

Presentation to the 2023 Joint Ways and  
Means Subcommittee on Human Services

# 2023 Agency Overview Summary and Reflections

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March 2, 2023

# Outline

- I. **Delivering for people in Oregon**
- II. Governor's Budget
- III. 2023-25: A biennium of transition
- IV. Closing thoughts

# ODHS vision

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All who live in Oregon, regardless of race, identity, age, disability or place, have the needed supports to achieve whole well-being for ourselves, our families and our communities.



# Delivering on the vision: How our programs impact communities

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People with disabilities can **participate more fully** in jobs and community.



Children are better fed, helping them be **ready to learn at school**.

## Strong and Thriving Communities

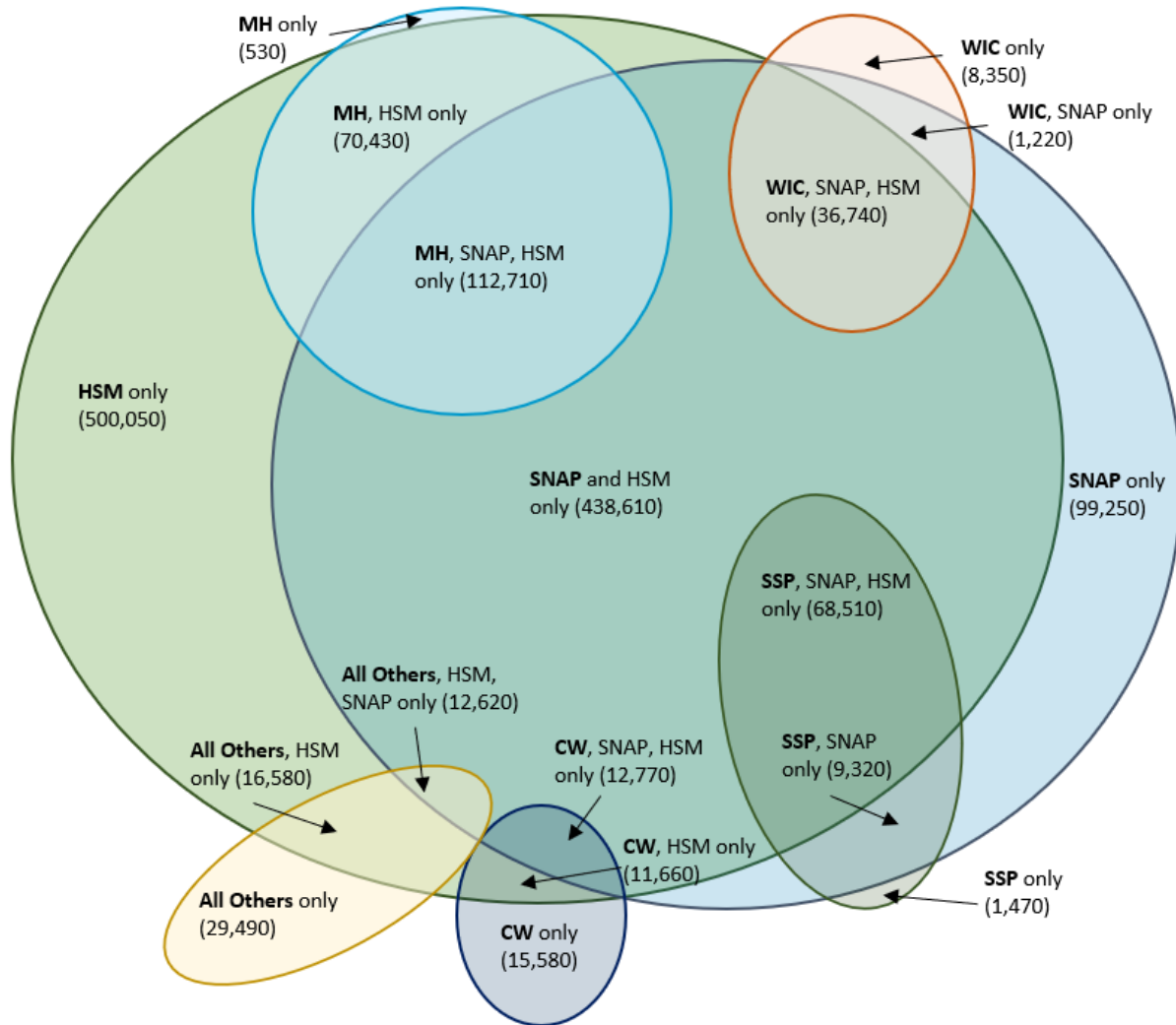


People can pay their bills and **focus on their families' well-being** instead of on financial stress.



