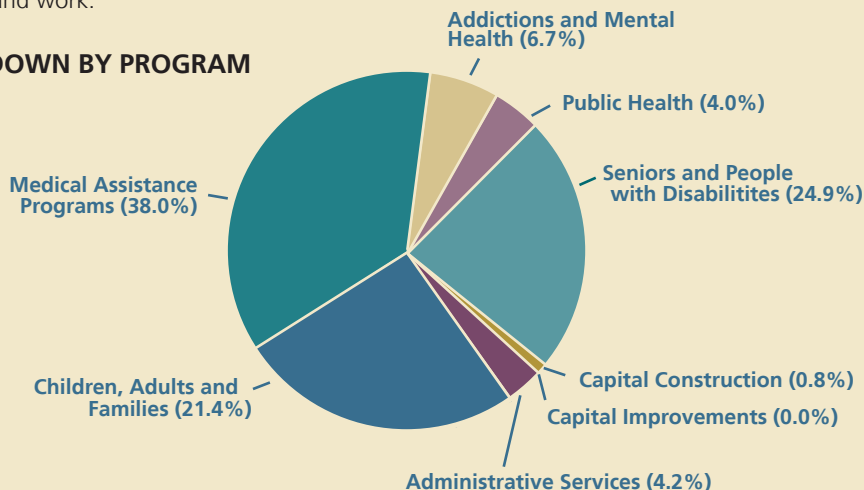
Where does the money go?



TOTAL FUNDS BUDGET: \$11.5 billion

Approximately 85 percent of the DHS budget goes directly to clients or to local community partners to provide direct service delivery to clients and the general public. Partners include Area Agencies on Aging, tribes, county health departments, foster parents, and other individuals and public and private sector organizations. This community-based service delivery model allows individuals throughout Oregon to receive the customized services they need in the areas where they live and work.

BREAKDOWN BY PROGRAM



Public Health

THE ROLE OF PUBLIC HEALTH

The Public Health Division (PHD) protects and promotes the health of every person, every day, in every part of the state. The division operates more than 100 **prevention-related programs** to protect the health of the people of Oregon

THE SCIENCE OF STAYING WELL

Public health is **based on science** and focuses on **the health of populations and communities**. Programs emphasize preventing illness and injury rather than treating medical conditions that already have occurred. Many public health activities are invisible to the public while the programs function in the background, but quickly become apparent when there are wide-scale threats such as communicable disease outbreaks; bioterrorist alerts; contamination in the air, food or drinking water; or escalating chronic disease problems. The Emergency Preparedness Program helps Oregonians respond effectively to public health emergencies.

THE PUBLIC HEALTH SYSTEM

Public health activities are carried out by a network of **federal, state and local agencies, community and private organizations**, and other diverse partners, including DHS. Public health programs within DHS focus on **prevention** and helping people manage their health so they can be as productive and healthy as possible. These programs provide a foundation for Oregon's health system that ultimately results in **lower health care costs, disease prevention and improved community health**, especially for children and other vulnerable citizens.

