



# ODHS Department Overview

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Senate Committee On Human Services, Mental Health and Recovery  
January 21, 2021

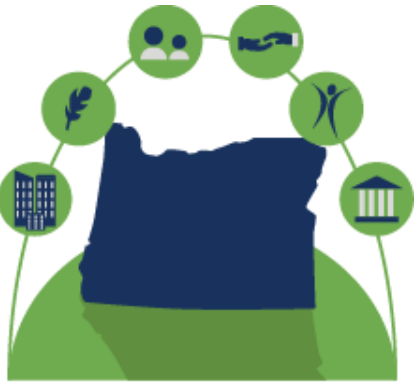
# Outline

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- **Overview of ODHS programs and services**
- **COVID-19, Wildfire and ONE update**
- **Questions**

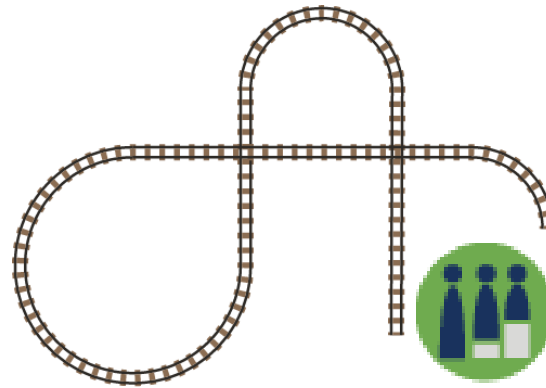
# We help build well-being so every person and community can reach their potential

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Strong human  
services ecosystem

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Laying the pathways  
for inclusion and equity

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Foundations for more  
resilient communities and  
economic prosperity

# ODHS Equity North Star

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**The Oregon Department of Human Services inclusively leads with race and intersectionality in order to address the roots of systemic oppression that impact all protected classes.**



**We are dedicated to make services, supports and well-being accessible to all.**



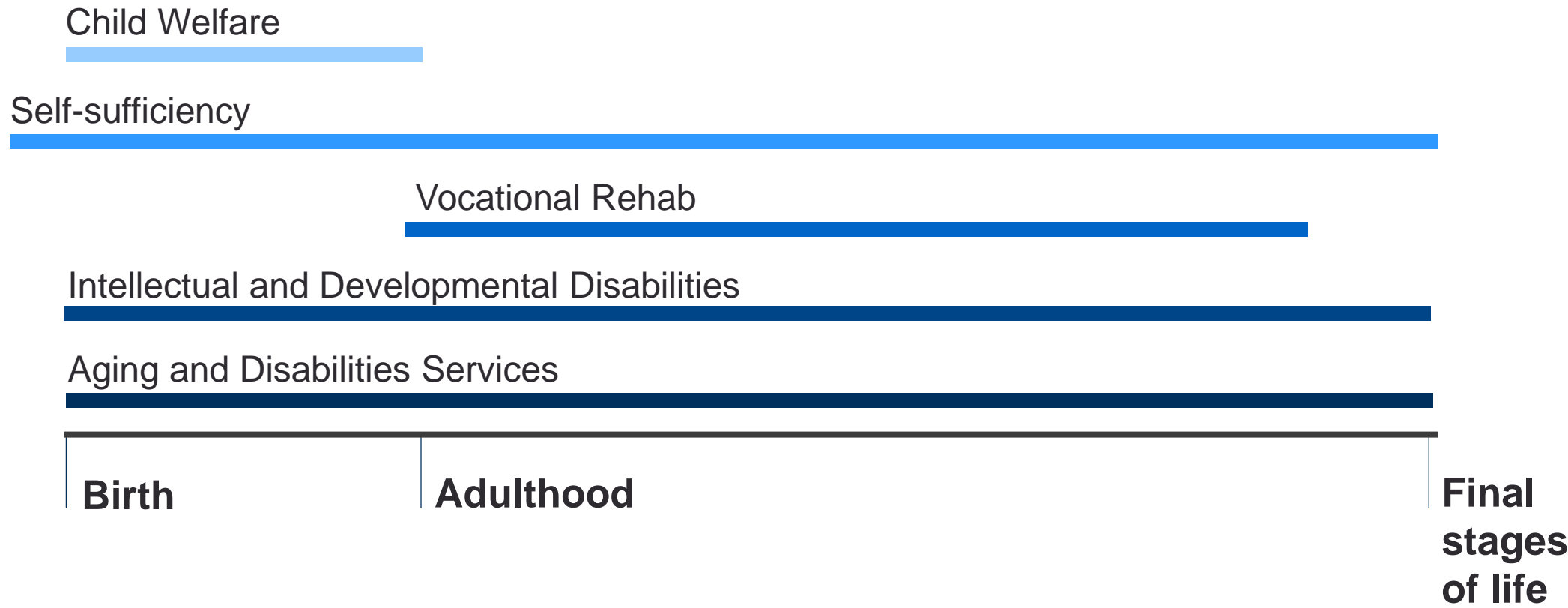
**We are committed to partnering with communities to develop and deliver policies and programs that are equitable and improve community conditions.**



