



The FUTURE of Health and Human Services in Oregon

Oregon Department of Human Services
and the Oregon Health Authority



A Time of Transition



Transitions



In 2009, the Oregon State Legislature created the Oregon Health Authority (OHA). The new agency is built from the health-related programs that were part of the Department of Human Services (DHS) as well as health programs from other agencies. DHS is now comprised of Children, Adults and Families and Seniors and People with Disabilities.

Today the transition to the new agency is well underway and, under the legislation, must be completed by July 2011. Because the clients and services of the two agencies are so closely linked, DHS and OHA will operate in concert. Over the coming months the transition will focus on the following work:

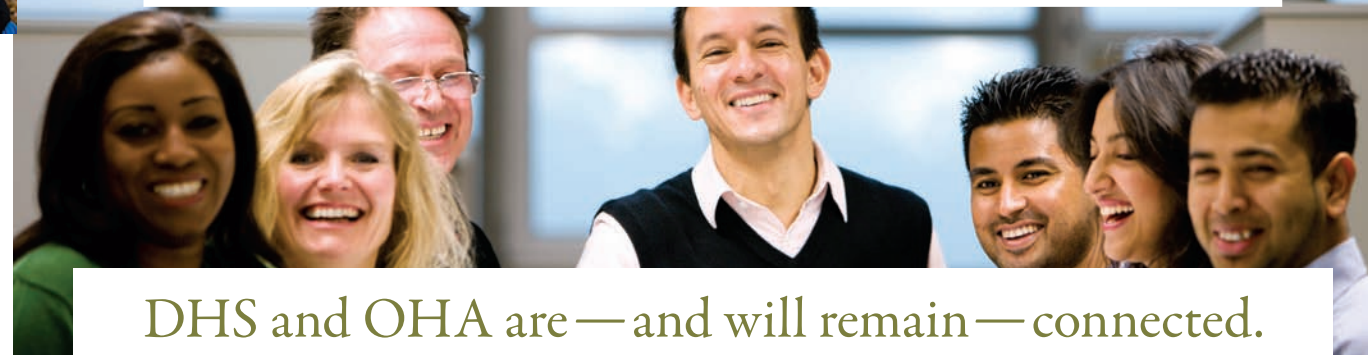
- Continue moving forward with gains made at DHS.** Over the past several years DHS has managed through the deepest recession in memory to make gains in child safety, senior independence and services to the disabled. During the transition this work will not lose momentum or focus.
- Build the new Oregon Health Authority.** OHA as a public agency has a clear and compelling mission: a healthy Oregon. That means improving the lifelong health of all Oregonians; increasing the quality, reliability and availability of care for all Oregonians; and lowering or containing the cost of care so it is affordable to everyone.
- Keep the connection between the two agencies.** DHS and OHA share many clients and services. Whenever possible, we will also share administrative services to save dollars, time and work force and establish a new model in state government.

Some things will not change—the dedication of our employees and partners and our commitment to helping all Oregonians live safe and healthy lives.