PUBLIC HEALTH DIVISION FAST FACTS

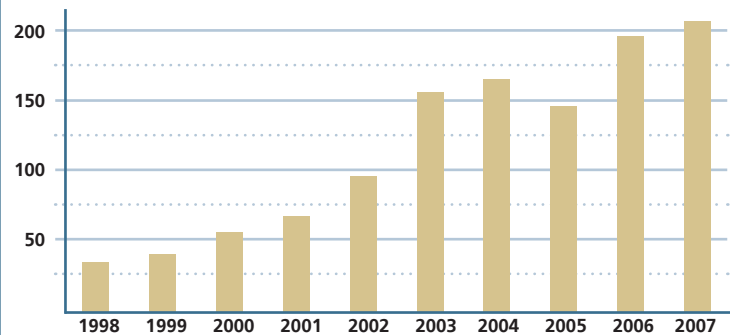
Healthy Families

- The **State Public Health Laboratory** screens every child born in Oregon and five other states for more than 26 metabolic disorders. Immediate treatment of these disorders can prevent developmental problems, mental retardation or even death.
- 45 **school-based health centers** in 19 counties serve nearly 20,000 children through more than 63,000 visits annually. More than 60 percent of these adolescents would not receive medical care without this safety net.
- The **Women, Infants and Children** nutrition program (WIC) serves one in three Oregon children under the age of five with individual health assessments and nutritious food vouchers.
- Public health nurses provide more than 50,000 **home visits** to pregnant women and infants identified as being at high risk for medical, social or economic reasons.
- The **Immunizations** Program provides statewide leadership in protecting Oregonians across their lifespans against vaccine-preventable diseases.

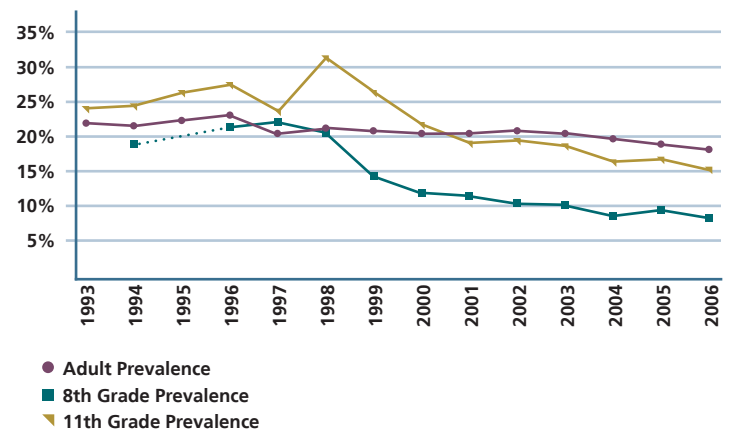
Safer Environments

- The **Drinking Water** Program ensures all individuals have access to safe tap water from every public drinking water system in the state.
- **Environmental Public Health** protects Oregonians from threats such as contaminated drug labs, lead poisoning, food-borne illnesses, radiation hazards and chemical spills.

NUMBER OF OUTBREAK INVESTIGATIONS, 1998 - 2007



PERCENTAGE OF OREGONIANS WHO SMOKE, 1993 - 2006



Community Health Protection

- Each day 18 Oregonians die of tobacco-related illnesses. Since the **Tobacco Education and Prevention** Program was established in 1996, the number of eighth graders who smoke has dropped 59 percent.
- The **Acute and Communicable Disease Prevention** Program works with local health departments, other states and the Centers for Disease Control to detect, prevent and control infectious diseases from AIDS to yersiniosis.
- **Hospitals, EMTs, ambulances and trauma systems** are all regulated by public health to ensure access to high-quality, safe health care.

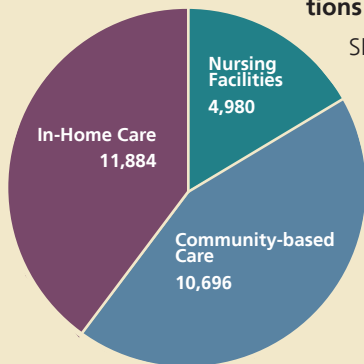
Seniors and People with Disabilities

THE ROLE OF SENIORS AND PEOPLE WITH DISABILITIES

The Seniors and People with Disabilities Division (SPD) provides services to seniors, people with physical disabilities and people with developmental disabilities. Services are determined by an individual's financial needs and/or ability to meet personal daily needs (activities of daily living such as bathing, dressing, grooming, communication and cognition). SPD also determines eligibility for federal and state programs.

DELIVERING OUTCOMES-FOCUSED SERVICES

Oregon leads the nation in developing an **array of community options** for seniors and people with disabilities.



LONG-TERM CARE FOR SENIORS AND PEOPLE WITH DISABILITIES

SPD provides **person-centered services** that focus on **independence, dignity and choice** for Oregon's seniors and people with disabilities.

