



Health & Human Services
Annual Report
July 1, 2003 – June 30, 2004

Vision

A community committed to health, wellness and quality of life.

Mission

Through leadership, collaboration and services, we improve health, wellness and quality of life in a manner that shows respect for, and defends the dignity of citizens and our employees.

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Director's Message

On behalf of the staff and the management team, I am very pleased to present this Annual Report of the Lincoln County Health and Human Services Department (HHS) for the County Fiscal Year of July 1, 2003 - June 30, 2004. We hope that this report will be useful to the Board of Commissioners, County and local agencies, and the community in understanding and appreciating the broad spectrum of activities and programs that HHS provides in order to safeguard the health of the citizens of Lincoln County.

This report focuses on informing you about the services, goals and priorities of the Department and its programs. We are intentionally limiting statistical information in order to make the report more reader-friendly. Our intent is to give you the big picture rather than the details.

In reviewing the performance of the Department, we take great pride in all that was accomplished during the year. Through careful planning and very hard work, we believe that Department services save lives, improve people's health, and contribute to the prevention of illness and injury. There is, however, another side of the coin. We are painfully aware of the gaps in our service system and our inability to stretch our resources any further. During the past two years we have had to eliminate screenings for breast and cervical cancer; eliminate programs to reduce tobacco use; reduce school health services by cutting back on mental health services and on primary care to middle schoolers. Our county's alcohol and drug treatment capacity has been cut back drastically between HHS and community partners. The need for mental health services has increased - more people than ever are seeking help - and we do our best with less overall services than two years ago. My heart goes out to the folks who need the kind of assistance that HHS was built to provide. My heart goes out to our staff- I see them performing extraordinary work and still experiencing the stress and pain of knowing how many needs must go unmet.

I worry about the future for our county, our state, and our nation. Child abuse, illnesses, homelessness for people with mental illness, sexually transmitted diseases, and other conditions that are preventable will continue to occur and will create human suffering and financial cost in the future. Our job, as public servants, is to do everything we can to meet our mission with the resources the public deems appropriate. This Department can go home at night knowing that it has done that job well. But we also go home at night knowing the pain of those for whom we don't have enough.

During this year we will continue to try to maintain existing services and to seek new solutions for county citizens. We have submitted our second application to develop a

federally qualified health center and will continue to pursue the goal of providing primary care services for people who cannot afford them and stabilizing school-based health centers. We are actively planning to implement a community-based system of care approach for children and youth with serious mental illness. We are initiating a new effort called the “Enterprise for A Healthy Lincoln County” in partnership with the State Health Division, the Office of Rural Health, and community partners to pursue planning, funding, and collaborations to solve high priority community health problems.

Finally, I would like to acknowledge the invaluable contribution of the scores of volunteers who assist the Department on Advisory Committees, in flu clinics, on our task forces and coalitions, and in a variety of other roles in many of our programs.

Jan Kaplan, MSW
Director, Lincoln County Health & Human Services

Organization

As a Department of Lincoln County government, and as a partner/contractor for State government, HHS functions as the Mental Health Department, the Public Health Department, the Environmental Health Department, Alcohol & Drug Treatment and Prevention Services, and Developmental Disabilities Services for the county. HHS also provides administrative oversight of the County Commission on Children & Families.

Broadly, the Department is administratively organized under three Divisions: Public Health Division, Behavioral Health Division, and Administrative Services Division. Developmental Disability services and the Commission on Children & Families are each separate programs. Our philosophy is that the Department, as a whole, exists to serve the public and many of our services are combined efforts of different Divisions.

HHS has approximately 90 employees and a budget of over \$7,000,000. Approximately \$2,000,000 of the total budget is contracted to community agencies for services.

Public Health services are provided through clinics in Newport and Lincoln City, School-Based Health Centers in High Schools with outreach to Middle Schools, WIC outreach at the Ridge Apartments in Lincoln City, and Health Services in the County Jail and Juvenile facilities. Home Visiting Nurses and Environmental Health Sanitarians provide services around the county.

Behavioral Health services (Mental Health and Addictions) are provided through clinics in Newport (children and families), Lincoln City (children, families and adults), and South Beach (adults). Specialized services and a consumer drop-in program for adults with serious mental illnesses are provided in South Beach. Outreach services are provided at Community Corrections, DHS Self-Sufficiency, DHS Child Welfare, School Health Centers, the County Jail, and through outreach case managers. Social Detox and Crisis Respite services are contracted to the Trueman Center.

Developmental Disability services are based in South Beach and primarily delivered through outreach. HHS provides case management, system planning and contracts for services approved and funded by the State. Housing and vocational services are subcontracted to Shangri-La Corporation.

We provide funding and/or staff assistance to community coalitions in all parts of the county concerned with preventing substance abuse, diabetes education, HIV Prevention and other health-related concerns.

We have citizen advisory committees to assist us in planning and priority setting for

