

**Accomplishments: Aging and People with Disabilities**

- Implemented most aspects of the new Community First Choice Option (K Plan) Medicaid option, a new program design that will provide more consumer choice and generate approximately \$100 million in additional federal revenue each biennium.
- Expanded Oregon Project Independence to serve significantly more seniors and launched a pilot to serve people with disabilities.
- Partnered with the Oregon Health Authority to increase coordination and quality between Coordinated Care Organizations and the long term care system.
- Partnered with Addictions and Mental Health Program on capacity development and joint care planning for seniors with significant mental illness, including individuals residing at the Oregon State Hospital.
- As a percentage of caseload, those in nursing facilities decreased from 16.1% to 13.6% (Dec 2012 to Nov 2014); as a percentage of caseload, those receiving in-home services increased from 38.4% to 49.6% (Dec 2012 to Nov 2014).
- Led a stakeholder-driven process to develop recommendations to modernize and improve Oregon's long term care system as required under SB21.
- Implemented the Innovations Fund through a consumer-driven committee that ultimately awarded funding for ten pilot projects designed to increase quality and/or lower costs in the long term services and supports system.
- Expanded the Home Care Commission Registry to serve individuals with intellectual and developmental disabilities.
- Expanded the Aging and Disability Resource Connection (ADRC), a service to connect seniors and people with disabilities to local information and services, to near-statewide reach. Redesigned and launched a consumer- friendly website with valuable information on Oregon's long term services and supports options.
- Awarded disability determinations to over 53,000 Oregonians, while maintaining an initial claim accuracy rate of 96.5%.
- Implemented a new Behavior Support Services (BSS) program on a statewide basis. Over 900 consumers and their care providers have benefited from this program, helping to maintain stable community placements.

**Accomplishments: Office of Adult Abuse Prevention and Investigations**

- Chaired a highly successful National Adult Protective Services Association conference, held for the first time ever in the State of Oregon. The conference, titled Stronger Together, created many partnerships to better serve vulnerable adults. Oregon also

hosted the Financial Exploitation Summit the day after the NAPSA conference. Senator Ron Wyden was a keynote speaker.

- The second financial exploitation study was published and released, providing further information and data about understanding financial exploitation, which continues to be the most frequently investigated form of abuse in Oregon. OAAPI published its second report combining all the abuse data for the populations we serve—into one presentation, providing a comprehensive view of the safety of all vulnerable Oregonians.
- OAAPI hired subject matter experts to provide support to the field in the areas of financial exploitation and intimate partner violence, family violence and sexual assault. In addition, a safety coordinator was hired as an investment in protecting the people in the field doing the work.
- OAAPI houses Oregon's new abuse reporting hotline for children and adults, (855) 503-SAFE [855-503-7233]. It provides callers from anywhere in the state the ability to report suspected child abuse, elder abuse, abuse of people with physical or developmental disabilities, and abuse of people with mental illness or those experiencing a mental health crisis.
- With support from the Legislature, OAAPI is leading a critical project to research the needs around the state for a uniform statewide abuse database and report-writing system. This will enable us to better share data, track data and share screenings and reports and better protect vulnerable adults.

### **Accomplishments: Intellectual/Developmental Disability Services**

- Continued implementation of the Community First Choice Option (“K” Plan) for the Intellectual/Developmental Disabilities (I/DD) population is on track. Needs assessments completed for all clients receiving in-home services before July 1, 2014.
- Implemented new employment services which help to support individuals with I/DD in integrated employment settings as of September 1, 2014.
- Continued implementing Plan of Care project which is within the Office of Developmental Disability Services (ODDS) current IT application (eXPRS). Completion of enhancements to the system will allow ODDS to better track the types and amounts of services enrolled individuals are receiving, as well as allowing for centralizing the payment of Personal Support Workers as required in the Collective Bargaining Agreement with SEIU.
- Led a stakeholder group to recommend a functional needs assessment to be used across all service settings. ODDS will be working to implement the Adult Needs Assessment (ANA) and the Children’s version the CNA as the single assessment tool.
- Implemented a centralized state payment system through TNT fiscal intermediary for all Personal Support Workers.