THE SYSTEM

An array of community options helps meet the specific needs of each individual while conserving limited state resources. Services can be provided in nursing facilities, community settings or a person's home. Local governments

or non-profit organizations such as Area Agencies on Aging, Community Developmental Disabilities Programs and Support Services Brokerages often coordinate services. These **locally designed services** allow maximum flexibility to meet the needs of clients.

SENIORS AND PEOPLE WITH DISABILITIES DIVISION FAST FACTS

Services to People with Developmental Disabilities

- **Developmental Disability Support Services** assist adult clients living in their homes or with eligible children through a program called Family Support.

- **Comprehensive Services for People with Developmental Disabilities** provide services for adults and children who are either living at home but receiving 24-hour supports, or who are in an out-of-home setting such as a residential facility or community group home.
- People with developmental disabilities often receive **assistance with employment and other community inclusion**.
- SPD also provides a variety of **crisis and diversion services** to people with developmental disabilities.

Long-term Care Services for Seniors and People with Physical Disabilities

- SPD arranges for and purchases long-term care services for seniors and people with physical disabilities to provide **on-going support to meet daily living needs**. Services can be provided in the person's home or in a community care setting. SPD licenses, regulates and monitors all Oregon long-term care facilities and foster homes.

Protective Services

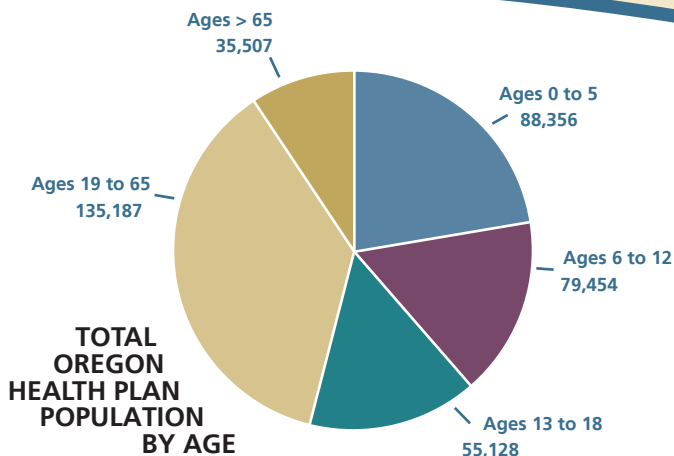
- SPD works to **prevent abuse and neglect** of seniors, people with developmental disabilities and people with physical disabilities. SPD, with the help of community partners, responds to all allegations of abuse and neglect, and helps arrange for the immediate protection of the individual.

Services for Older Oregonians

- SPD works with Area Agencies on Aging to provide locally developed support programs as part of the Older Americans Act. **Support services** include family caregiver supports, medication management, nutrition services, senior employment, legal services, elder abuse prevention and long-term care ombudsman services.

Financial Support

- SPD **determines eligibility** for, and **provides Medicaid financial support** to, low-income seniors and people with disabilities. SPD also determines eligibility for food stamps and the Oregon Health Plan.



Medical Assistance Programs

THE ROLE OF MEDICAL ASSISTANCE

The Division of Medical Assistance Programs (DMAP) administers the state's Medicaid and the Children's Health Insurance programs, with the exception of long-term care. These programs are collectively called the **Oregon Health Plan (OHP)**. At this time, approximately 400,000 people, 12 percent of the state's population, receive medical assistance through OHP. Federal funds pay for more than 60 percent of the costs of the medical services provided.

Children, Adults and Families

THE ROLE OF CHILDREN, ADULTS AND FAMILIES

The Children, Adults and Families Division (CAF) serves thousands of Oregonians each year through programs aimed at stabilizing and strengthening families, helping families and individuals become self-sufficient, reducing barriers to employment, and improving the health and welfare of children.