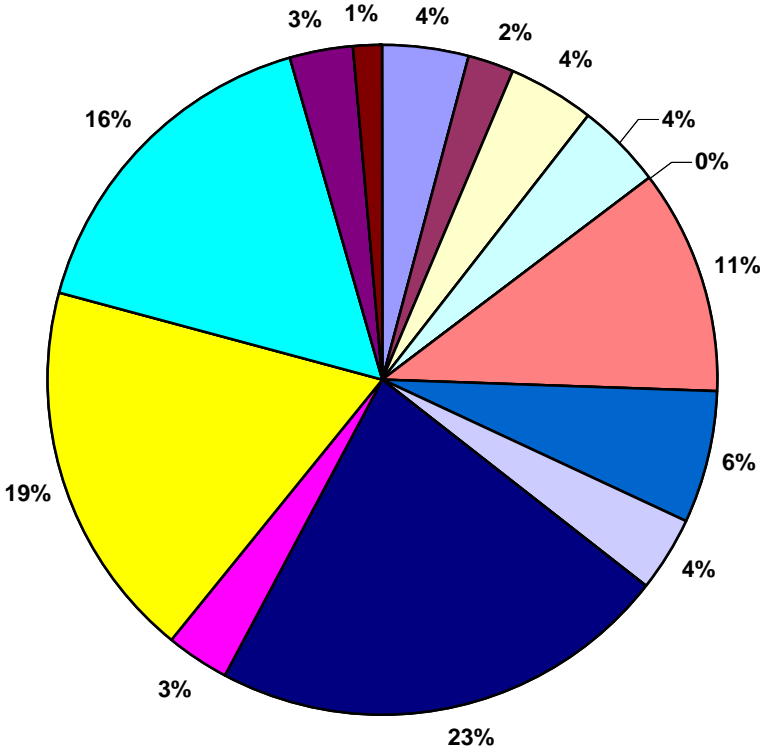
Public Health, Mental Health, Alcohol & Drug Services, Developmental Disability Services, and HIV/AIDS Prevention. We are actively involved in the Commission on Children & Families, the Local Public Safety Coordinating Council, the Domestic Violence Council, the Lincoln County Interagency Council, the DHS School Integration Project and numerous other committees and groups seeking collaborative solutions to community issues. HHS actively participates in a number of regional and statewide organizations and collaborative efforts to plan, manage services, and to represent our local needs to state policy makers.

Funding and Expenditures

Funding for Lincoln County Health and Human Services projects comes from sources as diverse as Federal and State grants, payment for services from private individuals, Medicaid and payment from client's private medical insurance. The actual contribution from the Lincoln County Fund was 8% of total revenue for the fiscal year. Jail Health Services are separately funded through the County General Fund.

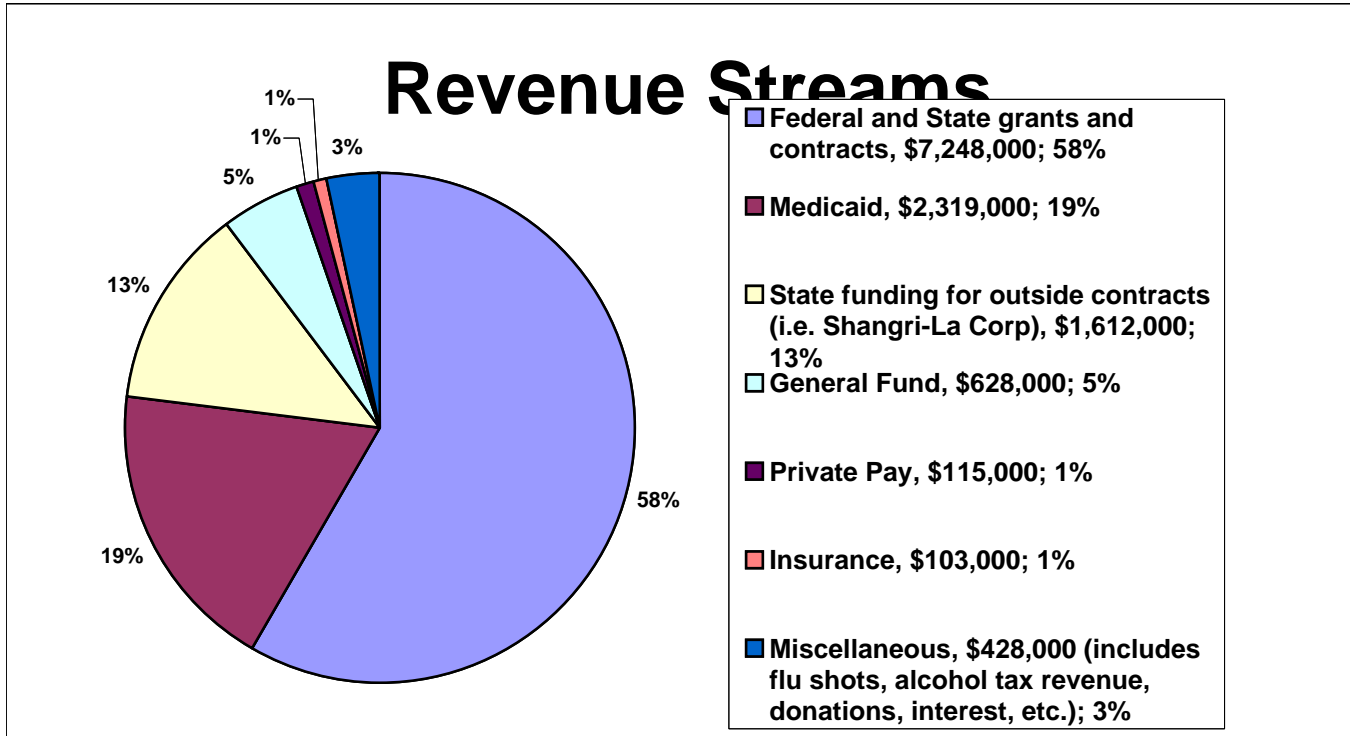
Expense by Program Category

Expenses by Program Category



- Environmental Health, \$312,000; 4%
- Emergency Preparedness, \$157,000; 2%
- School Health Centers, \$290,000; 4%
- Developmental Disabilities, \$301,000; 4%
- Administration, \$9,000; 0%
- Maternal Case Management/WIC/Child Consultants, \$785,000; 11%
- Family Planning, \$456,000; 6%
- Immunizations/Communicable Diseases, \$267,000; 4%
- Passthrough, \$1,618,000; 23%
- Health Promotions, \$206,000; 3%
- Lincoln City/Newport - Behavioral Health, \$1,330,000; 19%
- South Beach - Behavioral Health, \$1,195,000; 16%
- Alcohol & Drug, \$227,000; 3%
- HIV, \$96,000; 1%

Revenue Streams



Administrative Services

Administrative Support Services

It is the responsibility of Administrative Support Services to provide clerical and secretarial services to clinics and programs within the Health and Human Services Department as well as maintain vital records, such as Birth and Death Certificates, coordinate fee collection, billing and bookkeeping services and oversee the operations functions of the Department, including personnel records, safety committee, grants/contracts and budgets.

