



Program #25032B - Regional Health and Human Services Contact Center FY 2024 Adopted

Department: County Human Services **Program Contact:** Irma Jimenez
Program Offer Type: Existing **Program Offer Stage:** Adopted
Related Programs:
Program Characteristics: One-Time-Only Request

Executive Summary

The Regional Health and Human Services Contact Center (HHSCC) will connect community members with culturally-responsive emergency and public health information and service connections. Building on emergency response goals as the Multnomah County COVID Contact Center, the new regional HHSCC is prepared for the next emergency. This program will continue and grow existing relationships with regional partners. Key partners include Tri-County public health leadership, public information officers, community-based organizations, healthcare systems, and others. Regular hours for the HHSCC are Monday through Friday, 8am - 5pm, with after hour voicemails returned the next day. Extended hours are activated for heightened or emergency response as needed.

Program Description

ISSUE: Social determinants of health contribute to wide health disparities and inequities. These disparities are greater for BIPOC, LGBTQ+, and other marginalized communities. The network of public and private organizations that provide services, supports and resources is complex and difficult to navigate.

PROGRAM GOAL: The HHSCC goal is to increase awareness of and equitable access to services, supports, and resources. The HHSCC provides a streamlined connection to information and referral/assistance (I&R/A), and helps address community needs across multiple social determinants of health. This program also helps to meet a department-wide goal to increase ease of resource navigation and equity in access for the community.

PROGRAM ACTIVITY: The Health and Human Services Contact Center serves as an information hub for public health, emergent issues, and crisis and emergency resources. This involves communicating up-to-date guidance and messaging provided by Regional Public Health Leadership Group to the public, in multiple languages, including Public Health Emergency Preparedness (PHEP) operations according to established plans.

The HHSCC provides access to county services and connection to community partners, including access to care (vaccination clinics, primary care, etc.) and Public Health wraparound services when available. HHSCC serves as a regionally-available resource for rapid response needs during acute emergency activations, as required. HHSCC works with interpreters and community partners to ensure that callers receive services in their preferred language. Since March 2020, HHSCC has provided assistance to callers in at least 80 languages. HHSCC workers coordinate with regional partners to connect community members to information and resources. This might include, but is not limited to, mass vaccination efforts, evacuation notices, or public health alerts. HHSCC workers listen for concerns, call trends, and possible gaps in service brought forward by community members, including gaps in equitable information access, and elevate issues to leadership.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of languages supported by printed and online promotional materials and outreach campaigns	N/A	N/A	N/A	12
Outcome	Percent of phone contacts provided with timely, accurate information, service, and referral	N/A	N/A	N/A	80%
Output	Number of direct contacts with community members ¹	N/A	N/A	N/A	15,000

Performance Measures Descriptions

¹Includes incoming calls as well as community-focused outreach through outbound calls, emails, and SMS.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$0	\$1,294,605
Materials & Supplies	\$0	\$0	\$0	\$5,395
Total GF/non-GF	\$0	\$0	\$0	\$1,300,000
Program Total:	\$0		\$1,300,000	
Program FTE	0.00	6.50	0.00	12.50

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$1,300,000
Total Revenue	\$0	\$0	\$0	\$1,300,000

Explanation of Revenues

\$1,300,000 - CareOregon. This funding is one-time-only in FY 2024. It's expected that this revenue will fund the HHSCC to April 2024.

Significant Program Changes

Last Year this program was: FY 2023: 25492B ARP - DCHS Client Assistance

In FY 2023, this program was funded by the Health Department using Federal American Rescue Plan (ARP) Direct County funding through 12/31/2022. It was extended to the end of FY 2023 with budget modification #HD-015-23 using Federal OHA funding, as a cross department funding project with the Health Department, under program offer ARP - Public Health - Isolation and Quarantine (40199C). In addition to extending existing positions, this budget modification also added a new 1.00 FTE Program Supervisor (9361) during FY 2023. In FY 2024, this program is increased by 1.00 FTE Office Assistant Senior (6002).