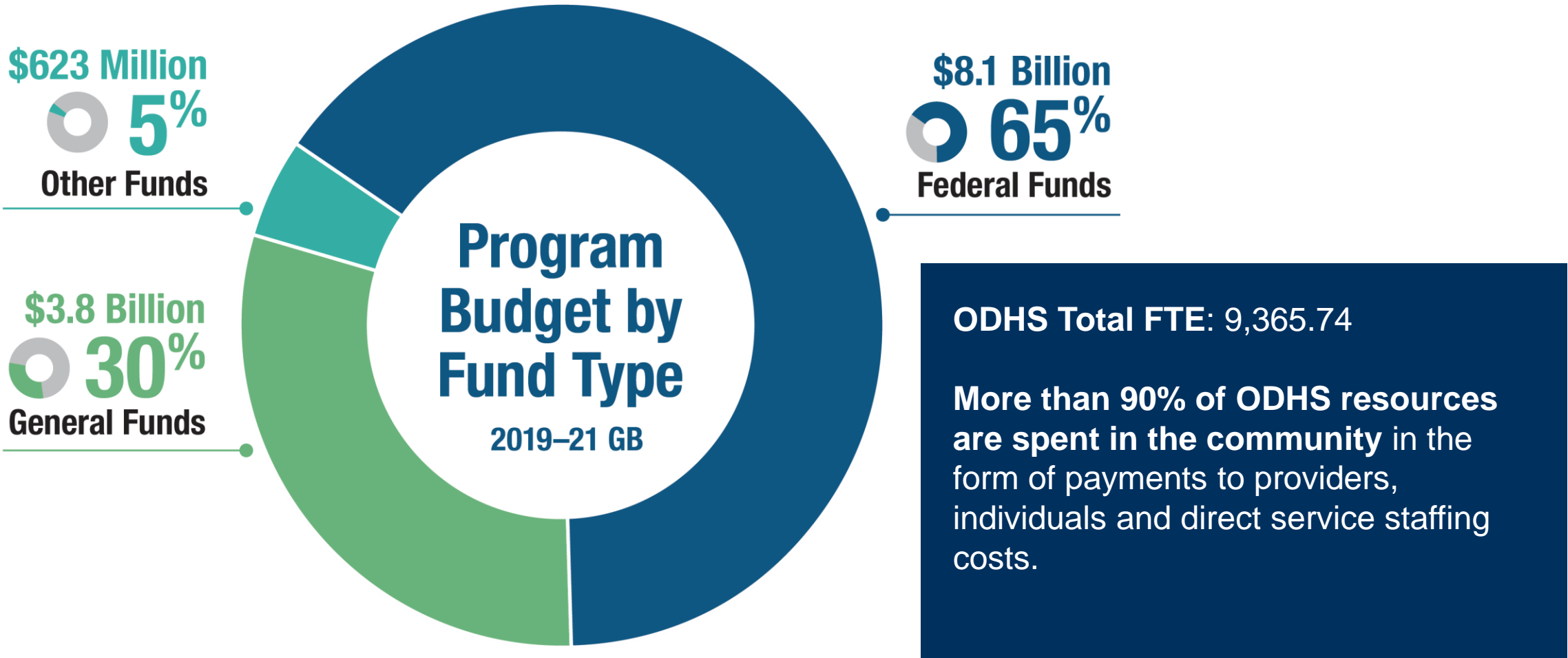
**Staff and communities will know services and supports are working when all who live in Oregon, regardless of identity or place can achieve well-being.**

# ODHS programs support more than a million Oregonians

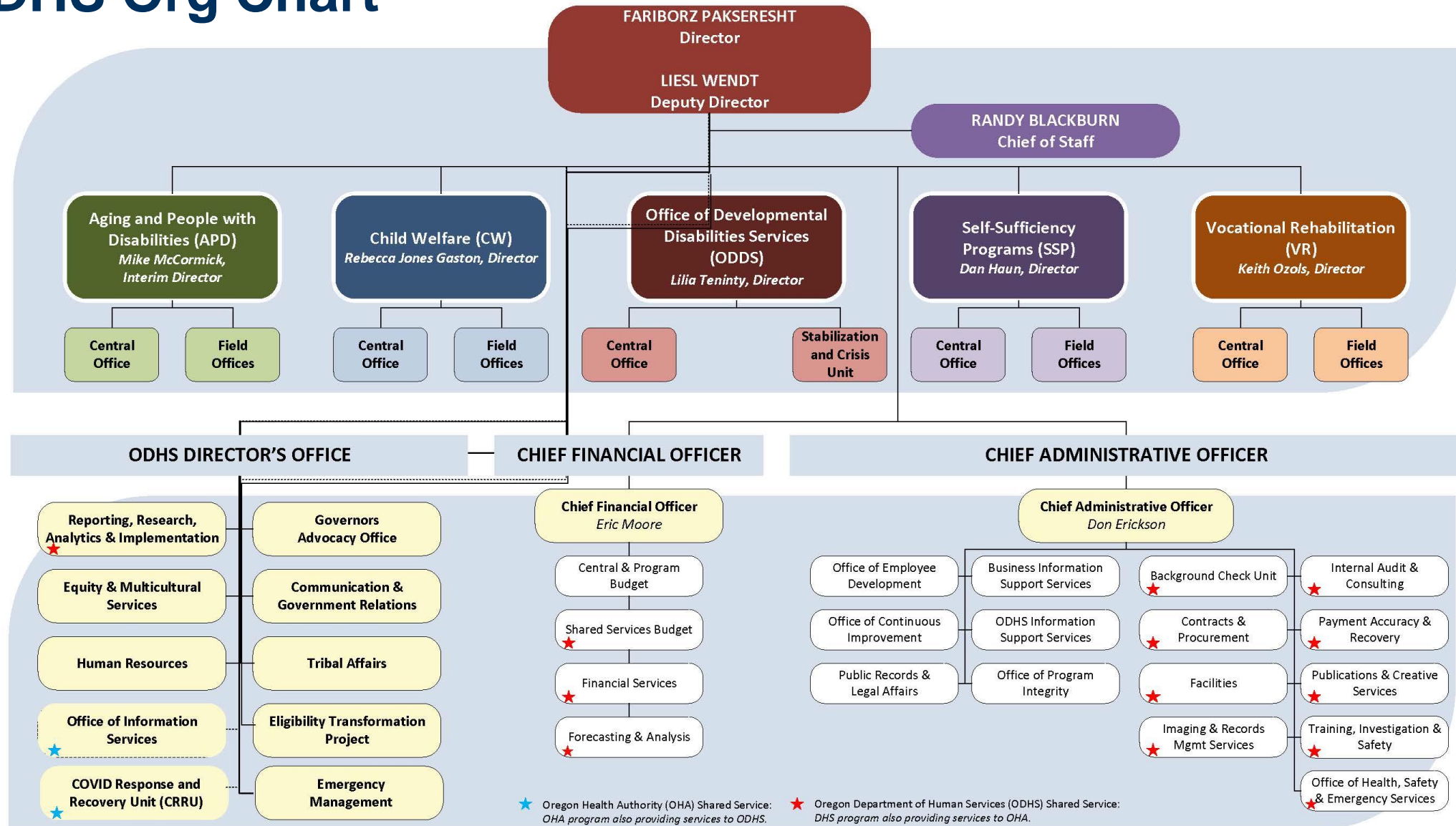
By supporting people across the lifespan, human services construct and maintain well-being.



