

MARION COUNTY HEALTH & HUMAN SERVICES

YEAR IN REVIEW



2025

VISION

A strong, connected community where everyone can lead healthy and meaningful lives.

MISSION

We provide access to services and build partnerships to advance healthy communities.

VALUES

- Accountability
- Transparency
- Adaptability
- Welcoming
- Teamwork



Life Is Better
With You Here

988 SUICIDE & CRISIS LIFELINE

988 Suicide & Crisis Prevention
Lifeline



A MESSAGE FROM OUR COUNTY COMMISSIONERS



The past year has been one for the books, and we as your Board of Commissioners are proud of what has been achieved here in Marion County through our Health & Human Services department. Through the dedication and hard work of our team members, we have strengthened access to care with the opening of our new Behavioral Health Crisis Center, supported families in recovery by opening Our Place, and have increased collaboration with local community partners. We also built a collaborative partnership with Salem Fire to strengthen behavioral health crisis response in the Salem area. These are only some of the milestones that reflect our ongoing commitment to keep our community safe and healthy, ensuring county residents have access to what they need to thrive.

Our MCHHS leadership also invested deeply in workforce development in 2025, recognizing that a strong, supported workforce is essential to delivering the best service possible to county residents.

We are grateful for the dedication of our county employees, community partners, and our community members who make this work possible. Together, we continue to look ahead with optimism as we build on this year's progress and ensure Marion County stays a great place to live, work, and raise a family.

Sincerely,
Your Marion County Board of Commissioners
Colm Willis, Chair
Kevin Cameron
Danielle Bethell



A MESSAGE FROM OUR ADMINISTRATOR

At Marion County Health & Human Services, our work begins and ends with people.

Over the past year, our staff have been a steady presence for our community, demonstrating compassion, professionalism, and a deep commitment to public service. Across programs, teams met people where they were ... responding to crisis, supporting recovery, strengthening access to care, and helping individuals and families move toward stability and connection.

The stories and highlights in this report reflect more than outcomes or milestones. They represent the dedication of a workforce that leads with accountability, adaptability, teamwork, transparency, and a welcoming spirit. Whether working directly with community members or supporting systems behind the scenes, every role contributes to the impact we make together.

As we look ahead, we remain focused on strengthening how and where services are delivered by improving access, deepening collaboration, and building systems that are responsive, integrated, and centered on the people we serve. This work is made possible through strong partnerships, thoughtful planning, and a shared commitment.

I am grateful to our staff, community partners, and the people of Marion County for their trust and collaboration. Together, we are building a healthier, more connected community.

Ryan Matthews, Administrator

COMPASSION IN ACTION

Every day, lives are touched by the work of Marion County Health & Human Services. From a parent finding hope through recovery, to a person receiving support during a behavioral health crisis, to a child accessing care that helps them thrive, our impact is seen in the stories of the people we serve. With compassion and commitment, our staff walk alongside community members through moments of challenge and change, connecting them to resources, stability, and opportunity. Together, we're building a healthier, more connected Marion County – one person, one family, and one neighborhood at a time.



