

Partner In Service



**MULTNOMAH
COUNTY**

Multnomah County Department of County Human Services



County Commissioners Recognize ADSD Public Health Heroes

To celebrate National Public Health Week (April 4th-10th), the Multnomah County Health Department recently honored several Multnomah County residents and employees who promote public health in their daily lives. The Health Department defines “public health” to mean policies, practices and programs that promote the health and well-being of individuals, families, neighborhoods and communities.

Included in the long list of remarkable individuals and groups whom the Health Department highlighted are Department of County Human Services (DCHS) Aging and Disability Services Division (ADSD) employees Paul Iarrobino and the MDT Nursing Unit. The MDT Nursing Unit is Fred Butsch, Debbie Hemmingson, Shirley Lawson and Claire Ochs.

The Health Department presented Iarrobino and the MDT nurses with the awards at a Board of County Commissioners meeting Thursday, April 7th.

District 1 Commissioner Maria Rojo de Steffey nominated Iarrobino for a Health Hero award to recognize his leadership in developing the Elder Rights Alliance, a group that supports and advocates for gay, lesbian, bi-sexual and transsexual seniors.

The Alliance is a voice for a group of seniors who, for many years, had to hide their sexual orientation. In addition to advocacy, one of the Elder Rights Alliance’s most important tasks is to train case managers and caregivers to be sensitive to the specific needs of these elders when they develop care plans for them.

“Paul has an outstanding knowledge of the needs and issues of elders and people with disabilities,” said Health Department Director Lillian Shirley in her award presentation before the Board and a crowded Board meeting room. “[Paul] is quick-thinking and has a can-do attitude. His resourcefulness is legendary and heroic.”

The Multi-Disciplinary Team Nursing Unit is a group of registered nurses who provide health services for home-bound seniors and people with disabilities. They also open the door to other community assistance resources that the vulnerable home-bound population can access.

“These nurses are often the only health care provider connected to the vulnerable adult population,” wrote ADSD Adult Protective Services Manager Betty Glantz in the Health Hero nomination form she submitted. “They become the connection between medical personnel in a medical clinic, the hospital, the family and the client, all working to ensure that this high-risk population receives basic health assistance in the community.”

Health Department Director Shirley was just as effusive in her praise of the MDT nurses, saying before the board, “This team has established a respect relationship with home health agencies, with primary health care providers, with hospitals, with law enforcement and with emergency response providers.”



ADSD Public Health Heroes (clockwise from center) Shirley Lawson, Claire Ochs, Paul Iarrobino, Fred Butsch and Debbie Hemmingson.

Director's Corner: DCHS Website Updates

As you may have noticed, the Department of County Human Services (DCHS) website has undergone quite a remodel lately. Director's Office Administrative Analyst Patsy Moushey and IT Development Analyst Johnny Tran have been hard at work updating information for both the internal MINT site and the publicly accessible Internet site. So far, Johnny and Patsy have updated contact and staff information, the Department's vision and mission statement and the Department's organizational chart.



Patricia Pate, Director
Department of County
Human Services
Photo courtesy Kathy Turner

Johnny and Patsy are also busy working with staff from the divisions to update division websites. In many cases, updates are simply a matter of posting basic division service data such as how many people a particular program serves or how much the program costs. In other cases, Johnny and Patsy are helping a division completely rethink its approach to web-based communications.

The County process of updating the content management system (CMS) will make our site more operational and user-friendly. Annie Neal, Jacob Mestman, Julie Bergstrom and Larry Langdon have been invaluable in providing new and updated information on our site. Information about the project and timelines can be found at the CMS project website <http://mint.co.multnomah.or.us/cms/> The CMS upgrade is still in progress. However, you can view what the future holds by going to the library's web site, <http://mints/jsp/library/>

Those of us who use the web at work know that good websites are more than just informative. Their design takes extra care to be both visually attractive and easy to navigate. Exploring a website should be quick and informative, not stressful or difficult. Time spent with an organization's website should leave the visitor with the same feeling he or she would get from having a great customer-service experience during an interaction with our staff, a feeling of being valued, respected and listened to as a consumer.

The standards that we set for the website are the same as the standards for anything else that bears the DCHS logo: professionalism, clarity and accuracy.

Our website will be expected to hold each of these characteristics, but will also present itself in a way that pays particular attention to the needs of human services clients, partners and providers. One easy way to accomplish this goal is to minimize the use of acronyms and jargon on the website. Such terms and phrases are an established piece of communication for many of us in a human services environment, but they are difficult to understand for many more of our clients and our County's residents.

