



2020 REPORT TO THE COMMUNITY  
*Opening Doors to Health & Recovery Since 1971*



**MISSION** *To provide our communities access to world class primary care, addictions treatment, behavioral health care and prevention services to promote health and restore lives.*

**APPROACH** *We integrate science, compassionate care and innovation to promote the health and well-being of the individuals, families and communities we serve.*

## VALUES

### **Caring**

We act with care and compassion to support our customers, our communities and each other.

### **Accessibility**

Our programs and services are person-focused, accessible, culturally relevant and trauma informed.

### **Excellence**

Our promise and commitment is to clinical excellence and world class customer care.

### **Respect**

Our organization is built on deep respect for the individuals, families and communities we serve.

### **Innovation**

We leverage the knowledge of science and the wisdom of experience to inspire hope, health and recovery.

### **Integrity**

Our organization is built on a foundation of honesty, trust, ethical conduct and accountability.

### **Professionalism**

Our employees are valued professionals who commit their time and talents to our mission.

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*We are proud to be recognized for our commitment to excellence.*

# 50 YEARS OF SERVICE

## A Message of Resilience



### Gregory S. Brigham, Ph.D., CEO

As we enter our 50th year of service, I am honored to share our 2020 Annual Report to the Community. The past year brought the unprecedented challenges of a global pandemic, a record wildfire season, and racial injustice that forced our country to face some uncomfortable truths. And, although 2020 was unquestionably one of the most difficult years we have ever experienced, it clearly demonstrated how far we've come as a mission-driven organization that is restoring lives and improving the health of our community.

In the early days of the pandemic, we moved quickly to implement infection control procedures, remote work practices, telehealth services, and other measures to keep our services available during such an uncertain and challenging time. Despite the challenges, our dedicated staff leaned in to provide essential primary care and behavioral health services to thousands of children, adolescents and adults.

In 2020, our organization was recognized as one of the Top 100 Best Nonprofits to Work For in Oregon—an honor that recognizes employee pride and belief in our organization and a workplace culture that is safe, supportive, and welcoming for all.

Our deepest appreciation goes to our valued community partners, our skilled clinical and administrative staff, our dedicated board of directors, and you—our community—for your unwavering commitment to bringing health within reach of more people.



### Todd C. Munsey, Board Chair

Adapt was established in 1971 to provide substance use treatment and recovery services in Douglas County. Over the past 50 years, Adapt has grown in response to emerging community needs and an ever-changing healthcare landscape—yet has remained committed to its mission of promoting health and restoring lives.

Built on a foundation of fiscal stewardship and accountability, Adapt has prioritized increased access to high-quality health services that are affordable, efficient, and lead to measurable change for those served. I am gratified to be part of the Adapt board of directors, whose members share the common goal of providing sound governance and oversight to carry out Adapt's strategic plan and mission.

This annual report looks back over a year like no other — a year that brought tremendous adversity to our community. We hold in our hearts those who have suffered, and we reaffirm our commitment to help those in need. While we reflect on our history, we also look forward to the years ahead, responding to needs and working with others as partners to improve the health of our community.

## Executive Team

Gregory S. Brigham, Ph.D.  
*Chief Executive Officer*

Brian Yates, M.D., Medical Director  
*Psychiatric Services*

Theresa Lundy, M.D., Medical Director  
*Substance Use & Primary Care*

Steven Blum, M.D., Medical Director  
*Opioid Treatment Services*

Thomas Sorrells, LCSW  
*Clinical Director of Addiction Services*

Cherie Barnstable, LCSW  
*Clinical Director of Mental Health Services*

Lisa Hubbard, LCSW  
*Director of Training & Staff Development*

Susan Jeremiah  
*Chief Human Resources Officer*

Grayson Bly, CPA  
*Chief Financial Officer*

Janet Tribble  
*Financial Advisor*

Mari Stout, MHSA  
*Chief QI/Compliance Officer*

Michelle Watson  
*Chief Operations Officer — Primary Care*

Matthew Corrington  
*Chief Information Officer*

Jerry O'Sullivan  
*Senior Director of Operations*

## Board of Directors

Todd C. Munsey, *Chair*  
Kelsey Wood, *Vice Chair*

Gary Wayman, *Secretary/Treasurer*  
Neal Brown

Veronica Gillespie  
Sharon Harrison

Judy Martin  
Scott Rutter

Dan Wilson

# SUSTAINING OUR MISSION

## Commitment, Collaboration & Community

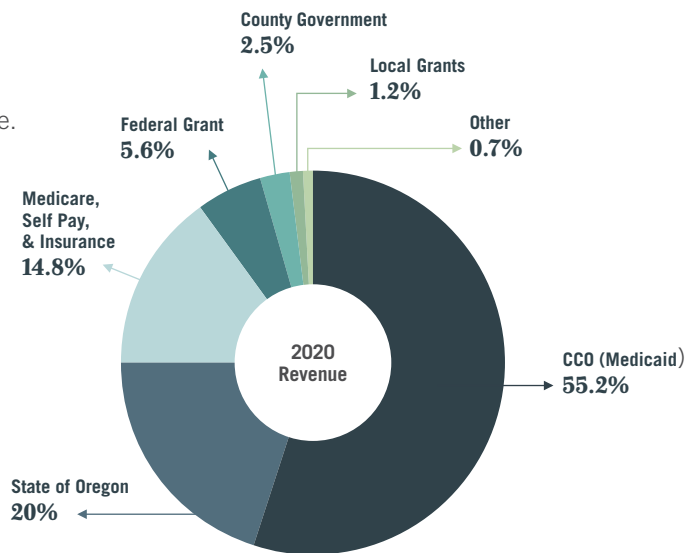
We are inspired by how far we have come in 50 years. Over the years, commitment, collaboration, and community have been at the heart of what we do. We are honored to work with local, state, and national partners whose commitment to service has supported our mission to promote health and restore lives. Your continued support and partnership have helped to build a comprehensive system of care that is making a difference in people's lives today and for generations to come.

## Making A Difference

We would like to thank our many supporters who have helped to bring health, hope and recovery within reach of more people.

