

# Overview

## Department of County Human Services



**In Multnomah  
County, every person  
- at every stage in  
life - has equitable  
opportunities to  
thrive.** - *DCHS North Star*

### — DCHS PRIORITIES —



Quality of  
Life



Education  
Access & Success



Economic  
Stability



Diverse & Inclusive  
System

### ORGANIZATIONAL CHART

#### Department of County Human Services

Mohammad Bader, Director  
Lee Girard, Interim Deputy Director



**Aging, Disability &  
Veterans Services**

Irma Jimenez, Interim  
Director



**Intellectual &  
Developmental  
Disabilities Services**

Alexis Alberti, Director



**Youth & Family  
Services**

Peggy Samolinski,  
Director



**Preschool &  
Early Learning**

Leslee Barnes, Director

# Who We Serve

The Department of County Human Services (DCHS) designs programs, services and funding to provide stability for Multnomah County residents across the lifespan. DCHS strives to not only uplift our community members in times of need – but to invest in innovative, future-oriented approaches to human services that prevent crises, build assets and nurture self-determination within our communities by addressing and redressing the root causes of racism and all other forms of inequity.

In **childhood**, DCHS supports people by improving educational access and support for youth, coaching early childhood education providers, and making sure children have enough to eat in the summer months.

In **adulthood**, DCHS supports people with disabilities who want to live in their own homes, helps people stay in affordable homes, and provides safety and support for survivors of domestic and sexual violence.

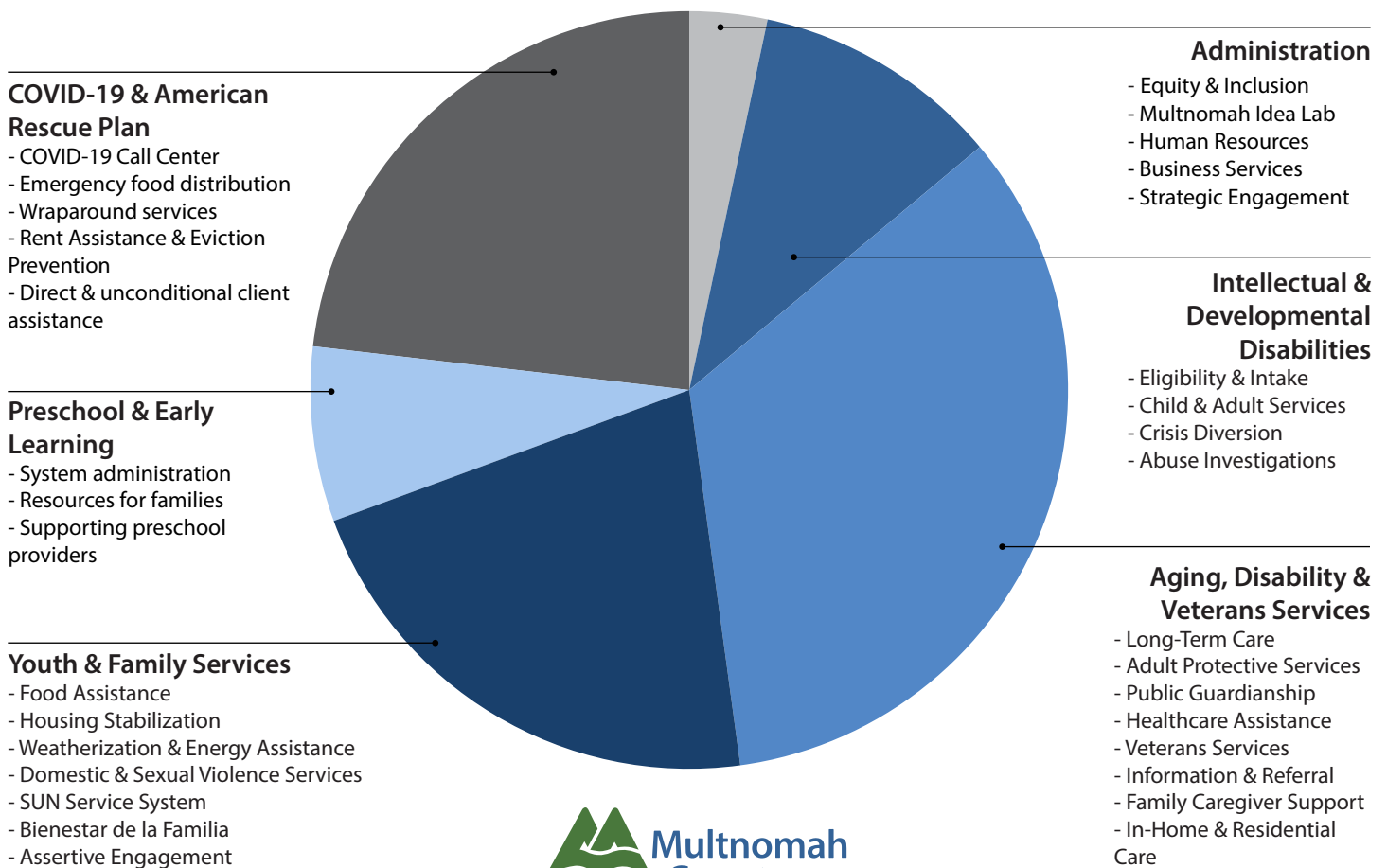
DCHS supports **older adults** by doing things like helping older veterans navigate the public programs they've earned as part of their service, setting up classes at a senior centers to keep people healthy, and protecting older or disabled people who are potentially being abused.