Websites are an increasingly valuable resource for all businesses and especially so for DCHS. The website provides our clients, service providers and community partners with easy access to important division and Department information such as phone numbers, forms and policies and procedures. The website is also a helpful tool for Multnomah County residents who are unfamiliar with our services but would like to learn more about the great work we do for the County and its most vulnerable residents. It is a place for people in need to find help and for taxpayers to find out how their tax dollars are spent.

The website serves much the same purpose for an internal audience, whether the audience is an employee of another Multnomah County department or someone from our own staff who needs access to another division's services for a client. Sometime in the near future, I expect the website to feature full information reflecting the scope and depth of each division's work for its clients.

In the coming weeks and months, please check in on the website to see the progress we're making. If you have questions or comments about the website or have ideas that might help improve it, please contact John Dudley from the Director's Office, who will forward your comments to the appropriate source. This website reflects our collective hard work and is something for which we all take ownership. Your help and feedback are greatly appreciated in making it the best website it can be.

The standards I as a Director and we as a staff set for the website are the same as the standards for any other piece of content that bears the DCHS logo: professionalism, clarity and accuracy.

Multnomah County, City of Portland Partner to Fight Homelessness

In the past, Multnomah County and the City of Portland worked on parallel tracks to address the housing and support needs of the area's homeless population. The City built and managed housing for the homeless, while the County provided the same population with services such as case management and treatment for mental health, substance abuse and/or developmental disability diagnoses.

The City and County have been particularly concerned with the chronically homeless population. A chronically homeless person is defined as someone who has been without housing for at least one year or has had at least four episodes of homelessness in a span of three years.

Both City and County officials and staff recognized that the housing and services components had to be linked to end homelessness. In the past several years, staff from the City's housing departments and the Multnomah County Department of County Human Services (DCHS) have begun to work together to combine their areas of expertise to address the homeless population's housing and human services needs holistically.

To understand the partnership between the City and the County, it is necessary to understand the various local agencies and offices that are involved. The City's work on housing for the homeless is spearheaded by two agencies: the Bureau of Housing and Community Development (BHCD), a policy and strategic-planning group; and the Portland Development Commission (PDC), the development arm that carries out BHCD policy directives.

The City-County partnership began three years ago with DCHS and other County staff participation in the Special Needs Committee, a community group that coordinates housing and services resources for those with special needs. The Special Needs Committee works under the City's Housing and Community Development Commission (HCDC), a public forum for policy development, resource coordination and civic involvement on affordable housing in Portland and Multnomah County. The collaborative work has continued with joint applications being filed and awarded for three nationally competitive grants for combining housing and services for chronically homeless persons and joint participation in the creation of a Ten-Year Plan to End Homelessness, which was recently adopted by City and County Commissioners.

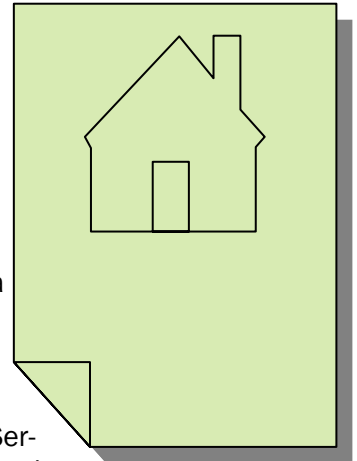
This spring, the City and County will put the recommendations of the Special Needs Committee and the Ten-Year Plan into action with a plan that combines housing with services for the most difficult-to-serve homeless population.

To accomplish this, planning started with a close look at County-funded intensive service programs that serve large numbers of homeless persons. These programs are already in place to serve homeless people and employ a staff with first-hand knowledge of the barriers to housing placement for the hardest-to-house in our community.

The Department of County Human Services worked with the staff of the service programs to explain the needs of the hardest-to-house populations and design housing that would work for them. The Department also began to evaluate how its service-delivery models will need to change to provide the services that help clients successfully transition to permanent housing.

The Department also helped the City address the housing component. Each spring, the City conducts a request for proposals (RFP) for new rental housing development. Historically, non-profit housing developers would bid for pieces of the available funding. The City's approach at that time was to encourage developers to take smaller subsidies and spread them over large numbers of units. This did not give developers the funds they needed to afford to rent to the lowest-income residents, much less to homeless persons with poor rental histories.