**Older adults are healthier** and better able to share their culture, abilities and skills with our communities.

# Serving people across programs

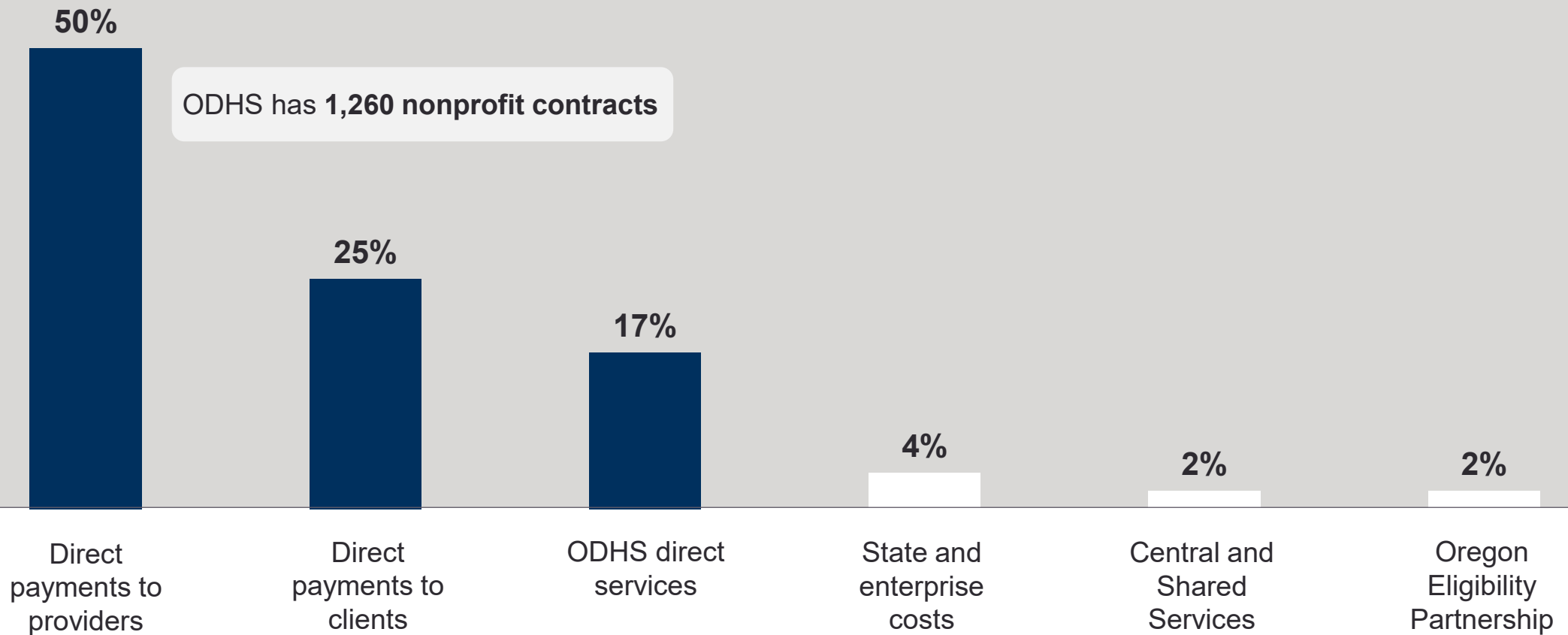


## 1,628,790 Adults and Youth Served by ODHS and OHA in 2021

- 1,455,380 served by Health Services Medicaid (HSM)
- 900,330 served by Supplemental Nutrition Assistance Program (SNAP)
- 140,170 served by Self-Sufficiency Programs (SSP) other than SNAP
- 82,120 served by Child Welfare
- 83,890 served by All Others including Aging and People with Disabilities, Office of Developmental Disabilities Services and Vocational Rehabilitation.
- 257,820 served by Mental Health (MH)
- 109,440 served by Women Infants and Children (WIC)

# 92 percent of our budget goes to communities

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# Our agencywide focus areas

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**Strengthening  
our foundations**



