

Investing in the Future of Our Community



Multnomah County
Department of County
Human Services



2011 ANNUAL REPORT

Dear Members of the Multnomah County Community,

Multnomah County Department of County Human Services (DCHS) is pleased to present our Fiscal Year 2011 Annual Report, "Investing in the Future of Our Community". We are proud of our accomplishments and are committed to providing quality services to the residents of Multnomah County.

The department budget constraints over the past decade and the mounting number of community members living in poverty have challenged us to streamline services while maintaining quality and responsiveness. According to the 2010 U.S. Census, 25% of children under 18 years of age in Multnomah County live below the poverty level, as compared to 15% in 2000. Twenty-six percent of families earned less than \$25,000 per year in 2010, an increase from 19% in 2000, resulting in an unprecedented increase in community need.

DCHS' efforts continue to ensure that critical safety net services are available and individuals and families are supported as they find pathways out of poverty. We are proud of our role as advocates and protectors for our most vulnerable citizens. Our vision is a county where individuals can experience independence and hope and fully participate in the opportunities our community offers.

Our work would not be possible without the advice and support from a large network of community members, organizations, government and social service leaders and consumer/client advisors. We hope you will find the highlights of this past year informative and we invite you to visit our website at <http://web.multco.us/county-human-services> for more information about our programs and services.

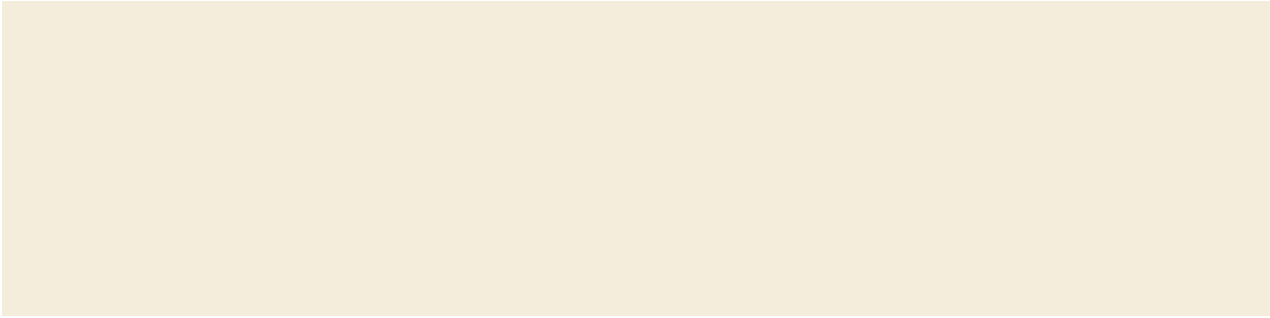
Sincerely,



Susan Myers
Director
Department of County
Human Services



Kathy Tinkle
Deputy Director
Department of County
Human Services



Every day, Multnomah County's Department of County Human Services (DCHS), Oregon's largest local social service agency, works to benefit the community. Through strong collaboration and facing the hard questions, we are changing the way we tackle poverty and helping to nurture a generation of children who can visualize their dreams and realize a productive future.

The Department of County Human Services serves families in poverty; survivors of domestic violence; older adults; adults and children with physical and developmental disabilities; veterans; people recovering from mental illness and addiction; and offers school-based services for children and families.

Because of our work, thousands of lives are protected, hundreds of citizens are engaged in shaping our community's future, and countless others are improving the quality of their lives and contributing to our economy. Our work leads to lasting community change.



Aging and Disability Services Long Term Care program diverted 435 people from nursing facilities costing \$6,563 a month to community-based care costing an average of \$1,490 a month.