During the past year, the support staff of 20 completed or continued to work on a number of important projects that contributed to the overall success of the department:

- Completed HIPAA policies and procedures.
- Completed TWIST auto-dialer system.
- Completed mental health cost study.
- Continued training of staff on Health Insurance Portability and Accountability - - Act of 1996 (HIPPA - federal confidentiality rules).
- Continued work on implementing centralized calendar system.
- Continue to update the department web-site.
- Continued work on implementing electronic records (ECET).
- Hired one additional bookkeeper/computer staff.

The current goals for support services include: (1) update the department orientation manual; (2) assist with remodel of the South Beach Mental Health offices; (3) establish written storage policies; (4) preparation of a long-range technical plan; (5) assist with development of behavioral health integrated treatment protocols; and (6) participate in the development, training and implementation of a behavioral health electronic clinical record database; and electronic Medicare billing.

Public Health Division

Public Health Division

The Public Health Division is responsible for protecting the health of our citizens by controlling communicable disease; by providing maternal and child health services; WIC, reproductive health services; by monitoring food, lodging, and pool facilities; preventing the spread of AIDS/HIV and providing services to people with this disease; promoting key public health issues; providing School Based Health Centers; collecting and reporting of health statistics; providing Detention Health services; and planning for how to respond to potential natural and/or bio-terrorist emergencies including a 24 hour seven day a week sanitarian and registered nurse on-call system. Maintaining a stable Public Health infrastructure and services with reduced resources is an ongoing challenge.

The Public Health Division partners with the Behavioral Health Treatment Division in:

- *School-based Health Centers and the Jail Health program.*
- *Health Promotion Program for Alcohol & Drug Prevention.*
- *Assuring behavioral health services for Public Health clients.*

The Public Health Division partners with Administrative Services in the collection of health data from birth and death certificates.

Some Major Accomplishments of 2003-04

Submission of a federal grant proposal for a Lincoln Community Health Clinic. This grant award would establish two new primary care clinics, and help to sustain the four local School Based Health Centers. Clinics will serve 3,450 people for a total of 13,570 visits annually.

Increased flu immunizations from 4,405 to 5,543, a 20% increase over last year.

Flu shots to persons living with diabetes rose by 20%.

Trained 744 food handlers through 30 classes.

Increased WIC caseload to 1,333, which generated \$673,665 in food dollars spent in Lincoln County.

Of the 125 pregnant women who started care with our Oregon Mother's Care Program, 94% had an early entry into prenatal care.

Began the process of national accreditation for the Family Home Visiting program (Healthy Start).

Successfully implemented the Childcare Health Consultation Demonstration grant which provides nurse consultation services to local childcare providers.

LCHHSD Emergency Preparedness program recruited 100 local licensed medical professionals including RNs, pharmacists, and pharmacy technicians to volunteer at mass medication dispensing/vaccination clinics, should the need arise.

2003-04 Goals

- *Provide the five basic services of: control of communicable disease; parent and child health services including family planning; collecting and reporting health statistics; environmental health services, and health information and referral which are contained in Oregon statutes and rules.*
- *Continue to strengthen and build community partnerships.*

Environmental Health Services

Environmental Health staff provided services that affect all of those who live and work in Lincoln County as well as every visitor to our area. From inspections of restaurants, lodging and other public facilities to administration and unincorporated area code enforcement in the disposal of solid waste and ensuring a safe drinking water supply, Environmental Health is responsible for many of the functions the public thinks of when they hear the term "Health Department".

Environmental Health is responsible for a large element of the County's emergency response efforts including operating a 24/7 on-call system to coordinate with all elements of local, State and regional responses to a variety of crises involving public health. Environmental Health also provides an important educational service to the public, empowering affected individuals to make informed choices regarding exposure to environmental hazards or threats.

The past year saw the staff of Environmental Health engage in a number of major projects including:

- *Aggressive follow-up and resolution for public water systems with copper and lead drinking water contamination.*
- *Provided public education/information regarding the West Nile virus, including media publications, radio interviews and call-in shows, updated phone hot-line and website.*
- *Conducted 922 facility inspections in areas of food service, travelers' accommodations, public swimming pools and spas, and organizational camps.*
- *Trained 1,200 food handlers.*

Goals for Environmental Health include continuing to keep the rates below statewide averages for food borne, water borne, and lodging-related diseases, through facility inspections with follow-up, and through communicable disease investigations involving food, drinking water and lodging.

Increasing the level of public participation in the use of protective measures against West Nile virus infection. (West Nile virus cases are expected in Oregon this coming year.)

Communicable Disease Control

Prevention of the onset and spread of 51 communicable diseases, infections and conditions is mandated by Oregon law. The communicable disease program seeks to investigate, identify, control, treat and eradicate possible sources of disease entities as reported to Lincoln County Health and Human Services (LCHHS). The program works to provide low-cost medical (screening, diagnostic and/or treatment) services for select diseases and, in conjunction with the Immunization Program, supports prevention of vaccine-preventable reportable communicable diseases. Staff also provides investigative assistance to support Environmental Health when necessary.

Over 182 cases of reportable entities were investigated during the year and 961 clinic visits for screening, treatment and/or prevention of reportable entities were recorded between two clinic sites.

Ryan White CARE Act Services

The Ryan White Comprehensive AIDS Resources Emergency (CARE) Act is Federal legislation that addresses the unmet health needs of persons living with HIV disease by funding primary health care and support services. (The CARE Act was named after Ryan White, an Indiana teenager whose courageous struggle with HIV/AIDS, and AIDS-related discrimination, helped educate the nation.)