## DCHS BUDGET - FY 2022

FY22 TOTAL BUDGET  
**\$275.6 M**

TOTAL FTE  
**780.85**

FY22 COUNTY GENERAL FUND  
**\$58.8 M**



Department of County Human Services

The vision for the Multnomah County Department of County Human Services (DCHS) is that every person, at every stage of life, will have equitable opportunities to thrive. DCHS supports people across their lifespan, either through (and not limited to) early learning initiatives, intellectual and developmental disability supports, housing and safety programs, or aging services.

In addition to business services and human resource management, the department administration supports each program with equity and inclusion efforts, policy coordination, design and research, strategic communications and other operations needs.

## PROGRAM AREAS



**Human Resources**



**Business Services**



**Strategic  
Engagement**



**Operations**



**Multnomah Idea  
Lab**



**Equity & Inclusion**

## CONTACTS

### **DCHS Director**

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### **Interim Deputy Director**

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### **Interim Finance Director**

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### **Human Resources Director**

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### **Strategic Engagement Team**

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### **Multnomah Idea Lab**

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### **Equity and Inclusion Manager**

Dr. Carlos Richard  
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## THE WORK WE DO

### Quality Improvement Center

- Coach staff in using the **scientific model for improvement** to simplify work processes, innovate, and deliver quantifiable results to internal and external customers
- Partner with staff to ensure **equity in service access and delivery**, and meet or exceed program performance objectives
- Provide support, training and **policy direction for privacy efforts** department-wide
- Provide training in planning and **facilitating effective meetings**, and how to use quality improvement tools
- Provide consultation for **trauma-informed change management** strategies

### Multnomah Idea Lab

A learning lab to **study and test new approaches to fight poverty and racism**, the MIL seeks to positively change community conditions resulting from the intersection of poverty and race. The MIL's work focuses on three areas:

- Practicing **Human Centered Design**
- Seeking out **critical thinking and research**
- Conducting **applied research tests** in the real world

### Strategic Engagement Team

- Develop **communications strategies** that resonate with participants, partners, leaders and staff
- Assist department in utilizing **design and storytelling** to better communicate with the public, partners and commissioners
- Enhance the **client experience** through use of design, technology, video, web, social media channels and events.

### Equity & Inclusion

- Conduct department-wide **racial equity assessments**
- Develop strategies for workforce equity and **culture change**
- Implement **trauma-informed practices**

### Business Services

- Ensure **effective and responsible stewardship** of available financial resources
- Enable **informed decision-making** for programs
- Provide support through **budgeting, fiscal planning, contracting and procuring**

### Human Resources

- Develop and implement **workforce initiatives**
- Ensure an **equity and empowerment lens** is applied to processes from recruitment to retention
- Focus on **accountability, competency, customer service, stewardship and collaborative partnerships**



Department of County Human Services

# Intellectual & Developmental Disabilities



Every person should have the freedom to live their life and work towards their goals without being limited by society's barriers, expectations or prejudices. There are no limits to anyone's human potential.

Through the Intellectual & Developmental Disabilities Services Division (IDDSD), people with intellectual and/or developmental disabilities experience opportunities to grow, develop, enjoy meaningful relationships, get an education, work, create a home of their choice, live safely and fully participate in our communities.

IDDSD provides case management services to connect people with Medicaid-funded residential, in-home and brokerage services. Key strategies include:

- Providing timely and high quality services
- Promoting diversity, equity, inclusion, and person-contentedness
- Provide access to training, tools, and support
- Supporting an effective workforce
- Facilitating more streamlined and effective administrative processes

As a lead agency in Multnomah County, IDDSD provides support and services to those in crisis and also in the most challenging and complex cases.