Adult Behavioral Health Therapists

2025 IMPACT AT A GLANCE



People Served

18,900



Number of Programs

115



Number of Staff Providers

280

REFLECTING ON OUR PROGRESS

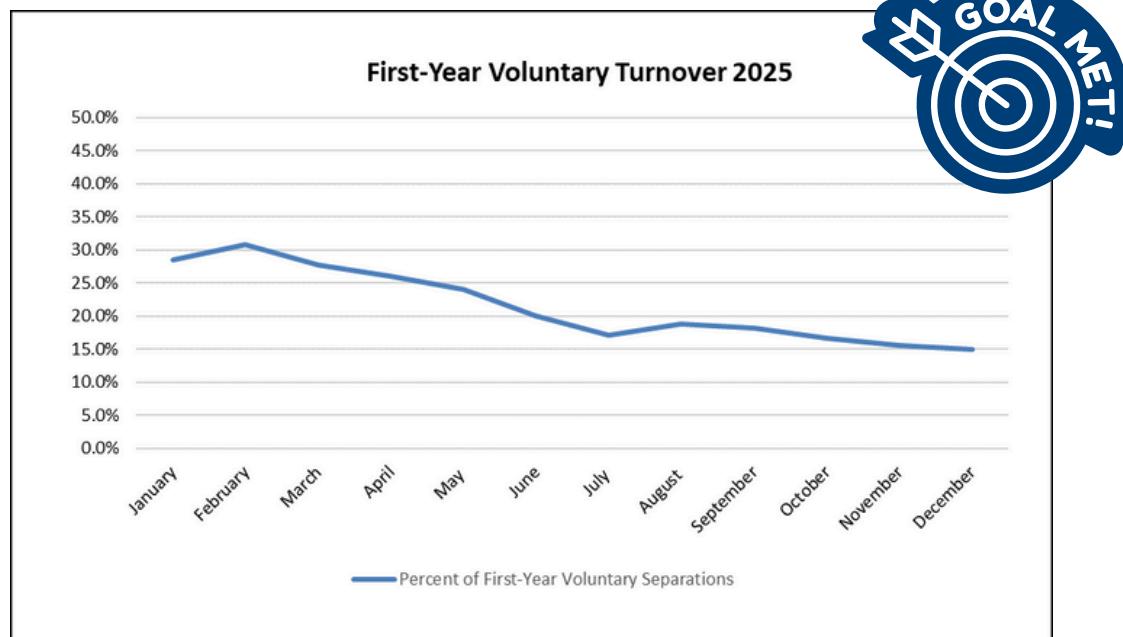
In the final year of our Strategic Plan, MCHHS focused on what staff told us mattered most: strengthening and stabilizing our workforce. In 2025, we built on the progress of the previous two years by expanding professional development, improving recruitment for hard-to-fill positions, and creating more meaningful ways to recognize and connect employees.

We offered Spring and Fall Workforce Development Days for staff and partnered with a vendor to support recruitment for key behavioral health roles. We also launched the Mountain Mover Award to recognize employees whose work made a lasting impact. We continued to invest in culture and connection through our fourth annual employee picnic, which brought together more than 600 employees and their families.

These efforts delivered measurable results: the percentage of employees who voluntarily left within their first year decreased from 19.4% in 2024 to 14.9% in 2025, and the department vacancy rate dropped to 12%. The following pages highlight these and other key accomplishments from 2025 as we continue strengthening our workforce, improving services, and supporting our community.



Workforce Development Day April 2025





Marion-Polk Community Health Collaborative Kickoff Event

IMPROVING COMMUNITY HEALTH

2026-2030 CHIP PRIORITIES:

- **ACCESS TO
HEALTH CARE**
- **HOUSING
STABILITY**
- **MENTAL
HEALTH &
SUBSTANCE
USE**

The 2026–2030 Marion-Polk Community Health Improvement Plan (CHIP) is a collaboration of more than 80 partner agencies working together to improve health and well-being across Marion and Polk counties. Together, community members and partners identified three priority areas that will guide the CHIP's work over the next five years: improving access to comprehensive high-quality health care; increasing the affordability, quality, safety, and local availability of housing; and improving mental health while reducing substance use.

In the years ahead, the Marion-Polk Community Health Collaborative and its partners aim to advance 96 objectives that center on workforce development and capacity building, access to services, collaboration and integration, community education and engagement, and prevention and early intervention. As a core member of the Collaborative, Marion County Health & Human Services helps lead, champion, and implement many of these objectives through its programs, services, and partnerships, directly contributing to progress in all three priority areas. Learn more at marionpolkcommunityhealth.org.

CARE, COVERAGE, AND ACCESS

Our Clinical Preventive Services team delivers essential public health services including immunizations, HIV/STI (sexually transmitted infections) testing, tuberculosis care, and community outreach. In 2025, the Public Health Clinic administered 2,100 vaccines and provided STI and immunization services to more than 1,100 people in Marion County.

The team also expanded prevention and testing in the community by conducting nearly 500 STI tests across 66 locations. In addition, staff managed 11 new tuberculosis cases, with every individual either completing or actively completing treatment.