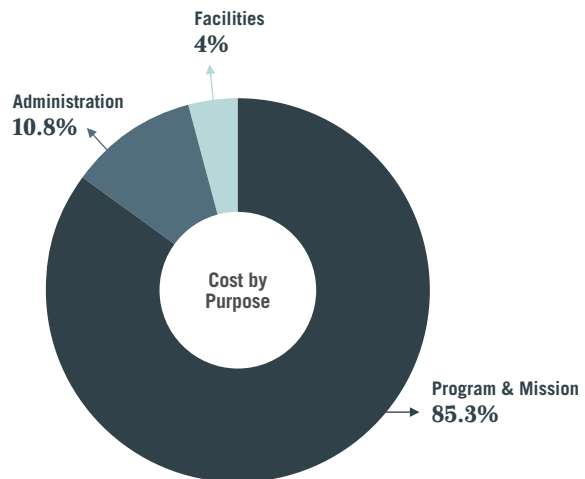
### Major Funders

- Oregon Health Authority
- Umpqua Health Alliance CCO
- U.S. Health Resources & Services Administration
- U.S. Health & Human Services
- Advanced Health CCO
- AllCare CCO
- Douglas County
- Coos County
- Josephine County
- Oregon Criminal Justice Commission



### Donors & Foundations

- The Ford Family Foundation
- Cambia Health Solutions
- Oregon Health & Science University
- Oregon Health Authority Health Systems Division
- Optimum Environmental Corporation
- Dave and Kelley Trincherro
- Umpqua Health CHIP
- Douglas Electric Cooperative
- Greater Douglas United Way



*I am always inspired by our patients' success stories. One of our former Opioid Treatment Program families graduated from Adapt's supportive housing program, were buying their own home, no longer needed SNAP, and have stayed actively involved in recovery community activities. This is what it's all about.*

Lisa Hubbard, LCSW  
Director of Staff Training & Development

# AT A GLANCE

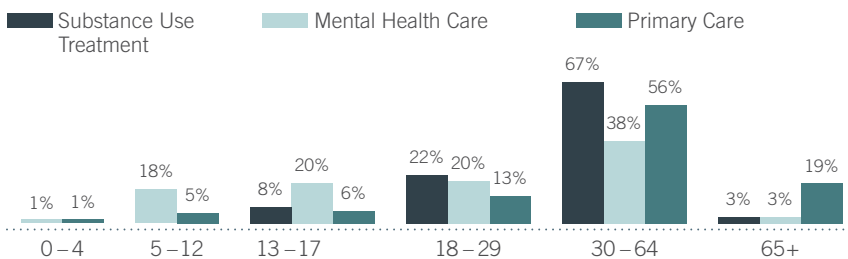
## Opening Doors to Health & Recovery

The healthcare needs of our community are complex and ever-changing. To better meet the needs of our patients and community, we have taken incremental steps to open doors to health and recovery by integrating care—primary care, mental health care, and substance use treatment. Integration of care means that our patients have greater access to a multidisciplinary network of care to address their unique health concerns and needs. Integrated care is an approach to patient care that is increasing access to care, improving patient-provider communication, and helping people to achieve their health care goals, regardless of ability to pay.

### Treatment Population by Service Area

Treatment Population by Service Area	TOTAL CLIENTS SERVED	TOTAL SERVICE VISITS
Substance Use Treatment	2,834	152,918
Mental Health	2,842	40,023
Primary Care	5,899	31,829

### Care for All Ages



## 2020 Highlights

### Organization

- Sustained tradition of fiscal accountability with highest achievement designation by an independent financial auditing firm.
- Secure financial position sustained full employment of essential workers during ongoing COVID-19 pandemic.
- Rapidly modified service delivery and safety protocols to protect health of staff and patients during COVID-19 pandemic.
- Open-access scheduling for primary care and behavioral health appointments has reduced patient wait times and improved continuity of care.
- Initiated major technology upgrade to OCHIN/Epic platform to support care coordination and integration of practice management and electronic health record system.

### Substance Use Treatment

- Broke ground on Sobering Center to provide a safe and supportive placement for publicly intoxicated individuals to become sober and connect with treatment.
- 511 people received live-saving Opioid Treatment in Douglas and Coos counties — a 10% increase in patients over the prior year.

### Primary Care

- Increased access to primary care, with a 16% increase in patients served over prior year.
- One of 20 nationwide sites selected for National Institute on Drug Abuse clinical trial evaluating effectiveness of medications and psychosocial treatment apps for retention in and successful discontinuation of Medication-Assisted Treatment.
- With the integration of primary care and behavioral health care at Adapt's Roseburg campus, 22% of all mental health clients had at least one primary care visit — an increase of 533 (9%) of additional mental health clients receiving medical care.

### Mental Health Care

- Selected and certified by the Oregon Health Authority to deliver Intensive In-Home Behavioral Health services to children through age 20.
- Provided crisis intervention in coordination with Roseburg Police Department to 218 individuals — a 14% increase over the prior year.
- Responded to 2,507 mental health crisis line phone calls — a 7% increase over the prior year.

11,575

Total People Served  
All Divisions

224,770

Total Service Visits  
All Divisions



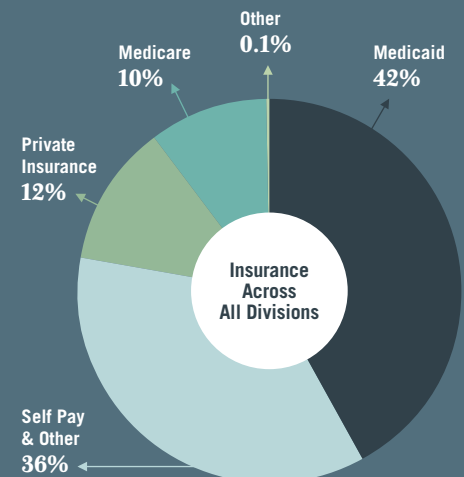
Male

48%



Female

52%



Some graphs in this report may not equal 100% due to rounding.

# SERVING SOUTHERN OREGON

## Adapt Integrated Health Care

Adapt has grown over the years by responding to the growing needs of the communities we serve. With the help of local and regional partnerships, we have extended the reach of our services to make it possible for residents to access the medical and behavioral health services they need in their own communities. As we celebrate 50 years of service to Douglas County, we also celebrate over 20 years of service to Coos, Curry and Josephine Counties.

### Douglas County

Substance Use Treatment Reedsport  
Mental Health Care Reedsport

### Coos County

Substance Use Treatment North Bend  
Opioid Treatment Program North Bend  
Fresh Start Day Treatment & Supportive Housing North Bend