# ODHS Budget '19-'21 Budget



# ODHS Org Chart





# Child Welfare

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- Assessing underlying safety, permanency and wellbeing needs of children
- Building partnerships in prevention of abuse
- Working across the child and family team to ensure children's needs are met.
- Recruiting and supporting diverse foster (resource) parents and relative caregivers
- Collaborating with community, Court, and Tribal Nations
- Other active roles and functions that wrap around our child and family-facing workforce





# Child Welfare: Highlights and Focus Areas

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## Recent Highlights

- Vision for Transformation
- Improved Oregon Child Abuse Hotline (ORCAH)
- Lowest number of children in care in over 14 years
- Prevention of Temporary Lodging (e.g. children staying in hotels)
- Focus on staff engagement and retention



## Current Focus

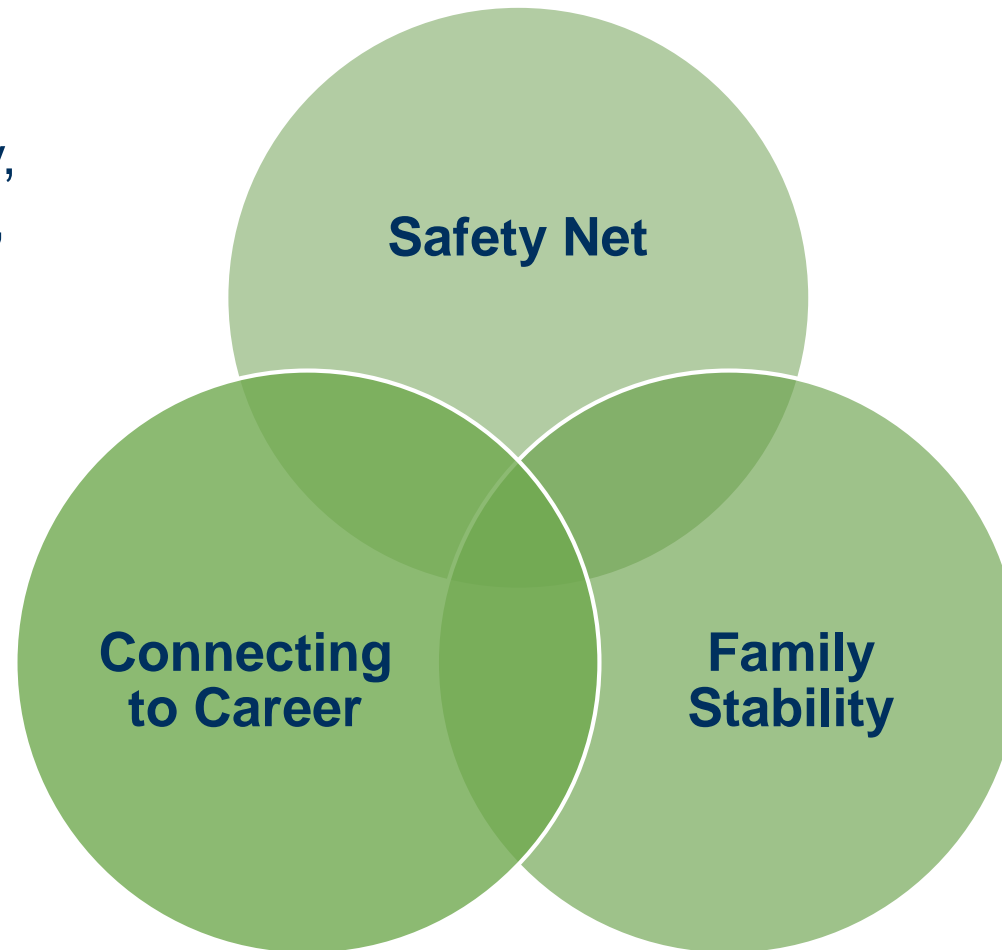
- Stronger more collaborative relationships across ODHS and cross-system and Tribal Nation partners
- Implementing the Oregon Indian Child Welfare Act (ORICWA)
- Building data capacity including being informed about pandemic impact and needs
- Engaging with diverse communities to reduce disproportionate impact on families of color
- Staying responsive to workforce impacts and needs
- Continued focus on safety, permanency, and well-being for children
- Facilitating parenting time visitation, service provision and timely reunification
- A focus on culturally-responsive, and trauma-responsive care

