

JACKSON COUNTY HEALTH AND HUMAN SERVICES AT A GLANCE

2015 - 2016



Mark Orndoff, Director

Accreditation

130+ staff added

Remodel of building A & 1000 E. Main

K Plan

Relinquished A & D authority

Highest pet adoption rate ever

61,000 OHP members

Veterans

UCC

Over 60 mutual panel providers

Food Borne Illness

OPG

Child Developmental and Rehabilitation Center

Ebola

Crisis Resolution Center

Naloxone

Needle Exchange

Rogue Family Center

100 million in ongoing federal pension and benefits for Veterans

VALUES:

We are all just one paycheck or one episode away from being on the other side of that desk, phone, reception window. As such, we treat people with the dignity and respect that they deserve as it takes an abundance of courage to walk through our doors asking for help.

We continue to reach out intra-agency with others in this building and intra-community with other partners to coordinate care on behalf of the families we serve.

THIS is what defines us, THIS is who we are.



DIVISIONS-PROGRAMS

STATE OF THE UNION

HIGHLIGHTS OF 2015

- Successful move into the Holly Street location with minimal client care disruptions
- Passed the Oregon Health Authority Certification Audit with flying colors
- Increased the contracted provider network through our Utilization Management Team to 44 individual providers, with 16 certified agency contracts, with a total of 386 OHP individuals being served outside of JCMH
- Enhanced crisis services for both adults and children
- Increased overall services delivered in 2015 by 17% and in the month of December by 27%
- Added an additional 120+ positions in Mental Health – continue to hire; expansion of many teams and services

Mental Health Highlights Continued

- Two full time crisis staff embedded at RPMC Emergency Room
- One full time staff at Kids Unlimited
- Embedded staff at Southern Oregon Pediatrics
- Full time Suicide Prevention Coordinator
- Engagement Specialists and Case Managers added to the Access Team
- Mental Health Court opens – currently serving seven individuals
- WIC therapist for postpartum mothers
- Embedded skills trainers at Compass House

BUILDING THE DREAM 2016

- Opening of Ashland Services
- Expansion of Forensic Team – Jail Diversion Services
- Expansion of Transition Aged Youth (TAY) Programming
- Community Support Services Team and TAY move to remodeled Building A
- Renovation of the remainder of Building A for a Crisis Resolution Center and Respite 16 Bed Unit
- Living Room as new diversion option from hospital
- Summer programming for high risk youth

VETERANS' SERVICES
BOB CARSON

Mission: *To assist veterans and their families obtain earned benefits with the Federal VA in accordance with Title 38 of federal law. Typically service connected disabilities, NSC pensions, survivor benefits, and appeals when necessary.*

- Currently located at 1000 E. Main Suite 3 – moving to Suite 1 soon
- Staff – 5.0 FTE
- Budget roughly 23-25% state grant, balance from HHS General Fund
- Staff handle between 6,200-6,500 client visits annually (nearly double of 2008)
- In 2015, staff completed and submitted about 8,000 VA forms and uploaded about 12,000 documents in support of those claims
- JC veteran population approximately 21,000-23,000 (in top five counties for veteran population), not including widows and other dependents

VETERANS' SERVICES CONTINUED

Ongoing Challenges:

- Keeping up with demand for services
- Ongoing federal form changes
- Changes in claims process and procedures
- Changes in veterans' law
- Precedent setting court decisions that affect veterans' law

PUBLIC HEALTH

Test animals for rabies	Collect stool specimens	School exclusions	Ebola traveler monitoring	Nurse home-visiting	Inspect restaurants	Adoption services for dogs and cats	Coordinate ambulance services
Dog licensing	TB testing	Birth control	Investigate outbreaks	Indoor Clean Air Act	Woodstove advisory	Enforce open burning laws	Inspect pet kennels
Elevated blood lead level investigations	Alcohol, tobacco, drug, and gambling prevention	STD testing and treatment	HIV testing	Annual women's exams	Harmful algae blooms	Animal bites	Impound dangerous dogs
Promoting healthy foods in convenience stores	Inspect swimming pools	Mass vaccination clinics in emergencies	Lactation consulting	Spanish interpretation/translation	In-home physical assessments	Growth and development charting	Cooking classes
Home safety	Hemoglobin testing	Referrals to other services	Provide breast pumps	Food vouchers	Teach parenting skills	EMS Quality Assurance	TB Direction Observation Therapy