## PROGRAM AREAS

### Intellectual & Developmental Disabilities Services Division

Alexis Alberti, Director



Intake & Eligibility



Employment  
Support



Abuse  
Investigations



Adult Case  
Management



Youth Case  
Management



In-Home Support

# By The Numbers

**4,782**

The number of adults and children with IDD we serve in order to support choice, inclusion and full community access.



**97%** of IDD clients with Housing Funds remain in housing after 12 months in FY 2021.



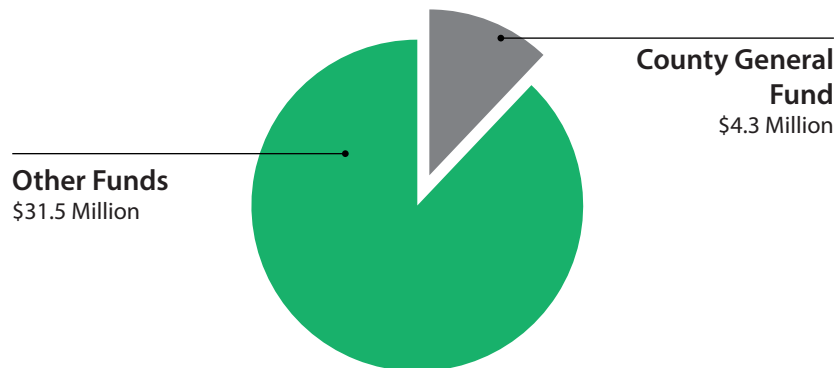
**26,592** IDDSD service provider payment documents were processed in FY 2021.

**419**

The number of clients enrolled in one or more employment services in FY 2021.

## FY 2022 Funding sources

211.80 FTE



## SERVICE HIGHLIGHT - HOUSING ASSISTANCE PROGRAM

The IDD Housing Assistance Program provides Housing Stability Funds and Short Term Rent Assistance Funds to IDD clients and their households. Due to the influx of pandemic-related funding in FY 2021, IDD has provided unprecedented levels of housing services. We are serving more households than ever before in the history of this program, and mitigating the impact of the pandemic for some of our most vulnerable community members.

Through the combined efforts of IDD case managers, recipient households, IDD interns and housing assistance staff, this program delivered **\$1,318,187** in funds to **1,368 individuals** within 414 households. Almost three quarters of individuals served (74%) identify as a person of color, and 97% of individuals served remain stably housed 12 months after receiving funds. These funding and service achievements have helped to maintain the health and stability of the IDD community in Multnomah County.



## CONTACT

### IDDSD Director

Alexis Alberti  
503.988.3648  
alexis.alberti@multco.us

### Intake & Eligibility

503.988.6258

### Abuse Investigations

855.503.SAFE (7233)

**IDD Website:** [multco.us/dd](https://multco.us/dd)

**General Email:** [idd@multco.us](mailto:idd@multco.us)

# Aging, Disability & Veterans



Only when we realize the talents and contributions of all residents, of all ages and abilities, can we move our county forward. The health and well-being of older adults, people with disabilities and Veterans improve when they have social opportunities, can get the help they need quickly and easily, and can fully participate in our community. The Aging, Disability & Veterans Services Division (ADVSD) strives for equity with specialized services for people of color, people who identify as LGBTQ, and people with disabilities.

ADVSD serves as an advocate providing person-centered assistance with Medicaid, SNAP, Veterans benefits and other long-term services and supports. It operates a 24-hour helpline - the Aging and Disability Resource Connection (ADRC) - as well as a team of Veterans Services Officers. The community accesses services through ADVSD's offices and senior centers and homes. ADVSD is also the county's Area Agency on Aging.

## PROGRAM AREAS

### Aging, Disability & Veterans Services Division

Irma Jimenez, Director



#### Community Access

- 24 hr Helpline (ADRC)
- Case Management
- Food Assistance
- Benefits Enrollment
- Healthcare Insurance
- Health & Nutrition
- Transportation



#### Adult Protective Services



#### Public Guardian Program



#### Veterans Services



#### In-Home and Residential Care

## BUDGET BY SOURCE - FY 2022



STATE

**\$68.4M**



LOCAL

**\$15.9M**



FEDERAL

**\$9.9M**



# By The Numbers - FY20

50,457



people received Medicaid case management, in-home services, facility based services, medical benefits, or SNAP.