# Self-Sufficiency: Areas of Focus

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Housing, food, security,  
income, transportation,  
childcare, clothing

Training and  
education, learning  
environment,  
communication,  
workplace skills, work  
experience



Medical access, physical  
health, emotional health,  
substance use, school  
engagement, social  
support, safety, parent  
education

# Self-Sufficiency: Services and Benefits

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**Benefits** help families cover basic costs:



## **Child Care**

Employment-Related Day  
Care program (ERDC)



## **Food**

Supplemental Nutrition  
Assistance Program  
(SNAP)



## **Cash**

Temporary Assistance for Needy Families  
(TANF), Temporary Assistance for Domestic  
Violence Survivors (TA-DVS)



## **Earned Income Tax Credit**

**Services** help families gain skills:



**Employment training** to get a job or 21<sup>st</sup>  
century career



**Family coaching** to strengthen  
relationships



**Nutrition assistance** for healthy eating



**Partnerships** that strengthen communities



# Self-Sufficiency: Locations



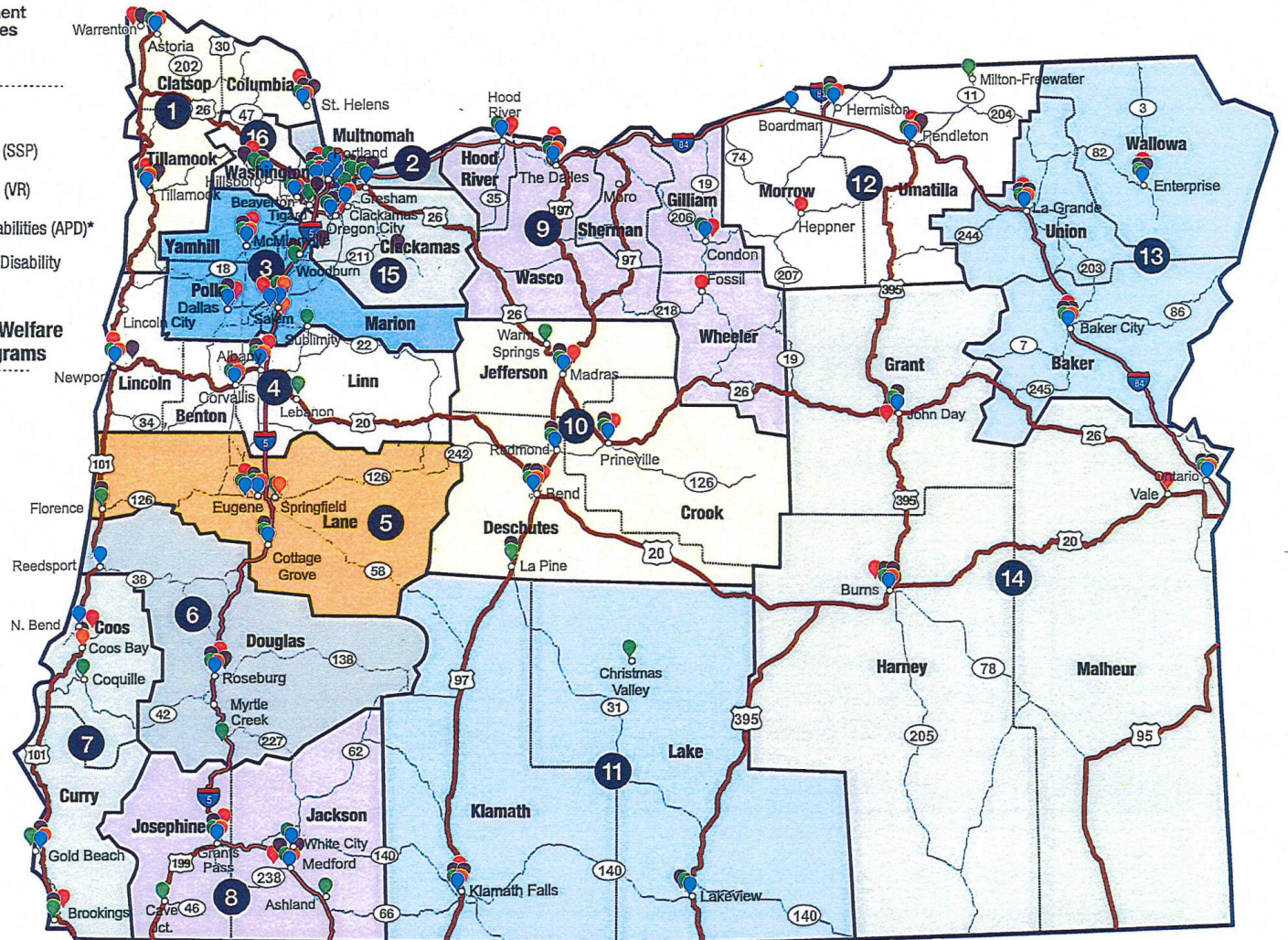
## DHS Service Locations

- Child Welfare (CW)
- Self-Sufficiency Programs (SSP)
- Vocational Rehabilitation (VR)
- Aging & People with Disabilities (APD)\*
- Office of Developmental Disability Services (ODDS)\*\*