Clinical Preventive Services Team Members



OHP Assister

Staffed by five Public Health Nurses, five Public Health Workers, and three Health Educators, the team strengthened access through the new OHP Assister project. Launched in November 2024, Public Health Workers helped 50 clients complete an Oregon Health Plan (OHP) application and connect 60 clients to a primary care provider during the project's first year. This work removed barriers and helped more people stay connected to ongoing care.

MORE SPACE, MORE SUPPORT

We're here to help, 24 hours a day, 7 days a week. Call 503-585-4949.



BHCC Ribbon Cutting Ceremony



BHCC Ribbon Cutting Ceremony

For 30 years, the Marion County Behavioral Health Crisis Center (BHCC) has been a lifeline for people experiencing mental health and substance use crises. October 2025 marked a major milestone as the BHCC moved into a newly renovated facility at 1234 Commercial Street SE in Salem, expanding our ability to respond when people need help most.

The new building offers six screening rooms, three clinical spaces, 31 offices, and two crisis stabilization rooms where someone in a substance use or psychiatric crisis can rest, get a warm meal, and stabilize without going to the emergency department.

The expanded facility brings BHCC staff under one roof, so the next step in someone's care is usually just a short walk away instead of a trip across town.

The BHCC strengthens connection and access by welcoming those who believe they are in a behavioral health crisis, regardless of insurance or ability to pay.

In 2025, the Behavioral Health Crisis Center received 35,936 total calls, including 23,358 crisis calls.

Over the year, crisis calls made up an increasing share of overall call volume, rising from 33% in Quarter 1 to 47% in Quarter 2, 53% in Quarter 3, and ending the year at 65%.

This upward trend highlights the growing need for crisis support services.

MOBILE CRISIS RESPONSE

Our Behavioral Health Crisis Center (BHCC) mobile response programs bring crisis support directly to people in the community, helping individuals and families move from crisis toward stability. Our mobile crisis programs bring the right response to the right situation, in partnership with law enforcement and emergency services.

- **Community Response Team (CRT)** responds to behavioral health crises such as suicidal thinking, psychotic behavior, and substance use concerns. Teams include a Qualified Mental Health Professional (QMHP) or Qualified Mental Health Associate (QMHA) and a Certified Recovery Mentor (CRM). Services provided by CRT include crisis intervention, safety planning, referrals, follow-up coordination, and connections to addiction services.
- **Mobile Crisis Response Team (MCRT)** pairs one of our QMHPs with a Marion County Sheriff's Deputy to respond when crises are emergent or when safety concerns are present. The team assists with risk of harm to self or others, disturbances linked to behavioral health needs, or complex family conflicts.



BHCC Team Members

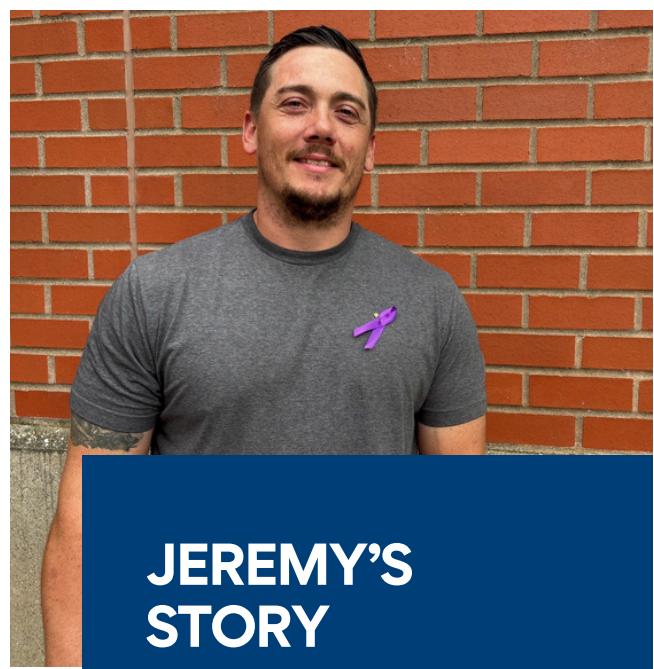
- **CARES (Crisis Assistance and Recovery Engagement Support) LEAD** is a partnership with the Marion County Sheriff's Office Law Enforcement Assisted Diversion (LEAD) program. LEAD diverts eligible individuals away from jail and connects them with a Navigator to reduce harm, reduce new criminal behavior, and improve public safety and quality of life. The CARES LEAD team consists of an MCSO Deputy, a LEAD Navigator, and a BHCC QMHA. The team conducts outreach to connect people with mental health and substance use needs to treatment and supports.
- **Rapid Engagement Assessment & Community Health (REACH)** is a new pilot program with the Salem Fire Department that co-locates a QMHA with a Salem Fire paramedic and EMT to respond to community calls and integrate emergency medical resources with mental health support. The program will start in January 2026.

