

**Division:** Integrated Clinical Services

**Program Characteristics:**

**Program Description**

Health Center Administration and Operations supports services within the project scope of the Bureau of Primary Health Care (BPHC) grant under the Multnomah County Community Health Center. BPHC funding requires strict adherence to federal laws mandating which services must be provided by Federally Qualified Health Centers (FQHCs), which results in ongoing compliance and high quality care. Teams that fall under administration and operations support financial compliance and reporting through an independent enterprise fund, accurate medical coding, improvement of health outcomes through preventative care outreach and metrics improvement projects, as well as project management for multiple strategic planning, workforce development, grant management, and value-based care activities.

Activities supported in this program include:

- Development and implementation of fiscal accountability and monitoring infrastructure.
- Management of revenue cycle activities.
- Implementation of strategic projects.
- Medical coding and registration.
- Support for operational workflows to increase patient access to care.
- Other projects designed to improve health outcomes; examples of this type of work include support for transitioning and training clinical teams to expand virtual care, designing patient communications campaigns for managing chronic diseases, and designing reporting materials to reflect operational needs to monitor metrics and value based pay performance.

**Equity Statement**

The Multnomah County Community Health Center’s vision is to ensure all people in our community receive reliable, inclusive, and high-quality healthcare. We do this with a workforce that reflects the diversity of our communities and by reducing the financial, administrative, language, and social barriers that contribute to health inequities. Our core values emphasize providing care that is tailored to each individual’s needs and centered on equity and measurable health outcomes.

**Revenue/Expense Detail**

	<b>2026 General Fund</b>	<b>2026 Other Funds</b>	<b>2027 General Fund</b>	<b>2027 Other Funds</b>
Personnel	\$0	\$9,181,741	\$0	\$8,410,093
Contractual Services	\$0	\$500,000	\$0	\$397,329
Materials & Supplies	\$0	\$226,760	\$0	\$721,731
Internal Services	\$0	\$3,081,024	\$0	\$3,116,689
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$12,989,525</b>	<b>\$0</b>	<b>\$12,645,842</b>
<b>Total Expenses:</b>	<b>\$12,989,525</b>		<b>\$12,645,842</b>	
<b>Program FTE</b>	0.00	50.90	0.00	44.40
<b>Program Revenues</b>				
Intergovernmental	\$0	\$1,225,755	\$0	\$1,457,764
Other / Miscellaneous	\$0	\$6,960,509	\$0	\$6,757,123
Beginning Working Capital	\$0	\$1,275,617	\$0	\$491,177
Service Charges	\$0	\$3,527,644	\$0	\$3,939,778
<b>Total Revenue</b>	<b>\$0</b>	<b>\$12,989,525</b>	<b>\$0</b>	<b>\$12,645,842</b>

**Performance Measures**

<b>Performance Measure</b>	<b>FY25 Actual</b>	<b>FY26 Estimate</b>	<b>FY27 Target</b>
Completion of annual strategic planning activities and three year plan in alignment with Community Health Center Board’s vision	100%	100%	100%
Accuracy of medical coding: % of claims accepted by insurance partners	98%	98%	99%