- Established a Quality Assurance (QA) team that is providing training/technical assistance agencies. Created a web based QA tool that will provide quick feedback and tracking for improvements
- Refined the organizational structure of Stabilization and Crisis Unit (SACU) operations.
- Expanded residential resources for Children to additional 4 homes (for 16 children), expanding availability of these resources to southern and central Oregon communities.
- Implemented model of providing Community First Choice In-home supports to children residing in Child Welfare funded foster care; expanded access to in-home supports to over 800 new children and their families through the Community First Choice Program.
- Improved children's access to services without having to be in "crisis".
- Expanded to include 8 Family Networks. Family Networks are now available to 95% of Oregon's population and the Oregon Consortium Family Networks is now connected to more than 7,000 families and community partners.

### **Accomplishments: Employment First**

Met or exceeded initial benchmarks and milestones of Executive Order 13-04:

- Exceeded EO Employment Service expectations for individuals with intellectual and developmental disabilities (I/DD) for fiscal year 2013.
- Formed Stakeholder Policy Group.
- Implemented Integrated Employment Plan.
- Generated semi-annual Executive Order Employment Data Report. In addition, generating regular data reports for Stakeholder Policy Group to help identify gaps in services.
- Increased collaboration and cooperation among key agencies through the MOU between Oregon Department of Education, Oregon Developmental Disabilities Services, Vocational Rehabilitation and Oregon Council on Developmental Disabilities.
- Signed data sharing agreements with Department of Education and Employment Department.
- Started 4 local high school transition pilot projects (Clackamas, Multnomah Washington, Umatilla Counties) to identify best practices for providing services.
- Started statewide dialogue with stakeholders through forums and meetings about changes and expectations related to employment services.
- Started Statewide Quality Assurance Plan
- Continue to provide support and training to help service providers transform businesses to more integrated settings.
- Delivered trainings statewide for ODE, ODDS and VR to begin building capacity for job developers and training teachers and field staff.
- Ready a statewide Employment Awareness Campaign which will include branding and messages for a variety of audiences.

## **Accomplishments: Child Welfare Program**

- Continued the staged implementation of Differential Response - implementation began in May 2014 in Lane, Klamath and Lake Counties. Our next DR districts, representing Lincoln, Benton, Linn and Washington Counties, are preparing for implementation in April 2015.
- Strengthening, Preserving and Reunifying Families - The Department has executed contracts with county partners in all 36 counties implementing services required by the Strengthening, Preserving and Reunifying Families statute (ORS 418.580).
- Number of children and youth in foster care decreased by 8.4% during FFY 2014.
- Secured approval of the Title IV-E Waiver. As we reduce the number of children in foster care, we can keep the federal dollars that would be allocated to foster care and reinvest these dollars into services and other reduction efforts.
- The positions authorized by the Legislature are hired and in the process of being trained. When fully in place, the staffing level for Child Welfare will reach 86 percent.
- Worked to stand up Oregon's new single statewide number (855-503-SAFE) that provides an additional option for reporting suspected abuse of children and vulnerable adults. This number was established to simplify reporting for Oregonians who are not familiar with the abuse reporting process.
- Last spring, in compliance with Senate Bill 123 and in collaboration with foster youth we created the Oregon Foster Children's Bill of Rights and hired the first ever Foster Youth Ombudsman. We continue to work to ensure that every child and youth in foster care understands those rights. The bill also establishes a special hotline number for foster children to raise issues, file complaints and assert grievances regarding their care, safety or well-being.
- We expanded the contracts and supports to homeless and runaway youth continued across the state and began a collaboration with Washington and California to create connections along the three states which will assist us in our implementation of the expanded CSEC program required by new federal legislation.
- Further reduced the use of psychotropic drug prescription for foster children.
- Co-located domestic violence advocates in every DHS District across the state.
- Continued our collaboration with Department of Education to meet the educational needs of children in foster care. In 2014, from a selection of cases reviewed, 89% of foster youth are on target educationally to graduate by age 19. Of the children under the age of 5, 97% have had involvement with an early learning program (Head Start, Early Intervention, etc.)
- We are preparing for the upcoming federal Child and Family Service Review visit, set for 2016