This year, the City and DCHS have designed the RFP with the homeless population in mind. This RFP funds the development of units that will be leased directly to DCHS clients at very low cost. The Department's programs will provide the necessary on-site support services. Combining housing with services for the hardest-to-serve population significantly reduces the cost of care and improves outcomes, providing better service for less money both in the short- and long-term. [To read the rest of this article, please press this link](#)



Children's Mental Health Staff Spearhead Tri-County Training Opportunity

The State of Oregon Department of Human Services (DHS) Office of Mental Health and Addiction Services (OMHAS) recognizes the value of good assessment tools. The Office has mandated that local Mental Health Organizations (MHOs) implement CASII, a new tool for assessing the necessary level of care for children and youth with a mental health diagnosis. The Mental Health and Addictions Services Division (MHASD) will use the CASII instrument to assess the proper level of care for high-needs children as part of the intake process for the new Integrated Services Array (ISA) for children and families in the State of Oregon.

Sean Derrickson, program supervisor for the MHASD Family Care Coordination Team, was essential to the implementation of the new assessment tool training not only in Multnomah County but for the Washington County and Clackamas County MHOs as well. Assisting with his efforts to set up the training was MHASD Administrative Analyst Karen Mayfield.

When it became clear that the original training schedule provided by the State for CASII would not allow area mental health staff to complete the training on time, Derrickson took charge and found a trainer who was willing to provide the two-day course in time to meet Tri-County needs. Derrickson was even able to negotiate a deal with Clackamas and Washington Counties that led to a shared-cost agreement that significantly reduced the cost to each county.

The shared-cost agreement grew from Derrickson's ongoing discussions with the Tri-County MHOs about increasing collaboration and sharing resources to address the changes in the State's mental health system.

The training was able to provide for 35 participants, but the three counties and the local stakeholders whom Derrickson invited only used 24 of the 35 slots. To fill the remaining places, Derrickson offered the rest of the spaces to MHOs, mental health professionals, stakeholders, parents and others from the community and from the rest of the State.

"Multnomah County is committed to collaborating with community partners, stakeholders and the other MHOs

[To read the rest of this article, please press this link](#)

Four Questions With Jacob Mestman of DDSD



Program Development Specialist Jacob Mestman has been with the Developmental Disabilities Services Division (DDSD) since October of 1998 in a variety of job capacities that includes Service Coordinator Assistant, Office Assistant 2 and Dual Diagnosis Specialist. Jacob grew up in Santa Monica, California, where his youth included skateboarding and time spent in and around the nearby Pacific Ocean. Jacob holds a degree in Sociology from the redwood-lined campus of the University of California-Santa Cruz.

If someone from DCHS ran into you on the weekend, what would you most likely be doing?

I would most likely be hanging out in the park playing Frisbee with my three-year-old son. He just started liking Frisbee.

What's the last book you read?

Hmmm. I guess that would be "How Do Dinosaurs Say Goodnight" and then before that "Goodnight Moon."

What's something that a lot of people don't know about you?

Something that a lot of people don't know about me is that I have an obsession with collecting musical instruments even though I can't play them. I also have a collection of old windows in my basement.

If you were stuck on a desert island with one album for the rest of your life, what would it be?

That's a difficult one. I think I may have to go with "Play" by Moby because of the variety of sounds in his songs. Hopefully there would be other people there with me!

BCC Honors DCHS Employees for Length of Service with Multnomah County

The Board of County Commissioners recently honored several Department of County Human Services employees for their longtime work for Multnomah County.

Patricia Shaddock of the Department of Business Services read the names of the employees aloud before a crowded Board Room packed with the friends and co-workers of those who were honored. "We are here today to honor our Multnomah County employees by recognizing the years of personal commitment and professional contributions they have given to the County," she said. Not all eligible employees were able to attend the ceremony.

Once again, congratulations to the following employees for their service to Multnomah County's residents:

5 Years

Lois Bailor
 Silvia Caballero-Fay
 Bernardino De La Torre
 Erin Grahek
 Richard Green
 Victor Gutnik
 Herman Goudy
 Elise Bretz=Gonzalez
 Sharell Collins
 Michael Duranceau
 Claudia Havener
 Nga Le
 Harry Massett
 Nancy Mullin
 Sherelle Owens
 Alexander Watson