SAFE SPACES. NEW BEGINNINGS. HEALTHIER FUTURES.



In October, *Our Place* opened as a family-centered recovery program with supported housing, unique in that it allows children ages 0–18 to live with their parents as they rebuild their lives together. Among the first residents were two individuals who transitioned from *Her Place*, reuniting with their families and continuing their recovery side by side. *Our Place* represents hope, stability, and the power of connection as families heal and grow together.

For years, Jeremy's life was consumed by addiction, crime, and incarceration—until the birth of his son changed everything. Determined to rebuild his life and reunite his family, he entered treatment and became one of the first participants at *His Place*. Through perseverance and support, Jeremy achieved sobriety and welcomed both of his sons back into his care within weeks. Today, he is raising his boys and thriving in recovery, crediting *His Place* for giving him a second chance.



HELPING MORE PEOPLE STAY HOUSED

Our Housing Division helps individuals and families find, afford, and maintain long-term, safe, stable housing. The team supports people facing serious and persistent mental illness, substance use disorders, and intellectual or developmental disabilities so they can thrive in the community.

We offer short-term supports, long-term housing programs, and ongoing services that help people build stability. In 2025, with our support, nearly 200 households stayed housed while completing treatment and working toward long-term success.

Some of the services we provide include:

- Housing navigation
- Housing subsidy
- Case management and care coordination
- Peer support services

In 2025, we continued to strengthen and broaden rental assistance for youth, adults, and families, helping more people remain housed and avoid disruptions. Our impact grew further through the expanded Health-Related Social Needs (HRSN) Medicaid benefit, which provides time-limited help with rent and utilities for eligible individuals and families to support housing stability during periods of hardship, reducing immediate financial strain and supporting housing continuity.

One example is “Hannah” (not her real name), who came to our Ready to Rent workshops determined to build a safe, stable home for herself and her daughter. With support from her Housing Navigator through the Family Navigation Program, she strengthened her application skills, especially learning how to explain past barriers, and ultimately secured a new Low-Income Housing Tax Credit (LIHTC) housing unit.

The HRSN benefit then covered six months of rent and utilities, making the transition possible and helping her stay housed while she focused on long-term goals.

Stories like Hannah’s reflect the way our Housing team blends practical education, navigation, and flexible supports to help individuals and families move forward, one household at a time.



**HANNAH'S
STORY**

CONNECTING WITH OUR COMMUNITY



In 2025, our team participated in more than 30 community outreach events across Marion County, connecting with thousands of people in a variety of settings, audiences, and languages. These events provided opportunities for us to meet people where they are, listen to their needs, and share information about our many programs and services.

FIESTA MEXICANA



In March, our Intellectual and Developmental Disabilities (IDD) program hosted a Supports & Services Resource Fair at the Oregon State Fairgrounds, bringing together more than 50 local providers and agencies that support individuals with IDD, their families, and caregivers. Attendees learned about available services and how to access them.

IDD SUPPORTS & SERVICES FAIR



Staff from our Housing, Addiction Treatment Services, and Public Health programs joined the Marion & Polk Point-in-Time count at Wallace Marine Park in January. In a one-day snapshot, more than 2,100 neighbors experiencing homelessness were counted. Our team provided resources, essential supplies, and free STI testing.