## **Accomplishments: Self-Sufficiency Program**

- Working to redesign the TANF program to provide quality case management services to families, ultimately helping families stay together and obtain employment so they can move out of poverty.
- Oregon is projected to meet its TANF participation rate for the first time in FFY 2014. Our federal requirements call for an annual average of 50 percent of work-eligible adults in TANF to participate in work preparation activities. Our state participation reports are reliable indicators of our federal status and show us meeting the mark to avoid penalties for 2008 and 2009. Focus is on maintaining the momentum and continuing to grow the participation rate to avoid other penalties.
- More than 11,000 employment placements through TANF during the first year of the 2013-15 biennium.
- Completed statewide implementation of the Oregon Trail Card Replacement Line, bringing a 19 percent decrease in the number of replacement cards issued.
- Supported the Oregon Health Authority in Affordable Care Act implementation by assisting and supporting clients applying for medical coverage in the Oregon Health Plan and those who qualified for fast-track enrollment.
- Delivered a new training series for TANF workers and supervisors on enhanced case management to improve case planning capabilities, strengthen client engagement and emphasize strengths-based practices that increase client abilities to identify, prioritize and solve their own problems.
- In a cost-neutral approach, the Department repurposed a portion of Human Service Specialist 3 positions into case management positions. By the last half of the 2013-15 biennium, case management positions had shifted from 35 percent of need to 59 percent of need. This staffing shift enabled increased case management capability which supported the increases in participation and job placements.
- Oregon received a performance bonus from the U.S. Department of Agriculture for having one of the best SNAP access rates in the country in 2013. This means most of the people who are eligible for food benefits in Oregon are participating in SNAP. In fact, Oregon has ranked in the top five states in this category for several years. This also is the seventh year in a row that Oregon has earned a performance bonus.
- Oregon is one of eight states that will share \$5 million in federal grant funds to identify, track and prevent misuse of food benefits and Oregon Trail Cards by SNAP participants. Oregon received just over \$300,000 in grant funds to improve fraud prevention, identification and investigation efforts. Our Fraud Investigations Unit will use this funding to combine analytics and the use of Geographic Information Systems (GIS) to better target fraud. We all want only those who are truly eligible and need benefits to receive them, and this will give us additional tools to make that happen.
- Oregon received a second federal grant worth \$646,000 to increase the effectiveness of employment and training activities to equip work-ready adults in SNAP households with the skills they need to find and retain good jobs. We were one of seven states to receive this grant. Through this grant, we'll be expanding employment and training

services in specific geographic regions with a focus on services to veterans and Native Americans. Lane, Jackson, Josephine, Klamath and Lake Counties will be participating.

- SNAP Online Call Center launched to help people applying for food benefits online; online SNAP applications have increased.
- Launched Electronic Document Management System to move to paperless SSP offices.
- Continuing to work on the Employment Related Day Care (ERDC) budget note, which envisions expanding the ERDC program to allow working parents the opportunity to attend school and gain skills.
- Continuing to improve partnerships at the local and state levels, and prioritizing collaboration with Coordinated Care Organizations, workforce systems, and early learning and education systems.
- Working on training, awareness building and collaboration with key groups such as staff, and clients on public assistance fraud prevention.

### **Accomplishments: Vocational Rehabilitation Services**

- Increased employment outcomes by 11 percent over the prior year and passed all Federal Standards and Indicators for Federal Fiscal Year 2013.
- We implemented a Business Objects reporting environment allowing all VR staff access to data regarding service delivery.
- We developed a contract review process to assure that performance goals are met in performance based contracts.
- We allocated VR Orientation Kiosks throughout the state to allow potential participants to access information regarding VR. Partnered with the Oregon Employment Department to reduce the Work Opportunity Tax Credit backlog to bring \$89 million in federal tax credits to Oregon businesses.
- Youth Transition Program (YTP) selected as one of the best practices in employment support for people with disabilities by the European Association of Service Providers for Persons with Disabilities; Partnered with Oregon's Tribal vocational rehabilitation programs on youth transition programs.
- Began implementation of WIOA (2015 focus areas of workforce implications, Pre-employment Transition Services, 90-days to plan) 70% of clients already met 90 days to plan requirement before the training began.
- Working to coordinate services with Oregon Department of Education, we have cross-trained district staff at a local level; working with ODE's statewide transition network facilitators
- Expanded service capacity and employment outcomes for individuals who experience Intellectual and Developmental Disabilities.
- Launched Hire Gauge, a computer-based tool to assist employers in identifying incentives to hire individuals with disabilities.