



DESCHUTES COUNTY HEALTH SERVICES INTERNAL DIRECTORY OF SERVICES

(DR) – DIRECT REFERRAL indicates a staff person may make a direct referral for an existing client to this program using the internal referral process. [Comprehensive List of Services and Programs](#)

[Referral Form](#) **FYI:** *In the referral form you may notice that some program are listed as Level 1 and Level 2. For these programs, PH staff must refer to Level 1 and BH staff may refer to Level 2.*

(PHOR) – PUBLIC HEALTH ONLINE REPORT indicates any staff or community member may submit an online public health concern related to this area. [Report a Public Health Concern](#)

I. OVERVIEW OF SERVICES

Deschutes County Health Services (DCHS) is composed of three divisions:

- [Behavioral Health](#)
- [Public Health](#)
- [Early Learning Division](#)

What to Tell Your Client When Making A Referral

All: Advise individuals seeking services that the appointment may be scheduled a few weeks out, depending on the program and its current capacity. Also advise that enrollment in the program is not guaranteed by the referral and will be determined based on program screening and eligibility.

Behavioral Health: Advise individuals seeking services that they must first have an assessment completed. To schedule an appointment for most Behavioral Health services, please **ask the individual to call** (541) 322-7500. Maternal Mental Health, Homeless Outreach, Rental Assistance and Supported Employment will call the client directly. For all other services, please refer to the desk book for contact information.

Public Health: Advise individuals seeking services that they should receive a call to schedule an appointment within one to two weeks.

II. INTERNAL SERVICE INDEX

This index will help you identify if there is an internal program that provides a service your client needs.

TOPIC	PROGRAMS
Abuse Reporting	Abuse Reporting
Adolescents	Adolescent Sexual Health: <ul style="list-style-type: none"> • ¡Cuidate! • My Future, My Choice
<i>(more services for adolescents on next page)</i>	Child & Family Behavioral Health Outpatient (Non-Intensive) (DR) Referral Form
Adolescents (continued)	Children and Youth Intensive Community Support - Wraparound Program (WRAP) (DR) Referral Form
	Early Assessment and Support Alliance - EASA (DR) Referral Form

TOPIC	PROGRAMS
	Public Health Clinic Services (DR) Referral Form : <ul style="list-style-type: none"> • Family Planning/Birth Control • HIV/STD/HEP Testing & STD Treatment • TB Testing • Immunizations Immunization Education and School Law School Based Health Centers (Behavioral Health) School Based Health Centers (Public Health)(DR) Referral Form Young Adults in Transition (DR) Referral Form Women, Infants and Children (WIC) (DR) Referral Form
Alcohol, Tobacco, and Other Drugs	Behavioral Health – Access (DR) Referral Form Needle Exchange Substance Abuse Prevention Tobacco Prevention and Education Program (TPEP)
Birth and Death Certificates	Vital Records
Case Management	Behavioral Health –Access (DR) Referral Form HIV Case Management (DR) Referral Form Intellectual and Developmental Disabilities (DR) Referral Form Nurse Home Visiting - Maternal & Child (DR) Referral Form
Children	Behavioral Health – Access (DR) Referral Form Child & Family Behavioral Health Outpatient (Non-Intensive) (DR) Referral Form Children and Youth Intensive Community Support - Wraparound Program (WRAP) (DR) Referral Form Immunization Education and School Law KIDS Center (DR) Referral Form Nurse Home Visiting (DR) Referral Form Public Health Clinic (DR) Referral Form : <ul style="list-style-type: none"> • Family Planning • STD/HIV/HEP Testing & STD Treatment • Immunizations Safe School Assessments School Based Health Centers (Behavioral Health) School Based Health Centers (Public Health) (DR) Referral Form Women, Infants and Children (WIC) (DR) Referral Form
Chronic Conditions	Living Well (DR) Referral Form Living Well with Diabetes (DR) Referral Form
Communicable Disease	Communicable Disease Investigation and Surveillance (PHOR) Report a Public Health Concern HIV Case Management (DR) Referral Form Public Health Clinic (DR) Referral Form : <ul style="list-style-type: none"> • STD/HIV/HEP Testing and STD Treatment • Immunizations • TB Testing STD /HIV Prevention – Public Health Education STD Investigation and Surveillance

Crisis	Behavioral Health Crisis
Developmental Disabilities	Intellectual and Developmental Disabilities (DR) Referral Form
Disease	Communicable Disease and Surveillance (PHOR) Report a Public Health Concern HIV Case Management (DR) Referral Form Living Well (DR) Referral Form Living Well with Diabetes (DR) Referral Form STD/HIV Prevention – Public Health Education STD/HIV/HEP Testing & STD Treatment
Early Learning	Early Learning Division Early Learning Hub
Emergencies/Disasters	Emergency Preparedness
Employment	Behavioral Health Supported Employment (DR) Referral Form
Gambling	Gambling Prevention – Public Health Education
Health (Physical)	Living Well (DR) Referral Form Living Well with Diabetes (DR) Referral Form Public Health Clinic Services (DR): Referral Form <ul style="list-style-type: none"> • Family Planning • STD/HIV/HEP Testing & STD Treatment • Immunizations • TB Testing Communicable Disease and STD Surveillance Harriman Health Center School Based Health Centers (Public Health) (DR) Referral Form
Homelessness	Projects for Assistance in Transitions from Homelessness (PATH) – Behavioral Health (DR) Referral Form
Housing	Behavioral Health Foundations (DR) Referral Form
Immunizations	Public Health Clinic Services (DR) Referral Form : <ul style="list-style-type: none"> • Immunizations Immunization Education and School Law School Based Health Centers (Public Health) (DR) Referral Form
Legal	Bridge Program – Behavioral Health Mental Health Court (DR) Referral Form Psychiatric Service Review Board – PSRB
Parenting	Child and Family Behavioral Health Outpatient (DR) Referral Form Divorce Mediation Maternal Mental Health (DR) Referral Form Nurse Home Visiting (DR) Referral Form Oregon Mother’s Care (DR) Referral Form School Based Health Centers (Behavioral Health) Women, Infants and Children (WIC) (DR) Referral Form
Pool Inspections	Environmental Health (PHOR) Report a Public Health Concern
Pregnancy	Oregon Mother’s Care (DR) Referral Form Women, Infants and Children (WIC) (DR) Referral Form Nurse Home Visiting (DR) Referral Form Maternal Mental Health (DR) Referral Form Public Health Clinic Services (DR) Referral Form : <ul style="list-style-type: none"> • Family Planning/Birth Control
Restaurant Inspections	Environmental Health (PHOR) Report a Public Health Concern