Building Community

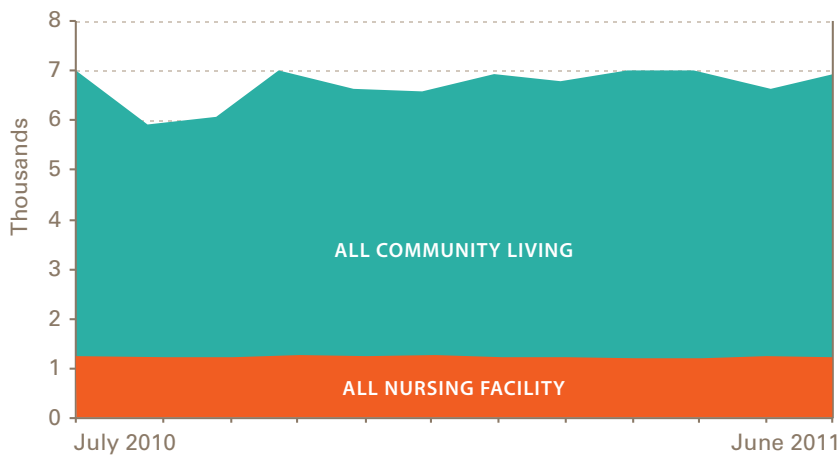
What does it take to create an investment in the future of our community? The Department of County Human Services works side by side with neighborhood and civic leaders; shares in finding solutions to problems; and collaborates to build a strong and vibrant community. Our aim is to strengthen our society by nurturing people’s potential, fostering independence and providing a path to self-sufficiency. Our shared future depends on it.

DCHS strives to enhance our collective journey through efforts such as the SUN Service System, a collaboration of families, schools, community organizations and government to ensure kids and families have what they need to be successful - in school and in life. Developmental Disabilities supports their clients’ health, safety and independence and respects their contributions as valued members of the community. Oregon Project Independence, a program of Aging and Disability Services, provides the

foundation for older adults to stay in their homes safely and live their lives with dignity and self-determination. Our Mental Health and Addiction Services Division aims to serve people in their own communities and provide the stability necessary for them to succeed in treatment.

We’ve learned that improving the quality of life for those who seek our assistance improves the quality of life for the entire community.

Medicaid Clients Served in the Community and Nursing Facilities



Over **34,000** older adults and people with disabilities received SNAP (formerly Food Stamps). More than **500,000** meals were offered at our meal sites and over **375,000** meals were delivered to home-bound older adults.

Community Services successfully reunited **2,046** runaway youth with their families.

79,169 individuals participated in educational, cultural and social service events through the SUN Service System.

Domestic Violence Coordination Office trained over **3,300** professionals and partner agencies via **90** domestic violence trainings, raising awareness and enhancing community response to domestic violence.

Mental Health Call Center answers 61,000 calls each year.



Protecting the Public's Safety and Welfare

For many in our community, their safety depends on the support and intervention of programs provided by DCHS and partner organizations. All of us benefit when our least empowered and most vulnerable are given the protection and skills to live a safe and independent life.

Demand continues to be high for the services and basic needs that everyone in our community deserves: a safe and warm place to live, enough food on the table, access to health care and protection from those who threaten or abuse.

Our investment in protecting the public's safety and welfare is a critical focus of our work and accomplished through:

- **Protective Services** - investigating abuse, self-neglect, and financial exploitation of older adults and people with physical and intellectual disabilities
- **The Domestic Violence Coordination Office** - a resource for intervention that leads policy and advocacy efforts in the county
- **Energy and housing assistance** – weatherization, utility bill payment assistance and emergency housing services
- **Emergency food and meal sites** for children, families and seniors
- **A mental health and addiction service system** that works to move individuals out of crisis and into stability
- **Developmental Disabilities** - monitoring the health and safety of people with intellectual disabilities and investigating cases of abuse or neglect
- **Public Guardianship/Conservatorship** – court-appointed protection of mentally incapacitated adults to promote health and safety

Adult Protective Services has preserved or recouped **\$842,000** for abuse victims over the last year. A financial exploitation team works to retrieve funds and stem crime by those who prey on vulnerable people.

Domestic Violence Coordination Office contracted with four emergency shelters to provide safe haven for **633** individuals including children. More than **2,400** people received information and assistance at the courthouse while completing restraining order requests.

SUN Community Schools and partners provided **172,045** meals in the summer of 2011 and leveraged over **\$480,000** in federal resources. Emergency food pantries served over **15,600** people: one-third of food distributed was fruit and vegetables.



Volunteers provided 1,060 hours of service at SUN emergency food pantries.

Engaging the Community

Sharing our goals, successes and challenges with the community is a fundamental principle of all DCHS programs. We have an active network of advisory groups, community supporters, advocates and family members who are engaged in our work. We believe it is essential to involve interested citizens to help us advance our goals and explore better ways to serve and protect the public. Engaging people with a wide variety of backgrounds, experiences and perspectives allows us to better understand the conditions and pathways that support our vision of an improved quality of life for our clients.