### Curry County

Substance Use Treatment provided by Adapt and Local Network Providers

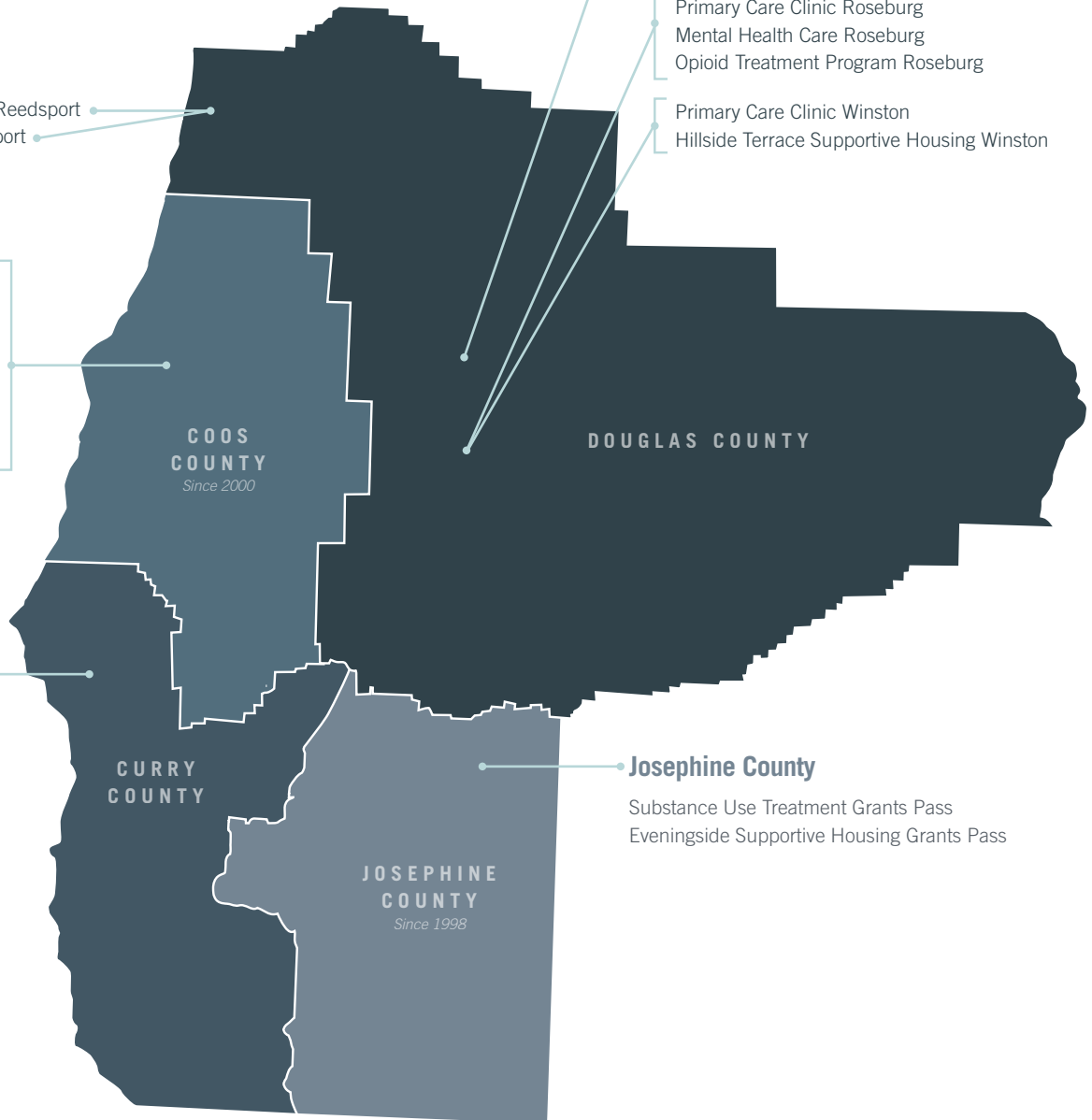
### Regional

Adult Detox & Residential Care  
Youth Residential Care  
Sobering Center

### Douglas County

Substance Use Treatment Roseburg  
Primary Care Clinic Roseburg  
Mental Health Care Roseburg  
Opioid Treatment Program Roseburg

Primary Care Clinic Winston  
Hillside Terrace Supportive Housing Winston



*I struggled with drug abuse on and off for over 20 years. It wasn't until I gave my daughters up to foster care that I realized I needed help and could accept help. I'm now 13 months in recovery, reunited with my daughters, living in a new home, and celebrating my life in recovery each and every day.*

Adapt Client  
Douglas County

# SUBSTANCE USE TREATMENT & RECOVERY

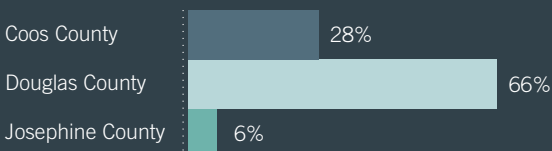
## Mobilizing Resources at a Time of Great Need

The COVID-19 pandemic has been difficult for everyone. For people in treatment for substance use and co-occurring behavioral health disorders, the pandemic has posed additional risks that can lead to increased use or a return to substance use for people in recovery. In response to the pandemic and to ensure continuity of care, Adapt quickly mobilized staffing, resources, and technologies to keep our doors open for outpatient and residential substance use treatment, while activating rigorous infection control protocols to protect the health and safety of our patients and staff. And while telehealth has long been available to our patients, more robust telehealth services along with patient coaching provided a critical lifeline to care that has helped young people and adults remain engaged in their treatment and recovery.

### Total Adult & Youth Service Visits by Program Area

	AGE 0-17	AGE 18 & OVER
Outpatient Treatment	3,026	45,953
Residential Treatment	3,735	14,057
Opioid Treatment	--	86,147

### Percent of All Services by Service Location



### Opioid Treatment Program Making Critical Connections to Care

Over the past year we have worked hard to sustain pathways to life-saving medication-assisted treatment for people with opioid use disorder. While the coronavirus pandemic has created new challenges for our patients, we have leveraged expanded telehealth services and federal take-home medication policy changes to reduce barriers to care and keep our patients connected with their healthcare team and their medications. In 2020, as a result of increased treatment retention and care coordination efforts, our Opioid Treatment Programs in Coos and Douglas counties experienced a 10% increase in patients receiving life-saving medication-assisted treatment and a 30% increase in services provided over the prior year.

### Opioid Treatment Patients & Services by Service Location

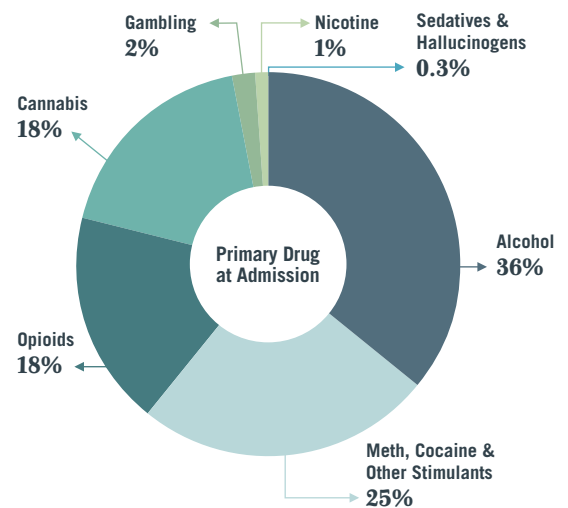
	PATIENTS	SERVICE VISITS
Coos County	183	29,419
Douglas County	354	56,728

