

Department: Health Department

Program Contact: Kevin Minor

Program Offer Type: Existing

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:
Executive Summary

Integrated Clinical Services (ICS) is the largest Federally Qualified Health Center (FQHC) in Oregon, providing high-quality, patient-centered health care and related services to communities across Multnomah County. ICS's Allied Health (AH) programs include Integrated Behavioral Health (AH-IBH) and Community Health Workers (AH-CHW) teams across our health center, and offers culturally responsive, goal-oriented, trauma-informed behavioral health and community outreach services, centered on race and equity. AH serves low-income, uninsured, underinsured populations, and people experiencing homelessness, mental illness and other barriers that may impact their overall health and wellness and is a critical part of our safety net services for the community.

Program Description

The Health Center welcomes all county persons, regardless of insurance status, ability to pay, or documentation status. Our health center prioritizes culturally and linguistically appropriate care, supporting patients in a way that works for them. Over sixty percent of our patients identify as people of color, and more than 40% are best served in a language other than English, including more than 100 different languages. Nearly 15% of our patients have no insurance, and 95% of our clients live below 200% of the Federal Poverty Guideline. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare. The majority of our Health Centers clients represent historically underserved BIPOC (Black, Indigenous, People of Color) communities and vulnerable populations. In order to serve clients where they're at, AH teams reflect these populations, including a majority of staff who are bilingual and bicultural, and lived experience similar to our clients. Integration between AH-IBH and AH-CHW is core to our program. AH-IBH offers mental health assessment, diagnosis and brief evidence-based psychotherapy, long term mental health support and peer support for patients experiencing complex medical, mental health, and/or substance use disorders. As part of the primary care medical team, AH-IBH provides consultation and education regarding psychosocial treatments and specific behavioral issues or barriers that arise related to a patient's health issues. Services are provided via telehealth, telemedicine, Peer support specialist, care coordination case management for individuals transitioning out of inpatient psychiatric facilities and in-person visits in coordination with field services provided by our AH-CHW team. AH-CHW serves clients who experience barriers to care that would keep them from achieving their health goals and optimal health outcomes, and are able to give clients the time needed to open up, providing more personal information and expressing their needs. Our CHWs work with clients on the Social Determinants of Health (SDoH) and Health Education/Promotion. In addition to direct client services, SDoH work includes establishing partnerships in the community. CHWs serve as bridge-builders and liaisons with case managers and other client advocates and facilitate Health Education/Promotion.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	AH-IBH Individual Patients Served	5,494	7,324	7,324	8,024
Outcome	AH-IBH Number of encounters completed	18,199	19,548	19,548	21,948
Output	AH-CHW Individual Patients Served	3,825	4,190	4,190	6,000
Outcome	AH-CHW Number of encounters completed	8,925	9,000	9,000	12,800

Performance Measures Descriptions

Output: Individual Patients Served. This measure describes the number of unique clients who received IBH and CHW services within the last 12 months.

Outcome: This is the total number of in person, telemed and phone encounters completed with one of our Allied Health Providers. This includes offsite or home visits specific to the CHW providers.

Legal / Contractual Obligation

Our Community Health Centers comply with CLIA (Laboratory accreditation) requirements, CCO contractual requirements, compliance with the Bureau of Primary Health 330 Grant (HRSA), and the Patient-Centered Primary Care Home (PCPCH) program. The Health Center is accredited under the Joint Commission (TJC) and follows accreditation guidelines. All costs and revenues generated by this program must also comply with the HRSA FQHC requirements.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$4,448,916	\$0	\$5,187,306
Contractual Services	\$0	\$140,500	\$0	\$156,500
Materials & Supplies	\$0	\$60,060	\$0	\$57,678
Internal Services	\$0	\$1,020,138	\$0	\$1,160,886
Total GF/non-GF	\$0	\$5,669,614	\$0	\$6,562,370
Program Total:	\$5,669,614		\$6,562,370	
Program FTE	0.00	34.47	0.00	38.84

Program Revenues				
Intergovernmental	\$0	\$299,862	\$0	\$167,000
Other / Miscellaneous	\$0	\$1,437,960	\$0	\$1,492,000
Service Charges	\$0	\$3,931,792	\$0	\$4,903,370
Total Revenue	\$0	\$5,669,614	\$0	\$6,562,370

Explanation of Revenues

This program generates \$724,668 in indirect revenues.

\$ 1,163,967 - Fee for Services (FFS) - FQHC Medicaid Wraparound

\$ 1,492,000 - Other - Medicaid Quality and Incentives

Federal \$ 167,000 - Federal - Primary Care (PC) 330 - 93.224

\$ 1,857,073 - Fee for Services (FFS) - Medicaid - Care Oregon

\$ 1,223,753 - Fee for Services (FFS) - Medicaid

\$ 447,085 - Fee for Services (FFS) - Medicare

\$ 127,492 - Fee for Services (FFS) - Patient Fees 3rd Party

\$ 84,000 - Fee for Services (FFS) - Patient Fees

This program is support by medical fee and related Medicaid incentive and quality based incentive funds.

Significant Program Changes

Last Year this program was: FY 2023: 40102 FQHC Allied Health

Additional behavioral health roles have been incorporated into allied health. These roles are distributed across multiple health center locations.