

Yamhill County Health and Human Services

Services Update 3/31/2020

Administrative Services (Billing, Finance, Analytics, Juniper, and UM teams)

- The Kirby and Davis Administration buildings are closed to the public, but staff are still available by phone and email 8-5pm, Monday through Friday.
 - The YCCO Behavioral Health Customer Service line is still operating (for members and providers): 503-474-6884
- Mail slots are available for dropping items off.

Behavioral Health Crisis Services

Crisis services continue to be available by phone **24/7** and walk-in during business hours

24/7 Crisis Line 1-844-842-8200

In addition to our crisis lines, we are working on a non-crisis line for community members to get needed supports. We will provide more information as this becomes available.

Behavioral Health Adult and Family & Youth Clinic Based Services

- Office Hours: Adult Behavioral Health, Family and Youth Program, and Newberg Clinic are open 8am-5pm, Mon-Fri.
- Hospital screenings are still occurring.
- Most routine services are being provided via Telehealth as many providers are working from home. Telehealth sessions are conducted by phone call, Apple Face Time, Skype, Zoom, Microsoft Teams, etc.
- On-site counseling and services are still being done for high-risk individuals, if necessary.
- Some Mental Health and Substance Use Disorder (chemical dependency) groups are being done virtually and others are temporarily cancelled. Individuals should check with HHS staff about specific groups.
- We continue to provide:
 - Medication-Assisted Treatment (buprenorphine, sublocade, vivitrol)
 - Medication injections
 - Medication Management services continue to be available by Telehealth and in person as needed
 - New Intakes are being triaged by the crisis teams for urgency

Community Support Services/Abacus

- The Abacus House is temporarily closed to the public, but staff are available by phone.

- Staff are connecting with clients virtually and some in-person depending on client need.
- Some Abacus and Community Support Services groups and community activities are temporarily canceled, and others are being done virtually. Please check with HHS staff about specific ones.
- Staff are still accepting referrals for supported employment and education.

Developmental Disabilities Program

- The Kirby building is closed to the public but staff are available by phone Monday thru Friday 8 am to 5 pm to respond to service needs.
- Services Coordinators continue to work virtually with individuals, to assess needs, assure services are authorized on time and to monitor service delivery.
- Eligibility Specialists continue to process existing and new applications for services and are able to offer intake appointments by phone or video conferencing.
- Staff continue to process and authorize all Personal Support Worker (PSW) timesheets and related work.
- Abuse Investigations are still occurring.

Enhanced Residential & Outreach

- Behavioral health services continue to be provided onsite 7 days/week at the Enhanced Care Facility (ECF) and Residential Treatment Facility (RTF).
- Behavior Support Services (BSS), Enhanced Care Outreach Services (ECOS), and Outreach, Assistive Services & Integrated Supports (OASIS) are being provided via telehealth.
- Pre-Admission Screening & Resident Review (PASRR) services in nursing facilities have been suspended by the state.
- The Older Adult Behavioral Health Specialist (OABHS) continues to work on community-wide planning & coordination, and is connecting with partners via telehealth.

Housing and Recovery Supports

- Housing programs continue to operate, but on-site visitors are not permitted at this time.
- Supported Housing and Transitional Treatment and Recovery Services (TTRS) staff are connecting with residents in home and virtually while supporting their basic needs.
- TTRS is currently not taking in any new residents.
- TTRS residents are currently on a 5:00 p.m. curfew with no passes to minimize outside contact.
- All supported housing programs including TTRS has stopped providing transportation unless in the event of an emergency while helping clients continue to meet their needs such as picking up groceries and/or medications for them.
- Supported housing staff are continuing daily morning and evening medication passes.
- TTRS parent coaches are providing virtual parenting support.
- TTRS Certified Recover Mentors are providing virtual recovery support.

Public Health

- The clinic is providing birth control supplies and symptomatic sexually transmitted disease testing and treatment.
- Staff continue to accept new Family CORE referrals and maternal child health staff are continuing to work with families via telehealth.
- Food, pool and lodging inspections continue.
- Vital records (birth and death certificates) continue to be issued.
- Community Health Improvement Plan (CHIP) activities have been temporarily cancelled.

Veterans Services

- The building is closed to the public but staff Veteran's Services are still providing services and processing requests by phone and email 8-5pm, Monday through Friday.
- Mail slot available for dropping off items.