

MISSION

To help Oregonians in their own communities achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity.

VISION Safety, health and independence for all Oregonians

VALUES Integrity, Stewardship, Responsibility, Respect, Professionalism, Innovation, **Service Equity**

People are safe and living as independently as possible

Equal access, service excellence, and equity for all

OPERATING PROCESSES

Strong Business partnerships

Strong Community relationships

Effective, efficient, transparent, accountable, operations

Highly qualified, effective, valued workforce

SUPPORTING PROCESSES

Enterprise Leadership

CORE PROCESSES

SUB

PROCESSES

FOUNDATIONS

1. Developing program scope and implementation strategies Defining metrics and measuring 2. success

Prioritizing work and resources Engaging legislatively at the

Program Design

and

Implementation

OP1

- state and federal levels Meaningfully partnering with clients, service delivery staff and partners, business and program support services, and
- Managing partner/contractor performance, including accountability for culturally specific practices and services
- Accountable for implementation of best-practices and use of data (both quantitative and qualitative) to drive decisions
- Communicating internally and externally, both proactively and in reaction to specific circumstances
- Continuously improving processes to maximize staff, IT, and program resources
- 10. Focusing across programs on client needs and enterprise outcomes

Direct Service OP2

- Managing customer relations
- Developing and engaging partners (Tribal, Equity, Community, Contract / Service)
- Ensuring equitable access and inclusivity
- Assessing safety and intervening as appropriate
- Service delivery
- Determining eligibility for programs
- Providing case management services to clients
- Coordinating with service delivery partners to maximize outcomes for clients and meet client needs Partnering with program design and business/program supports to
- maximize resources and improve client outcomes Continuously improving processes to maximize staff, IT, and program
- **Ensuring business integrity**
- 7. Meeting program requirements

Protection and Intervention OP3

- 1. Identifying at risk groups /
- 2. Conducting Assessments
- 3. Responding to eligible clients/residents
- 4. Analyzing data

individuals

- 5. Developing and designing program
- 6. Coordinating with licensing / QA
- 7. Engaging stakeholders 8. Developing prevention
- strategies 9. Engaging Tribes
- 10.Providing equity in service delivery
- 11.Providing culturally specific interventions

Provider Program Support Regulation SP1 OP4

- Coordinating state and federal legislative activities
 - Improving external and internal communications
 - Resolving client concerns with program actions
 - Identifying systemic problems
- Supporting service equity
- Coordinating strengthening of community relationships
- 7. Coordinating Improvements in tribal relations
- Improving program data and Documenting and reporting
- program outcomes 10. Improving IT systems

a. Efficiency savings

Angela Long

- 11. Supporting continuous process improvement
- 12. Advancing accountability for results

Business Support SP2

- Managing finances
- Managing places Managing positions
- Managing information
- **Ensuring business continuity**
- Reporting results
- Managing procurement
- Managing documents
- Collecting revenue

Workforce Development SP3

- Diversifying Workforce
- Recruiting, Retaining, and Succession Planning
- Managing employee performance
- Coaching, training, and developing staff
- Developing leadership capacity
- Ensuring a safe work environment
- Involving stakeholders

a. Cultural Competency

Performance feedback model -

(1) position descriptions

Lisa Harnisch

(2) development plans

- Monitoring employee satisfaction
- Developing professional partners

Program Integrity SP4

- Identifying and establishing compliance requirements and performance standards
- Proactively assuring quality
- Implementing internal and external quality control mechanisms
- Instituting internal controls
- **Ensuring data integrity**
- Providing technical assistance
- Assuring culturally appropriate and equitable
- Reporting Compliance
- a (1) Audits/ reviews related to program integrity
- (2) Corrective actions implemented
- (3) Audits with no findings
- (4)Percent of repeat compliance audit findings
- b Internal business reviews (business & contractor services
- c Service Accuracy eligibility determination
- d(1) Employee Fraud
- (2) Client Fraud and Intentional Program Violations (IPV)
- (3) Client Overpayments
- (4) Medicaid Provider Fraud

Chuck Hibner

PROCESS MEASURES

PROCESS OWNER

MEASURE OWNER

a. Sub-process scoring

- b. Outcome measure scoring

Trina Lee

Sandy Dugan

- a. Equity awareness
- b. (1) Field workforce strategy workload
- c. Eligibility timeliness

Corissa Neufeldt

- (2) Field workforce to forecast

Service Equity

01

Carol Lamon

a. Access

b. Outcomes

Timeliness of investigation

Innovative

Services

02

Stephaine Taylor

a. Innovations

Stacey Ayers Marie Cervantes

investigations

Inconclusive disposition of

Timeliness of investigation

Employee

Engagement

O3

satisfaction

Carolyn Ross

a. Employee

Donna Keddy

a. Client

Customer

Satisfaction

04

Satisfaction

Gene Evans

b. Monitoring

a. Provider quality improvement

1. Program expectation / writing,

3. Providing technical assistance

6. Collecting and interpreting data

7. Monitoring / Reviewing program

2. Certifying/licensing

5. Communicating with

8. Ensuring compliance /

Corrective action

stakeholders

4. Training

developing, and reviewing rules

Wes Charley

Fiscally

Responsible

O5

a. On Target Spend

Eric Moore

Balanced

Budget

Safety

06

Lois Day

- Re-abuse Rate a.
- Abuse Rate
- - a.
 - Workforce Diversity

Business operations

Business operational

customer satisfaction

performance measures

performance measures

Jeremy Emerson

Wes Charley

Leadership accountability to

Workforce

Diversity

07

Gloria Anderson

External Customer

Satisfaction

Mike McCormick

Community /

Business

Partnerships

08

Contract Results

People Living as Independently as Possible 09

- a. In Home Service Successful **Employment**
- Progress to Less Restrictive Services
- d. Earning Sufficient Wages Trisha Baxter

Jerry Waybrant Version: November 8, 2012