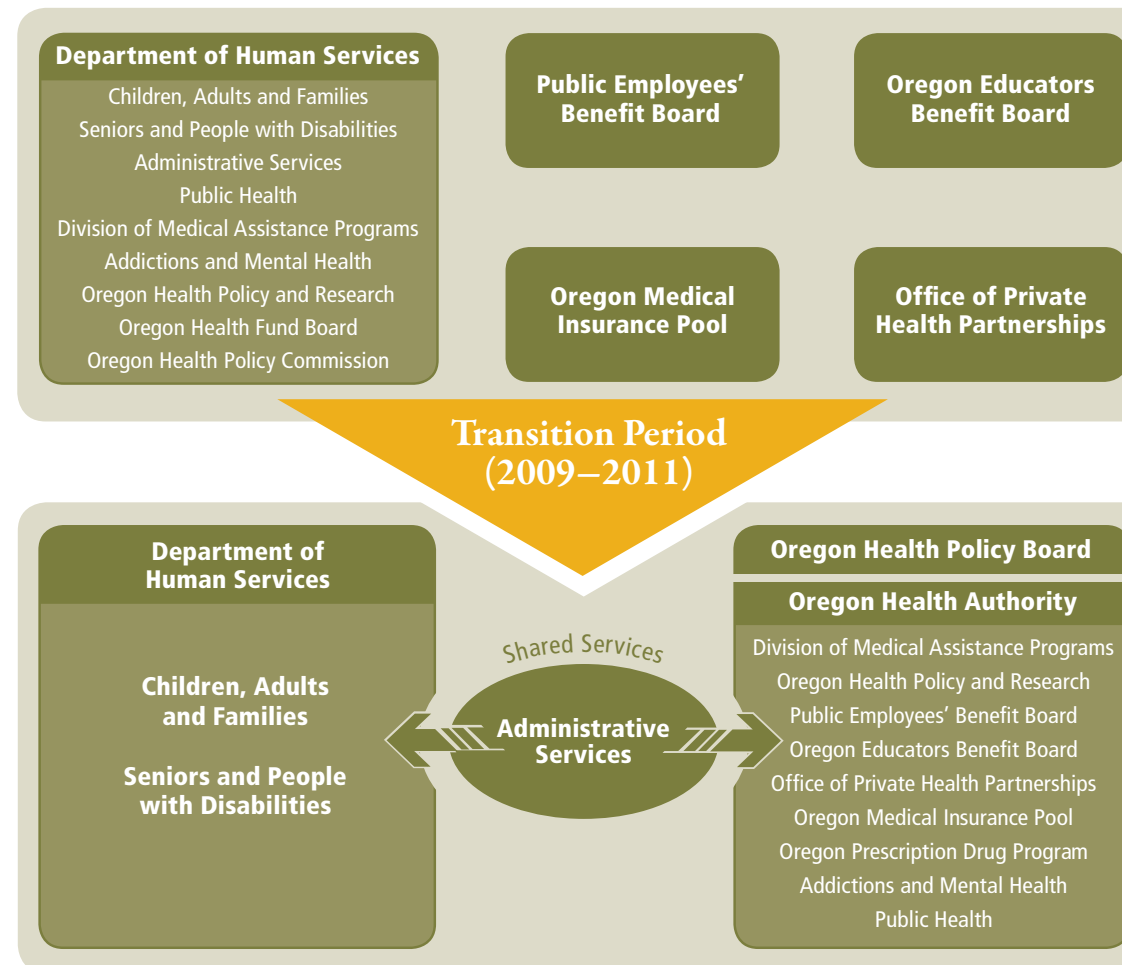
Get involved!

Check out the transition Web site and submit your suggestions about ways to make the transition go smoothly at www.oregon.gov/oha/transition or HB2009.transition@state.or.us.

The Future of Health and Human Services



DHS and OHA are—and will remain—connected.



June 2009	August 2009	Ongoing to July 2010	Ongoing to June 2011	July 2011
Governor signs House Bill 2009, creating the Oregon Health Authority and establishing the Oregon Health Policy Board.	Legal agreements in place to allow member agencies to work together as OHA while the formal integration is in progress.	Technical and organizational planning for DHS and OHA to transition into two agencies with shared administrative services. Separate budgets developed for DHS and OHA for the 2011-13 biennium.	Implementation of technical and organizational changes required to create two separate agencies with shared administrative services.	Transition complete into two separate but closely aligned agencies with shared administrative services — DHS and OHA.

A new way of doing business



Reform and innovation, shared services and teamwork, employee expertise and accountability...



... are the building blocks DHS and OHA are using to construct a new model of state government. In 2007, DHS launched an employee-driven effort to cut red tape, deliver better and faster services to clients, save money and increase transparency. The results so far have been impressive.

In 2009, DHS put into practice 62 improvements resulting in documented benefits of \$33 million. During the record demand for services, front-line staff revamped the food stamp intake process, creating a standard of same-day service. The Oregon State Hospital confronted the nursing staff shortage by reducing the time required to hire qualified RNs. Seniors and People with Disabilities decreased the time for investigating and responding to reports of abuse. And the Oregon Health Plan created annual savings by switching from mail to electronic notice deliveries.

The Department of Human Services and the Oregon Health Authority are committed to this efficiency-centered business model, ensuring continuous improvement and superior services.

www.oregon.gov/dhs