**Preparing for  
and responding  
to emergencies**

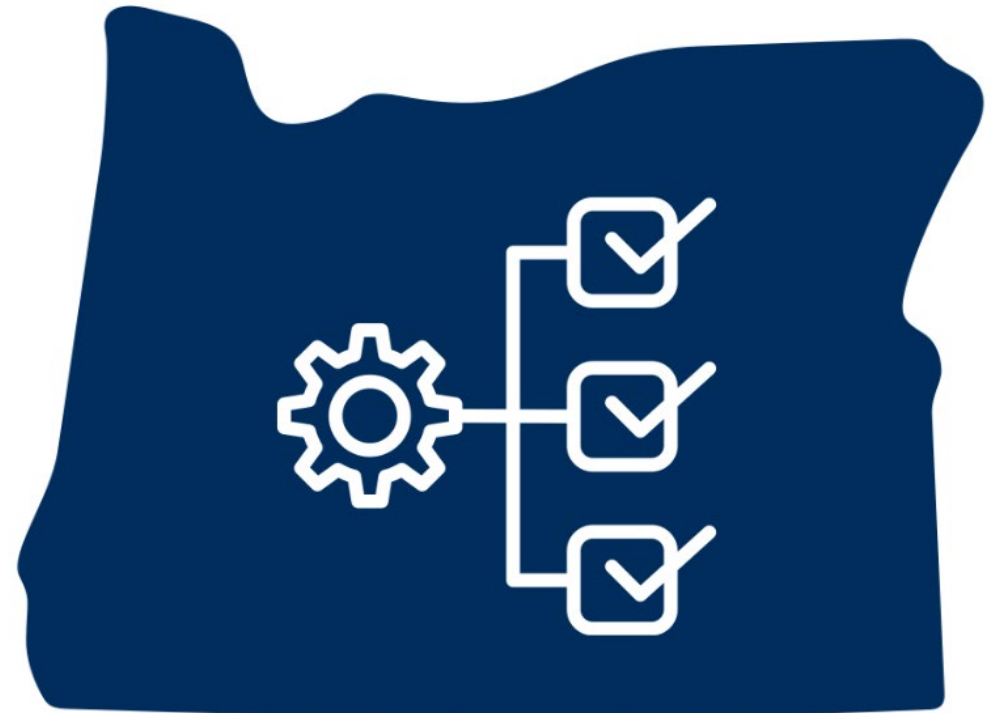


**Creating  
the future of  
human services**

# Advancing Oregon's priorities

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- Increased accountability
- Prioritizing customer service
- Making things work as efficiently as possible
- Providing tools and not barriers
- Improving access to services when and where people need them





# Responding to emergent issues

## Springing into action during February's cold spell

ODHS Office of Resilience and Emergency Management (OREM) helped warming centers in Multnomah, Jackson and Josephine Counties get the staffing they needed to help unhoused community members stay warm as temperatures dropped around the state.

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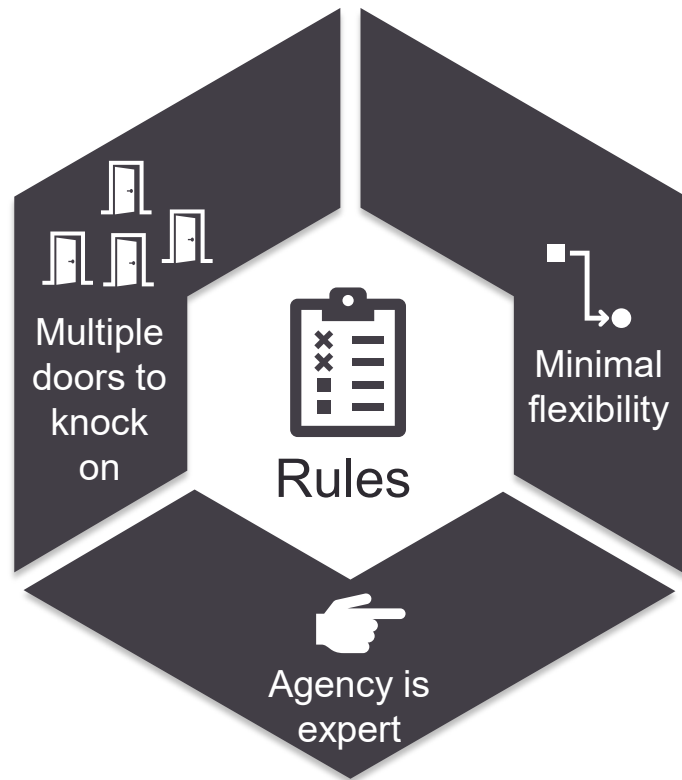
With the help of its Mass Care Response Team (MCRT), OREM secured a total of 24 ODHS staff members to assist with the efforts.