Our work benefits from support and advice from:

- Adult Foster Care Forum
- Adult Mental Health and Substance Abuse Advisory Council
- Aging and Disability Multi-Ethnic Action Committee
- Aging and Disability Resource Connection Community Advisory Committee
- Child and Adolescent Mental Health and Substance Abuse Advisory Council
- Commercially Sexually Exploited Children Steering Committee
- Commission on Children, Families and Community
- Coordinating Committee to End Homelessness
- Department of County Human Services Citizen Budget Advisory Board
- Developmental Disability Advisory Council
- Disability Services Advisory Committee
- Elders in Action
- Family Violence Coordinating Council
- Homeless Youth Oversight Committee
- Housing and Community Development Commission Advisory Group
- Oregon Developmental Disability Coalition
- Oregon Developmental Disability Council
- Group Home and Supported Living Provider Forum
- SUN Service System Coordinating Council

85% of Community Services contractors report satisfaction with contract services and problem-solving provided by DCHS. Respondents were pleased with the “speed of response” and “support to resolve problems”.

In a recent survey of Mental Health and Addiction Services clients, **92%** of adults and **94%** of youth clients reported satisfaction with staff cultural competency.

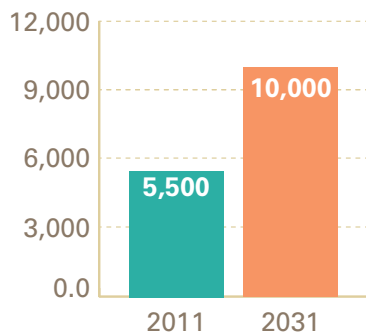
250 community members trained as Gatekeepers by Aging and Disability Services (ADS) made **500** calls to the ADS Helpline to report older adults in jeopardy. Adult Protective Services trained over **600** professionals and community members to recognize and respond to abuse.

Nearly 15,000 households received help with utility bills through Community Services' Energy Assistance program. Many were older adults, people with disabilities or families with small children.

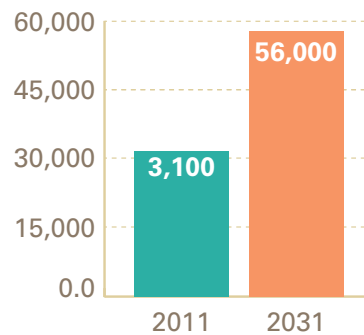


Planning for the future

Our accomplishments and challenges are the steps that guide us forward. DCHS analyzes what we do well and what improvements and efficiencies are needed. We work to anticipate the future needs of the community—five years, ten years, twenty years from now— and respond with changes to our course direction. Our success will depend on strategic thinking and anticipating the inevitable changes to our population, work force, funding sources and the financial health of our community. We are creating a road map of our organization's potential: learning from the past and applying sound reasoning to imagine the future.



The state of Oregon predicts that over the next 20 years, Medicaid caseloads for older adults in Multnomah County will almost double, from 5,500 to 10,000.



The state Department of Human Services also predicts that over the next 20 years the number of people needing long-term care services and supports will increase 45%, from about 31,000 to about 56,000.

SUN Community Schools are mapping their future needs and locations. **Plotting population trends, social service locations, transportation,** along with locations of existing infrastructure and other factors, will guide the investment in new SUN Community School sites.

People with developmental disabilities are living longer than ever before. Developmental Disabilities Services is **spotlighting the coming surge in the need for specialty medical and social services** for this aging population.

Aging and Disability Services (ADS) is addressing the "age wave" by developing an **innovative response to increase service capacity without increasing budgets.**

The Aging and Disability Resource Connection (ADRC) is a service that provides comprehensive information to assist individuals in making choices about long-term care, services and supports.



83% of Mental Health and Addiction Services Division clients lived at or below the federal poverty level (family of four earning \$22,050)

Finding solutions

The Department of County Human Services has demonstrated ingenuity in finding solutions to the challenges and problems that face our community. These are just a few examples of how collaboration, innovation and responsibly managing resources can create effective results.

CHALLENGE: Too many older adults move to high cost nursing facilities because they are unaware of the wide range of community-based affordable care options.

RESPONSE: Aging and Disability Services develops the Transition and Diversion Program: 11 caseworkers helping older adults and people with disabilities return to their communities.