## DHS districts for Child Welfare & Self-Sufficiency Programs

- 1 Clatsop, Columbia, Tillamook
- 2 Multnomah
- 3 Marion, Polk, Yamhill
- 4 Benton, Lincoln, Linn
- 5 Lane
- 6 Douglas
- 7 Coos, Curry
- 8 Jackson, Josephine
- 9 Gilliam, Hood River, Sherman, Wasco, Wheeler
- 10 Crook, Deschutes, Jefferson
- 11 Klamath, Lake
- 12 Morrow, Umatilla
- 13 Baker, Union, Wallowa
- 14 Grant, Harney, Malheur
- 15 Clackamas
- 16 Washington

Street addresses for local offices available at [www.oregon.gov/dhs](http://www.oregon.gov/dhs)



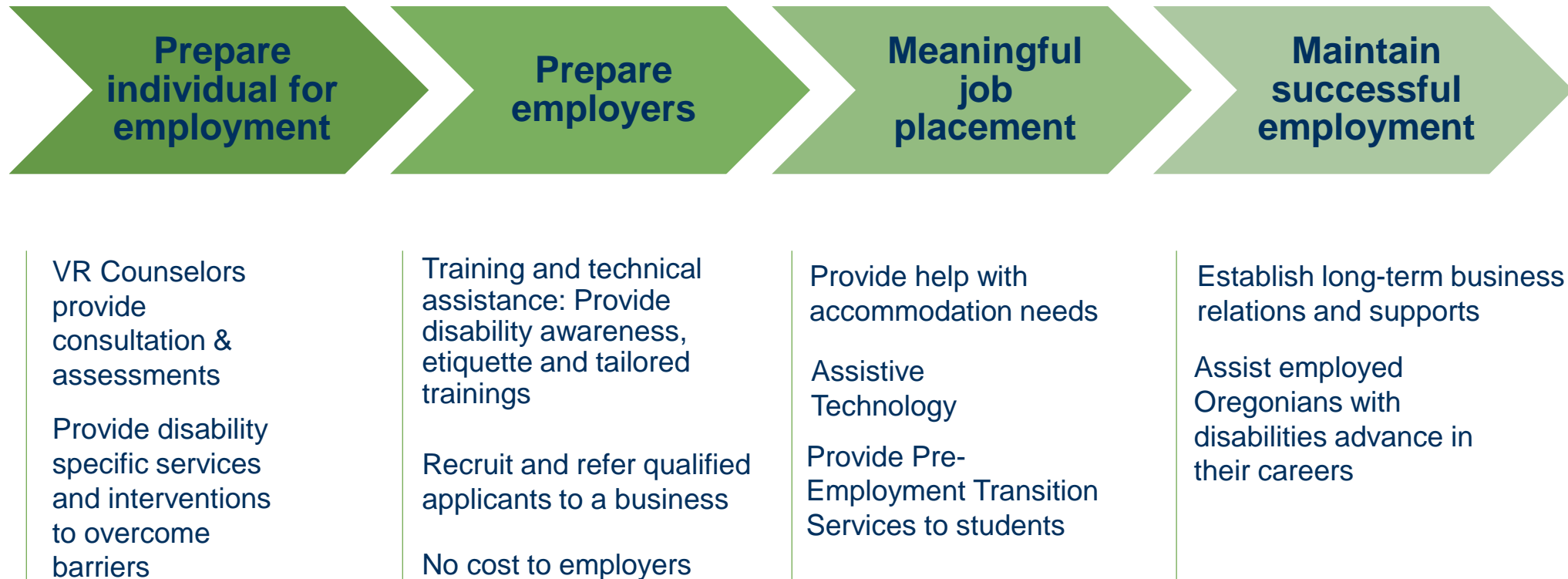
\* Services provided by APD or Area Agencies on Aging (AAA)

\*\* Services provided by Community Development Disability Programs or Support Services Brokerages

# Vocational Rehabilitation (VR)

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**VR is a set of services designed to work alongside individuals with disabilities high school aged and older in obtaining competitive integrated employment.**



# VR: Changes Since COVID-19

- Moved service delivery to virtual options
- Electronic signatures
- Virtual Pre-ETS services and youth engagement
- Updating policies to facilitate virtual service delivery
- Provided additional payments to our vendors to maintain capacity
- Continuing to achieve employment outcomes for our clients during this pandemic





# Intellectual and Developmental Disabilities (IDD)

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Office of Developmental Disabilities Services (ODDS), stakeholders and the developmental disabilities community come together to provide services, supports, and advocacy to empower Oregonians with intellectual and developmental disabilities to live full lives in their communities.