5 Years

Christopher Lopez
 Peggy Loveless
 Jan Messina
 Chenise Reese
 Christine Shaw
 Alexander Watson
 Tammorra Barnes
 Steve Bullock
 Mary Eppley
 Florence Field
 Daniel Haynes
 Kristie LoPresti
 Ronald McBride
 Kim Ostrander
 Ken Schultz
 Shelly Fairfield-Neubarth

10 Years

Chiquita Rollins
 Michael Maginn
 Vinette Kennedy-Scott
 Diana Arling
 Debra Bassett
 Pamela Crow
 Jean Dentinger
 Cathy Holbrook
 Leslie Houston
 Susan Longaker
 Godwin Nwerem
 Kathryn Thornton

15 Years

William Grant
 Patricia Gaunt
 Julie Bergstrom
 Lisa Burnett
 Rebecca Byer
 Cornelia Frank
 Shila Hessler
 Shawin Khan
 Angela Ligatich
 Robert Palmer
 Elizabeth Panken
 John Pearson
 Nancy Seaman
 Rex Surface
 Mary Multer White

20 Years

Daniel Coker
 Khabira McDow-Keefer
 Virginia Quimby

ADSD Teams Join In Northwest Pilot Project Walkathon

Staff from Aging and Disability Services Division (ADSD) helped partner organization Northwest Pilot Project raise more than \$105,000 at its walkathon May 1st. Two squads, Team Community Services led by Michael Hardt and another led by SE Area Office case manager Melissa Fogel, participated in the walk that lead through the Park Blocks in downtown Portland, not far from Northwest Pilot Project's offices.

Northwest Pilot Project provides basic supports to seniors who are at risk of losing the ability to live independently. At the time of the group's founding in 1969, few other agencies provided support for the elderly poor. As a result of the dearth of available community supports, many elders were placed in nursing homes unnecessarily.

In response, Northwest Pilot Project began to "pilot" programs in areas of unmet need. These programs include Oregon's first Meals on Wheels program, advocacy for Tri-Met accessibility, housing services and coordination of charitable organizations such as churches to provide emergency help.

Today, NWPP is considered a leading advocate for the poor and homeless in Portland. An all-professional staff coordinates with volunteers and the community providing whatever services the elderly need to be self-reliant and live independently.

"We were thrilled to have two teams of employees from Multnomah County helping us to exceed our goal at this year's walkathon," says Susan Emmons, Executive Director of NWPP. "Our partnership with the County is crucial to our success in helping frail, isolated, vulnerable seniors remain independent."

**Patricia Pate, Director
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Multnomah County, City of Portland Partner to Fight Homelessness (continued from page 3)

This new approach to the creation of supportive housing for homeless people and families will be a victory for everyone involved. The City will meet its goal to end homelessness, and both the City and County will benefit from reductions in public costs for jails and hospitals, which studies show result from provide the chronically homeless with housing. Most importantly, this partnership will end homelessness for people who have been historically difficult to house.

“This is a new way of working for both City and County staff, and both sides get great satisfaction from the collaboration,” says Seth Lyon, who coordinates housing and services for DCHS. “Our program staff can access housing for our most vulnerable clients. City staff and housing developers now have intensive services packaged with the housing they fund. Of course, the real winners are the persons and families who now will have permanent homes they can afford and the support services they need to stay there.”

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Children's Mental Health Staff Spearhead Tri-County Training Opportunity (continued from page 4)

whenever possible to share resources and information to help assist in facilitating the changes mandated by the Children's System Change Initiative," said Derrickson.

The collaboration was an effort to share resources among MHOs across Oregon, as well as to share the costs of the training and to build relationships with community and public agency mental health partners. What originally began as training for Multnomah County became a Tri-County training and then a Statewide training, in large part because of Derrickson's hard work.

The training was a two-part process: the first day's curriculum taught Family Care Coordinators how to use the new State-mandated assessment tool. On the second day, attendees learned how to teach others to use the tool, saving the Department the cost of hiring a trainer every time a new staff member needs to learn how to use the tool.

CASII is an important piece of the Division's effort to keep kids out of restrictive levels of care whenever possible. By examining a wide variety of factors in the child's life, including child, case and family history, as well as mental health assessments, the tool helps Multnomah County's Family Care Coordinators identify and assess the children's needs and identify children who can appropriately transition to less restrictive levels of care.

An essential step to providing services to a family is determining what they need in the first place; specific needs must be addressed individually. The unique nature of each child's needs places a great importance on assessment tools that allow clinicians and case managers to learn what services will best help these families. CASII is just such a tool and will prove to be of great benefit to children who suffer from a mental illness.