2,834

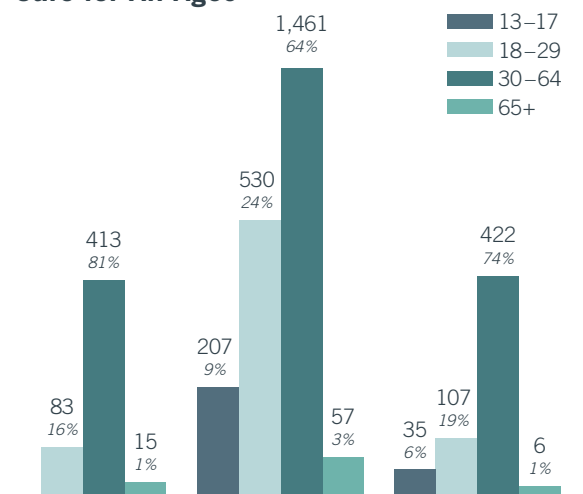
Total Youth & Adult Patients Served

152,918

Total Service Visits



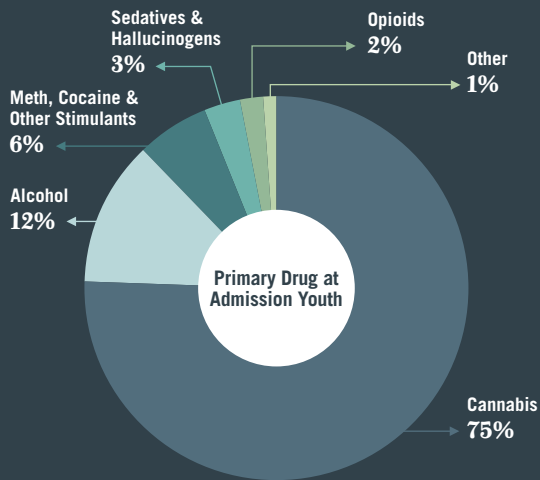
### Care for All Ages







In 2020, 35% (374) of women in treatment for a substance use disorder and 53% (802) of women in treatment for a mental health disorder were moms with children under the age of 18 at home.



**41%**  
 Youth Who Received Substance Use Services Concurrently Received Mental Health Services

## Moms in Recovery Reducing Barriers to Care for Women with Children

Moms who struggle with alcohol and other drug use face the difficult challenge of caring for themselves while caring for their children. Having a co-occurring mental health disorder — such as depression or anxiety — can complicate women’s lives even further. For many women, the lack of childcare, history of trauma, or the lack of family or financial supports can make it difficult to initiate and sustain treatment for substance use or mental health disorders.

Recognizing the unique needs of women, our outpatient and residential women-centered services — such as Women’s Empowerment, Seeking Safety, and Partners in Parenting — are reducing barriers to care and helping women gain the skills needed to achieve the best life for themselves and their children. We are grateful for the continued support of our regional Coordinated Care Organizations, the Department of Human Services and many local community partners who have helped to provide basic supports to women seeking a brighter future for themselves and their children.

## Youth Treatment & Recovery Age-Appropriate Care Since 1987

Young people who experiment with alcohol, marijuana, or other drugs may do so out of curiosity or because they struggle with complex emotional or mental health issues. When experimentation becomes regular use, it can lead to addiction and drug dependence.

As one of the first youth outpatient and residential treatment providers in Oregon, we have assisted thousands of teens and young adults in overcoming substance use and behavioral health disorders. Our treatment programs in Roseburg, North Bend and Grants Pass are designed to give young people and their families the direction and support they need to build a foundation for long-term recovery.

# 2,842

Total Youth & Adult Clients Served

# 40,023

Youth & Adult Service Visits

# 492

Students Received School Based Counseling Services

# 35

Students Participated in Therapeutic Learning Classroom

# 9%

Youth Who Received Mental Health Services Concurrently Received Substance Use Services

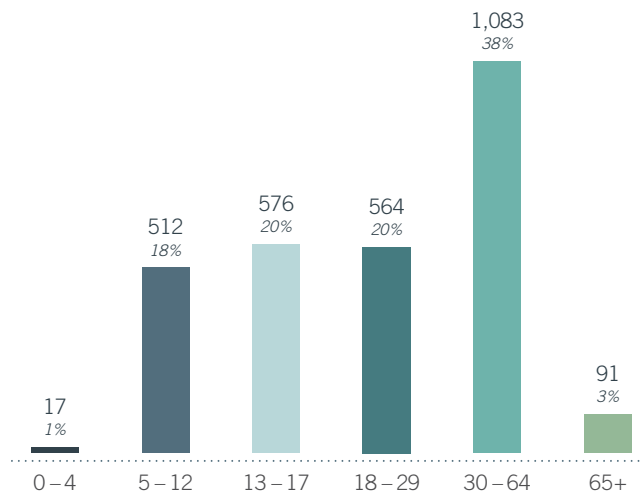
## COMMUNITY MENTAL HEALTH

### Quality Care for All Ages

As Douglas County's Mental Health Authority and "safety net" Community Mental Health Program, 2020 brought unique challenges and new opportunities to expand access to mental health care to our community. The COVID-19 pandemic, devastating wildfires, and social and economic uncertainty took a heavy toll on Douglas County and communities throughout Oregon. And, although the pandemic and associated lockdowns reduced the overall number of patients seeking mental health care, our skilled and caring clinical team did not retreat during these complex and challenging times but leaned in to make quality mental health care even more welcoming and accessible to all.

Over the past year, expanded telehealth allowed new and existing clients to receive mental health care by phone or computer from the safety of their homes. For those seeking in-person care, Open Access scheduling made it possible for clients to connect with a provider on the same day. And, as a result of our move toward integrated care, more of our clients now have access to high quality medical care through Adapt's integrated primary care clinic.

### Care for All Ages



### Connecting Children to a Successful Future School & Home-Based Mental Health Services

*"I am very pleased with the help my daughter has received, and I can see a lot of improvement since she has been meeting with her therapist."*

— Parent, Douglas County

The pandemic has upended life for students and their families and reduced classroom lines of sight that often help counselors identify students who might need their help. In early 2020, and in close coordination with the Douglas Education Service District and Roseburg Public Schools, Adapt's school-based counseling services were shifted to homes, clinics, and community settings, and expanded telehealth made it possible for students to remain engaged in their treatment by computer or smart phone. Over the year, skilled therapists provided counseling to 492 students from 23 schools across 9 school districts. Thirty-five students in kindergarten through 8th grade participated in Therapeutic Learning Classroom, a certified psychiatric day treatment program offered in three Douglas County locations — Roseburg, Myrtle Creek, and Sutherlin.