POINT-IN-TIME COUNT

CELEBRATING EXCELLENCE



In 2025, our Communicable Disease team shared their expertise with providers and public health professionals and contributed to a regional measles toolkit. At the Oregon Epidemiologists Meeting, they were honored with the 2025 Contagious Collaboration Award for their coordination and teamwork with other local public health departments.

COMMUNICABLE DISEASE TEAM



2025 marked the inaugural year of our MCHHS Mountain Mover Award. Created by an employee-led committee and powered by employee nominations, the award celebrates team members whose work demonstrates innovation, compassion, and meaningful impact. 26 staff members were nominated, and four employees were selected to receive the 2025 MCHHS Mountain Mover Award.

RECOGNIZING MOUNTAIN MOVERS



In 2025, we proudly recognized 41 employees for their years of service to Marion County, representing a remarkable 485 years of combined dedication. Each milestone reflects more than time on the job; it reflects steady commitment to serving our community, supporting one another, and showing up day after day to do what matters.

SERVING MARION COUNTY RESIDENTS



Women, Infants & Children (WIC) Team Members

STABILITY IN UNCERTAIN TIMES

During 2025, our community faced periods of uncertainty tied to federal funding instability, including a government shutdown and concerns about delays to SNAP and WIC benefits. Even as information shifted and timelines changed, our focus stayed the same: helping families access the food and support they need, when they need it most. By coordinating closely with state agencies and local partners, including food banks and community pantries, we shared timely, accurate updates and helped people navigate what was changing, what wasn't, and where to turn for help.

Through steady communication, creative problem-solving, and compassionate support, our staff provided stability during an unsettled time and reinforced a simple message to our community: You are not alone.

That steady communication mattered at the individual level. One WIC client shared, "My husband and I were so grateful for WIC benefits during the government shutdown because it's how we were able to get our daughter's main source of nutrition for her, which is PediaSure, plus bread and peanut butter, cereal and milk for us, as we had no other way to get food until the government reopened. I am so very grateful for WIC as it really came through for us in our time of need."



Marion County Board of Commissioners IDD Awareness Month Proclamation

OPPORTUNITY REALIZED

In March 2025, the Marion County Board of Commissioners proclaimed Intellectual & Developmental Disabilities (IDD) Awareness Month. During our presentation to the Board, Allie, one of our newest employees, shared her experience about joining our IDD program team. Below is an excerpt from her remarks.



“I am so grateful and blessed to be part of an amazing team. The county does so many amazing things, like hiring anyone with or without a disability. They help the community. I never thought I would get the opportunity to work for them. Since working for Marion County Health & Human Services, I feel confident in my success and I am excited about how far I have come. I am proud to say I am a Marion County worker. Thank you, everyone, for giving me the chance to show that anyone can work anywhere, just set your mind to it and you can do anything you want to do.”



MCHHS Graduates of the NACo High Performance Leadership Academy

LOOKING AHEAD

As we look to 2026, Marion County Health & Human Services is poised to put our new five-year strategic plan into action—a plan shaped over the past year with input from staff across every program and level of the department. This shared effort reflects our commitment to supporting a strong, resilient workforce; delivering excellent customer service to one another and to our community; advancing the priorities in our Community Health Improvement Plan; and expanding access to essential services for all who live in Marion County.



