



2012
ANNUAL REPORT

Multnomah County Department of County Human Services

Dear Members of the Multnomah County Community,

In the past months of my service as director of the Department of County Human Services (DCHS), I have witnessed the challenges faced by our department staff as we struggle to serve the increasing number of people seeking our assistance. Despite the growing need and complexity of problems faced by some in our community, we have many accomplishments to share in this Fiscal Year 2012 Annual Report.

We are embarking on a planning process to guide our work for the next five years—the Roadmap to Excellence. Our aspirations are high: to explore greater fiscal sustainability through efficient business practices; to learn how to be a more meaningful and collaborative presence with our partners in the community; and to tap and share the wisdom of experts, both internal and external, on best practices in service delivery.

This annual report is a snapshot of our work. In these pages you will see statistics and performance measures, but equally important are the stories behind the numbers—the people we serve.

Some of our work is highly visible, such as the shift to Coordinated Care Organizations for people covered by the Oregon Health Plan. We are in the midst of re-engineering our client service delivery systems and updating our information technology infrastructure. The goal is to provide integrated behavioral and physical health care, and ultimately improve the health of our community.

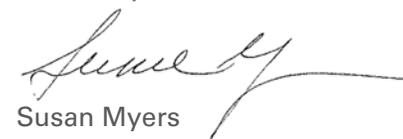
Some of our accomplishments are less evident, as we work behind the scenes to provide the most basic of human needs, food and shelter, and to protect the well being of vulnerable children, older adults, people with disabilities, and victims of domestic abuse. These are often people who have no one to protect them or speak on their behalf.

DCHS staff continues our efforts to empower clients toward self-sufficiency and independence. Our commitment is to support the inner strength of individuals and families so that they can experience hope, stability, and a sense of possibility.

Thank you to staff, community partners, elected officials, and advocates for supporting our efforts. We cannot do this work alone.

I invite you to review our past year and learn more about the department's work in our fiscal year 2012 Annual Report.

Sincerely,



Susan Myers
Director

Department of County Human Services



80%
OF NURSING-HOME-ELIGIBLE
INDIVIDUALS
ARE LIVING AT HOME
WITH SUPPORTIVE
SERVICES

38 LANGUAGES
SPOKEN BY CLIENTS WITH DEVELOPMENTAL
DISABILITIES

3,332 CALLS
FOR SHELTER FROM FAMILIES WITH CHILDREN

669
VICTIMS OF
DOMESTIC VIOLENCE
RECEIVED EMERGENCY SHELTER

2.7%
OF COUNTY
ADULTS
HAVE A
GAMBLING
PROBLEM

63,530
MENTAL HEALTH
AND CRISIS
CALLS

55,000
CALLS TO AGING AND
DISABILITY SERVICES
HELP LINE

172,450
SUMMER MEALS
SERVED
THROUGH
SUN

375,000
MEALS
DELIVERED TO
HOME-BOUND
ELDERS

MULTNOMAH COUNTY
DEPARTMENT OF COUNTY HUMAN SERVICES
2012 ANNUAL REPORT

Department of County Human Services Administration

The Department of County Human Services is the primary funder and provider of social services in Multnomah County for families in poverty, homeless families, homeless youth, survivors of domestic violence, low-income older adults, people recovering from mental illness and addictions, and people with disabilities. Seven divisions are responsible for coordinating and delivering services for the county's most vulnerable residents.

The department's Administration provides leadership, vision and policy direction to the service divisions through the Director's Office, Human Resources, Business Services and the Contracts Unit.

The Director's Office serves as the local Mental Health Authority, and leads departmentwide initiatives and functions such as emergency management, health system transformation, policy and HIPAA compliance, program evaluation, and performance measurement.

Human Resources supports the department's employees, addressing recruitment, hiring and job retention; labor relations; and workforce planning. Business Services provides administrative, financial and business functions, including budget development and oversight; grants management; accounting; and coordination of DCHS facilities. The Contracts Unit coordinates procurement and oversees the department's contracts with community organizations.