PUBLIC HEALTH CONTINUED

School
exclusions

Travel
vaccinations

Head lice
checks

Nutrition
assessment and
counseling

Vouchers for
farmers markets

Depression
screening

Intimate partner
violence

Insurance
enrollment

Fruit and veggie
prescriptions

Youth Council

Prevention
Coalition

EMS Committee

Inspect JC Fair
food booths

Prevention
education in
schools

Teen Parent
Program

Isolation and
quarantine

FLASH Report

Media interviews

Find homes for
animals

Wildfire smoke
guidance

Track ER
admissions

One Key
Question

Inspect hotels

Prevent
waterborne
illness

Inspect
organizational
camps

Marijuana
health
education
materials

Sex education

Prevent disease
transmission

Collaborate with
CCOs

Continuity of
Operations
planning

Facilitate
Wellness
Committee

Stay Fit
Challenge

Flu shots

Drug-free youth
alternatives

Blood draws

Pregnancy tests

Survey drinking
water systems

Tobacco-free
policies

Prevent
foodborne illness

Expedited
Partner Therapy

PUBLIC HEALTH PROGRAMS

- Communicable Disease
- Immunizations
- Reproductive Health
- Maternal Child Health (Nurse Home Visiting)
- Health Promotion
- Preparedness
- WIC
- Ambulance Services
- Environmental Public Health – 1000 E. Main
- Animal Services – 5595 South Pacific Hwy, Phoenix



HIGHLIGHTS AND CURRENT EVENTS

- New Public Health Clinic Manager!
- Health Promotion
 - Consolidated the Alcohol, Tobacco and Other Drugs Prevention Program (ATOD) and Problem Gambling
 - Youth Council and Prevention Coalition
 - Marijuana Social Norms Campaign
 - Pandora and YouTube
- WIC
 - One Key Question
 - eWIC coming February!
- Maternal Child Health
 - Nurse Family Partnership reached minimum caseload!
- Child Development & Rehabilitation Center (CDRC) Equipment Clinics
- Coming soon...Electronic Health Records!

ACCREDITATION

- Promotes high performance and continuous quality improvement
- Clarifies the public's expectations of health departments
- Increases the visibility and public awareness of governmental public health, leading to greater public trust and increased health department credibility, and ultimately a stronger constituency for public health funding and infrastructure
- Recognizes high performers that meet nationally accepted standards of quality and improvement
- Illustrates health department accountability to the public and policymakers
- Provides a competitive advantage to obtain grant funding

PERFORMANCE MANAGEMENT

- Purpose

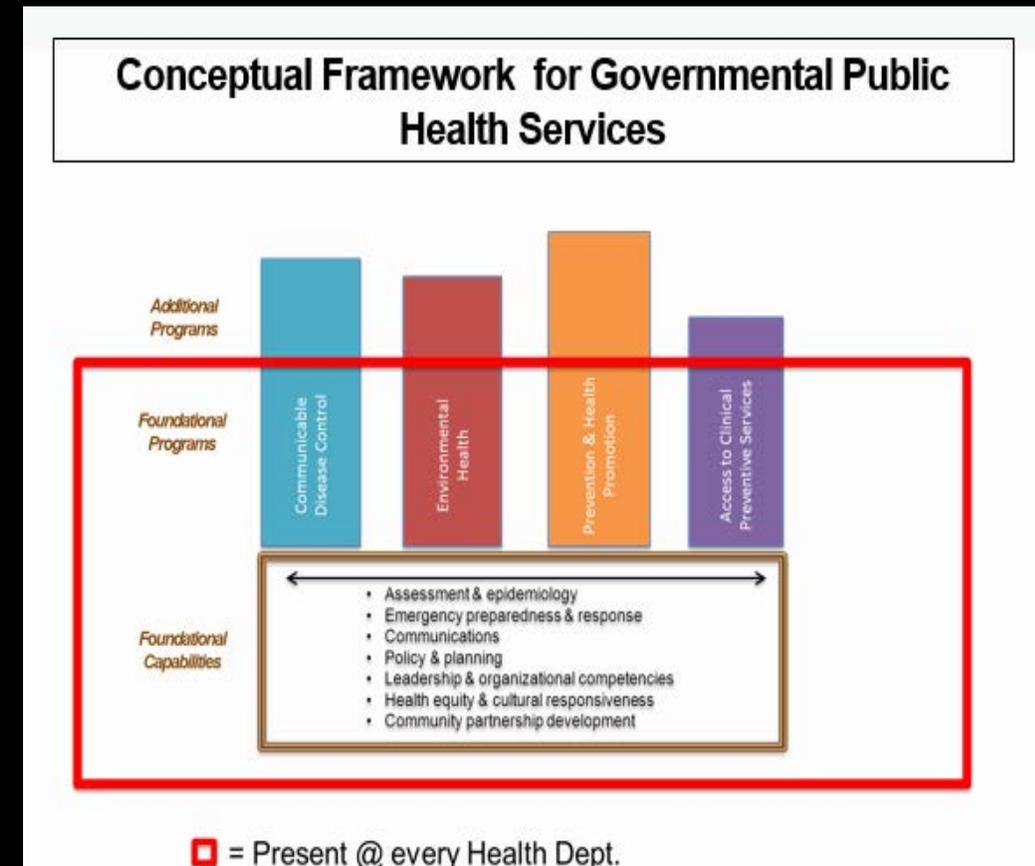
- The purpose of the *Performance Management and Quality Improvement Plan* is to provide context and framework for performance management and quality improvement activities within the Public Health Division of Jackson County Health & Human Services.