In Lincoln County the goal of the Ryan White CARE Act Services program is to improve the health of those living with HIV/AIDS and to keep all HIV positive residents in medical care that specializes in this disease condition. Referrals are made to appropriate health and social services agencies for eligibility determination and follow-up. Payment is provided for support services and emergency assistance that keep HIV positive clients on medications or in medical care. Communication is maintained with HIV specialists to assure continuation and coordination of care.

Case management was provided for 26 clients during the year.

Immunizations

A comprehensive immunization program for children and infants is essential to the maintenance of general public health. Compliance with Oregon's immunization laws requires that specific immunizations be provided to designated segments of the population and also that adequate records be kept and made available, as needed, to ensure the continued effectiveness of the program. Many entities and individuals work together to deliver immunization services in a number of locations. All Maternal/Child Health (MCH) nurses provide immunizations on home visits. Communicable disease nurses provide immunizations in public health clinics. School based clinic nurses provide immunizations at the School Based Health Centers. WIC staff assesses clients for immunization status and all RN staff participate in countywide Flu Clinics immunizing against flu and pneumonia.

Focusing on our seventh graders, our rate for complete immunizations increased from 62.1% to 67.48%. Our rate for seventh graders immunized for varicella decreased from 97.3% to 95.11%. We are extremely proud that our numbers of children excluded on statewide immunization exclusion day was 29 out of a total of 6,668 immunization records that were reviewed. This reflects the effectiveness of our comprehensive method of providing immunizations.

A review of this year's (2003-04) county immunization statistics reveals that:

- 67.48% of seventh graders were complete for all immunizations.
- 95.11% of seventh graders were immunized for varicella.
- 63.6% of two year olds are adequately immunized.
- 409 immunizations were provided at outreach clinics.
- 6668 immunization records were reviewed for compliance of Oregon's Immunization Law.

Our goals for 2004-05 are to increase the percent of seventh graders that are immunized for varicella to be above 95%. In February, 2005, we will be actively participating in the conversion of doing our immunization letters by computer instead of by hand.

Family Planning

The Family Planning Program provides quality reproductive health services to clients in Lincoln County toward the ultimate goal that every pregnancy occurring in the county be a welcomed and planned pregnancy. Women are provided access to reproductive health exams necessary to start and maintain a contraceptive method. Women wishing to defer pregnancy are provided contraception of choice, including emergency contraception. Additionally, women are provided easy access to pregnancy testing and timely referral for pregnancy related care. Charges for all services and supplies are based on income and without regard for ability to pay.

We continued outreach services to female inmates housed at Lincoln County Jail who wished to start or maintain a birth control method. We also maintained two other outreach clinics (in Waldport and at The Ridge in Lincoln City) in addition to the full-service clinics in Newport and Lincoln City.

A total of 1,828 clients were served in 3,421 visits. Of these, 79% of clients were at or below the Federal Poverty Level. We estimate (conservatively) that 355 unintended pregnancies did not occur because of our clients' access to quality contraceptive services with us.

Maternal/Child Health Home Visiting

The Maternal and Child Health program seeks to provide a multi-faceted approach to ensuring the healthy development of very young children through interacting in a variety of ways with pregnant women, new mothers and families. Intervention at an early stage can decrease infant mortality and Sudden Infant Death Syndrome (SIDS), reduce the use of alcohol and tobacco during pregnancy and increase the percentage of healthy newborns whose mothers received prenatal care during the first trimester. Continuing assistance with young families can improve the physical, developmental and emotional health of high-risk infants, increase the immunization status of small children, decrease child abuse and improve the health, safety and development of children in childcare settings.

From the very beginning through Oregon Mothers Care (OMC), pregnant women are assisted with the Oregon Health Plan application, assessed for WIC eligibility, referred to Maternity Case Management (MCM) for home visiting and helped with prenatal care appointments. When necessary following birth, families are assisted with identifying and accessing appropriate community resources for their child's specific needs. Early identification of infants and young children with developmental and/or other health and medical related problems increases the effectiveness of treatment both for the individual and the family.

Home visits are provided for infants and children with diagnosed medical conditions or definite developmental delays in order to increase the family's ability to manage and care for the child. Additionally, children with special needs (medically eligible conditions as defined by the Child Development and Rehabilitation Center) will be identified and will have access to community based, family centered coordinated care. First time mothers that are assessed to be high risk can enroll in an intensive volunteer home visit program that provides home visits for the first three years of life.

The Maternal and Child Health program also works to improve smoking cessation among low income and other high-risk pregnant women, to provide support to first birth families from the child's birth to five years of age and with the provision of nurse consultation services to County childcare providers.

During the past year :

- 1131 home visits were made to families with infants at risk for developmental delays.
- 151 home visits were made to families at medical risk.
- 950 home visits were made to pregnant women.
- 219 pregnant women participated in Oregon Mother's Care.

All of our home visit numbers increased this past year. This is in part due to the fact that we have a new home visiting program called Family Home Visiting-Healthy Start that provided a total of 309 additional home visits to first time mothers. This has allowed our other nurses to provide other types of home visiting. This is mostly reflected in the home visits to pregnant women that increased from 720 home visits to 950. Family Home Visiting-Healthy Start is a very complex state program that requires a large evaluation component. We are very proud that of the 146 first births, that we were aware of in Lincoln County, 130 (89.4%) of them were seen through our programs for home visits.

In 2004-05 we will be providing our second year of Family Home Visiting-Healthy Start. We will be active in the State process of being credentialed for Healthy Families America, which is a national program. This will be a requirement of our Healthy Start program.

