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## COVID-19 IMPACT ON SOCIAL SERVICES IN DOUGLAS COUNTY

Updated: April 7, 2020

**Disclaimer: This report is being prepared at the request of attorney Gina Stewart for the local Bar but is only representative of the services available at the time each agency was contacted. As we all know, the landscape changes daily, so everything is subject to change.**

### Adapt

- **Adult Outpatient Services- (541) 672-2691**

**621 W. Madrone St. Roseburg**

- **New intakes:** Clients may come into the office and fill out a welcome packet. This will initiate the intake process. They will be contacted to arrange an assessment. Currently, staff are processing two assessments a day in person but hope to be moving to phone assessments shortly.
- **Existing clients:** No in-person groups or 1:1 sessions are being held. All counselors are working remotely. Clients are being contacted by their group counselors and 1:1 counselor for individual phone based sessions. All clients are responsible for keeping Adapt up-to-date on their contact info.
  - **UA's:** The random UA call-in line is still active; however, clients are not currently being UA'd. Clients are expected to call in regardless, because at any given point the collection will resume and it is the client's responsibility to know if their color has been called and show up.

- **Youth Outpatient Services- (541) 492-0172**

**548 SE Jackson St. Roseburg**

- No in-person groups or 1:1 sessions are being held. All counselors are working remotely. Clients are being contacted by their group counselors and 1:1 counselor for individual phone based sessions. All clients are responsible for keeping Adapt up-to-date with their contact info.

- **Crossroads/Detox**

**3099 NE Diamond Lake Blvd. Roseburg**

- **New intakes:** Clients are still being accepted into residential treatment based on available space and health. When clients first arrive, they participate in a screening and physical exam to assess exposure to infected people and the presence of active symptoms. They are then placed in isolation and monitored for 24 hours. If they remain symptom free, they are admitted into the general population. If any client does exhibit symptoms, they are placed in a more isolated

situation where the client and staff utilize PPE when having any contact. Public Health is also contacted.

- **Existing clients:** Clients already admitted continue to participate in treatment, however, there are no outside passes, in-house visitation with children or family members, or anyone coming or going from the facility.
- **Adapt Medicated Assisted Treatment Program- 541-673-2770**  
**248 SE Jackson, Ste 100, Roseburg**
  - **New intakes:** The program is open and accepting new intakes. They are utilizing telehealth for appointments with the medical provider and screenings as the law allows.
  - **Existing clients:** Medications are dispensed M-F, 7-11 am and Sat. 7-10am. Individual and group clinical treatment is also being offered via telehealth.

## Adult Parole and Probation

The office is still open and operating as usual, but with only three PO's in the office at any given time to meet with clients. All others are working for home and are available by phone or email. When appropriate, clients are being asked to sign an agreement that will allow them to check-in by phone. Not checking in will still constitutes a PV.

## Battered Person Advocacy (BPA)

- **New intakes:** Victim assessments are occurring over the phone. In-person meetings to sign paperwork are by appointment only. All staff are working remotely.
  - The process for obtaining a TRO is much the same. Clients meet at courthouse
    - M-F at 7:30 am to complete paperwork. They don't see the judge until 9:30am.
  - Sexual Assaults- Staff are not responding to the hospital but will make contact with the victim via phone or at another location if needed.
- **Existing clients:** Shelter is at capacity and not taking any new clients but if a need arises, BPA may be able to help with food and/or hotel. All therapeutic groups have been temporarily suspended. Ongoing case management with existing clients is occurring over the phone.

## Compass Behavioral Health- (541) 440-3532

**621 W Madrone St., Roseburg**

- **New intakes:** They are open and accepting new clients, including walk-in's. Assessments are conducted in-person. If they qualify for treatment, their assigned counselor will contact them by phone.
- **Existing clients:** Counselors are working remotely and conducting treatment sessions via the phone. They are working on setting up telehealth to utilize video conferencing but it is not in place yet.

## DHS- Child Welfare (541) 440-3373

738 W. Harvard Ave., Roseburg

- **New intakes:** Call the Hotline (1-855-503-7233) as usual. CPS is still conducting assessments of child safety.
- **Existing clients:** The office is still open, however, some staff are working remotely. Clients are still able to communicate with their caseworkers via phone, text or email. There are no in-person meetings, including family decision meetings.
  - **Visitation:** All in-person visitation at DHS is temporarily suspended. Some very limited community visitation is being approved as well as some video visits, but only on a case-by-case basis.

## DHS- Self-Sufficiency- (541) 440-3301

738 W. Harvard Ave., Roseburg

- **New intakes:** The office remains open, however, some staff are working remotely. Clients seeking assistance can come in to pick up an application or they can apply online. All meetings are conducted over the phone, except in cases of domestic violence.
- **Existing clients:** Clients are able to communicate with staff by phone or email.