- Vision

- Jackson County Public Health is committed to developing a culture of quality throughout our organization. The Performance and Quality Committee will use the *Performance Management and Quality Improvement Plan* as an aid in creating, implementing, and maintaining sustainable improvement efforts that are aligned with the department's strategic plan, mission, vision, and values.

MODERNIZATION OF PUBLIC HEALTH

- Foundational Capabilities
 - Assessment and epidemiology
 - Emergency preparedness and response
 - Communications
 - Policy and planning
 - Leadership and organizational competencies
 - Health equity and cultural responsiveness
 - Community partnership and development
- Foundational Programs
 - Communicable Disease Control
 - Environmental Health
 - Prevention and Health Promotion
 - Access to Clinical Preventive Services



ENVIRONMENTAL PUBLIC HEALTH (EPH)

Mission

- To ensure the health and safety of the community through education and enforcement of public health regulations pertaining to food, pool, and lodging facilities; public drinking water systems; and wood stoves and open burning.



JACKSON COUNTY EPH PROGRAMS

- Drinking Water Services
- Food Services
- Group-use Facility Inspections/Consultations
- Pools/Spa Services
- Tourist Facility Services
- Wood Stove and Open Burning

DRINKING WATER PROGRAM

- **Prevent waterborne illness**
- Conduct water system surveys, monitoring, and compliance activities for public water systems to help assure safe public drinking water
- Investigate public water system complaints and respond to violations of safe drinking water standards
- Approximately 208 public drinking water systems in Jackson County that provide clean water to about 17,000 people



FOOD PROGRAM



- **Prevent foodborne illness**
- License and inspect restaurants, mobile units, and temporary restaurants, such as food booths at public events, for compliance with food safety regulations
- Promote food safety education by administering food handler tests and issuing food handler certificates
- Investigate food service complaints and reports of foodborne illness
- Approximately 800 permanent food service facilities (excluding temporary food booths at public events)

POOLS/SPAS PROGRAM



- **Prevent recreational waterborne illness and injuries**
- License and inspect public pools and spas for compliance with health and safety standards and public health law
- Investigate complaints and reports of recreational waterborne illness that might be associated with public pools and spas
- 210 pools/spas

TOURIST FACILITIES

(HOTELS/MOTELS, RV PARKS, ORGANIZATIONAL CAMPS)

- **Reduce illness and injury**
- License and inspect hotels/motels, bed and breakfasts, recreational vehicle parks, and organizational camps for compliance with health and safety standards and public health law
- Investigate complaints regarding unsafe or unhealthy conditions in tourist facilities
- Approximately 210 facilities



GROUP-USE PROGRAM

- Reduce illness and injury
- Provide health and safety inspections for daycares, school food service, and other group-use settings for facilities that require these services for their certification or accreditation
- Approximately 200 facilities

WOOD STOVE AND OPEN BURNING

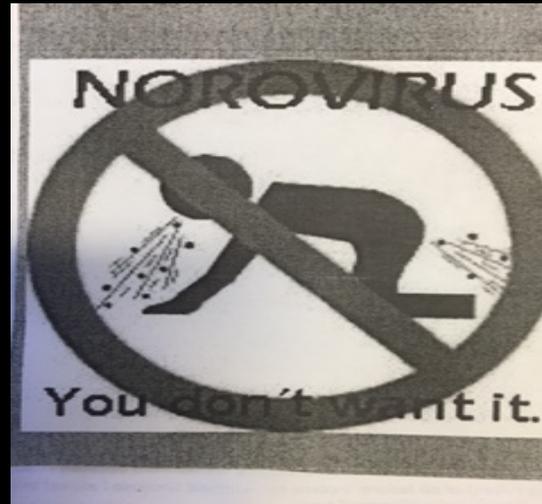
- Reduce particulate air pollution through education, intervention, collaboration, and necessary enforcement of residential wood smoke and open burning regulations
- Improve compliance with the Jackson County Air Pollution Ordinance by producing the daily wood burning and open burning advisories, responding to complaints, and conducting public education campaigns

COMMUNITY HEALTH HAZARDS

- Miscellaneous community issues that affect public health
- Blue-green algae blooms
- Wildfire smoke, stream water quality, mold, etc.