Women, Infants and Children (WIC)

The Women, Infants and Children program seeks to improve the health status of participants through proper nutrition and the development of healthy eating habits. Success of this program results in improved children's diets and growth. Additionally, proper nutrition can reduce fetal deaths, infant mortality and iron deficiency anemia in children and increase birth weight rates and the duration of pregnancy. WIC enrolled children are referred to a regular provider for medical care and immunizations. WIC enrolled pregnant women are referred to adequate prenatal care.

In August 2003, our WIC program became completely computerized. This required a lot of training, preparation and education of clients and staff. This has been a major change for our program.

All departments within Public Health make referrals to WIC. Ocean Spray and Lincoln City Ridge Apartments provide locations for outreach WIC clinics. Current monthly caseload is 1,389 WIC clients. The WIC program distributed \$786,768.00 in food vouchers to women, infants and children in need. The funds were spent locally.

The Lincoln County WIC program strives to meet or exceed our current caseload requirement of 1,330.

School Based Health Centers

School Based Health Centers (SBHC) and the DHS School Health Service Integration Project provide specifically targeted health services to Lincoln County students. Healthy children attend school more regularly and are more successful than students who have unmet health needs. In Lincoln County, the school based program specifically seeks to address and reduce teen pregnancy, suicide and drop-out rates, decrease teen use of alcohol, drugs and tobacco and improve access to health care for the student population. The DHS School Health Service Integration Project addresses the need for improved access to health care for students by identifying available community resources and removing barriers to access of those services. Identifying and creating an inventory of unmet needs can eliminate gaps in services.

SBHC's realized a 6% increase in the number of visits provided over the previous school year, even though State funding was not restored until December 2003 ... four months into the school year. Behavioral Health Services became more and more necessary at all age levels; kindergarten through 12th grade. At least half of the visits provided by SBHC staff were related to mental health/substance abuse issues.

In May 2004, Lincoln County SBHC's were named as partners in the Oregon School Based Health Care Network's W. K. Kellogg Foundation's School Based Health Care Policy Program. This five-year grant will help establish a stronger programmatic infrastructure, assure youth involvement in health care policy, as well as promote advocacy and support for School Based Health Centers in Lincoln County. These strategies will lead us to accomplishing our most immediate goal of financial stability among the health care continuum in Lincoln County.

The Department has applied to the federal government to establish a Federally Qualified Health Center (FQHC). If this application is successful, the SBHC's will be part of the Health Center and will have a more stable funding base.

Jail Health Services

The Jail Health Services program is accredited through the National Commission of Corrections Health Care and provides physical and mental health services to all inmates (approximately 160) of the Lincoln County Jail and Juvenile Facility. Inmate health needs are assessed, monitored and treated by licensed medical staff and proper medications are provided. Infection control is maintained for the entire facility. Corrections deputies are trained in basic physical and mental health monitoring and the administration of medications.

Within the past year Jail Health Services:

- *Coordinated Mental Health services for chronically mentally ill inmates with the Lincoln County Behavioral Health Division.*
- *Coordinated with Public Health Department to provide Hepatitis vaccinations to high-risk inmates.*
- *Maintained accreditation for an additional three years following site visits and inspections in September, 2003.*
- *Coordinated contraceptive examinations and dispensing with Lincoln County Family Planning for female inmates desiring such services.*

Emergency Preparedness Program

The Emergency Preparedness Program works in conjunction with law enforcement, Lincoln County Emergency Services, Samaritan Health System and local health providers to evaluate, develop and upgrade public health responses in the event of an emergency. Procedures for response to a variety of emergencies are incorporated into the Lincoln County Emergency Operations Plan. Coordination occurs with adjacent counties, as well as State and Federal agencies, to ensure the most appropriate response to a countywide health emergency, including bioterrorism.

A number of new projects were completed by program staff during the year including:

- *Attachment A (Health and Medical) of the Lincoln County Emergency Operations Plan is complete. The purpose of the Health and Medical Attachment is to provide coordinated health, mental health and medical services during emergency situations to reduce death and injury, and to assist in the damage assessment and restoration of essential health services within the disaster area.*
- *The Mass Vaccination/Prophylaxis Plan is near completion.*
- *Approximately 100 local licensed medical professionals (RN's, LPN's, pharmacists, pharmacist technicians, dentists and veterinarians) have been recruited to volunteer at a mass dispensing clinic, should the need arise.*
- *Public Health Emergency Preparedness staff facilitated a tabletop exercise for public health, Emergency Services, medical providers, Legal Counsel, Board of Commissioners' member, and fire and law enforcement. This tabletop addressed a food borne illness outbreak with a terrorist component.*
- *Alternative Care Centers have been identified in Newport and Lincoln City.*
- *An Emergency and Adverse Weather policy has been developed for Health and Human Services Department (HHS) staff.*
- *HHS has purchased satellite phones to facilitate communication during an emergency.*

In the coming year, program staff will complete a Mass Vaccination/ Prophylaxis Plan (currently in draft form), a SARS Response Plan, and an Isolation and Quarantine Client Agreement.

Alcohol and Drug Prevention

The Lincoln County Alcohol and Drug Prevention Program promotes the prevention of drug and alcohol abuse, primarily in children eighth grade and younger, with the understanding that proper education and intervention with younger children is the best way to prepare them for a life that is not dependent on substance abuse. Statistical data shows that Lincoln County's rates for alcohol and drug use by minors exceeded the State average in virtually every category. Drop out and attempted suicide rates among youth were higher than State averages as well. The Alcohol and Drug Prevention Program works in collaboration with community coalitions including the Siletz Valley Partnership (SVP), East County Community Partnership (ECCP), Partnership Against Alcohol and Drug Abuse (PAADA), and North County Youth Partnership to maximize their efforts to reduce drug and alcohol abuse. Prevention staff provides resources, technical and financial support to these community groups. During the past year, 4,014 county residents participated in prevention activities.