Schools	Behavioral Health – Access (DR) Referral Form My Future, My Choice ¡Cuidate! – Adolescent Sexual Health Outreach School Based Health Centers (Behavioral Health) School Based Health Centers (Public Health) (DR) Referral Form Safe School Assessments – Behavioral Health
Seniors	Older Adult (Seniors) Mental Health Services
Severely and Persistently Mentally Ill (SPMI)	Assertive Community Treatment – ACT Behavioral Health – Access (DR) Referral Form Community Support Services - CSS Early Assessment and Support Alliance – EASA (DR) Referral Form Harriman Health Center Psychiatric Service Review Board – PSRB
Substance Abuse Prevention	Behavioral Health – Access (DR) Referral Form Needle Exchange Substance Abuse Prevention Tobacco Prevention and Education Program (TPEP)
Suicide Prevention	Behavioral Health – Access (DR) Referral Form Behavioral Health Crisis Team Suicide Prevention – Public Health Education
Tobacco	Tobacco Prevention and Education Program (TPEP)
Water Quality	Environmental Health (PHOR) Report a Public Health Concern

III. COMPREHENSIVE LIST OF SERVICES AND PROGRAMS

ABUSE REPORTING

Contacts: *Adult Abuse Hotline: (541) 385-3250* *Child Abuse Hotline: (541) 548-9499*
Intellectual and Developmental Disabilities Abuse Hotline: (541) 797-3625
Seniors and People with Disabilities Abuse Hotline: (541) 693-2707
Bend Police Non-Emergency: (541) 693-6911
Redmond Police Non-Emergency: (541) 504-3400
La Pine (Deschutes County Sheriff) Non-Emergency: (541) 536-1758

Description: Oregon's abuse reporting laws afford protection for any individual who reports suspected abuse in good faith. State law protects the confidentiality of individuals reporting abuse. Report suspected abuse as soon as possible to the appropriate agency AND to your supervisor or program manager. If there are immediate concerns for alleged victim's safety, report to the police. When making a report, please include identifying information of alleged victim including name, birthdate, and parent or person responsible for care of the individual; contact information of alleged victim including phone and address; details of the abuse; and known information about accused person and/or agency. If not making an anonymous report, include reporter's name, relationship to alleged victim, and contact information.

Eligibility: Depending on the level of services provided, adult abuse can include neglect, physical abuse, domestic violence, sexual abuse, abandonment, financial exploitation, involuntary restriction, verbal mistreatment, wrongful restraint, or death. See department's [Mandatory Abuse Reporting Procedure](#) for definitions of abuse and more information.

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BEHAVIORAL HEALTH SERVICES

The Behavioral Health division provides mental health and substance abuse treatment. The division is overseen by DeAnn Carr, Behavioral Health Deputy Director, and comprised of five program areas:

- [Access and Hubs](#) – Barrett Flesh, Program Manager
- [Intellectual/Developmental Disabilities](#) – Melissa Rizzo, Program Manager
- [Intensive Adult Services](#) – Nancy Tyler, Program Manager
- [Intensive Youth Services](#) – Melissa Rizzo, Program Manager
- [Outpatient Services \(Adults and Children\)](#) – Janice Garceau, Program Manager

ACCESS AND HUBS

[Behavioral Health Access \(DR\) Referral Form](#)

Contact: *Amber Clegg – Supervisor:* Front Desk line at (541) 322-7500

Description: The Access team is the main entry point for all Deschutes County Health Services behavioral health programs as well as other mental health and substance abuse treatment agencies in the county. The program provides screening, assessments, placement, and referrals.

Eligibility: While Deschutes County Health Services primarily works with those on the Oregon Health Plan, we encourage anyone, regardless of insurance, to call us. Our screeners provide referrals to the community for those who do not qualify for our services.

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend
North County Hub: 406 West Antler Avenue, Redmond
South County Hub: 51340 Highway 97, La Pine
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[Divorce Mediation Services \(DR\) Referral Form](#)

Contact: *Dave Hakanson – Mediator:* (541) 322-1719

Description: Divorce Mediation services give divorcing parents the opportunity to make their own decisions about the future of their children. Parents work with a qualified, professional mediator who helps them develop a Parenting Plan.

Service Location: KIDS Center: 1475 NW Kingston Avenue, Bend
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[North County Hub \(NoCo\)](#)

Contact: *Kevin Shaw – Supervisor:* (541) 322-7529

Front Desk: *Michele Shanklin:* (541) 7414

Description: NoCo is a Deschutes County Health Services hub located in Redmond. NoCo provides a number of mental health, and alcohol and drug services for adults, youth and families. Individual, group and brief intervention counseling; skills training; support groups and behavioral health classes; case management; psychiatric medication management; and assistance with referrals to more intensive services such as residential treatment or hospitalization.

Eligibility: Oregon Health Plan; however, others may be eligible depending on their situation or given referrals to other community programs. New clients must go through the [Access Team](#) to enroll in NoCo services.