## Community Developmental Disabilities Program (CDDP)

- 33 CDDPs in Oregon
- Adult Abuse investigations
- Case Management
- Adult Protective Services
- Individual Support Planning

## Private Brokerages

- Case Management
- Adult Protective Services
- Individual Support Planning





# Services for Children and Young Adults with IDD

## SERVICES



**Attendant Care**  
Support and skill development with day to day living provided by a personal support worker (PSW) or agency.



**Assistive devices/  
technology**



**Professional  
Behavioral  
Services**



**Relief care -  
overnight support**



**Specialized  
medical equipment  
and supplies**



**In-home support for  
intensive medical or  
behavioral needs**



**Employment  
services**



**Environmental  
Modifications**



**Vehicle  
Modifications**

## FOSTER AND GROUP HOMES



**Foster care -  
24/7 support in a  
family home**



**Group home -  
24/7 higher level of care  
run by an organization**



**Stabilization and  
Crisis Unit (SACU)**

# Services for Adults with IDD

## Choice of CDDP or Brokerage

### SERVICES



**Attendant Care**  
Support and skill development with day to day living provided by a personal support worker (PSW) or agency.



**Assistive devices/technology**



**Positive Behavior Services**



**Specialized medical equipment and supplies**



**Nursing Care**



**Day support**



**Family Training**



**Home Modifications and supplies**



**Vehicle Modifications**



**Transportation Services**



**Employment**









### FOSTER AND GROUP HOMES

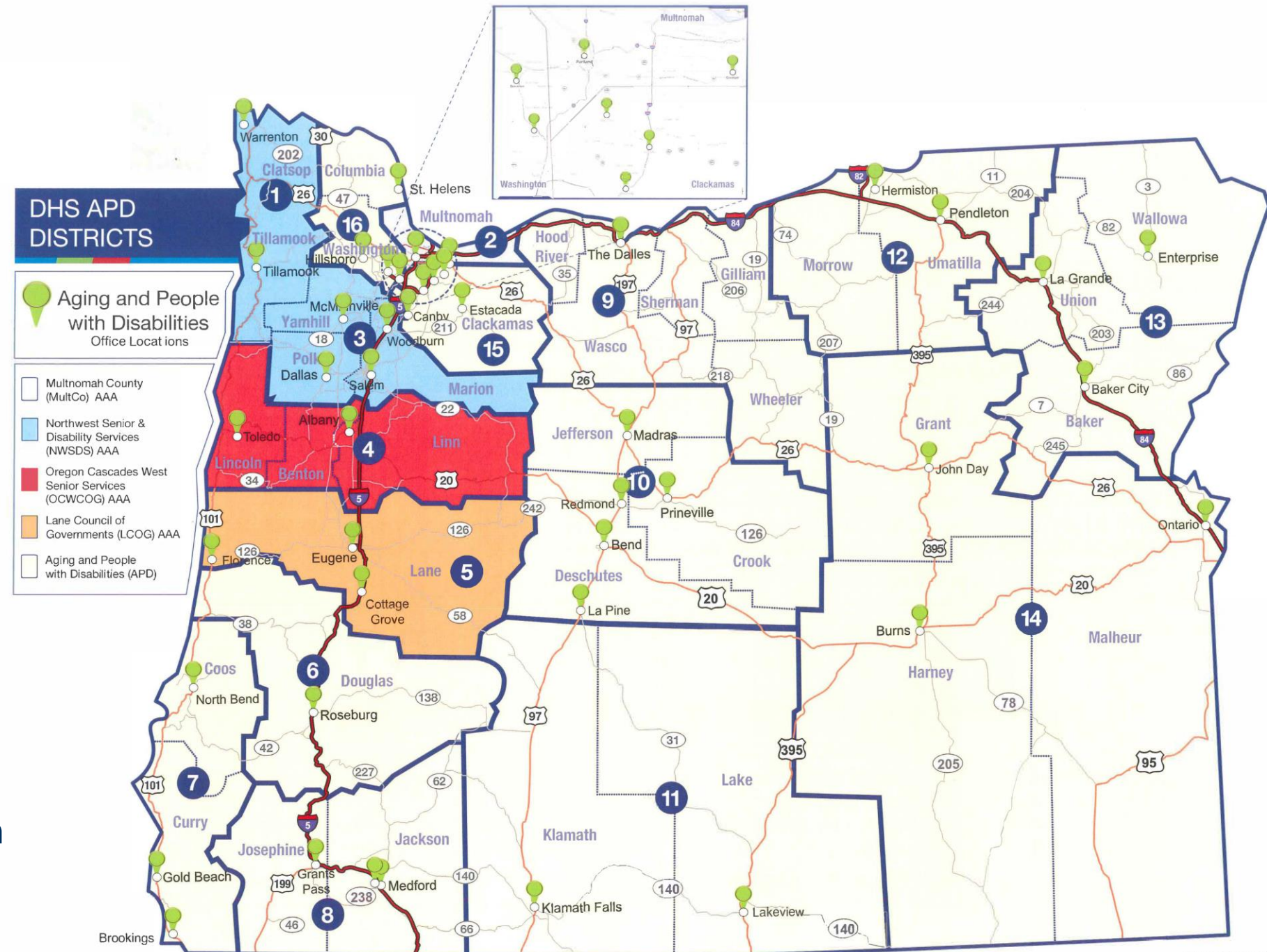
- Foster homes run by individual licensed and monitored facilities
- Group homes are run by employees of an organization licensed by ODDS
- Live with 3-5 other people with I/DD
- Caregivers are present 24/7