To help address existing gaps in care for children with complex and intensive behavioral health symptoms, we received certification to deliver Intensive In-Home Behavioral Health Treatment (IIBHT) to children through age 20 who might otherwise be referred to residential treatment or in-hospital care. IIBHT is a new level of care in Oregon that offers 4-6 hours of intensive, in-home services per week to children who need more support and services than what is provided in traditional school-based or outpatient treatment programs. Working in partnership with Umpqua Health Case Management and the Douglas Education Service District, IIBHT is set to provide in-home behavioral health for children and families beginning January 2021.

## 24/7/365 Crisis Response Solution-Focused & Recovery-Oriented

*"Crisis services prioritize public safety and the unique circumstances of the individual experiencing crisis."*  
— Cheryl McDonald, Crisis Team Lead

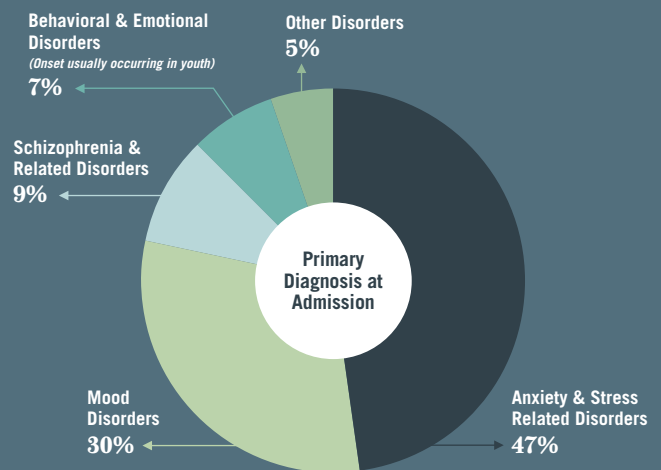
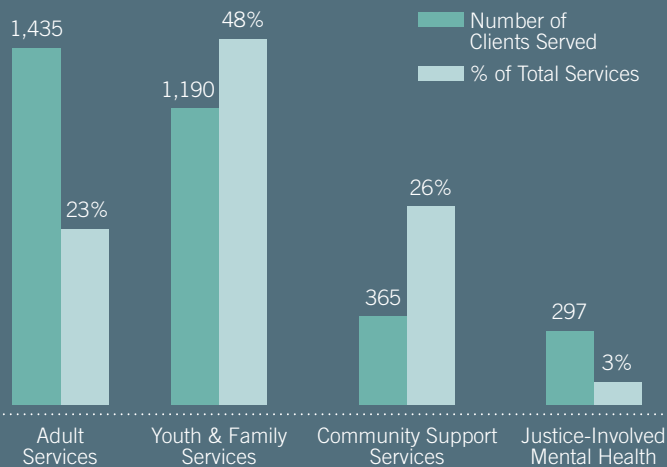
The COVID-19 pandemic and its secondary impacts have increased the risk of mental and emotional health crisis in young people and adults. Over the past year, our solution-focused and recovery-oriented Mental Health Crisis Team has continued to provide critical help to adults and children experiencing a mental or emotional health crisis.

In-person and telephone crisis services prioritize public safety and the unique circumstances of the individual, and services are available anytime and for anyone in Douglas County. Crisis services are provided in the least restrictive environment — such as homes or community settings — where skilled crisis team members work to stabilize the immediate crisis, develop a safety plan and connect people to appropriate care.

Our Mobile Crisis Response Team works in partnership with the Roseburg Police Department on calls involving a mental health crisis. This collaboration is providing the most appropriate response to mental and emotional health crises and is helping to improve both public safety and mental health outcomes. In 2020, 449 community members received crisis services, which includes mobile crisis intervention to 218 individuals.



### Clients Served & Services by Program Area



18%

Received Mental Health Services Concurrently with Substance Use Services

2,507

Calls to 24 Hour Crisis Line

449

People Received In-Person Mental Health Crisis Intervention

A 7% increase over the prior year

# PATIENT-CENTERED PRIMARY CARE



## Rising to the Challenge

Over the years, we have responded quickly and efficiently to various healthcare challenges to ensure that our patients and community have access to the primary care and behavioral health care they need and expect. This year has been no different. The COVID-19 pandemic called on our entire organization to quickly and efficiently adapt to a rapidly evolving situation that directly affected how we deliver patient care. Our medical and behavioral health teams rose to the challenge — activating emergency operations plans, implementing robust safety protocols to protect the health of patients and staff, and expanding the use of telehealth technologies to provide patients with continuity of care.

## Advancing Health Equity

### Primary Care & Behavioral Health Integration

COVID-19 has magnified the importance of increasing access to medical care for people with behavioral health conditions — many of whom seek medical care at local emergency departments or forego care altogether. It has also revealed the growing need to increase access to behavioral health care for people who are at risk of mental health or substance use disorders, including those who struggle with serious medical conditions and whose lives have been upended by the pandemic.

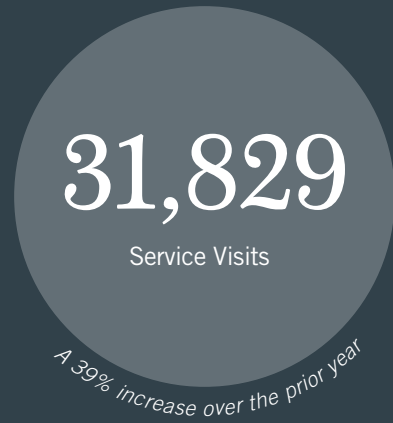
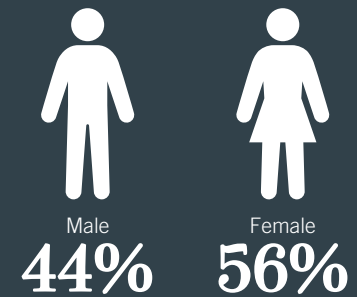
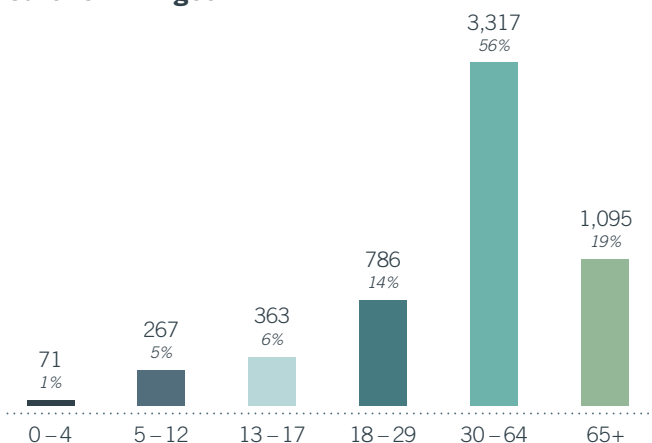
To better serve our patients, we have taken steps to advance primary care and behavioral health integration — a patient-centered approach in which primary care and behavioral health clinicians work together to address the complex health needs of patients. Before COVID-19 struck, we celebrated the opening of our primary care clinic at Adapt's outpatient behavioral health clinic in Roseburg and welcomed skilled psychiatric mental health providers and services into our clinical scope of care. Integration of care is making it easier for community members to conveniently and confidently access the care they need when they need it. Since opening the Roseburg clinic, 22% of all behavioral health clients had at least one primary care visit — an increase of 9% or 533 additional behavioral health clients receiving medical care over the prior year.