*From left: OREM staff members Darlene Thao, Ramsses Rojas and Amelia Williams at Multnomah County's Charles Jordan Community Center*

# Shifting paradigms

## Regulative Model



## Future Model

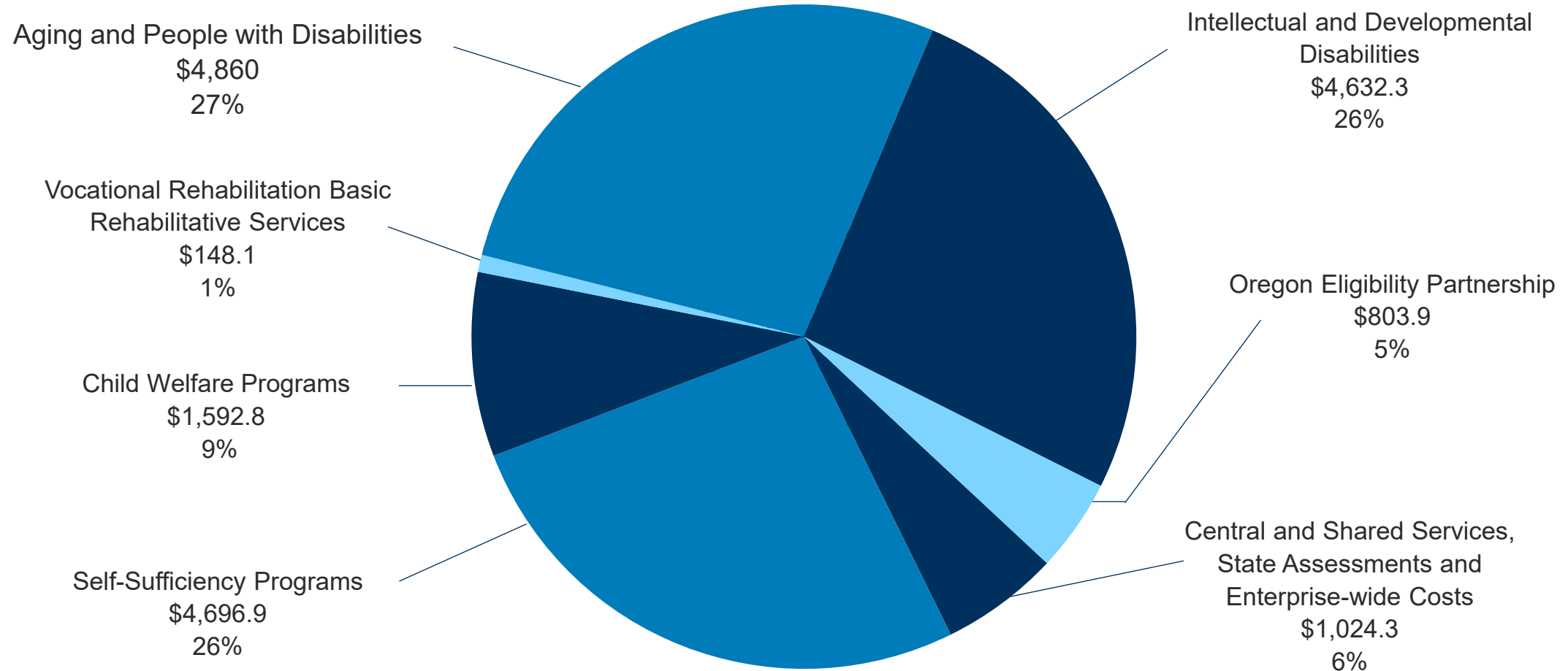


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# 2023-25 Governor's Budget: ODHS total fund by program area