Specific outreach means included:

- *"Make a Difference Day", a red ribbon recognition breakfast.*
- *Dissemination of Red Ribbon Prevention Guides.*
- *Assistance in developing Positive Youth Development groups.*
- *Newport youth forum on the subject of underage drinking.*
- *1st Annual Meth Summit - 200 people in attendance.*
- *Organized community around methamphetamine awareness programs including- "Meth Watch"(extensive meth awareness presentations).*
- *EUDL (Enforcement of Underage Drinking) grant writing - received \$11,500 for July 1, 2004 - June 30, 2005.*
- *Drug Free Workplace seminars.*
- *Radio and Newspaper media campaigns.*
- *Youth prevention education programs.*
- *Parenting programs.*
- *Countywide needs and resource assessment.*

Diabetes Education and Prevention

Diabetes ranks as the fifth leading cause of death in Lincoln County according to Oregon Vital Statistics. Heredity, excess body weight, improper nutrition and the lack of regular or sustained physical activity can all contribute to an individual being diagnosed with diabetes. The Diabetes Education and Prevention Program seeks to reduce the burden of diabetes in Lincoln County by increasing awareness that diabetes is a serious condition and promoting the importance of self-management and treatment. Collaborating with the local health care system to improve the distribution and receipt of preventive services and with local partners to foster health-promoting environments for high risk populations results in a reduced rate of new cases and a healthier life for those already diagnosed.

Diabetes self-management education was made available through a number of community-based resources including:

- 35 English and 15 Spanish videos covering information on diabetes care distributed to Lincoln County School District, Lincoln City Community Clinic, Centro de Ayuda, local libraries, OSU extension, Siletz clinic, Dr. Ordelleide and support groups.
- Informational distribution at the North Lincoln County Senior Fair, City of Newport Recreation Center Health Fair and the Retired Senior Volunteer Program (RSVP) Health Fair where free blood glucose screenings were also provided.
- Information regarding diabetes risk factors, self management and prevention distributed in local newspaper to over 20,000 in the Oregon Coast Community College course schedule.
- Numerous education and outreach presentations to community.
- "Meals Made Easy" diabetes education classes for the Hispanic community.
- Blood glucose screenings provided throughout Lincoln County at the Senior Meal Sites through collaboration with Bridgeview Medical laboratory and Samaritan North Lincoln Hospital.
- Distribution of a self-management resources guide that is linked to the county website.
- Five four-week educational programs - "Meals Made Easy" provided.
- The second annual countywide Diabetes Update Symposium, which was attended by 117 individuals.
- Continued updating database of persons living with diabetes in Lincoln County. Database currently contains 398 persons.
- Six hour education program for caregivers provided to 14 staff at Lincolnshire Assisted Living Center to assist in resident care.

Local media, including newspaper, public service announcements, and newsletters were utilized in a number of ways to increase knowledge of diabetes risk factors, prevention and self management and to increase the number of diabetes patients who receive flu and/or pneumococcal vaccines.

Professional education was conducted as well among WIC staff, Maternal Child Health nurses and local child care providers to encourage observation of risk factors for diabetes in children and how to address childhood obesity in clinical settings and community settings. Educational materials developed to be used with children.

Providing adequate services for the growing numbers of diabetics in our county will require sustained activity in the maintenance of our extensive volunteer coalition, continuing efforts to expand outreach for awareness and self management and increased collaboration with Samaritan Health systems to increase educational opportunities.

Tobacco Prevention

Funding for the Tobacco Prevention program was suspended on April 7, 2003 following the Oregon Legislature's decision on March 4, 2003 to redirect Measure 44 funds to the balance the State's budget. Minimal funds (\$3,000) were made available July 1, 2003 to support community involvement in tobacco use prevention. Additional funds (\$2,000) were also made available to support the implementation and enforcement of the Indoor Clean Air Act as outlined in the Intergovernmental Agreement regarding enforcement established between the County and Department of Health and Human Services Department in 2002. This agreement requires a designated staff to serve as the local contact for implementation, enforcement and documentation of local enforcement measures. The efforts were primarily directed toward:

- *Creating tobacco free environments through education and compliance enforcement of the Smoke-Free Workplace Law and raising awareness of the dangers of second hand smoke.*
- *Promoting linkages to cessation by increasing public awareness of the Oregon Quit Line.*

Behavioral Health Treatment Division

Rehabilitation Services

Behavioral Health Treatment Services Division

The Behavioral Health Treatment Services Division is responsible for organizing and providing Mental Health, Alcohol & Drug Abuse, and Gambling treatment services in the county. Specialized services for adults with serious mental illnesses are provided in South Beach and through outreach. Services for children, families, and the general adult population are provided through clinics in Newport and in Lincoln City. The Division provides outreach services at the four School-Based Health Centers, Community Corrections, Lincoln County Jail, Juvenile Detention, DHS Child Welfare, and DHS Self Sufficiency.

The Behavioral Health Treatment Division partners with the Public Health Division in:

- *School Based Health Centers and the Jail Health program.*
- *Health Promotion Program for Alcohol & Drug Prevention.*
- *Providing consultation to home visiting Nurses and Public Health Clinics.*

The Behavioral Health Treatment Division partners with the Rehabilitation Services Division by:

- *Sharing the South Beach facility.*
- *Coordinating treatment with consumer-led programs and with housing initiatives.*
- *Joint planning.*

In reviewing Goals and Accomplishments, we note that the goals of 2003-2004 continue to be worthy goals. As Behavioral Health continues to define what it means to work from a Recovery Model as a philosophical base for treatment services, there is more of a focus on listening, valuing and being consumer driven.