Department of County
Human Services Administration

503-988-3691

multco.us/dchs

\$130 million in contracted services with more than **400** community organizations

95 external job recruitments and **3,393** applications received in fiscal year 2012

26 volunteers and interns contributed **10,970** hours

Support for professional development and business needs for over **700** departmental employees



“I know it’s your job to look out for the elderly, but I sensed through our conversations that this was more than just a job for you. You went out of your way, and I believe well beyond your job, to assure that our uncle remained safe.”

Aging and Disability Services Division

Aging and Disability Services Division (ADS), the county’s Area Agency on Aging and Disability, serves Multnomah County’s 217,000 older adults, people with disabilities, and veterans by linking them with services that provide choice, independence, and safety. Our goal is to reach community members and their families early to help them meet their changing needs.

Professionals provide information and assistance to older adults, people with disabilities, and caregivers through our 24-hour Helpline (503-988-3646). When consumers or families face long-term care decisions for loved ones, ADS provides options counseling, ensuring the best fit between an individual’s needs and available services and supports. Aging and Disability Services is responsible for inspection and licensing of living facilities to make sure loved ones in adult care homes are well served.

Our workers keep community members safe by training volunteers to spot abuse, staffing an abuse call center (503-988-3646; TTY 503-988-3689), investigating complaints and working with authorities to intervene when older adults and people with disabilities are in danger. ADS Public Guardians are deputized by the court to protect the county’s citizens with the highest needs.

Eighty percent of Medicaid long-term care recipients who are eligible for nursing facility placement are living in the community. In 2012, **549** adults were diverted from costly nursing home placement.

Adult Protective Services screened **7,967** cases for possible abuse. **3,007** of screened cases were closely investigated and **547** cases of abuse were substantiated. Reabuse rates are less than **3%**, which is **40%** lower than the state average.

3,690 veterans were served, with **590** claims filed. Over **\$2 million** in benefits was recovered.

More than **600,000** meals were served through our senior meal sites, including **25,000** served through four culturally-specific ethnic meal sites. Nearly **400,000** meals were delivered to home-bound older adults.

ADS Helpline professionals received more than **55,000** calls, connecting consumers to information, assistance, and referrals.



Community Services Division

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 offers weatherization services and energy assistance for low-income families; emergency and transitional housing; shelter and rapid rehousing for homeless families; support for homeless and runaway youth; and anti-poverty services designed to assist low-income households achieve prosperity.

As the Community Action Agency for Multnomah County, Community Services develops partnerships and works with community and government organizations to provide direct support to people living in poverty and remove barriers to success and economic security.

1,152 household units weatherized: nearly one-half are residences for seniors and people with disabilities.

Energy assistance provided to **17,060** households.

450 homeless youth served: **51** moved to permanent housing, **307** entered employment programs, **90** secured jobs.

Homeless Benefits Recovery program helped **116** people access benefits in an average of **three** months. The state wait time for benefits is **18.5** months. Homeless Benefits Recovery resulted in an average income of **\$683** per month, up from **\$63** at intake.

No turn away policy for the **268** homeless families who sought shelter during the winter months of 2012.

144 families were placed in permanent housing, including **209** adults and **252** children. **80%** were still stably housed **six** months later.

Members of the faith community gave **27,265** volunteer hours to the Family Shelter to Housing Partnership, valued at **\$436,232**.

“Goose Hollow Family Shelter provided the stability that we wouldn’t otherwise have had on our own. Goose Hollow is just an extension of our family. It’s our village.”



“Developmental Disabilities Services has impacted our life. Without the support and personal care programs, my daughter might have to go into foster care placement. Developmental Disabilities has been there for me and my daughter.”

Developmental Disabilities Services Division

The Developmental Disabilities Service Division (DDSD) provides case management services linking consumers and families to available resources in the community and to Medicaid-funded residential, employment, and brokerage services. The goal is to assure that every person is safe, healthy, and integrated into the community. This is done with person-centered planning to assure that each person’s choices are respected and honored. DDSD serves people with intellectual and developmental disabilities diagnosed prior to the age of twenty-two. Services may span the entire lifetime and include:

- The Children and Young Adults Program works to provide supports that help keep vulnerable children and young adults at home with their families.
- DDSD Services for Adults focus on promoting independence, productivity, and integration into communities of choice for adult consumers.
- The Turning 21 program aids in the transition from school-based to adult employment services, including skills training, sheltered workshops or day activities, and social supports.
- Protective Services investigates reports of client abuse and neglect.

