

Whole Health in Our Community

When people come to Cascadia Health for support, we know our care needs to address the whole person. When a client seeks mental health or addiction treatment, our teams can also address housing needs or connect individuals to shelter options.

We support them in getting enough to eat, taking a shower, washing their clothes, seeing a doctor, filling medications, and supporting their overall wellbeing.

Between July 2023 and June 2024, Cascadia provided mental health, addiction treatment, primary care, housing support, wellness services, and crisis response to over 18,000 unique individuals and families across Clackamas, Multnomah, and Washington counties, including 12,000 ongoing clients.

- **10,292** received mental health services
- **1,075** received addiction treatment
- **2,288** received primary care
- **1,136** received wellness and community support, including supported employment, housing, and street outreach services.
- **593** received specialty mental health services, including treatment and counseling for those who are justice involved.
- **6,115** individuals received crisis response services in the community through Cascadia's Project Respond teams
- **Nearly 1,200** individuals and families accessed housing and housing support services, including 374 individuals across residential treatment and supported housing, and 825 individuals in independent affordable housing.



"They have the health care, the mental health care, they even have case workers, street outreach, and housing. The fact that they have all those things means a lot of stability for me. I started with the mental health aspect, then I went to primary care. It helped me get where I am today. I was briefly homeless, and they had the outreach team and a case worker help me. Now I'm housed with Cascadia."

Cheyenne
Cascadia Client

Transforming Together: Innovations for Whole Health

There are many pieces to Whole Health: physical, mental, social, environmental. Too often these pieces are fragmented, separated by specialties, diagnoses, billing codes, physical spaces, funding streams, and more, creating barriers to getting what we need to be well.

Cascadia is on a path toward putting these pieces together. We're modernizing our technologies, uniting teams across disciplines, opening doors to make it easier to find and get needed care and services, and creating more efficient and cost-effective systems that focus on improving health outcomes.

SHIFT: Cascadia Health was selected to be part of CareOregon's first cohort of behavioral health organizations to participate in SHIFT, giving Cascadia access to resources and expertise to build client-driven, outcomes-focused, team-based care models that reduce health inequities, assure timely access to care, and prepare for advanced value-based payment models.

Team-Based Care: In November 2023, Cascadia began implementation of team-based care, an evidence-based model of care that allows clinicians and other service providers to better meet the needs of clients. Whether a client needs help managing blood pressure or depression, or to be connected to social or wellness services, their team of providers can help coordinate those needs together. To-date, fifteen teams have been trained and assigned a panel of clients. Over 2,600 Cascadia clients are assigned to a team of providers who are working to meet their needs holistically.

OCHIN Epic: As we continued our focus on care integration, it became clear that moving to a single electronic health record system was vital. Streamlined access to diagnoses, medications, appointments, billing, and more will help Cascadia providers focus on serving our clients' integrated needs. OCHIN Epic for non-residential and outpatient settings is expected to go live September 2024. Residential settings, PSRB, and respite are expected to begin using Epic in early 2025.

Workday: In line with upgrading technology systems on the clinical side, we worked to modernize business functions through a new enterprise resources planning system: Workday. Workday allows us to streamline finance and accounting functions and enhance human resource capabilities. Like Epic, this effort will help standardize internal workflows, improve reporting and analytics, and enhance system security and manage IT complexities.

Peer Services: We saw exciting growth in our peer navigator program, increased peer support in staffed housing, and participated in the forensic navigator pilot, helping set the bar for better support of the Aid and Assist population.

Whole Health takes all of us Partner Spotlight: CareOregon

This year of transformation and growth would not be possible without key partners.

Through investments, resources, collaboration, and genuine conviction in the work Cascadia does, CareOregon has been a champion for our cause and for the clients and communities we serve.

- **\$1.8 Million:** Investment towards the new Talbert Health Center
- **\$6.25 Million:** Investment towards expanding OCHIN Epic

- **\$12 Million:** Across services contracts
- **Spearheaded SHIFT:** Selecting Cascadia Health to participate in its first cohort to build client-driven, outcomes-focused, team-based care models that reduce health inequities, assure timely access to care, and prepare providers for advanced value-based payment models.





Whole Health Under One Roof

Last year, Cascadia moved its Clackamas Health Center to a larger facility in the heart of Clackamas County.

Looking to expand access and broaden services, the new **Talbert Health Center** officially opened in November 2023, and Cascadia leadership, staff, and community partners celebrated its official opening in spring 2024.

The clinic offers clients a new wellness center, on-site child-sitting for clients accessing services, and an expanded array of Cascadia’s existing mental health, addiction medicine, and primary care services, as well as connection to housing and wellness supports.

Talbert brings to Cascadia:

- 13 additional staff workstations
- A designated child and family space in the lobby
- A resource room (including laundry and shower facilities for clients to use)
- A child-sitting and family services room
- Additional group spaces
- 3 additional primary care exam rooms, with the ability to add more down the road
- One extra care coordinator
- The addition of a psychiatric mental health nurse practitioner



“Where we get care matters. As we grow to meet the needs of the community, we want to ensure the spaces in which we provide care offer clients a sense of welcome, of safety, and where healing can truly flourish.”

Bukhosi Dube, MD,
Chief Medical and Health Integration Officer

Easier Access to Care

Over the past year, Cascadia Health has focused on making access to outpatient mental health services faster, easier, and more client friendly.

Prior to 2023, in order to get a mental health assessment and access mental health services, an individual would need to call Cascadia on the first of each month and hope appointments were available. This often resulted in delayed care or leaving individuals without a pathway to care altogether.

Through an internal Access Workgroup, Cascadia developed objectives to help guide and rethink intake processes for both hospital discharges and existing client referrals, as well as address internal capacity issues. At the same time, the workgroup ensured that all pathways to care addressed an individual’s immediate needs first (such as food, hygiene, shelter, or primary care), in addition to accessing mental health services.

Today, hospitals, community partners, and existing clients can now connect with an access group twice a week to begin the intake process and have their needs met. In addition, community members and individuals seeking care can call Cascadia’s Access, Information, and Referral (CAIR) phone line any time to receive immediate services through the access groups, wellness centers, or peer navigators.

By flipping the intake process on its head, **65% of individuals who came into Cascadia services through a hospital discharge were connected to, or are active in services.** In addition, 77% of existing clients were connected to mental health services.

Addiction Medicine and Harm Reduction

We believe that more than anything, our community deserves compassionate and responsive integrated care, as we serve our clients exactly as they are.

To make sure we’re always meeting that standard, Cascadia spent the last year expanding our policies in addiction medication and harm reduction—an evidence-based and sustainable method of helping people heal, create change, and stay safe.

Since 2018, Cascadia Health has offered medication coupled with therapy for individuals living with substance use disorders.

As we continually evaluate our approach, Cascadia has expanded its philosophy to better meet individuals where they are in their recovery journey, including medication-only options. At the same time, we know that acceptance and respect are the first steps to reducing harm and meeting someone where they are, and over the last year we rolled out key changes to help them stay in treatment, avoid additional health risks associated with drug use, maintain employment, and more.