Service Location: North County Hub: 406 West Antler Avenue, Redmond

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South County Hub (SoCo)

Contact: *Ryan Cheney – Supervisor:* (541) 322-7155

Front Desk: *Candy Schiavone:* (541) 322-7146

Description: SoCo is a Deschutes County Health Services hub located in La Pine. SoCo provides a number of mental health, and alcohol and drug services for adults, youth and families. Individual, group and brief intervention counseling; skills training; support groups and behavioral health classes; case management; psychiatric medication management; and assistance with referrals to more intensive services such as residential treatment or hospitalization.

Eligibility: Oregon Health Plan; however, others may be eligible depending on their situation or given referrals to other community programs. New clients must go through the [Access Team](#) to enroll in SoCo services.

Service Location: South County Hub: 51340 Highway 97, La Pine

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ADULT AND CHILD OUTPATIENT SERVICES

Adult Behavioral Health Outpatient (Non-Intensive) – Bend (DR) Referral Form

Contact: *Karen Tamminga – Supervisor:* (541) 322-7528

Description: The Adult Outpatient Team in Bend offers a number of mental health, and alcohol and drug services to adults. Individual, group and brief intervention counseling; skills training; support groups and behavioral health classes; case management; psychiatric medication management; and assistance with referrals to more intensive services such as residential treatment or hospitalization.

Eligibility: Oregon Health Plan; however, others may be eligible depending on their situation or given referrals to other community programs. New clients must go through the [Access Team](#) to enroll in adult outpatient services.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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Child and Family Behavioral Health Outpatient (Non-Intensive) – Bend (DR) Referral Form

Contact: *MaryAnne McDonnell – Supervisor: (541) 322-7562*

Description: The non-intensive Child and Family Outpatient Team in Bend offers a number of services to families and children ages birth to 18 years including: consultation; networking and referral; individual, group and family counseling; skills training; parent education and support; psychiatric medication management; and assistance with referrals to more intensive services.

Eligibility: Oregon Health Plan; however, others may be eligible depending on their situation or given referrals to other community programs. New clients must go through the [Access Team](#) to enroll in child and family outpatient services.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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Kids' Intervention and Diagnostic Service (KIDS) Center (for children who have been sexually, physically or emotionally abused) * (DR) Referral Form

Contact: *MaryAnne McDonnell – Supervisor: (541) 322-7562*

Description: KIDS Center serves children who have been sexually, physically or emotionally abused. Deschutes County provides behavioral health counseling to these children and their families while other sections of KIDS Center provide forensic and advocacy services.

Eligibility: Children of any age and their families can receive counseling for a past or present physical, sexual or emotional abuse related issue. KIDS Center accepts Oregon Health Plan clients but also receives grants that enable them to serve those without insurance. New clients must go through the [Access Team](#) to enroll in KIDS Center services.

** Current behavioral health clients may be directly referred by their provider.*

Service Location: KIDS Center: 1475 NW Kingston Avenue, Bend

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Maternal Mental Health (DR) Referral Form

Contacts: *Jennifer Weeks – Coordinator*

Elizabeth Fitzgerald – Supervisor: (541) 322-7580

Description: This program provides mental health counseling services to prenatal and postpartum women and families.

Eligibility: Pregnant or postpartum woman or family on or eligible for Oregon Health Plan.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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School Based Health Centers (Behavioral Health) *

Contact: *Elizabeth Fitzgerald – Supervisor: (541) 322-7580*

Description: Deschutes County Health Services provides behavioral health services in seven school-based health centers (SBHC): Bend High School, Gilchrist, La Pine, Lynch Elementary, Redmond High, Ensworth Elementary and Sisters. Any child up to age 18 can be seen at a SBHC regardless of insurance as indicated by state certification guidelines for school-based services. An uninsured student may receive a screening and referral to appropriate community resources or may receive more long-term care based on acuity of identified mental health needs as determined by the treating clinician or SBHC supervisor. Services offered include behavioral health screenings, comprehensive mental health assessments, individual and family therapy, group therapy and referrals to specialized modalities and higher levels of care as needed. Bilingual clinicians are available in some locations. SBHCs provide integrated behavioral and physical health in partnership with medical sponsors.

Eligibility: Any child, newborn through 18 years old living in the Bend-La Pine, Redmond or Sisters school districts is welcome to receive a behavioral health screening at a SBHC. Behavioral health services are available one day per week at the Gilchrist SBHC. New behavioral health clients must go through the [Access Team](#) to enroll in SBHC services.

** Current behavioral health clients may be directly referred by their provider.*

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Mental Health Court (DR) Referral Form

Contact: *Karen Tamminga – Supervisor: (541) 322-7528*

Description: Deschutes County Mental Health Court (DCMHC) is a court supervised intensive treatment program serving mentally ill adults who have acquired legal charges. It is generally a 12-18 month program depending on the criminal charges or the needs of the participant. Participants must demonstrate progress, remain stable, be clean and sober for at least 90 days prior to completion of the program and must complete treatment requirements.

Eligibility: Participants of DCMHC are identified by the Deschutes County criminal justice system.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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Safe School Assessment

Contact: *MaryAnne McDonnell — Supervisor: (541) 322-7562*

Description: Safe School Assessment is a service that DCHS provides to the Bend-La Pine and Redmond school districts. DCHS contracts with these school districts to provide, at the district's request, an assessment of the level of risk of a student who has made threats of harm to others or self while at school.

Eligibility:

Service Location(s):

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INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Persons with Intellectual and/or Developmental Disabilities (IDD) (DR) Referral Form

Contacts: Referral Form Contact: Catherine Lowery – Eligibility Specialist: (541) 322-7403

Front Desk: (541) 322-7554

Melissa Rizzo – Program Manager: (541) 322-7546

Description: IDD services include: intake, eligibility determination, referral, service coordination for adults and children, individualized planning and support, protective service investigations for adults, supported employment, residential services (group home and foster care), and in-home supports. The goals of the IDD program are for individuals to live in the least restrictive environment and to ensure their health and safety needs are met.