Developmental Disabilities
Services Division

503-988-3658
Fax 503-988-3648

multco.us/dd

4,400 people with intellectual and developmental disabilities, including **1,200** children, were served.

More than **5,000** resource referrals were made to families of children and young adults with disabilities. One-third of the children experiencing crisis avoided out-of-home placement as a result of services provided.

970 adults are enrolled in residential services, more than **850** adults participate in employment services, and **1,750** adults are enrolled in Support Service Brokerage programs.

Through DDSD, Multnomah County receives **\$125** million annually in state and federal funds for community-based residential and support services.

The Protective Services Investigation Unit screened over **2,300** reports of possible abuse or neglect, reported more than **2200** Serious Event Reports to state officials, and opened more than **200** investigations.

In 2012, **26%** of clients represented communities of color, an increase from **22%** in 2008.



“Finally, someone reached out and not only protected me, but gave me the time and the tools to heal and take care of myself and my family. My strength and confidence have grown and I know that I deserve to be safe.”

Domestic Violence Coordination Office

The Domestic Violence Coordination Office promotes prevention and intervention in domestic violence through education, resource development, advocacy, and partnership with all parts of the community. The office funds and oversees domestic violence services which include emergency shelter, transitional housing, and culturally-specific programs and services.

Other community collaborations include the Domestic Violence Enhanced Response Team (DVERT) and the Defending Childhood Initiative, a federally-funded training and education effort to improve communities’ response and prevent exposure to violence and trauma.

The Defending Childhood Initiative (DCI) brings technical assistance, planning, expertise, and information to community groups about how trauma and exposure to violence can impact health, academic, social, emotional, and behavioral outcomes. DCI is implementing extensive, free workforce development opportunities to help providers understand the issues of child violence exposure, to identify risk and protective factors as well as signs and symptoms, and to feel confident responding appropriately.

Emergency shelter was provided to **669** adults and children through contracted providers.

Motel vouchers were issued to **759** individuals, including **323** families with children.

The DVERT program responded on scene to high risk domestic violence situations, providing immediate services and access to safety. **110** individuals were served in fiscal year 2012.

One of eight organizations nationally to receive a grant from the Department of Justice for the Defending Childhood Initiative.

53 trainings were conducted reaching **2,221** parents and service providers.



“The person I spoke to (in the Call Center) was very helpful in helping me find resources that were fairly convenient, in my price range (which is super low), and helped me address my immediate need for psychiatric medication and ongoing need for counseling services.”

Mental Health and Addiction Services Division

The mission of Multnomah County Mental Health and Addiction Services Division (MHASD) is to build and maintain high quality, accessible, and culturally competent systems of care for children, youth, and adults with a mental illness, emotional or addictive disorder.

MHASD is the Local Mental Health Authority, a member of the coordinated care organization Health Share of Oregon, and a provider of clinical services. The array of programs includes:

- The mental health system of care for children, adults, and families encompasses outpatient, school-based, and intensive community-based services; psychiatric residential treatment; inpatient services; transitional housing and residential services.
- Our addiction system of care includes prevention, outpatient and residential treatment, and recovery supports designed to help people achieve and maintain recovery.
- Early Assessment and Support Alliance (EASA), is an early intervention program for young people ages 15-25 experiencing the first symptoms of psychosis.
- Alternatives to hospitalization or jail include the Crisis Assessment and Treatment Center (CATC), Urgent Walk-in Clinic and crisis respite.
- In partnership with Portland Police Bureau to improve response for people at risk for mental health crisis, the Mental Health Call Center answers calls transferred from 9-1-1 to avert police dispatches when mental health crisis response is appropriate.

Mental Health Call Center
503-988-4888
multco.us/mhas

63,530 calls to Mental Health Call Center.

79% reduction in hospitalizations for young people experiencing psychosis through the EASA program. **26%** of clients have jobs after a year in the program.

Urgent Walk-in Clinic saw **3,349** individuals for crisis intervention.

97% did not need to be referred to a hospital emergency department.

RESPONSE, a school-based youth suicide prevention training, reached **5,891** students in **11** Multnomah County schools.