INVESTIGATE ILLNESS AND OUTBREAKS



Our Mission

- Enforce animal control regulations to protect people and their interests
- Protect people from the dangers and diseases of animals
- Protect animals
 - Primary focus: dogs and cats
 - Sheriff's Office handles livestock calls
 - Enforcement is complaint driven
 - Two areas: Shelter facility and Enforcement out in the field

ANIMAL SERVICES CONTINUED

Core Services provided by Shelter



- Care for lost dogs and cats until reunited with owners
- Rehome dogs and cats when owner not found
- Rehome owner-surrendered animals, includes domestic birds and small furry pets
- License dogs
- Dispose of dead animals

ANIMAL SERVICES CONTINUED

Core services provided by Enforcement (Animal Control)

- Pick-up stray dogs and take to Shelter
- Investigate cases involving owners of dogs running at large or trespassing
- Investigate dog/cat bites to humans or domestic animals
- Provide animal welfare checks
- Inspect and issue permits for approximately 60 kennel facilities (boarding, breeding, grooming)
- Work with owners to get their dogs licensed and issue citations, if needed
- Pick-up dead animals on County roads and within certain cities



ANIMAL SERVICES CONTINUED

Staffing

- At the Shelter: Supervisor, four kennel technicians, temporary staff on front desk
- At the Sheriff's Office: Supervisor, Dispatcher, and two Animal Control Officers
- Manager of Animal Services (office at Shelter)
- Friends of the Animal Shelter (non-profit) recruits and trains 300 volunteers that help find homes for adoptable dogs and cats
- Crew boss and 5-6 trustees do all Shelter cleaning and feeding of animals 7 days/week

ANIMAL SERVICES CONTINUED

Location and hours

- Phones answered 7 days/week, 8 a.m. – 5 p.m.
- Animal Shelter: Hwy. 99, between Talent and Phoenix
- Shelter is open to the public Monday – Friday, 11 a.m. – 4 p.m. and Saturday and Sunday, noon to 4 p.m.
- Enforcement: Sheriff's Office on Hwy 62
- Animal Control officers available Monday – Saturday, 8 a.m. – 5 p.m.

ANIMAL INTAKE AND OUTCOMES FOR 2015

	DOGS & PUPS	PERCENTAGE OF TOTAL		CATS & KITTENS	PERCENTATGE OF TOTAL
Intake	1,743			1,341	
Returned to Owner	785	45.0%		62	4.6%
Adopted	726	41.7%		662	49.4%
Transferred to other shelter/rescue group	29	1.7%		46	3.4%
Died/lost in care	10	0.6%		43	3.2%
Euthanized	210	12.0%		544	40.6%

Live release rate for dogs (2015) was 87.74%, compared to 52.24% in 2012

Live release rate for cats (2015) was 56.19%, compared to 23.75% in 2012

Animal Control Officers investigated 3,367 domestic animal cases in 2015.

Took action to prevent on-going problems:

- 468 dog and cat bite cases (to humans or domestic animals)
- 303 cases of dogs running at large or trespassing
- 316 cases of animal abandonment, neglect or welfare checks

Animal Control Officers removed the following dead animals off roads in 2014-2015

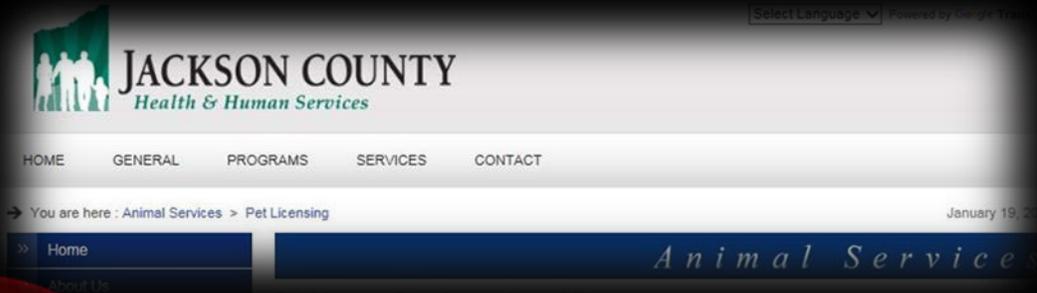
- 879 deer and wildlife
- 227 dogs and cats