Eligibility: An intellectual/developmental disability is a neurological condition that primarily affects the brain and motor functioning. Not all persons who exhibit disabilities are eligible for services. Test results and diagnosis have specific criteria that must be met. An eligibility team will review all records (may require additional testing to be completed) to determine if the requirements are met under the Oregon Administrative Rules (OAR 411-320-0020, Definitions, and OAR 411-320-0080(1)(16)).

**Funded services are dependent upon insurance and are based on need.

Service Location: Wall Street Services Building: 1340 NW Wall Street, Bend

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INTENSIVE ADULT SERVICES

24 Hour Crisis Response *

Contact: Holly McCown – Supervisor: (541) 322-7508

Description: The Deschutes County Health Services Crisis response services include: phone or face-to-face crisis intervention (assessment, intervention planning, information and referral services); brief crisis stabilization through individual or group treatment; 24-hour crisis line; and public safety services such as hospital diversion and civil commitment investigations.

Eligibility: Crisis services are provided to any individual in need; Oregon Health Plan is not required.

***Direct access to crisis services is provided to anyone through use of the 24-hour crisis line at (541) 322-7500, option 9; or (800) 875-7364.**

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend (Crisis walk-in)

County-wide (MCAT Mobile Crisis Team)

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Intensive Community Services for Mental Health

Contact: Becky Elger – Supervisor: (541) 330-4638

Description: The Intensive Community Services program provides specialty services to the severely and persistently mentally ill including:

- **Assertive Community Treatment (ACT):** A community-based program which provides intensive treatment, case management, supported employment, medication prescribing and management, and outreach services to individuals with a serious mental illness who are under civil commitment

or most at risk of state hospital admission. **Eligibility:** Must meet criteria as indicated above. Individuals are typically referred from hospital settings.

- **Psychiatric Review Services Board (PSRB):** This program serves individuals under the jurisdiction of the State PSRB. Individuals receive monitoring specific to the conditions of their community release as well as treatment, case management and other services as indicated. **Eligibility:** Individuals are referred by the PSRB.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Harriman Health Center

Contact: *Becky Elger – Supervisor:* (541) 320-4638

Description: Harriman Health Center (HHC) is an integrated health care clinic operated by Mosaic Medical in partnership with Deschutes County Health Services, Behavioral Health Division. It is located within the Deschutes County Downtown Clinic (DCDC).

Eligibility: Behavioral health clients enrolled in DCDC or Intensive Youth Services programs. Referrals to HHC are made by the individual's primary clinician.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Community Support Services (CSS)

Contact: *Kara Cronin – Supervisor:* (541) 322-7526

Description: Delivers treatment services for individuals diagnosed with a severe and persistent mental illness (SPMI). Services include: therapy, groups, outreach, case management, skills training, medication management, psychiatric care, and daily structure and support. Specialty teams within CSS include [Supported Employment](#), [Rental Assistance \(Foundations\)](#), [Supported Housing](#), [Homeless Outreach \(PATH\)](#), [Bridge Program](#), and [Older Adults](#). These specialty teams are described in further detail in their unique sections of this directory.

Eligibility: Placement in the CSS program is determined by the [Access Team](#). Individuals must be on Oregon Health Plan or Medicare, have a SPMI diagnosis, and be willing to participate in services.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Supported Employment for Behavioral Health (DR) Referral Form

Contacts: *Sarah Haefele – Team Lead:* (541) 330-4639

Kara Cronin – Supervisor: (541) 322-7526

Description: Supported Employment provides training and support for people who want to work and who qualify for CSS services. Supported Employment specialists work with various agencies to identify and create partnerships that will assist in employing clients through the program. Please note that this is not a job bank but rather an opportunity for competitive employment. Supported Employment is part of an evidence-based practice by the Oregon Supported Employment Center for Excellence.

Eligibility: Adults enrolled in DCHS behavioral health services who have an SPMI diagnosis, and are interested in exploring employment.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Nonemergency Rental Assistance (Foundations Program) (DR) Referral Form

Contacts: Rachael Marble – Housing Specialist: (541) 322-7457

Kara Cronin – Supervisor: (541) 322-7526

Description: Foundations provides tenant-based rental assistance to adults diagnosed with a serious and persistent mental illness (SPMI). The program helps individuals find and maintain independent housing through a two-person team consisting of a housing specialist and a peer support specialist. There is currently a wait list for services; wait list placement is based on acuity (e.g., transitions from state hospital or a licensed residential facility).

Foundations is NOT an emergency housing resource. For information about other housing assistance resources in Deschutes County, please call NeighborImpact’s coordinated entry specialist at (541) 318-7506.

Eligibility: Qualifying individuals must be 18 years old or older and:

- Eligible for DCHS behavioral health services;
- Have a current SPMI diagnosis per a Qualified Mental Health Professional (QMHP)
- Have a form of ongoing income;
- Have no other rental assistance and/or housing resources, such as not receiving HUD, not able to live with natural support person(s)/family/friend.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Supported Housing for Behavioral Health

Contacts: Rachael Marble – Housing Specialist: (541) 322-7457

Kara Cronin – Supervisor: (541) 322-7526

Description:

- Horizon House: 14-unit apartment complex providing transitional housing for adults with serious mental illness who are difficult to house and who would benefit from intensive case management, groups, and training to learn the skills necessary to be successful in independent living. Horizon House is a drug and alcohol-free complex.
- Emma’s Place: 11-unit (permanent housing) long-term low income housing for individuals with serious and persistent mental illness.
- Barbara’s Place: 6-unit Housing First model permanent housing program for people diagnosed with a mental health condition and who are experiencing homelessness.