IMPACT: **479** older adults and people with disabilities returned to community settings, over half to their own homes. **\$2.8** million Medicaid dollars saved.

CHALLENGE: Homeless people with disabilities often have difficulties accessing benefits such as SSI and Medicaid.

RESPONSE: Community Services created the Homeless Benefits Recovery Program to assist with navigating the benefit application process.

IMPACT: **79** homeless people with disabilities were approved for SSI, Medicaid and other benefits, saving **\$514,073** in unpaid mental health services. Client incomes rose **984%** per month. The application process took **5.8** months, significantly less than the **13.2** month normal time period.

CHALLENGE: Increasing hunger in families of school-age children

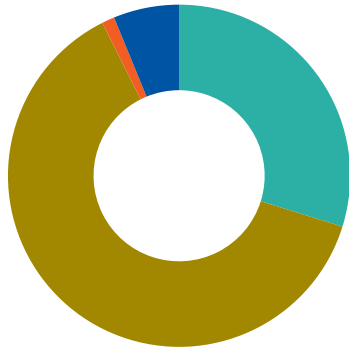
RESPONSE: SUN Community Schools partner with Oregon Food Bank to develop emergency food pantries at SUN Community Schools.

IMPACT: **Six** pantries were created, serving more than **120** families each week.

19,127 children ages 5-18 participated in programs at SUN Community Schools.

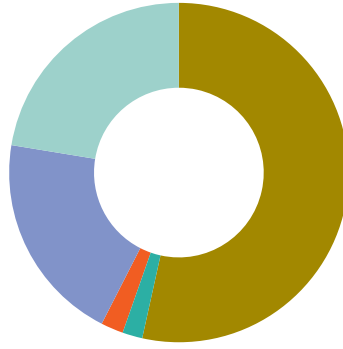


Department of County Human Services FY11 Adopted Budget



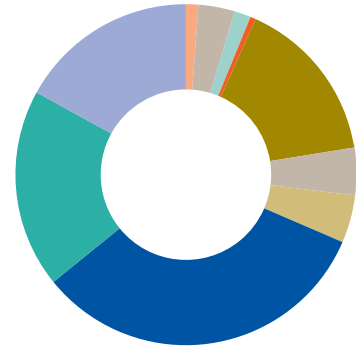
Expenditures

■ Personnel	\$63,463,513
■ Contracted.....	\$133,673,659
■ Direct Materials and Services.....	\$2,551,654
■ Internal Services	\$13,216,753
	\$212,905,579



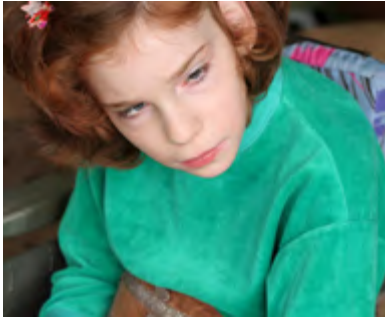
Revenues

■ State.....	\$113,839,439
■ Federal	\$4,054,188
■ Local/Other	\$4,551,362
■ Oregon Health Plan (Verity)	\$42,742,596
■ County General Fund.....	\$47,717,994
	\$212,905,579



County General Fund

■ Director's Office	\$561,834
■ Business Services	\$1,640,677
■ Contracts	\$749,429
■ Human Resources	\$246,467
■ Aging & Disability Services.....	\$7,514,515
■ Developmental Disabilities Services..	\$2,146,589
■ Domestic Violence Coordination Office..	\$2,158,374
■ Mental Health and Addiction Services...	\$15,601,328
■ Community Services..	\$8,992,103
■ SUN Service System ..	\$8,106,678
	\$47,717,994



**Developmental Disabilities
monitored 4,267 consumers
through support service brokerages
and direct case management.**

Contact information

Department of County Human Services

503-988-3691

<http://web.multco.us/county-human-services>

We work to provide hope and a better quality of life for our community's most vulnerable people. Our vision is safe, healthy, caring and diverse communities where hope, independence, learning and opportunity prevail for all. The Department of County Human Services provides services for families in poverty, homeless youth and families, survivors of domestic violence, older adults, adults with disabilities, veterans, people recovering from mental illness and addiction, people with developmental disabilities and school-based services for children and families.