CHILDREN, ADULTS AND FAMILIES DIVISION FAST FACTS

Self-Sufficiency

- The **Temporary Assistance for Needy Families** program provides approximately 17,800 low-income families with dependent children income support, intervention, family stabilization, employment and training services.
- The **Food Stamp** program provides benefits monthly for approximately 435,900 individuals to supplement their food needs, provide nutrition education, and confer eligibility for services such as reduced or free lunch programs for children.
- The **Employment Related Day Care** program provides monthly support for approximately 9,000 low-income working families by subsidizing child care costs. This service allows families to remain employed and helps ensure children receive high-quality care.
- The **Self Sufficiency Medical** programs, working with the Division of Medical Assistance Programs, provide medical coverage for approximately 286,500 low-income Oregonians.
- The **Temporary Assistance for Domestic Violence** program provides help to approximately 500 victims of domestic violence each year. Services include temporary housing, relocation, emergency food and medical support.
- The **Prevention Services** program works with other state and local partners to develop strategies that strengthen families and support positive youth development to help teens develop the skills needed to avoid risk-taking behaviors.

DELIVERING OUTCOMES-FOCUSED SERVICES

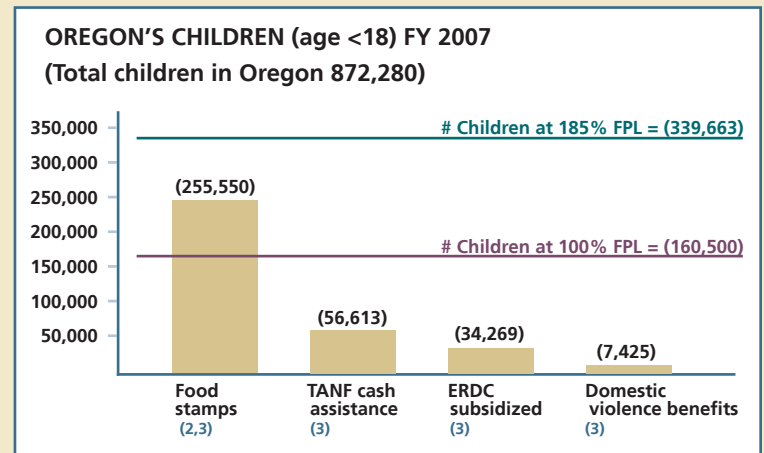
Managed care enrollment and **preventive care** both play important roles in the success of serving clients and controlling costs. Managed care increases access to care, which helps prevent emerging health problems from worsening. Catching problems before they occur or while they are in the early stages helps people stay healthy and lead safer and more productive lives.

Child Welfare

- The **Child Protective Services** program assesses reports of child abuse or neglect, completes safety assessments of children, assesses parent or caregiver capacity to protect children, and determines whether child abuse or neglect has occurred.
- **Foster care** or **out-of-home care** provides a safe, temporary living arrangement for abused or neglected children who are in the legal custody of DHS while the parent(s) receive necessary support services. This program arranges relative care, family foster care and residential care settings for children. The program's primary goal is to reunite children with their parents, or when that is not possible, to place each child in a permanent home in which the child may be safely and lovingly raised to adulthood.
- **Adoption services** include guardianship and adoptions. A key goal of the program is to provide permanent homes for children within short time frames.

Vocational Rehabilitation

- **Rehabilitation services** help individuals with disabilities obtain employment through counseling, training, rehabilitation technology and support services. Services are provided through the **Youth Transition Program**, **Support Employment Services** and the **Independent Living Program**.