Major Accomplishments during 2003-2004

- *Began Children's System of Care Planning with multiple community partners.*
- *Transitioned Yaquina Breeze to Drug Free Housing.*
- *Organized clinics into specialty areas.*
- *Began eCET- electronic clinical documentation program.*
- *Continued emphasis on soliciting consumer feedback and involvement in planning and evaluation.*

2004-2005 Goals

- *Begin Alcohol Tobacco and Other Drug Pilot Program at Toledo High School.*

- *Continue developing Crisis Resolution Center (partner with Trueman Center).*
- *Full implementation of Children's Mental Health System of Care.*
- *Continue to expand housing opportunities.*
- *Further develop Dual Diagnosis treatment approach.*
- *Increase number of consumers involved in planning and evaluation of services.*

Newport Clinic

The Newport Clinic has been designated as the Child & Family Clinic with all children's specialized treatment coming from this site. A plan was developed, and is currently being instituted, to transfer all adult services to the South Beach office. The Lincoln City site is designated as a generalist office seeing adults, children and families.

The Newport Child and Family Team was reorganized with two alcohol and drug counselors joining the ranks. Concerted efforts with Child Welfare, Self-Sufficiency, the School District, Olalla Day Treatment and the Juvenile Department are on-going to address the interagency work that the State budget note has marked as important in the process of addressing the mental health needs of children and their families. We will continue to work on this as our focus and goal.

The Newport Office currently serves approximately 120 children and their families. This is a fluid measure and includes those families from the Self-Sufficiency Program, Child Welfare (CW) and the School Based Health Clinics. Our team of six clinicians are working hard to provide prevention, intervention and treatment that not only addresses needs but does so from a strength-based perspective that honors the family, and the environment and culture of the family heritage.

The Newport Behavioral Health Clinic provides services relating to psychiatric evaluation and medication management, alcohol, tobacco, drug and gambling addiction and counseling for children and families.

A child and family team provides services in a number of locations including Child Welfare, Self-Sufficiency, School Based Health Clinics, and the Clinic. Services offered are individual, group and family treatment. Assessment and treatment plans guide the process of treatment. The team also is available to attend CW team decision meetings, family decision meetings and to do child crisis work. The team respects the many areas in which the work may take place and the different support systems that may be involved in the life of a child. The goal is always to work within the child's environment to improve the behavioral functioning of that child.

South Beach Services/Safe Harbor

The South Beach Clinic provides medication management, case management, therapy for adults and a supervised setting for people with severe and persistent mental illness. The programs offered at the South Beach Clinic include triage, Safe Harbor, adult therapy and community support services. During the year, triage merged with community support services to provide a higher, more responsive level of care.

The Triage program provided 24/7 services for mental health emergencies. The staff also supervised people who have been civilly committed or have been released back to the community by the Psychiatric Security Review Board. Triage provided assessment, diversion and case management services to the Trueman Recovery Center, Lincoln County Jail and to local hospitals and schools.

Safe Harbor served individuals with severe and persistent mental illness providing an array of services and supports intended to maintain stability, reduce the need for hospitalization and increase the client's functioning in areas of social interaction, leisure and vocational skills, self-confidence, symptom management, self-management, health and fitness. The program encouraged client involvement and leadership in identifying needed supports and services and providing peer-to-peer support. Clients are encouraged to come in to the clinic at any time and participate in activities of their choice.

Safe Harbor coordinated closely with therapists and case managers to meld treatment with social support and skill development and with the Triage team and Trueman Recovery Center to serve individuals that have been placed in respite. Staff also assists clients with access of other local and State agency resources.

Specific accomplishments during the year include:

- *Worked effectively with the Board of the Community Development Corporation to make Yaquina Breeze an alcohol and drug free housing program.*
- *Expanded the Summer Lunch Program by over 30%. Clients worked to provide over 1,000 lunches per week to low-income children. One client found a full time job after working in the lunch program.*
- *Significantly reduced hospitalizations to a level where we were awarded \$97,000 by the Accountable Behavioral Health Alliance (ABHA) to continue offering alternatives to hospitalization.*
- *Housing continues to be an area that requires our focus. Having secure, affordable housing is key to individuals remaining stable.*
- *The Yaquina Breeze apartments continue to be fully occupied. LCHHS has been*

working with the Community Development Corporation to bring stability to the facility due to continuing reports of drug use among some tenants.

- In December of 2003 LCHHS applied for, and received, a small grant from the State Office of Mental Health and Addiction Services, through funds from the Federal Center for Medicare and Medicaid services. This grant, titled Real Choice Housing Assistance, awarded \$5,419 and served 14 individuals with severe mental illness helping them move into or remain in housing. These funds were totally expended within two months of receiving the grant.

During the coming year we will continue to work on development of the new five person residential treatment home. We will also develop a long-range plan that takes into account where we need to focus our energies to find resources to fill the gaps in having a full range of housing alternatives to meet individual needs.

Program staff constantly interacts with clients in an effort to identify services, support and activities of interest and to add to current program offerings as needs and interests are expressed. During the coming year, South Beach Clinic will expand its role and provide Adult Treatment Services. Part of this expansion will require remodeling for additional office space for therapists and case managers. Expectations are that we will see an increase of approximately 60 to 100 clients.

Lincoln City Clinic

The Lincoln City Behavioral Health Clinic is unique in design as it provides a myriad of services for children, families, and individuals all in one location. This allows those receiving services the ability to have all of their needs met at one site and not have to travel to other parts of the county. Many services are offered including: mental health treatment, medication management, drug and alcohol treatment, gambling treatment, family therapy, and child therapy to name only a few. We are also only steps away from our Public Health Clinic and other helpful resources for individuals and families, such as: Oregon State Department of Human Services and Employment Department.

The staff at the Lincoln City Clinic possess training in various modalities of treatment and offer specialized skills and experience. Psychiatric services are also offered including medication management and case management. Communication with outside private counselors, doctors, and community rehabilitation providers is another service provided, as well as continued consultation with the Lincoln County School District. The Clinic is easily accessible as it is located at the north end of the County right next to Hwy. 101 and bus routes.