Eligibility: Residents must be a DCHS behavioral health client and referred by their behavioral health therapist. Eligible applicants must be able to pay established rents.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Homeless Outreach – Projects for Assistance in Transitions from Homelessness (PATH Program) (DR) Referral Form

Contacts: *Colleen Thomas – PATH Provider: (541) 322-7457*
Kara Cronin – Supervisor: (541) 322-7526

Description: Through a federally funded grant, the Community Support Services program is able to provide this specialty service. PATH provides outreach and case management for individuals and families who are homeless or at risk of homelessness. The goal is to develop relationships with this population built on trust and to hone communication with the goal of enrolling them in services for a more comprehensive treatment approach and/or to keep them in services. The case manager works in partnership with local homeless shelters and nonprofit agencies committed to working with the homeless population.

Eligibility: Individuals and families who are experiencing homeless or at risk of homelessness. This program takes direct referrals.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Bridge Program

Contacts: *Leah Allen, Bridge Clinician: (541) 322-7456*
Kara Cronin – Supervisor: (541) 322-7526

Description: The Bridge Program is a two-person team that provides treatment, case management, and outreach services for individuals who have a serious mental illness (e.g., schizophrenia, bipolar, PTSD) who are also involved in the criminal justice system.

Eligibility: Participants in the Bridge Program must have a serious mental illness, be involved with the criminal justice system, and have significant functional impairments. Primary referral sources are the Deschutes County Adult Jail mental health program, and Adult Parole and Probation. Individuals are prioritized based on acuity and program capacity.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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Older Adult (Seniors) Mental Health Services

Contact: *Kara Cronin – Supervisor: (541) 322-7526*

Description: A two-clinician team that delivers treatment services for adults over the age of 65 who are unable to receive services in outpatient care. Individuals with serious mental illness, in non-imminent crisis, and living in facilities are prioritized. Services include therapy, outreach, case management, evaluation, and consultation.

Eligibility: Primary referral sources are APD (Older Adults and Adults with Physical Disabilities), APS (Adult Protective Services) and elder care facilities.

Service Location: Deschutes County Downtown Clinic: 1128 NW Harriman Street, Bend.

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INTENSIVE YOUTH SERVICES (IYS) (DR) Referral Form

Contact: *Intensive Youth Services Screening Line:* (541) 213-6851
or email at: intensivemyouthservices@deschutes.org

Description: These programs are defined by children, youth and families in need of a higher level of care than traditional outpatient clients. IYS has three specialty programs, which are described in further detail below:

- [Early Psychosis Intervention \(EASA\)](#)
- [The Wraparound Program \(WRAP/ICTS\)](#)
- [Young Adults in Transition \(YAT\)](#).

Eligibility: Each IYS program has different eligibility requirements (see specific programs below). IYS programs accept internal referrals and direct community referrals as well as placement by the [Access Team](#). All referrals can be directed to the IYS Screening line or IYS email.

Service Location: Wall Street Services Building: 1340 NW Wall Street, Bend
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Early Psychosis Intervention – Early Assessment and Support Alliance (EASA) (DR) Referral Form

Contacts: *Intensive Youth Services Screening Line:* (541) 213-6851
or email at: intensivemyouthservices@deschutes.org

Description: EASA serves 15 to 27 year olds who suffer from the kind of psychosis that would lead to schizophrenia if left untreated. The team works closely with the young person's family and views family as key team members in treatment. Early effective treatment helps young people to graduate from school, keep their friends, maintain family unity and have successful careers and lives in our communities.

Eligibility: Deschutes, Crook or Jefferson county resident, ages 15-27, with an emerging psychotic disorder. Additional eligibility requirements may apply. IYS programs accept internal referrals and direct community referrals as well as placement by the [Access Team](#). All referrals can be directed to the IYS Screening line or IYS email.

Service Location: Wall Street Services Building: 1340 NW Wall Street, Bend
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Children and Youth Intensive Community-Based Services and Supports for Children and Youth - Wraparound Program (WRAP) (DR) Referral Form

Contacts: *Intensive Youth Services Screening Line:* (541) 213-6851
or email at: intensivemyouthservices@deschutes.org

Description: This team uses a wrap-around model that brings together people from different parts of a youth's life for planning and support for children and youth, and their families, whose mental health needs have not been met through usual outpatient services. With the help of a facilitator, these people work together and coordinate their activities in order to assist the youth.

Eligibility: Residents of Deschutes, Crook and Jefferson counties, ages 0-18. Oregon Health Plan is required though in certain cases indigent funds may be used. IYS programs accept internal referrals and direct community referrals as well as placement by the [Access Team](#). All referrals can be directed to the IYS Screening line or IYS email.

Service Location: Wall Street Services Building: 1340 NW Wall Street, Bend

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Young Adults in Transition (YAT) (DR) Referral Form

Contacts: *Intensive Youth Services Screening Line:* (541) 213-6851

or email at: intensivemyouthservices@deschutes.org

Description: This team works to establish relationships with young adults, their families, their “constructed families,” peers, and all available support systems. The young adults themselves play the biggest role in their own development and growth. Transitional treatment and intervention helps young adults to graduate school; continue education; establish, grow and maintain friendships; promote self-discovery and independence; find and sustain meaningful employment; encourage positive home placement; living a healthy, positive life; and being a confident and beneficial member of our community.

Eligibility: Under-supported youth, ages 14-25, experiencing mental illness, who are involved with Juvenile Community Justice, Oregon Youth Authority, Department of Human Services, homeless youth and youth with minimal natural supports. IYS programs accept internal referrals and direct community referrals as well as placement by the [Access Team](#). All referrals can be directed to the IYS Screening line or IYS email.