75% of families engaged in addiction recovery housing services moved to permanent housing.

Crisis Assessment and Treatment Center served approximately **700** people.

Addiction prevention programs reached **5,003** children and youth across the county.



“Realizing just what SUN has provided my students, makes me want to take what little dollars I have and spend them in the place where I am going to get the most for my kids.” *Karen Fisher Gray, Superintendent, Parkrose School District*

SUN Service System Division

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 in 67 schools across six Multnomah County school districts. This nationally-recognized system of care works to ensure families are healthy so they can champion and support their children.

The array of services made available through the division’s contracted service providers include: 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. The SUN Service System Division oversees programming for the county’s Latino community through the Bienestar de la Familia (Well-being of the Family) social service program at the Baltazar Ortiz Community Center.

172,405 meals were served through the summer lunch program at **57** SUN Community Schools across Multnomah County.

More than **5,300** households received emergency food through **6** emergency food pantries.

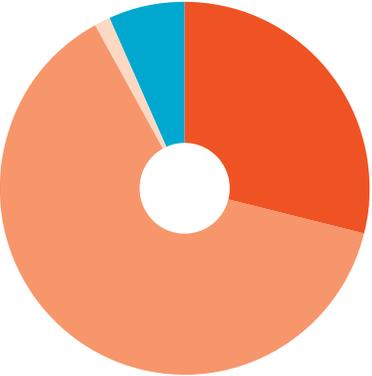
The Early Kindergarten Transition Program provided **2,800** books to participating children entering kindergarten.

Students participating in SUN Community Schools activities attended an average of **95%** of required school days, well above the **92%** state benchmark.

High school students who participated in SUN earned an average of **7.83** credits. To be considered on track, students must earn an average of **6** credits per year.

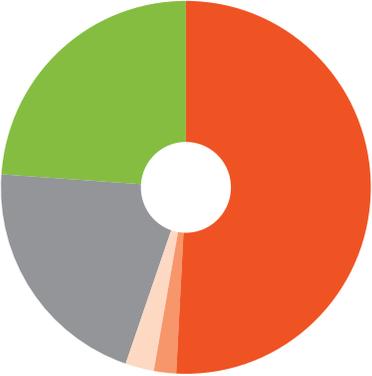
Bienestar staff engaged **125** Latino youth and their families in **20** forums to improve school attendance and academic achievement at Madison High School.

Department of County Human Services FY 12 Adopted Budget



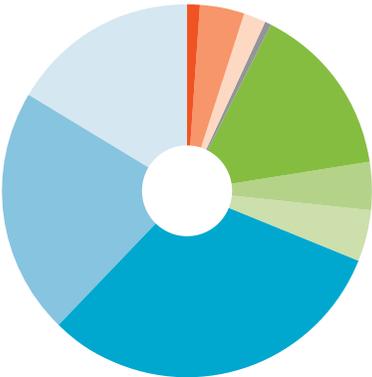
Expenditures

■ Personnel.....	\$ 62,714,276
■ Contracted	\$ 135,299,820
■ Direct Materials and Services.....	\$ 2,755,780
■ Internal Services	\$ 14,285,772
TOTAL.....	\$ 215,055,648



Revenues

■ State	\$ 109,668,953
■ Federal	\$ 4,341,047
■ Local/Other	\$ 5,280,571
■ Oregon Health Plan (Verity)	\$ 44,401,214
■ County General Fund	\$ 51,363,863
TOTAL.....	\$ 215,055,648



County General Fund

■ Director's Office	\$ 628,925
■ Business Services.....	\$ 2,055,731
■ Contracts.....	\$ 907,826
■ Human Resources	\$ 386,034
■ Aging and Disability Services	\$ 7,636,274
■ Developmental Disabilities Services	\$ 2,117,962
■ Domestic Violence Coordination Office	\$ 2,252,908
■ Mental Health and Addiction Services	\$ 16,108,998
■ Community Services.....	\$ 10,887,439
■ SUN Service System	\$ 8,381,766
TOTAL.....	\$ 51,363,863



DEPARTMENT OF COUNTY
HUMAN SERVICES
MULTNOMAH COUNTY OREGON

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