Due to our expansion to full time last year, we have experienced an increase in needs from the community. As a result of this, we now provide our own direct crisis responses so as to decrease the amount of time it takes to deal with crisis calls. Even though we reside in the same location, we soon will be expanding into additional space providing us with the resources to provide further services to an increased number of people. By doing this, we hope to provide enough intervention and skill building so as to decrease the number of crisis incidents in this part of the county by a minimum of 25% over the next year.

Developmental Disabilities Program

The developmental disabilities program provides essential functions to assist individuals with developmental disabilities to access the resources needed to live as independently as possible. Funding comes from a mixture of State and Federal funds. With these funds we currently:

- *Serve 192 individuals of whom 97 are children under the age of 18 and 105 are adults in case management services or who receive Title XIX administrative services.*
- *Serve 40 families through the family support program that provides funds to purchase 4,350 hours of respite or other services or goods needed to keep a child with developmental disabilities in their family home.*
- *Were able to transfer 11 individuals to Integrated Services Network support services brokerage. We continue to coordinate closely with the support brokerage to assure individual's needs are being met.*
- *In May of 2004, began receiving transfers from the State Disability Service Office (DSO) of individuals who had been receiving services through relative foster care or in-home care funds, but were eligible for developmental disability services. Of these individuals two are continuing to use their funds from DSO to maintain the services they were receiving in their family homes by those funds transferring to in-home comprehensive services. During the next fiscal year five individuals will use their funds to transfer to support brokerage services.*

The review and certification process scheduled to begin this year has been postponed by the State. However, we have finished the major revisions to the Policy and Procedure manual to bring it into compliance with Oregon Administrative Rules. Review and revisions will continue to be an ongoing process as policies at the State level are revised. The goal of developing an emergency response plan in conjunction with Shangri-la Corporation has been completed. Individuals living independently have been provided with emergency kits and education continues for those individuals on what to do if there is an emergency.

The developmental disabilities programs have worked in conjunction with Shangri-la Corporation and the Community Development Corporation to access funds to build a new facility to house the residents currently living in Lincoln City at the Lee Street home. The goal has been to move these residents to a home that is closer to Shangri-la's operations in South Beach. The Community Development Corporation was able to obtain grant funds from Lincoln County, which have allowed for the purchase of property in Toledo. The Community Development Corporation has agreed to add funds to the remainder of the County funds, to assist with application for a federal housing grant, and to seek a bank loan to finance the building of a new five bedroom home with two apartments underneath on the purchased land. Building is expected to

be completed within the next fiscal year, allowing for the move from Lincoln City, and provide two individuals with developmental disabilities semi-supervised apartment living.

The quality assurance program has moved into high gear with reviews of case management and support brokerage services and documentation. The goals for the coming year are to establish data systems that will be helpful to case managers in meeting timeline requirements set by OAR, and to establish systems to gather information that will be useful to the Developmental Disabilities Advisory Committee in their role as advisors to the Program.

Commission on Children and Families

Commission on Children and Families

The task of the Lincoln County Commission for Children and Families (LCC&F) is to facilitate the development, expansion and advancement of a countywide social service infrastructure specifically relating to those programs that benefit the community. To that end, the Commission provides financial, technical and administrative resources to various providers in their efforts to:

- *Reduce substance abuse by adults and adolescents.*
- *Reduce child maltreatment.*
- *Increase the quality and availability of child care and education.*
- *Reduce juvenile crime.*
- *Increase community engagement.*

At a retreat held in the fall of 2003, the LCC&F made several decisions that will alter its force and direction significantly in the future. Among these decisions were directions for the Commission to:

- *Begin viewing itself less as a funding source and more as a consensus building entity with the advantages of a broad perspective and a lay point of view.*
 - *Emphasize the development of collaborations rather than continuing with the more traditional competitive RFP process as a funding method.*

In Fiscal Year 2003/2004 the LCC&F recommended to the Board of Commissioners that it partner with the Oregon State University Extension Service in implementing a Juvenile Crime Prevention (JCP) funded Targeted Case Management position for at-risk youth, focused on the Lincoln City area.

The Commission was also instrumental in the emergence of two provider collaborations. One collaborative, with the East County Partnership taking the role as Lead Agency, focused on the development of drug-free alternative out-of school/after-school activity programs. In a group process, programs were developed and implemented by the Toledo Police Department; the South County Youth Center in Waldport; the Siletz Partnership; and the Community Services Consortium office in Newport.

The second collaboration targeted more and/or extended child-care programming throughout Lincoln County. Weekend hours were added in Newport, 24 hour respite for children removed from their homes at odd hours and infant/toddler slots were added in Lincoln City. Participants in this collaborative were Samaritan Early Learning Center in Lincoln City; the Oceanspray Family Center in Newport; and the Newport Parks and Recreation Department.

The LCC&F also participated in a State Commission coordinated process for the completion of the PHASE III evaluation portion of SB 555, Comprehensive Planning Process for Children and Families. The completed evaluation was presented to the Board of Commissioners and sent to the State Commission.

The LCC&F anticipates meeting a number of challenges in the future. Among those challenges, a major endeavor will be a refocusing of the original goals of the SB 555 Comprehensive Plan, folding into that plan appropriate census statistics and utilization data for the County. In light of those data, the Commission will refocus on the original goals of the Comprehensive Plan, emphasizing the fact that it is a *County* plan which must take a broad, encompassing view of all pertinent services available to children and families within the entire community.

The LCC&F anticipates both a challenging and a productive future. In meeting that future, the Commission will continue to implement the new directions identified at the 2003 annual retreat. The Commission will also emphasize its role as an information resource to the community and increase its efforts in facilitating collaboration among Lincoln County's private, public, not for profit, and faith based sectors to amplify the County's capacity to provide and sustain services to children and families.