Aging and Disability Services Division

Aging and Disability Services 24-hour Helpline 503-988-3646, TTY: 503-988-3683

<http://web.multco.us/ads>

Aging and Disability Services Division (ADS), the county's Area Agency on Aging and Disability, serves the county's 210,000 older adults, people with disabilities and veterans by linking them to a wide range of quality services. Our goal is to reach these community members and their families as early as possible to help them plan for their changing needs and maintain the best health and independence possible. ADS' person-centered system of care provides:

- Information and assistance to individuals needing public and private benefits, professionals seeking assistance for their clients, and to those planning for their future long-term care needs.
- Options counseling and care coordination
- Eligibility determination and access to benefits, such as Oregon Health Plan and Supplemental Nutrition Assistance Program (food stamps)
- Protective services including Public Guardianship and Gatekeeper services

Aging and Disability Services' five culturally-specific meal sites provided more than 8,000 nutritious meals to these ethnic and cultural communities: Hispanic/Latino, African-American, Asian, Native American, and African and Slavic refugees.



Contact information

Community Services Division

503-988-6295

<http://web.multco.us/dchs-community-services>

The Community Services Division aligns services to create systems of support that impact poverty and increase academic success. This is achieved through a mix of contracted services provided by non-profit social service organizations, direct services provided by county staff and involvement with community initiatives. The division is the Community Action Agency for Multnomah County. Services are organized into three areas: energy, homelessness and housing, and anti-poverty/prosperity.

Developmental Disabilities Services Division

503-988-3658, TTY 503-988-3598

<http://web.multco.us/dd>

The Developmental Disabilities Services Division plans strategies and generates resources that facilitate accessibility, inclusion and choices for individuals with developmental disabilities and their families. The program uses a combination of direct service (intake and assessment, service coordination, protective services), and contracted service (residential and vocational services) to:

- Determine eligibility for publicly-funded services
- Develop and maintain services for children and adults with developmental disabilities
- Provide protective services in cases of alleged abuse of individuals age 18 and over
- Provide information and access to available resources for people with developmental disabilities



Ten percent of Developmental Disabilities' clients speak a language other than English, representing 35 languages.

Contact information

Domestic Violence Coordination Office

503-988-4112

<http://web.multco.us/dv>

The Domestic Violence Coordination Office promotes a community commitment for prevention and intervention in domestic violence through education, coordination, resource development, efficient utilization of resources, advocacy, and partnership with all parts of the community. The Office funds and provides contractual oversight of emergency shelters, transitional housing programs and domestic violence services for targeted populations including: African American, African, Native American, Hispanic, sexual minorities, Russian-speaking, and Asian immigrant and refugees. Co-located services and community collaborations include the Domestic Violence Enhanced Response Team (DVERT), legal and courthouse services, Safe Start, employment and economic programming.

Mental Health and Addiction Services Division

Mental Health Call Center 503-988-4888

<http://web.multco.us/mhas>

The mission of the Mental Health and Addiction Services Division is to build and maintain high quality, accessible and culturally competent systems of care for children, youth and adults with a mental illness or addiction. The division endorses a recovery philosophy that builds on the strengths of the individual and his or her natural supports in the community through:

- Mental health services to adults, children and families through an extensive system of care that includes outpatient, inpatient, residential treatment and transitional housing
- Alcohol, drug, and gambling addiction prevention and treatment services to adults and youth
- Early Assessment and Support Alliance (EASA), an early intervention program for young people from age 15 to 25 experiencing the first symptoms of psychosis

Weatherization services were performed on 918 units, decreasing utility costs for vulnerable people and providing income to dozens of local contractors – including many Minority, Women and Emerging Small Business (MWESB) contractors.



Contact information

SUN (Schools Uniting Neighborhoods) Service System Division

503-988-6295

<http://web.multco.us/sun>

The SUN Service System promotes educational success and family self-sufficiency through an integrated network of social and support services for youth, families and community members. This nationally-recognized system of care works to ensure families are healthy so they can champion and support their children. The SUN Service System Division contracts for social services through the SUN Service System; oversees program delivery and service coordination for the county's Latino community through the Bienestar de la Familia (Well-being of the Family) social service program at the Baltazar Community Center; and manages data collection, reporting and evaluation activities. The array of services made available through the Division includes: academic support and skill development for youth; early childhood programs; parent/ family involvement and education; anti-poverty/prosperity services; and access to health, mental health and addiction services.



**MULTNOMAH
COUNTY**