(2) FS eligibility possible up to 185% of Federal Poverty Level (FPL)

(3) Unduplicated count only within program

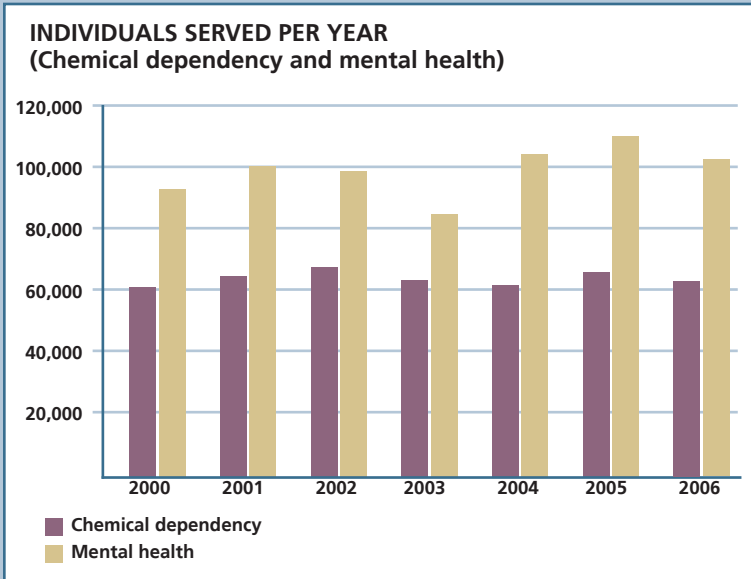
OREGON HEALTH PLAN FAST FACTS

- **Health care coverage** is provided to eligible low-income Oregonians.
- Services are paid for if they are above a cut-off line on the **Prioritized List of Health Services**.

Addictions and Mental Health

THE ROLE OF ADDICTIONS AND MENTAL HEALTH

The Addictions and Mental Health Division (AMH) prevents and reduces the negative effects of mental health disorders and addictions to alcohol, other drugs and gambling through prevention and treatments that are integrated, culturally appropriate and research-proven. Through its local partners, AMH serves 64,000 persons in **addictions treatment** programs and 103,000 persons in **mental health** programs.



DELIVERING EVIDENCE-BASED SERVICES

AMH delivers 34 percent of mental health treatment and 54 percent of addictions treatment using **evidence-based practices**.

THE MENTAL HEALTH SYSTEM

At one time Oregon's mental health system set the standard for other states to follow. Unfortunately, years of disinvestment during bad economic times have reduced the state's ability to provide adequate care for people with addictions and mental health problems. Today the state's mental health system includes aging and unsafe facilities, a weak community infrastructure, and an underfunded and understaffed system relative to the need. The implementation of the 20-year plan for improving the statewide mental health system includes initial investments to replace the aging state hospital with two state-of-the-art facilities in Salem and Junction City, and smaller facilities in eastern and central Oregon.