## Restoring Health & Lives

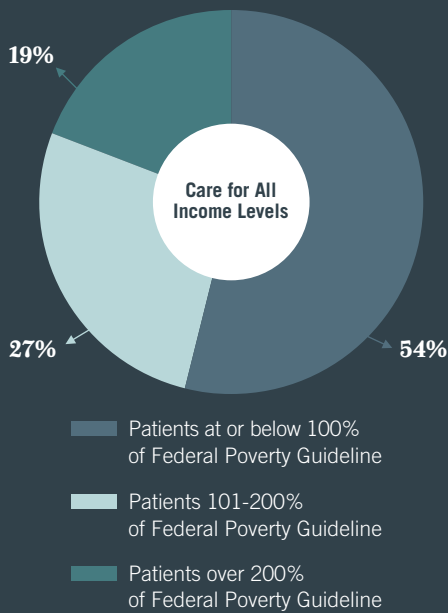
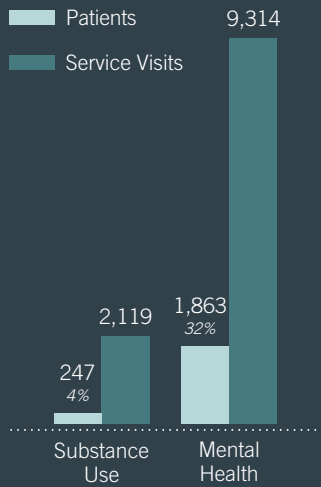
### Medication Assisted Treatment

Opioids such as prescription drugs, heroin and fentanyl remain a health threat in Oregon. Opioid Use Disorder is a chronic brain disease that makes it difficult or impossible to quit or reduce opioid use. Medication-assisted treatment in combination with counseling and behavioral therapies can increase long-term recovery rates and reduce the risk of overdose for people with Opioid Use Disorder. Medications like suboxone help people manage their symptoms so they can focus on their treatment and rebuild their lives. Over the past year, we have continued to provide medication assisted treatment to our patients. We now have 10 providers who have received Drug Addiction Treatment Act of 2000 waivers to treat opioid use disorder with medications specifically approved by the U.S. Food and Drug Administration. In 2020, 253 patients in Douglas County received life-saving medication-assisted treatment.

## Care for All Ages



## Care for Patients with Substance Use and Mental Health Disorders



# 1 in 6

Patients Identified as Homeless in 2020



## Clinical Services Quality of Care Measures

As a federally qualified health center, we are evaluated by the Health Resources and Services Administration on a set of national performance measures emphasizing health outcomes and the value of care delivered. The measures provide a balanced and comprehensive look at gains made to improve the health of our patients and community. We are honored to have earned national recognition for overall quality, efficiency, and value of care over the years. And, although the past year has resulted in setbacks in some areas, we have also seen impressive gains or held steady on many important quality of care measures, including the percentage of patients screened for colorectal and cervical cancers. As we turn the corner to 2021, we look forward to new opportunities to enhance patient care and improve health outcomes.

Quality of Care Measures	2018 (Baseline)	2020 (Progress)	% Change
Screening for Clinical Depression and Follow-Up Plan	80%	78%	2% ↓
Hypertension: Controlling Blood Pressure	68%	59%	13% ↓
Diabetes: Hemoglobin A1c Poor Control ( <i>lower is better</i> )	24%	25%	4% ↓
Cervical Cancer Screening	51%	59%	16% ↑
Colorectal Cancer Screening	60%	69%	13% ↑
Body Mass Index Screening and Follow-Up for Adults	61%	80%	31% ↑
Weight Assessment and Counseling for Children and Adolescents	64%	74%	16% ↑
Childhood Immunization Status	29%	29%	No Change

# HEALTH & RECOVERY IN THE COMMUNITY

## Making a Powerful Difference

Improving the health of people and communities takes considerable time, investment, and commitment on the part of all sectors of our community. The work being done to promote health and recovery in the community is a testament to the valuable relationships Adapt enjoys with many supportive partners whose collective strength is making a powerful difference in the health of the communities we serve.

## Sobering Center To Open in 2021 A Safe, Supportive & Caring Connection

Although the idea of establishing a Sobering Center in Douglas County has been discussed for several years, it wasn't until 2020 that the idea became a reality. The Sobering Center was identified by the community as a way to increase cross system collaboration to reduce involvement in the justice system by people with substance use disorders. Rather than remaining on the streets, publicly intoxicated individuals are removed from an unsafe situation in the community and brought by law enforcement to a safe, secure and supervised environment. The Sobering Center offers an alternative to jail or the emergency department and provides a safe environment for publicly intoxicated individuals to sober up and, when appropriate, receive a warm hand-off to treatment and recovery. The Sobering Center is expected to open in mid-2021.

## IPS Supported Employment Promoting Mental Health Through Work

Employment can have a positive effect on our overall health and well-being. In fact, employment can help to increase self-esteem, stability, and quality of life. Work not only gives us a sense of purpose but allows us to contribute to our families and community. For people with mental health conditions, employment is an incredibly important part of the recovery process.

IPS Supported Employment is an evidence-based approach that promotes wellness and recovery through meaningful employment for individuals with emotional and behavioral health disorders. But IPS is more than getting a job, it's about helping people with mental health conditions gain the self-sufficiency, confidence, and independence needed to be successful in one's treatment and community. Over the past year, the IPS Supported Employment team worked hard to help our clients navigate the many challenges brought about by the COVID-19 pandemic. And despite the challenges, 125 clients participated in supported employment during the year — with job starts increasing from 33% at the beginning of the year to 35% by the end of the year. In 2021, and with the help of many Douglas County employers, IPS will expand to increase competitive employment among people in mental health recovery.



## Sobering Center Partners

- Douglas County
- Umpqua Health Alliance
- Oregon Health Authority
- Roseburg Police Department
- Winston Police Department
- Sutherlin Police Department
- Myrtle Creek Police Department
- Local Public Safety Coordinating Council
- Cow Creek Band of Umpqua Tribe of Indians

1,468

Community Education  
Participants in  
Service Region

*A 33% increase over the prior year*

125

IPS Supported  
Employment Participants



*Education and prevention are critically needed to fight for the safety and futures of our children.*

Angel Reeves, LMFT  
Director of Youth & Family  
Mental Health



## Mobilizing Communities for Health Developing Capacities to Care for Others

Remote education has become necessary to slow the spread of COVID-19 and to help reduce the impacts of stress, social isolation, and uncertainty, especially among older adults, people with disabilities, and those who struggle with behavioral health conditions. In early 2020, our Older Adult Behavioral Health Initiative and Prevention & Education Program quickly pivoted from in-person trainings to remote trainings to protect the health of workshop attendees, presenters, and staff. Over the past year, 1,468 community members and care providers in our four-county service region participated in free community education events, a 33% participation increase over the prior year. Although the pandemic has challenged us to devise new ways for community education, we are inspired by the many community members who are developing their own capacities to care for themselves and others through remote trainings on Mental Health First Aid, Suicide Prevention, COVID-19 Self-Care, Medication Safety, Substance Use and Depression, and many other health topics.