Service Location: Wall Street Services Building: 1340 NW Wall Street, Bend

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PUBLIC HEALTH SERVICES

The Public Health division provides full spectrum population health services. The division is comprised of five program areas:

- [Clinical Services](#) – *Tom Kuhn, Program Manager*
- [Community Health](#) – *Tom Kuhn, Program Manager*
- [Maternal and Child Health](#) – *Pamela Ferguson, Program Manager*

CLINICAL SERVICES

iCuidate!

Contacts: Front Office: 541-322-7499

Kathy Christensen – Supervisor: (541) 322-7407

Description: iCuidate! means “take care of yourself.” It is the theme of this culturally-based program designed to reduce HIV and pregnancy sexual risk among Latino youth. iCuidate! helps Latino youth develop the knowledge, attitudes, and skills to reduce their risk for HIV and pregnancy. The program

emphasizes risk reduction strategies such as abstinence, correct condom use, and birth control information.

¡Cuídate! activities help teens:

- Acquire correct and reliable information about risk and disease
- Develop attitudes that support safe decision making
- Build skills to be able to abstain from sex and use condoms correctly
- Reinforce confidence in their ability to practice safer sex

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Family Planning and Birth Control (DR) Referral Form

Contacts: Front Office: 541-322-7499

Kathy Christensen – Supervisor: (541) 322-7407

Description: Deschutes County provides important reproductive and sexual health services to clients in need. The clinic offers free or low-cost services for women and men including:

- Birth control counseling and instructions (walk out with an entire year's worth of the method of your choice!)
- Well Visits, pelvic exams and pap smears, if needed
- Emergency contraception/Plan B (the "Morning-After" pill)
- Free condoms
- Pregnancy tests and pregnancy counseling
- Testing and treatment for sexually transmitted diseases/infections (STDs/STIs)
- HIV testing
- Personalized sexual health education

Eligibility: Anyone needing family planning and birth control services. We accept OHP and private insurance. Clients without coverage will be qualified for a family planning Medicaid program or will be served on a sliding fee scale. No one is refused services based on ability to pay.

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend

Becky Johnson Center: 412 SW 8th Street, Redmond

La Pine Community Campus/SBHC: 51605 Coach Road, La Pine

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Immunizations (DR) Referral Form

Contacts: Front Office: 541-322-7499

Kathy Christensen – Supervisor: (541) 322-7407

Description: In the clinic we provide all required and recommended childhood, adolescent and adult vaccines (except shingles). We also provide:

- Titers for vaccinations
- Tuberculosis testing (TB testing)

*For immunization school law requirements, see the [Immunization Program Section](#).

Eligibility: Immunization services have the following eligibility requirements:

- Children and adolescents needing vaccinations, regardless of coverage or ability to pay.
- Adults needing recommended vaccinations (except flu and shingles). We accept OHP and private insurance. If uninsured, call for pricing.

Highest priority clients are those without a medical home and/or access to vaccinations.

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend

Becky Johnson Center: 412 SW 8th Street, Redmond

La Pine Community Campus/SBHC: 51605 Coach Road, La Pine

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My Future, My Choice

Contacts: Front Office: 541-322-7499

Kathy Christensen – Supervisor: (541) 322-7407

Description: The My Future, My Choice Program is an educational program. It is part of a multi-faceted effort to meet the Deschutes County Benchmark initiative of reducing teen pregnancy. The program is designed to be a 6th grade component of comprehensive human sexuality/reproductive health curricula for students in Deschutes County. My Future, My Choice meets the requirements for House Bill 2509 and OAR 581-022-1440 to be age-appropriate, comprehensive, medically accurate, promoting abstinence but not to the exclusion of other material, consequences of sexual health behaviors with regard to risk of pregnancy and STIs, emotional and physical consequences of early sexual involvement, and encouraging family communication and involvement. Parents and guardians always have the right to opt their children out of one or all of the lessons of My Future, My Choice at any time in every public middle school in Deschutes County.

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STD/HIV/Hep Testing and STD Treatment (DR) Referral Form

Contacts: Front Office: 541-322-7499

Kathy Christensen – Supervisor: (541) 322-7407

Description: Risk assessment and risk reduction counseling, STD exam, lab tests, and treatment if needed.

Eligibility: Clients who fit into one of the categories below are at highest risk for STDs and are the priority for the clinic:

- People age 30 and under
- People who have been contacted by DCHS or have been told they are a contact of a reportable STD or HIV
- People with symptoms of a reportable STD, urinary tract infection, or genital sores
- Men who have sex with men (MSM)
- People who have used injection drugs (IDU)
- People who have exchanged sex for money, drugs or something of value
- Sex partners of MSM or IDU

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend
Becky Johnson Center: 412 SW 8th Street, Redmond
La Pine Community Campus/SBHC: 51605 Coach Road, La Pine
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COMMUNITY HEALTH

Communicable Disease Investigation and Surveillance (PHOR) [Report a Public Health Concern](#)

Contact: *Heather Kaisner - Supervisor* (for all reportable diseases except STDs): (541) 617-4705
Kathy Christensen - Supervisor (reportable STDs): (541) 322-7407
Communicable Disease Reporting Line: (541)-322-7418
Public Health Concern Online Reporting System: [Report a Public Health Concern](#)

Description: Communicable diseases (CD) are those conditions that can be spread to others through air, touch, or through contact with contaminated body fluids. Diseases that public health departments keep track of are called "reportable" diseases. All healthcare providers and laboratory personnel are required by law to submit reportable disease information to their local health department. Deschutes County Health Services staff is available to answer questions and investigate reportable diseases.