619,886

meals served, 12% of which were through culturally specific providers.

87%

of nursing home-eligible clients served in the community instead of a nursing home.



2,584

protective services investigations completed.



49,068

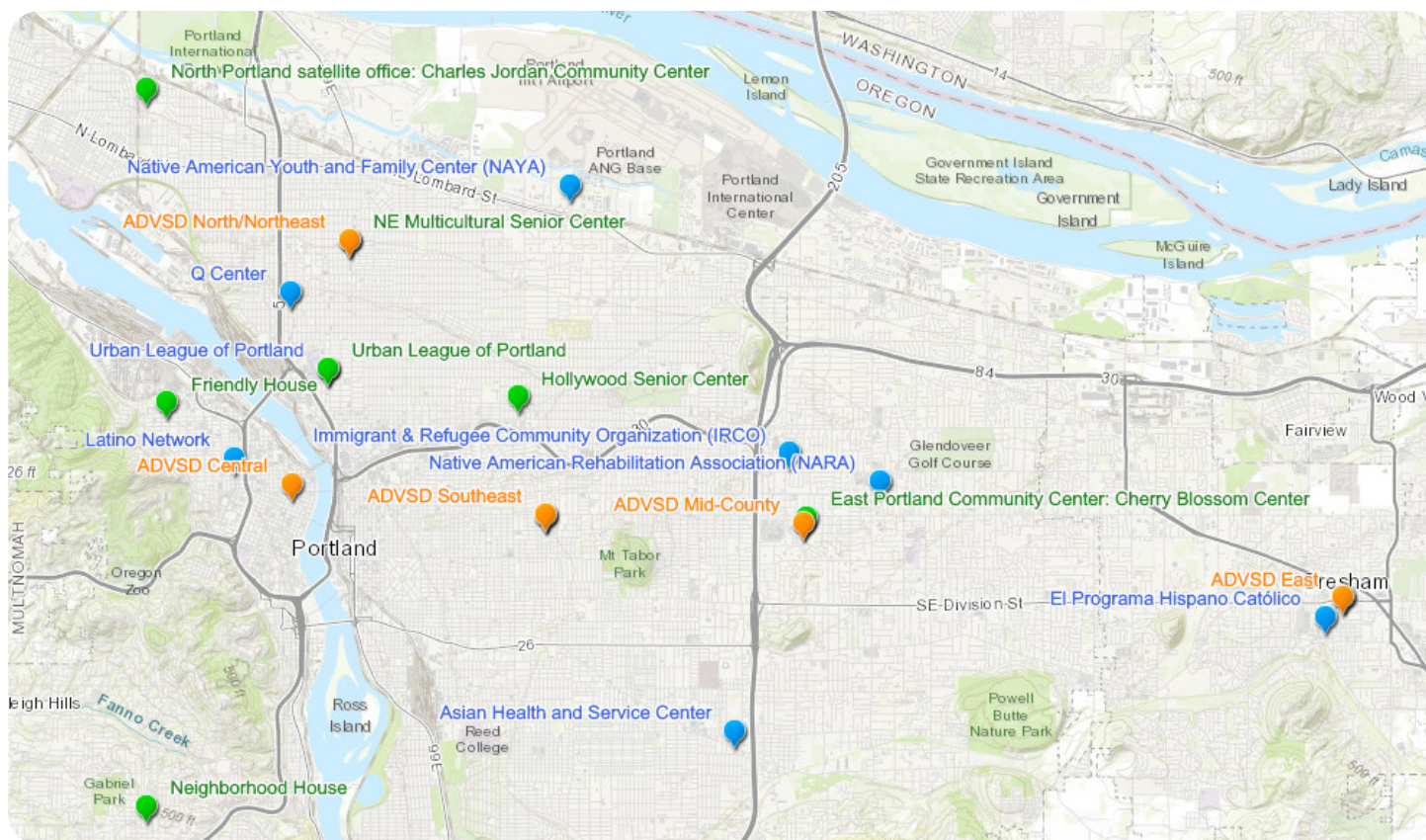
referrals to County and community partner organizations from the ADRC Helpline.



\$3.7M

in retroactive rewards to Veterans working with Veterans Services.

## LOCATIONS



## CONTACT

### ADVSD Director

Irma Jimenez  
503.988.6947  
irma.jimenez@multco.us

### Aging & Disability Resource Connection (ADRC)

503.988.3646  
24-hour information and assistance to seniors, people with disabilities, and caregivers by identifying their needs and linking them with services.