## Working to Prevent Child Sexual Abuse

Today's children are Oregon's future leaders, parents, and employees. Too many children, however, are living in environments that undermine healthy development. These children are more likely to experience sexual abuse, resulting in life-long problems in learning, behavior, and both physical and mental health.

In 2020, our Prevention and Behavioral Health programs launched a project to provide Darkness to Light Stewards of Children® training to the community. Stewards of Children is an evidence-informed training that teaches adults to prevent, recognize, and react responsibly to child sexual abuse in their organizations, families, and communities. The project's 3-year goal is to empower 5% of Douglas County's adult population to take action to prevent child sexual abuse, and to reach even more people as community members are trained as Stewards of Children facilitators. The project is part of "Protect Our Children 2.0," a program of The Ford Family Foundation to prevent child sexual abuse.

## Showering People with Hope & Dignity Making Connections for People Experiencing Homelessness

*"This one's really nice because you have privacy. You feel clean, so you can talk to people and smile." — Mobile Hygiene Guest*

People experiencing homelessness often face significant barriers to personal hygiene, including limited access to showers, restrooms, and laundry facilities. For unhoused individuals and families, the simple act of showering or washing your clothes can be a turning point in the journey to health and wellness. Douglas County's mobile hygiene and outreach services began in June 2020 in collaboration with the Greater Douglas United Way, The Ford Family Foundation, and many service-minded community partners.

The mobile hygiene unit rotates to various community locations where our Homeless Outreach Coordinator and Case Managers work to connect guests with the resources and services they need, including primary care and behavioral health care, shelter and affordable housing, clothing and food, and many other life-sustaining resources and services. In the past year, the mobile hygiene unit also served as a hub for COVID-19 education and an emergency resource for firefighters battling local wildfires. Over 400 guests accessed services in 2020, and work is underway for a second unit to bring health, hope and dignity to people in need.

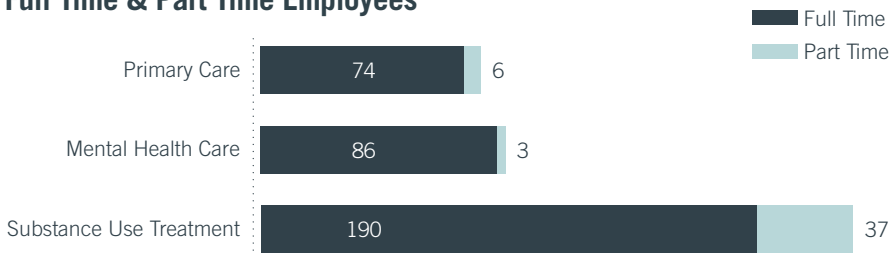
# SERVICE EXCELLENCE

## A Promise to Our Patients & Community

At Adapt, our commitment to service excellence is reflected in our company values and the way we do business. For 50 years, Adapt has worked hard to meet the highest standards in quality of care, patient safety, and customer service. Service excellence is a way of life for our employees and a promise we make to our patients and the communities we serve.

In 2020, 396 employees throughout our four-county region dedicated their time and talents to reduce barriers to care and to make it easier for people to connect with the care and resources they need to achieve life-long health.

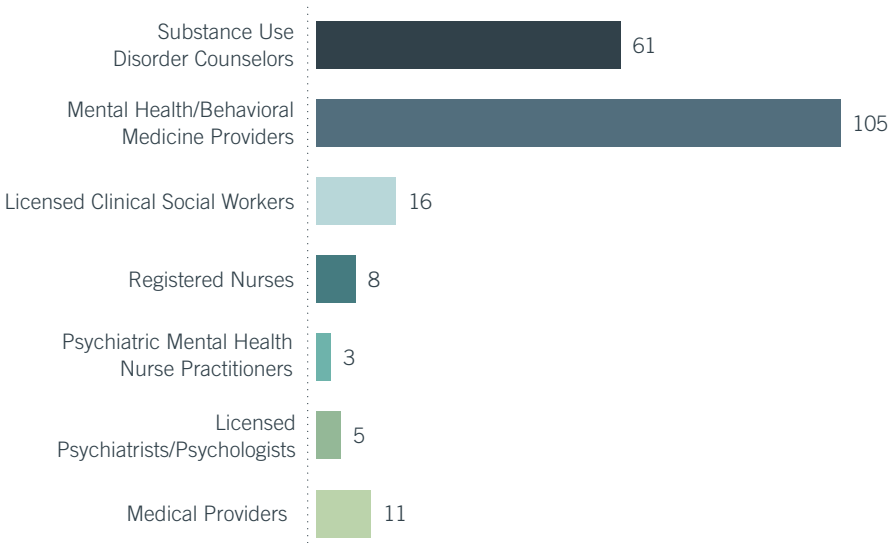
### Full Time & Part Time Employees



## Clinical Excellence

### Licensed & Certified Providers

Patient-centered care is about providing essential care that is respectful and responsive to each patient’s preferences, needs, and values. Our licensed and certified providers work as a team to provide our patients with the highest-quality primary care and behavioral health care, regardless of one’s ability to pay. In 2020, 209 highly credentialed medical and behavioral health providers cared for thousands of community members across our four-county region.



*It’s an honor and a privilege to be part of an organization that deeply cares for its employees and its patients.*

Grayson Bly, CPA, Chief Financial Officer



“In 2020 we were honored to be named one of the 100 Best Nonprofits to Work For in Oregon — an award based largely on input from our employees. I am proud to work for an organization whose employees have created a workplace culture of gratitude, purpose, and service to our mission.”

Susan Jeremiah  
Chief Human Resources Officer





## Continuous Learning & Improvement

### Expanding Knowledge & Gaining Skills

We have made a commitment to creating career paths to expand the medical and behavioral health workforce in our region. Throughout the year, we offered over 70 in-person and remote educational opportunities to support employee professional development and credentialing, as well as to sustain organizational excellence in quality improvement, compliance, and safety. Trainings on cultural and linguistic competency and trauma-informed care are an important component of Adapt's employee development that is fostering a workplace that is safe and welcoming for all.

