



Program #40081 - Multnomah County Care Coordination FY 2024 Department Requested

Department: Health Department **Program Contact:** Jessica Jacobsen
Program Offer Type: Existing **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

The Care Coordination Unit was formed in 2020 in the Behavioral Health Division as a result of CCO 2.0 and provides care coordination for all ages f, including: Wraparound, Youth & Adult Intensive Care Coordination (ICC), & the Multnomah Intensive Care Coordination Team (M-ITT). Wraparound and Youth ICC provide a broad range of care coordination services and work within the multi-tiered Children System of Care Governance Structure to address cross system barriers for youth and families. Adult ICC provides integrated care coordination to adults with complex behavioral health needs to improve health outcomes and experience. M-ITT provides short term care coordination and case management to support adults during and after a psychiatric hospitalization to connect to community-based services.

Program Description

Wraparound, Youth & Adult ICC are funded by Oregon Health Plan via a delegation agreement with Coordinated Care Organization(s). M-ITT is funded by HealthShare as part of the Crisis Services continuum of care. Care Coordinators partner with Primary Care Providers, Community Behavioral Health Providers, Department of Community Justice, Housing Providers, Intellectual Developmental Disabilities (IDD), Oregon Department of Human Services (ODHS), Child Welfare, School Districts, Peer Service Providers, and other stakeholders to improve care and outcomes for clients.

ICC and Wraparound Care Coordinators engage in a team planning process with adults, youth, family and community partners and providers to develop a unified, strengths-based plan to address individualized needs. For youth participating in Wraparound services, their plan of care is youth-driven, family-guided, culturally responsive, multidisciplinary and includes both formal and natural support. The goal is to help youth address mental health needs in order to be healthy, successful in school, and to remain in their communities. Youth and Adult ICC support individuals (and their families) with complex behavioral health needs with developing individualized care plans to: meet physical, oral, behavioral health, substance use, and psychosocial goals. ICC facilitates transitions between mental health services; ensures team communication; and connects with community services and supports. M-ITT provides rapid engagement to adults exiting psychiatric hospitals who are not connected to an outpatient behavioral health provider to provide short term intensive support and connect them to ongoing behavioral health services and other community support services including Primary Care, shelter, and other services to address client needs.

Programs ensure policies, procedures and services are individualized and culturally and linguistically responsive. Staff are recruited and retained to reflect the communities served with several bicultural and bilingual staff available to work with LGBTQIA+, Native American, African-American, Latinx and Spanish speaking clients. Peer Services are contracted out to qualified providers.

Performance Measures

| Measure Type | Primary Measure | FY22 Actual | FY23 Budgeted | FY23 Estimate | FY24 Offer |
|--------------|--|-------------|---------------|---------------|------------|
| Output | Number of unique children served in Youth Care Coordination. | 350 | 380 | 342 | 350 |
| Outcome | % score measuring family's satisfaction and progress in Wraparound. ¹ | 79.02% | 85% | 78.94% | 85% |
| Output | Referrals processed in Youth Care Coordination. | 287 | 300 | 294 | 300 |
| Output | Total number of clients served in M-ITT. | 598 | 575 | 583 | 575 |

Performance Measures Descriptions

¹WFI-EZ data is not representative of program outcomes. WFI-EZ completion rates across nearly all of Oregon are below best practice standard rates. Barriers to completion of this voluntary survey included participant pandemic-related burdens and challenges with the WFI-EZ database. Statewide training/support was provided in 2022 in addition to increased Multco administrative support, to try and improve 2023 data.

Legal / Contractual Obligation

Delegation Agreement with Coordinated Care Organization(s) to provide Wraparound and Intensive Care Coordination.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Department Requested General Fund | Department Requested Other Funds |
|-------------------------|-------------------------|------------------------|---|--|
| Program Expenses | 2023 | 2023 | 2024 | 2024 |
| Personnel | \$148,401 | \$7,014,367 | \$0 | \$7,675,256 |
| Contractual Services | \$0 | \$874,878 | \$0 | \$1,390,858 |
| Materials & Supplies | \$511 | \$77,679 | \$0 | \$81,564 |
| Internal Services | \$9,200 | \$1,958,797 | \$0 | \$2,170,043 |
| Total GF/non-GF | \$158,112 | \$9,925,721 | \$0 | \$11,317,721 |
| Program Total: | \$10,083,833 | | \$11,317,721 | |
| Program FTE | 1.00 | 48.41 | 0.00 | 49.68 |

| Program Revenues | | | | |
|-------------------------|------------|--------------------|------------|---------------------|
| Intergovernmental | \$0 | \$9,925,721 | \$0 | \$11,317,721 |
| Total Revenue | \$0 | \$9,925,721 | \$0 | \$11,317,721 |

Explanation of Revenues

This program generates \$1,072,233 in indirect revenues.

Federal \$ 3,451,118 - Health Share Unrestricted Medicaid (Off the top) funding

Federal \$ 7,853,685 - Unrestricted Medicaid fund through CareOregon

State \$ 12,918 - State Mental Health Grant IGA with State of Oregon

Significant Program Changes

Last Year this program was: FY 2023: 40081 Multnomah County Care Coordination

M-ITT length of enrollment continues to be longer than ideal due to limited outpatient system capacity due to workforce which results in fewer total clients being served by the MITT program than in earlier years.