ADVSD Website: [multco.us/ads](https://multco.us/ads)

### Veterans Services Office

503.988.VETS (8387)



## The Potential in Our Communities

The Youth & Family Services Division breaks down barriers that prevent people from fully realizing their potential. Our services are provided through homes, schools, nonprofits and communities. We connect people and find solutions so children develop, families thrive and people are safe from domestic and sexual violence.

## What is the Youth & Family Services Division?

The Youth & Family Services Division and our nonprofit partners support:

- youth and families in the SUN System
- survivors of domestic and sexual violence
- families live in stable homes
- create income stability
- people afford their energy bill
- people access a range of culturally specific and responsive services at Bienestar de la Familia and culturally specific organizations

## How does the Youth & Family Services Division Make Connections?

- We make it easier for nonprofit partners to combine services to meet a client's need.
- We can help someone in a parenting class also get food or pay the energy bill for their family.
- We convene partners to maximize resources to serve the whole family.

## PROGRAM AREAS

### Youth & Family Services Division

Peggy Samolinski, Director



#### SUN Service System

- community schools
- youth advocacy
- early childhood services
- sexual & gender minority services



#### Culturally Specific Services



#### Energy Services



#### Stabilization housing, food, benefits



#### Domestic & Sexual Violence

## By The Numbers



**15,193** households served through energy bill payment.



**1,530** community members were able to access protection orders through the Gateway Center



**91** SUN Community Schools serve **28,206** youth.



**7,594** households engaged through SNAP outreach activities.

**\$2.8 Million**

in legal fees were removed through Legal Services.



**171** homes were improved through the Weatherization Program.

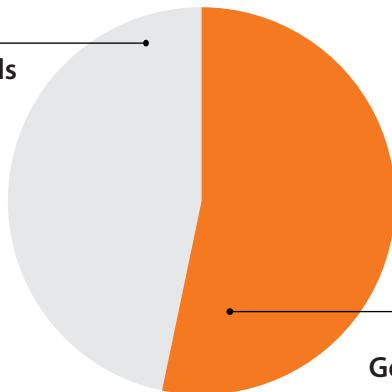


Bienestar de la Familia served **3,284** individuals with culturally and linguistically specific services for immigrant communities.

## BUDGET - FY 2022

### Funding

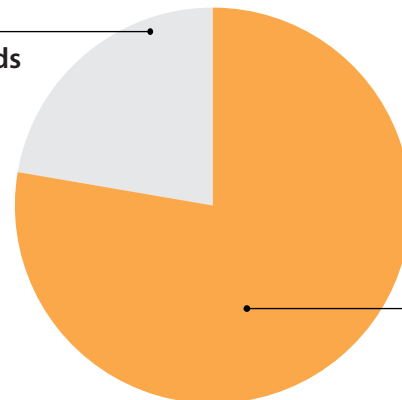
**Other Funds**  
\$27.7 Million



**County General Fund**  
\$31.6 Million

### Expenditures

**Other Funds**  
\$13.2 Million



**Contracted Services**  
\$46.1 Million

**Total FTE:**  
81

## CONTACT

### YFS Director

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**YFS Website:** [multco.us/dchs](https://multco.us/dchs)

# Preschool & Early Learning



*Preschool for All (PFA) will give 3 and 4 year olds in Multnomah County access to free, high-quality, inclusive, culturally responsive preschool experiences.*

## The Preschool for All Plan

The Preschool for All Plan reflects more than two years of engagement with community members including parents, educators, culturally specific organizations, policy makers and early childhood specialists. Preschool for All:

- Creates a mixed-delivery preschool system that includes in-home providers, school districts, center-based providers, and multi-generational preschool programs
- Allows families to choose the type of preschool experience that is right for their child.
- Increases wages and provides professional development for early educators.

Preschool for All will grow over time, increasing the number of children and families that it serves each year until it is universally available.

All families in Multnomah County will be eligible to apply and families who currently have the least access to high-quality preschool will be prioritized for the first-available slots. Children who currently experience barriers to preschool include Black, Indigenous, and all children of color, children whose families live under the Self-Sufficiency Standard and children with developmental delays and disabilities, among others.

## PROGRAM AREAS

### Preschool & Early Learning Division

Leslee Barnes, Director



**Provider Coaching  
& Supports**



**Social Emotional  
Supports**



**Workforce  
Development**

## CONTACT

### PEL Director

Leslee Barnes

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**PEL Website:** [multco.us/preschool](https://multco.us/preschool)

**General Email:** [PreschoolForAll@multco.us](mailto:PreschoolForAll@multco.us)