## Sustaining Our Regional Workforce

### Ensuring Delivery of High Quality Services

Improving access to care depends on ensuring the delivery of services by qualified primary care and behavioral health professionals. We have made a longstanding commitment to creating opportunities for the professional growth, licensure, and certification of our regional primary care and behavioral health workforce. In 2020, 78 primary care, mental health care, and substance use treatment providers throughout our region were newly credentialed or recertified to provide patient care. By creating opportunities for professional growth and credentialing, we are building a more robust workforce that pays off in increased access to care in the communities we serve.



**34**  
Credentialed  
Providers



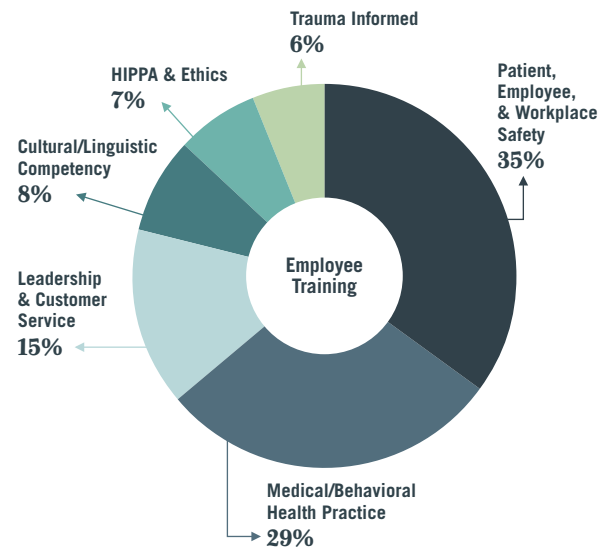
**44**  
Recertified  
Providers

## Behind the Scenes

### Keeping Us Connected & Our Doors Open

Keeping us connected and our doors open during a global pandemic was a team effort. In early 2020, our Facilities Department quickly took steps to create a safe and healthy workplace for employees and patients. In addition to modifying workspaces for social distancing and upgrading HVAC and ventilation systems, our Facilities team implemented employee and visitor screening protocols, took the lead on receiving and distributing personal protective equipment to employees, and instituted more robust disinfecting standards to reduce the risk of exposure to the virus.

Behind the scenes, our Integrated Technology team went into action to expand our telehealth capabilities, transition employees to remote working, and train our entire organization on new remote communication tools and protocols — all the while prioritizing cybersecurity and the protection of patients' protected health information. At the same time, our multi-tasking IT team initiated an upgrade to a major electronic health record platform to support care coordination and the integration of our entire practice management and electronic health record system.



Megan Graf, Technology Specialist (left) and Nicole Allen, Director of Technology Services

# COMPREHENSIVE & INTEGRATED CARE

Affordable, Accessible & High Quality Care for All

## Patient-Centered Primary Care

- Preventive Care
- Acute Care
- Family Planning
- Men's & Women's Health
- STD Tests & Treatment
- Chronic Disease Care
- Diabetes Care
- Immunizations
- Lab and X-ray (CHI Mercy)
- Referrals to Specialty Care

## Children's Health

- Well-Baby & Well-Child Exams
- Teen & Young Adult Health
- Sports Physicals

## Behavioral Medicine Services

- Mental Health Counseling
- Substance Use Counseling
- Individual and Group Psychotherapy
- Medication-Assisted Treatment
- Pain Management
- Chronic Illness Management
- Tobacco Cessation

## Psychiatric Medical Services

- Medication Management
- Individual Psychotherapy
- Pediatric Medication Management

## Mental Health Care

- 24-Hr Crisis Response
- Mobile Crisis Co-Deployment with Roseburg Public Safety

## Adult Outpatient

- Individual and Group Counseling
- Mental Health Court Services

## Youth & Family Services

- Individual and Group Counseling (in-home and in-school)
- Intensive In-Home Behavioral Health
- Parent Child Interaction Therapy
- Wraparound Program
- School-Based Mental Health
- Therapeutic Learning Classroom (K-8)

## Community Support Services

- Assertive Community Treatment
- Case Management
- CHOICE Model
- Early Assessment and Support Alliance
- Forensic Mental Health Services
- Healthy Transitions
- IPS Supported Employment
- Peer Support Services

## Substance Use Treatment

- Adult Outpatient & Intensive Outpatient Treatment
- Residential Treatment
- Sub-Acute Medical Detox
- Sobering Center
- Opioid Treatment Program
- Corrections Treatment Services
- Residential Substance Abuse Treatment
- Drug Court Services
- Problem Gambling Treatment
- DUII Treatment Services
- Peer Support Services
- Aftercare and Support

## Children & Family Treatment

- Youth Outpatient Treatment
- Youth Residential Treatment
- Family Treatment Services
- Moms in Recovery

## Housing & Day Treatment


- Fresh Start Day Treatment
- Eveningside Transitional Housing
- Hillside Terrace Transitional Housing

## Prevention & Education

- Substance Abuse Prevention
- Suicide Prevention
- Problem Gambling Prevention
- Youth Mentoring & Development
- Child Sexual Abuse Prevention

*Six years ago I walked into court for sentencing on drug charges. I received 3 years' probation and an action plan to engage in Adapt's substance use treatment program. After starting probation, I enrolled at Umpqua Community College with a major in human services. I completed my treatment and probation without setbacks and completed my education with honors and certificates in addiction studies, addiction treatment, and case aide. Today, I work as a certified Alcohol & Drug Counselor with Adapt's Residential Substance Abuse Treatment program. Adapt has played a huge part in my journey and my life.*

Jared Rhyne, CADAC I  
Adapt Counselor



*Helping people restore their health and lives begins by restoring hope for the future.*

*We are honored to have accompanied thousands of men, women and children over the years on their journey to find hope, health and recovery.*

## Patient-Centered Primary Care

### Roseburg Clinic

621 W Madrone Street  
Roseburg, OR 97470  
Phone: (541) 440-3500

### Winston Clinic

671 SW Main Street  
Winston, OR 97496  
Phone: (541) 492-4550  
Fax: (541) 492-4553

## Mental Health Care

### Roseburg Office

621 W Madrone Street  
Roseburg, OR 97470  
Phone: (541) 440-3532  
Fax: (541) 440-3554

### Reedsport Office

680 Fir Street  
Reedsport, OR 97467  
Phone: (541) 440-3532

*24-Hour Crisis Line  
(800) 866-9780*

## Substance Use Treatment

### Roseburg Office

621 W Madrone Street  
Roseburg, OR 97470  
Phone: (541) 672-2691  
Fax: (541) 673-5642

### North Bend Office

400 Virginia Avenue., Suite 201  
North Bend, OR 97459  
Phone: (541) 751-0357

### Grants Pass Office

356 NE Beacon Drive  
Grants Pass, OR 97526  
Phone: (541) 474-1033