### Stabilization and Crisis Unit (SACU)

# Aging and People with Disabilities (APD)

 <b>Aging &amp; Disability Resource Connection</b>	 <b>Eligibility</b>	 <b>Disability Determination Services</b>	 <b>Long-Term Services &amp; Supports</b>	 <b>State Unit on Aging &amp; Older Americans Act</b>	 <b>Facility Licensing &amp; Regulation</b>	<b>Adult Protective Services</b>
Main entry point for services via phone and online	Apply for Medicaid, SNAP & Medicare Assistance Programs	Helping people connect with Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI)	Supports for People in need of nursing home level of care	Meals, personal care services, nutrition education, transportation	<ul style="list-style-type: none"> <li>Licensing</li> <li>Registering</li> <li>Regulatory/corrective action</li> </ul>	Financial Exploitation, Domestic Violence, Diminished Capacity, Self-Neglect, Guardianships
99,300 referrals last year	143,000 people connected to financial support		35,000 in Medicaid Long Term Care	227,000 served  2.6 million meals (home-delivered and congregate)	44,500 licensed beds	18,855 allocations investigated

# APD: Locations



- 35 offices administered by the state
- 16 are administered by Area Agencies on Aging

# Central and Shared Services

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**Provides critical operations supports that enable ODHS and the Oregon Health Authority to deliver services to Oregonians in their communities.**

## **Central Services**

- Budget
- Business supports
- Director's Office and policy
- Office of Equity and Multicultural Services
- Human Resources
- Public Affairs
- Public Records
- Reporting, Research, Analytics, and Implementation
- Tribal Affairs

## **Shared Services**

- Background Check unit
- Contracts and procurement
- Facilities
- Financial services
- Forecasting and analysis
- Imaging and records
- Internal audit and consulting
- Payment accuracy and recovery
- Publications and creative services
- Training and investigations

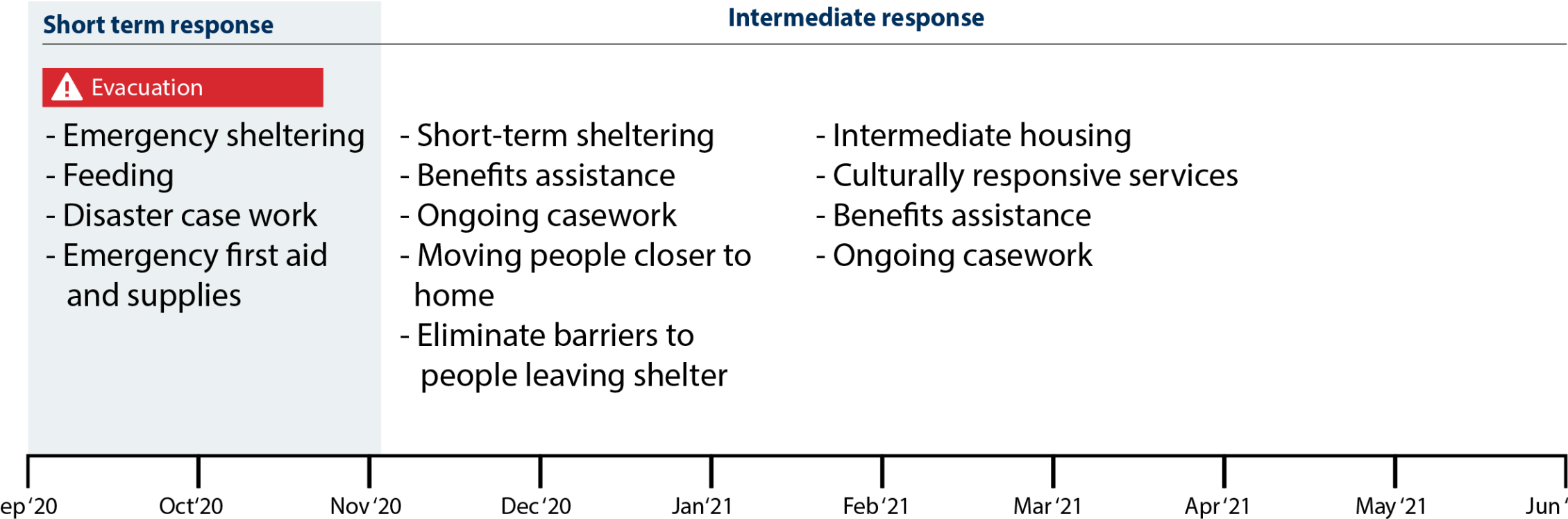
# **COVID, Wildfire, ONE Updates**

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# ODHS Wildfire Response

326,897 meals served (as of 1/15/21). 1,053 people sheltering (as of 1/15/21, average of 1,028)





# ODHS Response to Wildfires: Current State

- Managing day-to-day **shelter and feeding** for over 1000 people in the new year. Sheltering is increasing.
- Hiring 12 Shelter Liaisons to **help people transition** safely out of shelter which may take longer due to housing shortage
- Working with counties and Oregon Housing and Community Services (OHCS) and Regional Solutions and housing taskforce to identify and support interim housing projects



# COVID Response and Recovery Unit (CRRU)

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ODHS and OHA partner on an equitable, efficient and effective COVID-19 response and recovery effort

## Mission

To successfully prevent the spread and mitigate the impacts of COVID-19 across all Oregon and tribal communities while laying the foundation for future response efforts