## DHS- Aging and People with Disabilities- (541) 440-3580

738 W. Harvard Ave., Roseburg

- The office remains open, however, some staff are working remotely. Clients may apply for services online, over the phone or in-person (not preferred).
- **Adult Protective Services:** To report elder abuse, call the Hotline (800-282-8096) as usual. APS is still conducting assessments.

## DHS- Vocational Rehabilitation Department- (541)440-3371

2020 Newcastle St, Roseburg

- **New intakes:** The office is closed and is not accepting new clients.
- **Existing clients:** Staff are working remotely and are making contact with current clients via phone or video conferencing.

## Family Development Center- (541) 673-4354

300 NE Jerrys Dr, Roseburg

- **New intakes:** The program is open and accepting new families. All intakes are done using video conferencing.
- **Existing clients:** The FDC facility is closed but all staff are working remotely. FDC has developed online classrooms and methods of communicating with family across multiple platforms, such as Facebook, Facetime, Zoom, and GotoMeeting. Families are provided with lesson plans and activities to do with the children. Supplies for the activity are being delivered to the home. Food, diapers, and other supplies are also being delivered as needed. Teachers have increased their virtual contact with families in the home from once-a-month to weekly, to provide added support. FDC has created additional Facebook groups in increase communication and support. Their program operates year around and will resume when the ban is lifted.

## FARA (Family, Faith and Relationship Advocates) (541) 229-0510

1128 SE Stephens St, Roseburg

- All therapeutic groups and 1:1 sessions have been moved to an online format using Zoom. Men's OPAC, Women's OPAC, and PAC group days and times are posted on the FARA website. TIPS will be streamed live from their Facebook page every Monday evening from 5:30 pm to 7:30 pm from April 13, 2020 to May 18, 2020. This class is free.

## Options Counseling

- **New intakes:** Options runs multiple programs for DHS Child Welfare and DHS Self Sufficiency. They continue to accept new clients and the intake processes have not changed.
- **Services for existing clients:** All staff are working remotely and maintaining contact with clients via phone or video conferencing and other social media platforms. ISRS (Family Builders) staff are still able to visit family homes to do a walk through, meet with families outdoors, drop off things to meet a need, based on provider willingness and family circumstances. All other programs are utilizing phone or video contact only.

## Roseburg Rescue Mission- (541) 673-3004

752 SE Pine St. Roseburg

- **New intakes:** They are open and accepting new clients as space allows. They are doing a minimal screening for symptoms upon arrival but no isolation or other quarantine is required and they are not turning people away. Staff are utilizing all recommended infection control methods.
- **Meals:** They continue to serve three meals a day.

## Safe Haven- (541) 464-2740

- **New intakes:** They are currently full and not accepting any new residents.
- **Current residents:** The house is on lock-down. No visitors are allowed and no one is able to leave unless it is an emergency in order to protect the health of the residents.

## Samaritan Inn- (541) 672-5387

544 W. Umpqua St. Roseburg

- **New intakes:** They are open and accepting new clients as space allows. They are doing a minimal screening for symptoms upon arrival but no isolation or other quarantine is required and they are not turning people away. Staff and clients are utilizing all recommended infection control methods.

## Transportation

- **U-Trans**
  - The bus is running but there have been multiple adjustments and changes to times and routes due to driver unavailability.
  - Check <http://www.umpquatransit.com/> for the latest updates.
- **Dial-A Ride**
  - Service is running but with limited capacity.

## UCAN

250 Kenneth Ford Dr., Roseburg.

- **Head Start**
  - **New intakes:** Now accepting applications for the fall.
  - **Existing clients:** All classes and programs are suspended.
- **Housing**
  - The housing program is fully operational. They are accepting new applications; however, there are no face-to-face meetings. Applications may be dropped off at main office in drop box, faxed, mailed, or scanned and emailed. The form must be signed. Staff are utilizing mail, fax and email to transmit information to determine eligibility.

## Valley View Counseling- (541) 673-3985

1652 NW Hughwood Ct, Roseburg,

- **New intakes:** The office is closed to foot traffic but they are accepting new clients. Intakes and assessments occur over the phone. If clients are on OHP or paying out of pocket, they have immediate openings with Mark Saren. If they want to see one of the other therapists, there is a wait list.
- **Existing clients:** For clients 12 and older, therapists are conducting individual sessions via phone or video conferencing. For all clients under 12, staff are meeting with the client personally, however, the client is expected to call-in when they arrive and then wait in the car until they can be escorted in the building for the session, which utilizes social distancing.