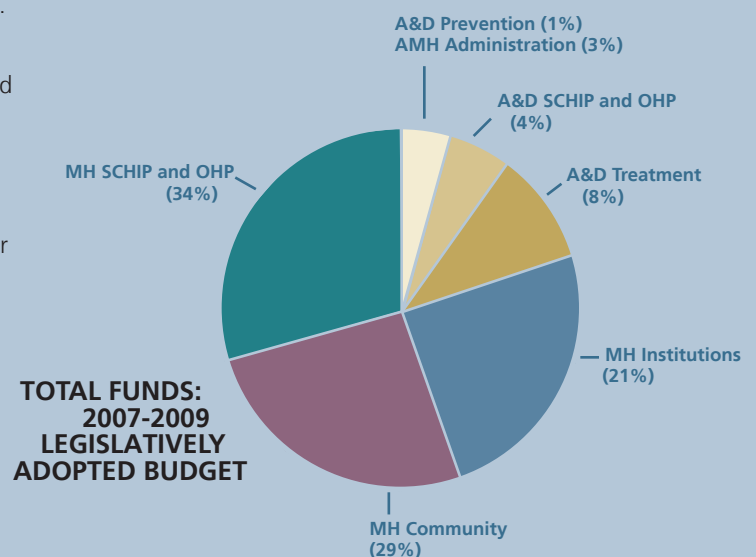
ADDICTIONS AND MENTAL HEALTH DIVISION FAST FACTS

Treatment and Supports

- Three **state-operated psychiatric hospital** sites deliver accredited care to patients from every Oregon county, serving approximately 1,600 Oregonians each year.
- A new eastern Oregon **secure residential treatment** facility serves approximately 16 people with severe and persistent mental illness.
- Twenty-four **residential settings** are available statewide for individuals with severe and persistent mental illness, and seven settings serve people in addiction recovery.
- AMH works to minimize children's length of stay in residential treatment facilities, allowing more children to be served closer to home and more beds to be available for children and adolescents requiring institutional care. In addition, AMH programs focus on substance abuse treatment for families in, or at risk of entry into, the child welfare system due to parental substance abuse.
- Working with local partners, AMH helps minimize parents' wait for treatment, increases the number of parents reunited with children, and reduces foster-care placements.

Gambling Treatment

- The problem gambling services program provides a continuum of care for Oregon gambling addicts and family members. The program includes **39 treatment sites** statewide and one of the nation's few **publicly financed residential treatment** facilities.
- During the past 10 years the annual number of Oregonians in problem gambling treatment has tripled to 1,700.



Administrative Services

THE ROLE OF ADMINISTRATIVE SERVICES

The Administrative Services Division helps ensure the department's programs receive the consistent and coordinated support they need to efficiently and effectively serve Oregonians.

ASD serves the rest of the department through eight offices – Communications, Contracts and Procurement, Facilities, Document Management, Human Resources, Information Security, Information Services, and Payment Accuracy and Recovery.

ADMINISTRATIVE SERVICES DIVISION FAST FACTS

- The Office of Communications helps clients, partners, stakeholders and the general public understand and access the services offered by the department, and helps employees gain the information they need to do a better job of serving the public.
- The Office of Contracts and Procurement ensures agreements with providers and partners are cost-effective and promote the delivery of quality services to clients and the public.
- The Office of Facilities coordinates the department's use of buildings throughout the state to minimize operating costs and free more money to be used for direct service delivery.
- The Office of Document Management ensures that clients receive easily readable and usable forms in multiple languages and

formats, and that client applications and provider claims are electronically imaged to assist in timely services and payments.

- The Office of Human Resources recruits, supports and educates DHS employees to ensure they have the skills and tools they need to deliver quality customer service.
- The Information Security Office provides leadership and services for information protection and business continuity.
- The Office of Information Services supports the department's computer systems, computer hardware, networks and the associated software.
- The Office of Payment Accuracy and Recovery promotes the wise and efficient use of the department's funding by ensuring expenditures are accurate and appropriate, and by recovering funds owed to DHS.

ADMINISTRATIVE SERVICES DIVISION ACCOMPLISHMENTS

During the 2005-2007 biennium ASD processed more than 8,000 contracts totaling more than \$6 billion; leased more than 2 million square feet of office space; produced more than 3,700 online forms; translated 1,057 forms into languages other than English; electronically imaged more than 9.6 million documents; processed approximately 750 recruitments, 4,200 employee-related criminal history checks and 204,000 provider-related criminal history checks; conducted more than 200 training sessions for approximately 5,800 employees; and generated more than \$58.6 million in revenue and/or expenditure reductions.



General contact information

	Phone	Fax	Toll-free
Client concerns	503-945-6904	503-378-6532	800-442-5238
General information	503-945-5944	503-378-2897	
Addictions and Mental Health Division (AMH)	503-945-5763	503-378-8476	
Children, Adults and Families Division (CAF)	503-945-5651	503-373-7032	
Division of Medical Assistance Programs (DMAP) including Oregon Health Plan (OHP)	503-945-5772	503-373-7689	
Public Health Division (PHD)	971-673-1222	971-673-1299	
Seniors and People with Disabilities Division (SPD)	503-945-5811	503-947-4245	
Administrative Services Division (ASD)	503-945-5733	503-378-2897	

Web site: www.oregon.gov/dhs



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