

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

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
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	\$3,065,562
Total GF/non-GF	\$0	\$12,989,525	\$0	\$12,594,715
Total Expenses:	\$12,989,525		\$12,594,715	
Program FTE	0.00	50.90	0.00	44.40

Program Revenues

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	\$440,050
Service Charges	\$0	\$3,527,644	\$0	\$3,939,778
Total Revenue	\$0	\$12,989,525	\$0	\$12,594,715

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
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%