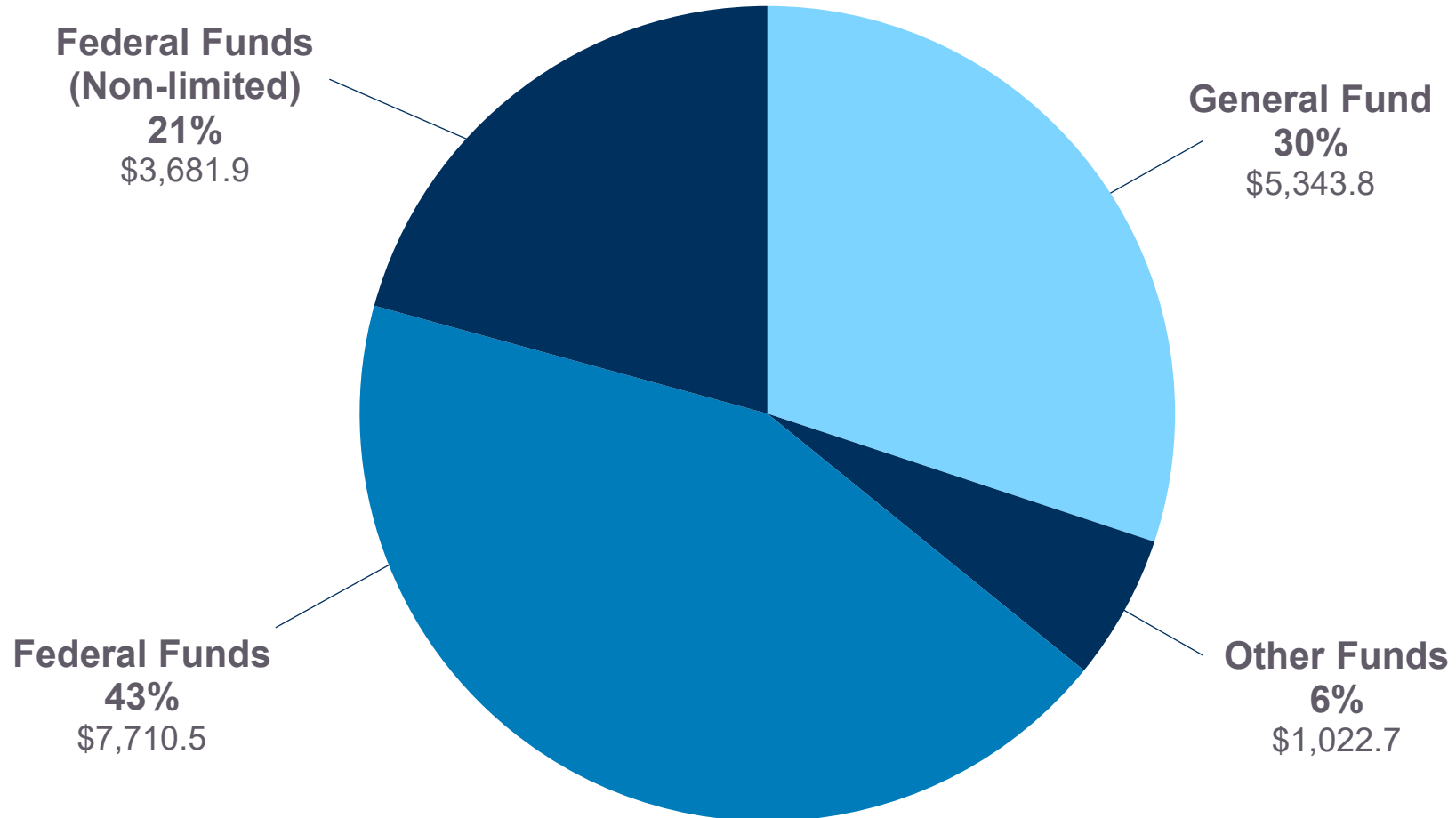
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All dollars in millions

