



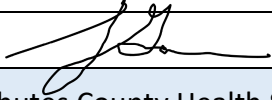
HEALTH SERVICES ORGANIZATIONAL CHARTER

DATE	April 22, 2025	SPONSOR	Director's Office
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PURPOSE	<p>Deschutes County Health Services centers services and decisions on the community and people we serve. This grounds our work, inspires us, and helps us navigate change, challenge, and adversity. Our shared purpose is to ensure the best possible outcomes for the people we serve through adherence to the DCHS Mission, Vision and Values; establishment of a positive Culture Framework; application of trauma- and equity-informed practices; and commitment to learning and growth.</p>
MISSION, VISION, VALUES & PRIORITIES DCHS Strategic Plan (FY25)	<p>MISSION: Our mission is to promote and protect the health and the safety of our community.</p> <p>VISION: We envision a future where every person in our community has access to resources that promote physical, mental, and social well-being. Through compassion, innovation, and collaboration, we strive to create a healthy and resilient community.</p> <p>VALUES: Our values are Empowerment, Excellence, Equity and Inclusion, Healthy Workplace, Partnership, Innovation, and Stewardship.</p> <p>PRIORITIES: Our priorities include ensuring Access to services; empowering our Community to thrive; demonstrating meaningful Outcomes; supporting a diverse Workforce; ensuring Sustainability through efficiency, and assuring Resilience in our preparation to respond to community emergencies.</p>
CULTURE FRAMEWORK & OPERATING AGREEMENTS Start From Within Culture Framework Policy Compliance & Ethical Conduct Policy Trauma Informed Care Policy DCHS Code of Conduct DCHS Core Competencies	<p>DCHS aspires to a healthy, positive organizational culture of accountability.</p> <p>The DCHS CULTURE FRAMEWORK invites every person to take responsibility for building healthy culture by <i>Starting From Within</i> with Awareness, Humility, and Grace. The Framework is informed by the DCHS Mission, Vision, and Values; Trauma Informed Care; DCHS Policies and Procedures; Equity and Inclusion Principles; Professional Ethics and Codes of Conduct; and DCHS Core Competencies.</p> <p>OPERATING AGREEMENTS within our Culture Framework help us to describe what these aspirational goals look like in everyday practice and action. The agreements include four domains (RAVE):</p> <ul style="list-style-type: none">• Relationships of respect, curiosity, improvement and appreciation• Accountability through ownership, communication, leading by example, and a growth mindset• Vision to inspire, innovate, engage, empower, and advocate• Effectiveness using our commitment, knowledge, skills, support for each other and collaboration to achieve good things

<p>BEST PRACTICES</p>	<p>DCHS is committed to applying best practice frameworks to understanding, connecting with and effectively serving our community.</p> <p>EQUITY INFORMED: DCHS grounds services in awareness of the impact of oppression and access challenges on health outcomes and workforce. We are committed to goals that increase equitable access to healthcare, improve health outcomes for those we serve, and include and welcome all members of our community into services and into our workforce.</p> <ul style="list-style-type: none"> • Diversity includes all the ways in which people are unique and differ in their needs and experiences. It can involve gender, race, ethnicity, class, age, national origin, religion, mental or physical ability, learning styles, sexual orientation, socioeconomic status, education, marital status, language, physical appearance, and other intersecting identities, experiences, and ideologies. • Equity refers to the fair distribution of resources and opportunities based on what people need. Equity recognizes that different communities and individuals experience different challenges, needs and histories. • Inclusion is the degree to which diverse individuals are able to participate fully in the decision-making process within an organization or group. Inclusion is the act of creating environments in which any individual or group can feel welcomed, respected, supported and valued. <p>TRAUMA INFORMED: DCHS applies Trauma Informed Care (TIC) principles to our work with community, participants, and each other by recognizing Trauma, understanding the science of Trauma, accounting for the impact of Trauma, and supporting healing and resilience.</p> <ul style="list-style-type: none"> • Unresolved and chronic Trauma both contribute to poor physical, social and emotional health outcomes. • Trauma informed responses decrease stigma, increase participant and staff safety, and improve efficacy of interventions. • Preventing and addressing Trauma restores hope and improves community health and resilience, and committing to Trauma informed approaches helps to mitigate effects of both Trauma and chronic stress.
<p>LEARNING & GROWTH Workforce Development and Oversight Policy Employee Evaluation Procedure General Supervision Note DCHS Incident Report Procedure Compliance and Quality Assurance</p>	<p>We understand that excellence is built through a growth mindset that takes advantage of opportunities for learning and improvement. Growth demands vulnerability, curiosity and the courage to challenge ourselves to do better. Three key factors associated with high effectiveness and positive morale in a learning and growth-oriented environment are:</p> <ul style="list-style-type: none"> • Skilled, expert help with tasks • Emotional intelligence and support through positive supervisory relationships • Regular observation and effective feedback <p>SYSTEMATIC SUPPORT FOR LEARNING & GROWTH:</p> <ul style="list-style-type: none"> • Supervisor Training: Ensuring supervisors are prepared to establish relationships of trust and accountability, provide clear expectations and skilled guidance, support staff development, and ensure positive outcomes for those we serve. • Supervisor Best Practices: Applying organization frameworks and models to understanding and alignment with staff, such as the DiSC Personality Assessment Tool, supervisee development models, Continuous Feedback Cycle, and others. • Regular Supervision: Ensuring that all staff receive regular supervision, feedback, and evaluation that is respectful, collaborative and documented. • Critical Incident Review: Applying a best practice model to learning from adverse events and identifying how we can do better. • Compliance and Quality: Ensuring compliance with ethics, laws and rules, providing technical compliance assistance to staff, and identifying quality improvement opportunities.

	<p>CHARTERED COMMITTEES & WORKGROUPS:</p> <p>Committees and workgroups provide staff with ways to work across silos and bring their expertise and ideas to solving important problems. Our Chartered Committees include:</p> <ul style="list-style-type: none"> • Workforce Development • Diversity, Equity & Inclusion • Culture, Resilience & Employee Well-being (CREW)
COMMUNICATION	<p>Deschutes County Health Services is dedicated to open and transparent communication. To support transparency and multidirectional communication, we employ:</p> <ul style="list-style-type: none"> • Meeting Cadence: A regular and predictable meeting schedule timed to ensure important information goes to and is received from staff in a timely manner. • Regular and Predictable Communication Formats: EHR and Policy/Procedure updates, newsletters, COOP messages, compliance memos, My EOP app, and monthly <i>Spark</i> • Multi-Dimensional Platforms: Meetings, videos, written materials, email, trainings, and one on one communication • Multi-Directional Opportunities: Open door policy, Problem Solving Pathway, regular solicitation of feedback, evaluations, staff engagement surveys, point in time surveys, and collaborative chartered committees and workgroups. • Culture Framework: Taking the approach that good communication is everyone's responsibility. Leaders, Managers, Supervisors and Staff all have a role in sharing information in alignment with the Culture Framework by asking questions vs. making an assumption, seeking clarity, providing input and feedback on important topics, and going to the source with concerns where possible.)
RESOURCES & SUPPORT	<p>Contact Information:</p> <p>Director, Deputy Directors, Officers Compliance and Quality Assurance</p>
STAKEHOLDERS	<ul style="list-style-type: none"> • DCHS Employees • Service Recipients • The Deschutes County Community at large

SIGNATURE:		DATE: April 22, 2025
Deschutes County Health Services Director Janice Garceau, LCSW		