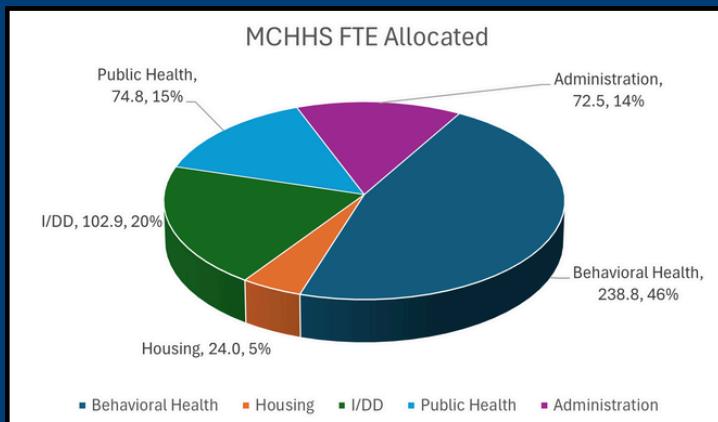
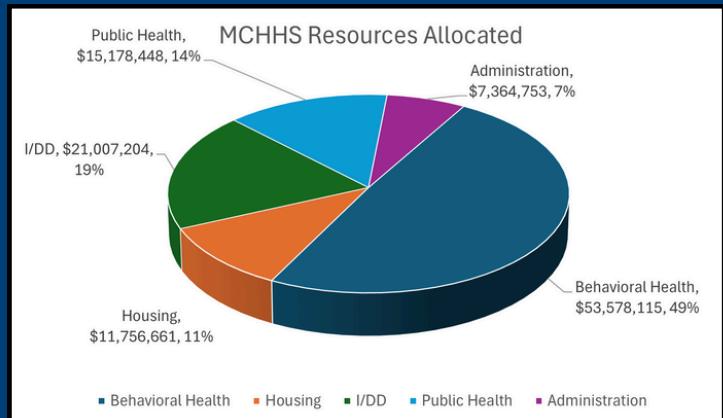
Over the next year, we will begin consolidating programs from the Lancaster Drive offices to our Center Street Campus. This will create a more central and accessible place for services, improve teamwork across programs, and make it easier for clients to find the help they need in one location.

We are also exploring an expansion of Horizon House, our residential treatment facility, to serve more people who need behavioral health support.

By increasing capacity and improving the environment of care, we aim to strengthen recovery supports, reduce barriers to care, and build a more connected system of services for Marion County.

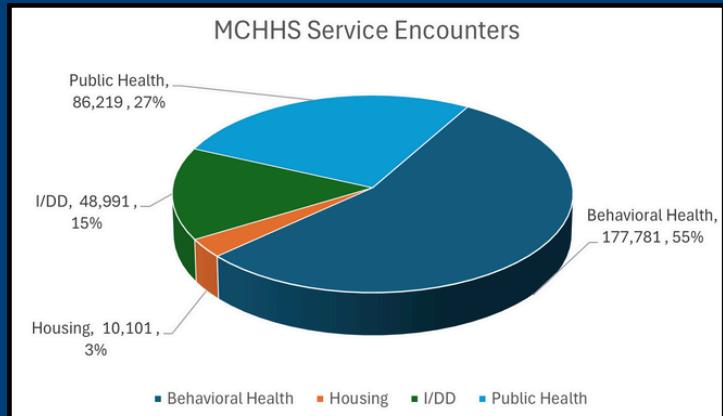
BY THE NUMBERS

MCHHS has an operating budget of more than \$108 million, and the resource allocation reflects the breadth of services required to support community health and well-being. As shown in the accompanying chart, Behavioral Health, including Addiction Treatment Services and the Behavioral Health Crisis Center, represents the largest share of the budget at \$53,578,115, underscoring the scale of need and the department's commitment to treatment and recovery supports.



To deliver a wide range of programs and services and reach as many community members as possible, MCHHS employs more than 500 staff. Employees working in the Behavioral Health Crisis Center, Adult Behavioral Health and Children's Behavioral Health programs, and Addiction Treatment Services make up 46% of the workforce, reflecting the scope and intensity of behavioral health and addiction-related needs in our community.

In 2025, MCHHS served approximately 19,000 individuals in Marion County through a broad range of health and human services. Across the department, MCHHS employees also delivered approximately 322,000 service encounters that ranged from immunizations and restaurant inspections to case management services and responding to crisis calls, reflecting both the reach and the day-to-day intensity of services provided in our community.



CONTACT US

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Adult Behavioral Health
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Salem, OR 97301
503-588-5351

Behavioral Health Crisis Center
1234 Commercial St SE
Salem, OR 97302
503-585-4949

Children's Behavioral Health
3867 Wolverine St NE, Bldg F
Salem, OR 97305
503-588-5352

**Early Assessment and Support
Alliance (EASA)**
3878 Beverly Ave, Bldg H
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Housing Programs & Services
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**Intellectual & Developmental
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Public Health
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Wraparound Services
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