



Oregon **Benchmarks:**

- **Increase access to health and social services.**
- **Reduce fragmentation of human service delivery.**
- **Eliminate duplication.**

Charged with service integration, Oregon communities began to strategize about how best to reduce administrative duplication and frustration, about how to effectively eliminate access barriers, and also to focus on how to most efficiently meet the needs of Oregonians. Since 1993, Oregon has seen communities create brilliant and successful service integration projects throughout the state.

Community progress, however, depends on two missing organizational needs:

- 1) **a systematic identification of statewide resources, and**
- 2) **coordinated technology.**

**Healthcare Business Education and Helion Software developed
The Greater Oregon Online Data Service to meet those needs.**

As Oregon's healthcare system continues to evolve into a managed care delivery system, and as funding cuts and service integration continue to bring change to the human service system, community providers struggle to keep up with informational changes--estimated to be at least 40% each year. Organizational names, numbers, addresses, service descriptions, organization focus, affiliations, funding, staffing and leadership are changing constantly: resources come, go, move and grow. Service providers grow weary of the time-stealing task of keeping resource information current.

For low-tech and portability convenience: *Provider Resource Network* County Directories

PRN directories include a comprehensive listing of public and private resources that support Oregonians throughout the state. Knowledgeable staff systematically gather data, verify information and categorize listings by topic and by county, and provide cross reference information in both the directory and its index. Resources span local, state and national services. Standard formats provide consistency to all directory products and internet-based electronic services. Custom products are also available.

For high-tech and data sharing efficiencies: *Greater Oregon Online Data (GOOD) Services* Web-based software, designed by the **Helion Software programmers--originally for Polk County Service Integration--**provides electronic search capabilities for the expanded database content and ensures that the technology meets the needs of users. This web-based distribution system means the user receives updated "fresh" information as it becomes known, allows the user to add their own unique resources and store their protected records in the virtual storage space--the basic package includes these features, and additional storage may be obtained.

**"People Helping
People Help
People"**

PRN County Directories and *The Greater Oregon Online Data (G.O.O.D.) Services* are:

- | | |
|--|---|
| • User driven and user friendly | • Supportive of community needs |
| • Flexible and reliable | • Available in high or low tech formats |
| • Affordable and universally accessible | • Designed for community efficiency |
| • Sustained and maintained (A database is not an event!) | • Systematic in development and format |
| | • Standardized in a statewide model |

Who uses the G.O.O.D Service?

- | | |
|---|---|
| • social workers and human service agencies | • Veteran's counselors |
| • police officers | • Tribal offices |
| • information and referral agencies | • school counselors/special education |
| • pediatric and women's health centers | • employment and voc rehabilitation staff |
| • community college library and support services | • agency case workers (AFS, SDS, SCF) |
| • hospital discharge planners/itinerant treatment staff | • church and family program staff |





The Greater Oregon Online Data (G.O.O.D.) Service

- Encourages direct communication
- Enhances community action programs
 - Ensures reliable data
 - Avoids duplicate effort
 - Shares learning experience
 - Frees caregivers from administrative tasks
 - Allows you to focus on what you do best. . .
 - Creates a standardized statewide master database
 - Increases administrative efficiencies
 - Provides support for community needs

G. O. O. D. Features:

- Client Management** - client assessment, evaluation and referral to community resources
- Provider Tracking** - maintains provider pool; tools to enable user to match client needs with community services or information sources
- Resource Database** - expanded resource profile saves time and effort
- Management Reports** - measures system effectiveness; determines if client needs are being met; helps identify funding/resource gaps

Flexibility. . .

- Use one or all features
- Internet-based resource delivery system solves connectivity problems
- Access G.O.O.D. service AND your records from any location—office, home, on the road—anywhere you can get internet service.

Support. . .

- Toll-free phone support for technical or resource questions
- Refreshed data “real time”

Security. . .

- Add your own user-controlled data for “confidential” resources
- Password protected database use
- Every record shows data owner **NO confidential information is gathered .**

Efficiencies. . .

- Web-based data distribution allows users to:
 - create mailing labels
 - perform broad search or any-field lookups
 - provide custom mapping and driving directions for clients, staff or volunteers
 - hyperlink to city bus schedules or resource web sites

3) share service with one or more within your organization

4) print resource lists or profiles

- Licensed service provides current statewide health and human service data in a standard format and a user-friendly manner
- Basic service includes electronic storage, eliminating the need to back up records to disks, eliminating the worry of fire or vandalism of records or information.
- Frees community resources to give hands-on direct care vs. maintaining tedious database information
- Frees up funding sources in favor of more direct services to Oregonians. Community service organizations regularly seek large grant and foundation funding to compile directories or resource lists. Implementing the G.O.O.D. service reduces this cost to a fraction of those funding dollars, and ensures that information is current.

G. O. O. D. Future:

- Point and click for
 - auto dialing or auto faxing
 - state and federal reporting

Developed by *Oregonians for Oregonians*

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