Total dog licenses sold in 2015: 16,622

- By mail: 10,365
- At Shelter: 5,163
- Taxation office: 1,094

NEW PROGRAMS FOR 2016

- Return-to-Program for healthy feral cats brought to the shelter



- Provide option for web licensing

DEVELOPMENTAL DISABILITIES

What is the K Plan and what does it do?

- A reinvestment of dollars back into our system by the federal government that will allow Oregon to offer additional important services to people who normally would not be able to access them
- Allows Oregon to continue our ability to serve people in their own homes or in a community setting
- Helps people be independent, safe, and healthy
- Allows for more federal dollars to be reinvested back into our APD and DD system, enabling us to better serve those who need ongoing services and supports to remain healthy and safe
- Allows the state to better serve people transitioning to lesser levels of care in the community.

DEVELOPMENTAL DISABILITIES CONTINUED

The Community First Choice Plan: AKA: The K Plan

JCDDS Impacted Services	2013 – K Plan Rolls Out Late Fall	2016 – K Plan Continues Expansion
Eligibility Determinations	Around 100	Nearly 200 / year now
Children in Case Management	300	430 and growing
Adults in Case Management	650	800 and growing
Total Served (including adults in Brokerage)	1,200	1,600 and growing
Children in K Plan	0	120 and growing
Adults in K Plan	0	45 and growing



PARTNERSHIP OPPORTUNITIES & INTEGRATION EFFORTS

January 13, 2016

WHAT SERVICES ARE BEING OFFERED?

- Assistance with OHP enrollment (La Clinica/Public Health)
- Individual Education Plan (IEP) training and support for those families with children with special needs as they work with the schools on education efforts for their child (FACT)
- Information, consultation and applications for housing programs (Housing Authority of Jackson County)
- Substance abuse screening and information regarding treatment options (OnTrack and Addictions Recovery Center)
- Assistance with accessing SNAP (food stamps), TANF (financial assistance) and other benefits including employment related day care reimbursement and services for those fleeing domestic violence (DHS – Self Sufficiency)

WHAT'S BEING OFFERED HERE AT HHS?

- Primary care medical services to adults and children (Birch Grove Clinic)
- Support services for those living with HIV/Aids (HIV Alliance)
- Consultations on communication, relationships and behavior management for those affected by autism and other neurodevelopmental disabilities (Living Opportunities)
- Peer mentorships and social events as well as education opportunities for families and children who experience disability (Families for Community)

INTEGRATING FOR SUCCESS.

Co-location – To be located together; share the same place.

Collaboration – To work, one with another; cooperate.

Integration – To combine previously segregated entities into a unified system.

INTEGRATION EFFORTS CONTINUE

Ongoing integration meetings include:

- Integration with La Clinica: Psych Support Services, Crisis Mental Health Services (expanding to include DD & Public Health)
- Lab services: Public Health, Mental Health and La Clinica
- Clinic services: Public Health and La Clinica
- On-site leasing partners

WHAT'S PLANNED FOR 2016?.....

- Snoezelen Room
- Pharmacy
- Resource Center
- Child Watch
- Redesign of Reception Windows

SNOEZELLEN ROOM – COMING LATER THIS SPRING

- Equipment will be installed February 2 & 3
- Training of trainers will be held on February 25
- Curriculum will be developed for initial sessions focused on how to play with your child in a sensory environment
- Ten families will be invited to use the room and offered training on equipment use and sensory benefits to the Snoezelen experience
- Open house with Asante Foundation is being planned for later this spring

SNOEZELEN ROOM









PHARMACY – COMING LATER THIS SPRING



PharmBlue

One of the tools PharmBlue uses to help members increase adherence to their medications is their packaging. PharmBlue's "JacPacs" are color coded and marked with an icon that indicates time of day medications should be taken. All packages are also labeled in both English and Spanish.



PharmBlue



COMING LATER THIS YEAR

Resource Center-

- NAMI Library and Resources
- Developmental Disability Resources
- Event Flyers
- Brochures and Information

Child Watch-

- An interactive area for children to be cared for while a family member or guardian is receiving services in the building.