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Emergency Preparedness

Contact: *Mary Goodwin – Preparedness Coordinator and Public Health Reserve Corps Coordinator:*
(541) 322-7466

Description: Public Health Preparedness assesses and helps improve the community's ability to prepare for and respond to a public health emergency whether natural or man-made. The Preparedness Coordinator works with government agencies and community partners to ensure the community is doing everything that can be done to reduce the risk of harm from an emergency, to prepare for an effective response when an emergency occurs, and to recover as quickly as possible. Specifically, the Preparedness Coordinator works with partners in assessing potential hazards and threats, developing emergency operations plans, and exercising or activating appropriate measures for an actual emergency response as well as directing the staff preparedness training program and Incident Command Systems processes. To create a family emergency plan and/or build an emergency preparedness kit, go to www.ready.gov

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Environmental Health (PHOR) [Report a Public Health Concern](#)

Contacts: *Eric Mone – Supervisor:* (541) 388-6566

Public Health Concern Online Reporting System: [Report a Public Health Concern](#)

Description: Deschutes County has over 600 restaurants, mobile food units and other food preparation facilities as well as over 245 public pools and spas that require semi-annual inspections. Hundreds of other inspections are performed annually at day care facilities, school food services, public water systems, hotels, motels, RV parks, and residential institutions. The Environmental Health

Specialists' primary job is to minimize or prevent potentially harmful situations in public places and to contain and stop the spread of diseases if and when they occur. The Environmental Health Specialists are also available to answer questions from the public regarding environmental health hazards.

Service Locations: DCHS Courtney: 2577 NE Courtney Drive, Bend
North County Hub: 406 West Antler Avenue, Redmond

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Healthy Communities

Contact: Sarah Worthington – Coordinator: (541) 322-7446

Description: The Healthy Communities program strives to create healthy environments and systems that provide all people the opportunity to make healthy choices for themselves and their families.

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HIV Case Management (Ryan White Case Management) (DR) Referral Form

Contact: Susan McCreedy – Coordinator: (541) 322-7402

Description: This program provides case management services for persons living with HIV/AIDS.

Eligibility: Persons living with HIV/AIDS in Deschutes County. This program accepts direct referrals.

Service Location: DCHS Courtney: 2577 NE Courtney Drive, Bend

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Immunization Education and School Law Requirements (Immunization Program)

Contact: Jill Johnson – Coordinator: (541) 322-7452

Description: The Immunization Program works with partners, clinics, and schools to provide education and community-wide strategies to increase childhood and adult immunizations. The State of Oregon requires vaccines for school and child care attendance in order to protect children and prevent the spread of disease.

*For information about clinical immunization services, see [Public Health Clinical Services, Immunizations](#)

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Living Well with Chronic Conditions (DR) Referral Form

Contact: Brenda Johnson – Coordinator: (541) 322-7430

Description: The Living Well with Chronic Conditions program is a six-week workshop that teaches practical skills for living a healthy life. Chronic conditions include diabetes, arthritis, HIV/AIDS, high blood pressure, depression, heart disease, chronic pain, anxiety, multiple sclerosis, fibromyalgia and others.

Eligibility: Anyone living with chronic conditions. This program accepts direct referrals.

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Living Well with Diabetes (DR) Referral Form

Contact: Sarah Worthington – Coordinator: (541) 322-7446

Description: The Living Well with Diabetes program is a six-week workshop that teaches practical skills for people living with diabetes. Participants learn the importance of balancing blood glucose, exercise and medications, which helps delay or prevent serious complications.

Eligibility: Anyone living with diabetes. This program accepts direct referrals.

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Mental Health Promotion

Contact: Jessica Jacks – Supervisor: (541) 330-4632

Description: The mental health promotion initiative seeks to build resilience and coping among our school aged population and to decrease the stigma to access care. This is a regional project across Central Oregon.

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STD/HIV Prevention (including Needle Exchange)

Contacts: Kathy Christensen - Supervisor (STD Prevention): (541) 322-7407

Heather Kaisner - Supervisor (HIV Prevention): (541) 617-4705

Description: A population based program that works with high risk communities to decrease the prevalence of STD and HIV by providing outreach and education. This includes needle exchange.

The Needle Exchange Program is designed for the community to reduce the risks involved in injection drug use. By hosting syringe drop boxes; offering free clean needles; and providing testing, education, and vaccinations, we hope to decrease infections, needle-stick injuries, and deaths caused by injection drug use. Staff and volunteers are trained and certified to provide anonymous, safe, and educational service to clients.

For information on when clients can come in for anonymous needle exchange services, call 541-322-7499 or visit our [Needle Exchange Program](#) website.

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Substance Abuse and Problem Gambling Prevention

Contact: Jessica Jacks – Supervisor: (541) 330-4632

Description: This program uses the Strategic Prevention Framework and collaborates with community partners to determine substance abuse prevention priority areas based on a data driven decision making model. Certified Prevention Specialists provide expertise, resource development and technical assistance in a variety of substance abuse areas to community coalitions and schools. Problem gambling prevention is infused into prevention efforts.

- 18-25 year old high risk drinking prevention: Project Coordinator, Julie Spackman, (541) 388-6619.
- 18 and younger alcohol and marijuana prevention messaging through Positive Community Norms: Project Coordinator, Nick Stevenson, (541) 322-7534
- K-12 school based prevention—providing resources, technical assistance and professional development to teachers, counselors and administrators to strengthen classroom instruction and the school environment to be supportive of positive adolescent healthy behaviors: Project Coordinator, Jessica Jacks, (541) 330-4632.

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Suicide Prevention

Contact: *David Visiko – Coordinator:* (541) 388-6606

Description: The suicide prevention program works to prevent suicide and suicide attempts across the age spectrum and to improve the continuity of care in and between our community's systems.

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Tobacco Prevention

Contact: *Penny Pritchard – Coordinator:* (541) 322-7481

Oregon Tobacco Quit Line: 1-800-QUIT-NOW

Description: The Tobacco Prevention and Education Program (TPEP) works to prevent tobacco initiation among youth and young adults, promote cessation, eliminate exposure to secondhand smoke, and reduce tobacco-related disparities in Central Oregon. To accomplish these goals, TPEP focuses on policy, systems, and environmental changes. TPEP monitors the Indoor Clean Air Act which prohibits smoking in public places. Contact TPEP for technical assistance with implementing tobacco, smoke and vape free policies and/or for information regarding the Oregon Tobacco Quit Line. To refer an individual to the Oregon Tobacco Quit Line, use the [Oregon Tobacco Quit Line Referral Form](#).