- **Elevating community voices**
- Centering the state's response in **equity**
- Providing essential and equitable **supports and services**
- **Coordinated and agile**

## Looking ahead

- Continued guidance and support of local public health authorities and tribal communities
- Testing strategy and implementation
- Surge planning and capacity building through winter months

# ODHS COVID-19: Current State

- **Support vaccination** of residents and staff of Long-Term Care facilities and other Phase 1a populations, including people with IDD, their family caregivers and staff.
- **Supplemental Nutrition Assistance Program (SNAP)** recipients will continue receiving the maximum allotment through February. There is also a temporary increase in SNAP benefits of approximately 15% for all recipients.
- Expanded capacity in statewide network of **COVID-19 recovery units** in Long-Term Care facilities to ease hospital bed demand.

**Oregon Department of Human Services  
COVID-19 web resources**

### ODHS COVID-19 Resources

Information about services that are available to Oregonians from ODHS.  
<https://govstatus.egov.com/or-dhs-covid-19>

### Health and Human Services Community Resources

Comprehensive resources from both ODHS and the Oregon Health Authority to help partners and community-based organizations quickly find and access COVID-19 and disaster related information.  
English: <https://govstatus.egov.com/or-dhs-community-resources>  
Spanish: <https://govstatus.egov.com/or-dhs-recursos-de-la-comunidad>

### NeedFood?

- Materials available in 12 languages  
Food resources, including how to apply for SNAP, meals for older adults and information about food banks.  
English: <https://govstatus.egov.com/or-dhs-food>  
Spanish: <https://govstatus.egov.com/or-dhs-alimentos>

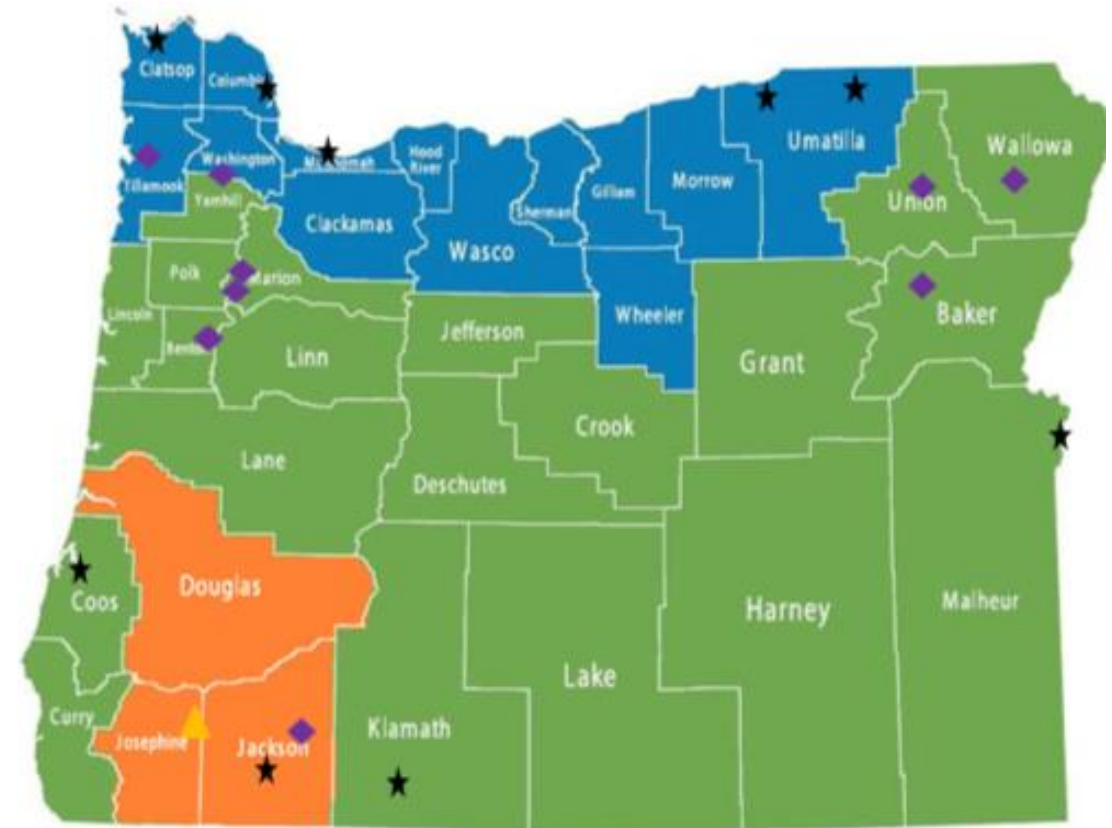
### You Are Not Alone

- Materials available in 12 languages  
Resources to reduce isolation and to prevent and address abuse, neglect and exploitation during the pandemic.  
<https://govstatus.egov.com/or-dhs-not-alone>

<https://oregon.gov/dhs>

# ONE update

- **Upgrade complete in February**
  - One place to apply for: medical, food, cash and childcare assistance
- **Improved self-service options in online portal**
- **Current online applicant portal will be unavailable from Friday, January 29 at 5 p.m. through Monday, February 1 at 7 a.m. PST**
- **one.oregon.gov, 1-800-699-9075**



Feb 1, Wave 2: 15 counties and Multnomah County AAA

# Questions & Answers

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# Thank you!

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