# 2023-25 Governor's Budget: Total by fund type

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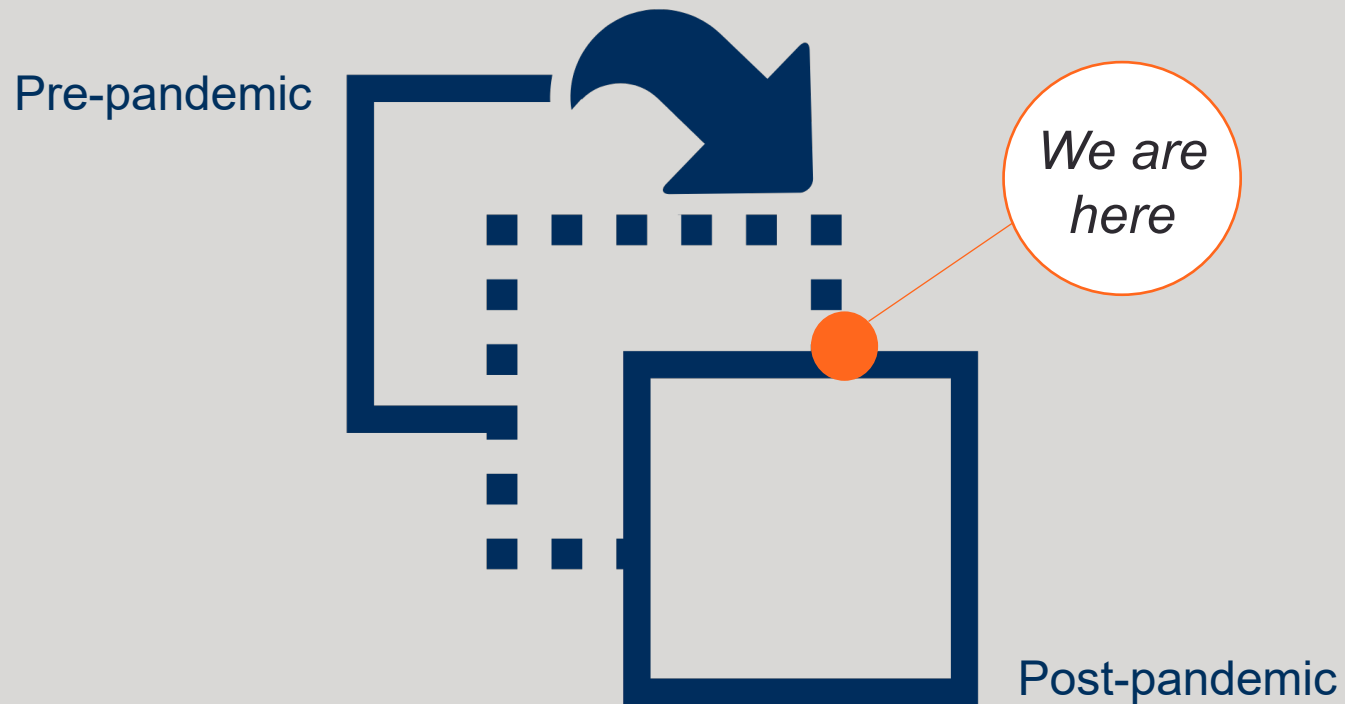
All dollars in millions

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# Emerging into a new world

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# Challenges ahead for our communities

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Gaps left by expiring  
federal relief  
investments



Provider workforce  
shortage creates barriers  
to accessing care



Food and housing costs  
and an uncertain  
economy



# Internal and provider challenges

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Tight budgetary  
boxes



Rates, compensation  
and retention



Dated workload  
models



Disconnected  
systems

# Meeting the challenges: Supporting well-being for all

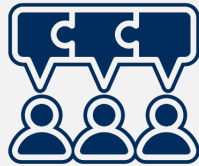
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Equity North Star  
is our guide in all  
we do



Continue to make our  
services more culturally  
and linguistically  
appropriate



Share data and plan  
collaboratively across  
programs, agencies  
and partners



Improve customer service  
through ONE

# Meeting the challenges:

## Supporting Oregon's human services workforce

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ODHS is comprised of more than **10,000 employees** working around the state to support people's well-being.



Combined with our provider partners, Oregon's human services workforce has a **presence in every Oregon community** and makes up a significant portion of the state's workforce.



**Supporting this workforce will be key to our success** in the biennium ahead:

- Investing in local staff and partners
- Continuing our workforce diversification initiatives
- Ensuring we can serve people equitably across Oregon's languages, cultures and geography

# Meeting the challenges: A balanced approach

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**Flexibility**

**Accountability**

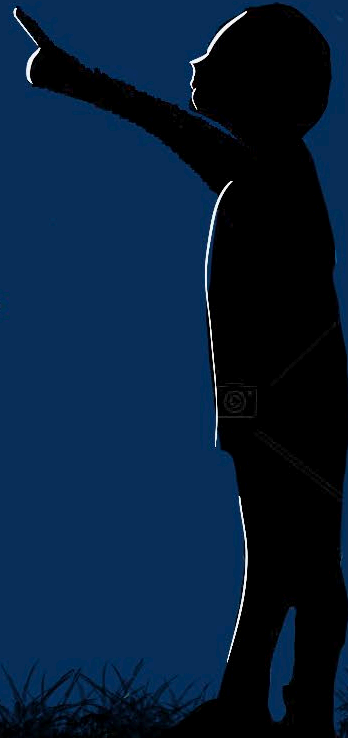


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# N Equity North Star

INCLUSIVITY | EQUITY  
SERVICE | WELL-BEING



Together, we can help make sure the 1.5 million people we serve have the opportunity to live their best lives.



Thank you.