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Vital Records

Contact: *Andrea Mitchell:* (541) 322-7411

Description: Processes birth and death certificate orders including information, referrals, and/or corrections to vital records.

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MATERNAL AND CHILD HEALTH

[Women, Infants and Children \(WIC\) \(DR\) Referral Form](#)

Contacts: Front Office (appointments) (541) 322-7435

Laura Spaulding – Supervisor: (541) 322-7450

Description: A nutrition education and breastfeeding support program which also provides healthy foods and referrals to other organizations. This program helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy.

Eligibility: Participants in the WIC program must be:

- Pregnant women; or
- Postpartum women (up to 1 year post-partum if breastfeeding; up to 6 months post-partum if not breastfeeding); or
- Infants and children from birth to the month they turn 5 years old.
- On Oregon Health Plan or meet income requirements.
- Fathers, foster parents, grandparents, etc., can bring in children who qualify to receive services.

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[Maternal Mental Health \(DR\) Referral Form](#)

Contacts: *Jennifer Weeks – Coordinator*

Elizabeth Fitzgerald – Supervisor: (541) 322-7580

Description: This program provides mental health counseling services to prenatal and postpartum women and families.

Eligibility: Pregnant or postpartum woman or family on or eligible for Oregon Health Plan.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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[Oregon Mother's Care \(Prenatal Access Site\) \(DR\) Referral Form](#)

Contact: *Erin Hoar – Coordinator: (541) 322-7448*

Description: Oregon Mother's Care (OMC) is a program that assists women in signing up for the Oregon Health Plan, WIC, prenatal care, home visiting services, dental and other community resources.

Eligibility: OMC serves pregnant women in need of services.

Service Location: DCHS Courtney, 2577 NE Courtney Drive, Bend

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[Nurse Home Visiting – Maternal \(DR\) Referral Form](#)

Contact: Sarah Holloway – Supervisor: (541) 322-7416

Description: The specialty maternal services provided under the Nurse Home Visiting Program include:

- **Nurse Family Partnership (NFP):** Nurse-Family Partnership is a maternal health program that helps first-time parents succeed. The program introduces vulnerable first-time parents to caring maternal and child health nurses in Deschutes, Jefferson, and Crook counties, depending on where they live. Families can be followed until the child turns two years old. **Eligibility:** To qualify for NFP, participants must be:
 - Pregnant women with their first child
 - Less than 28 weeks pregnant
 - On Oregon Health Plan or meet income requirements
- **Maternity Case Management:** Nurse home visiting service to assist pregnant women in improving birth outcomes for themselves and their babies. **Eligibility:** To qualify for MCM, participants must be:
 - Pregnant women
 - Oregon Health Plan client or eligible

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[Nurse Home Visiting – Child \(DR\) Referral Form](#)

Contact: Sarah Holloway – Supervisor: (541) 322-7416

Description: The specialty child services provided under the Nurse Home Visiting Program include:

- **Babies First:** Nurse home visiting program for at-risk families with children up to five years old. **Eligibility:** Participants in this program must be children, birth through the month they turn five years old and enrolled in Oregon Health Plan.
- **CaCoon (CAre COordinatiON):** Nurse home visiting program for children with, or at risk for, a chronic physical, developmental, behavioral or emotional condition. The program serves children, birth to 20 years old

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[School Based Health Centers \(Public Health\) \(DR\) Referral Form](#)

Contact: Lynnanne Hayes — SBHC Lead: (541) 322-7405

Description: The School Based Health Centers (SBHCs) provide affordable, convenient health care and health education to young people who live in the Bend-La Pine, Redmond, or Sisters school districts. SBHCs are a collaborative partnership with medical sponsors, local school districts, and Deschutes County Health Services. By providing routine and basic health care, the SBHCs seek to support improved health for all young people and their families. The SBHCs are for ALL young people in Deschutes County. Services will never be denied based on insurance coverage or the ability to pay.

Eligibility: Any child, newborn through 18 years of age living in the Bend-La Pine, Redmond or Sisters school districts is welcome to receive care at the SBHCs. The La Pine SBHC is also able to serve patients of all ages.

Service Locations:

Bend: Bend High School For appointment, call Mosaic Medical:
230 North 7th Street (541) 323-3850
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Ensworth Elementary School For appointment, call Mosaic Medical:  
2150 NE Daggett Lane (541) 323-3850

**La Pine:** La Pine Community Campus For appointment, call La Pine Community  
51605 Coach Road Campus: (541) 536-0400

**Redmond:** M. A. Lynch Elementary School For appointment, call Mosaic  
1314 SW Kalama Avenue Medical: (541) 323-3850  
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Redmond High School For appointment, call St. Charles
675 Rimrock Drive Health Systems: (541) 526-6623

Sisters: Sisters Health Clinic For appointment, call St. Charles
(adjacent to Sisters High School) Health Systems: (541) 526-6623
1680 W. McKinney Butte Road

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EARLY LEARNING DIVISION

The Early Learning Division provides planning and contracting in Deschutes County for the following:

- Healthy Families
- Child care
- Developmental screenings
- Child abuse prevention
- Kindergarten readiness
- PK 3rd Literacy
- Early Learning (EL) service/system coordination
- Early Learning roles and responsibilities coordination and alignment

Early Learning Hub refers to the regional early learning activities across Crook, Deschutes and Jefferson counties.

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Revised 3/7/2016

http://insidedc/health/Howto__Reference/DCHS_Internal_Services_Directory.pdf