

Division: Behavioral Health

Program Characteristics:

Program Description

The Quality Management (QM) Unit supports the Behavioral Health Division (BHD) with the following essential infrastructure: Compliance, Electronic Health Records (EHR), Reporting, and Revenue. These teams deliver legally required and vital functional and safety services to client-facing programs, while also helping retain the workforce by aiding in staff onboarding, providing tools and training, and enhancing divisional efficiencies.

1) The Compliance team ensures adherence to regulations and policies, helping BHD quickly identify, stop, and reduce risks to client and staff safety. It conducts internal and external investigations and audits, assists with staff onboarding, develops BHD policies, reviews contracts, oversees credentialing, manages critical incidents and grievances, implements corrective measures, and offers technical support. 2) The Evolv team locally oversees the EHR, maintaining, updating, and customizing Evolv to meet clinicians' needs and ensure compliance with clinical documentation requirements. 3) The Records team manages all clinical records in Evolv with a limited scope in Epic, ensuring secure entry into Evolv and Epic, fulfilling records requests, maintaining EHR integrity, and evaluating deletion requests for privacy issues. 4) The Reporting team provides timely data to measure outcomes, demonstrate responsible use of public funds, and inform program development. 5) The Revenue team increases billable revenue by managing authorizations and claims for Direct Clinical Services, Multnomah Treatment Fund, and other Multnomah Alcohol and Drug treatment services, reviewing claims for accurate documentation and reimbursement.

Equity Statement

These teams advance equity by providing real time information and data on systems, programs, and policies that perpetuate systemic barriers to opportunities and benefits for Black, Indigenous and People of Color (BIPOC), those with behavioral health needs, and other underserved populations.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$971,422	\$3,504,015	\$914,508	\$3,010,180
Contractual Services	\$0	\$186,301	\$0	\$12,500
Materials & Supplies	\$6,446	\$745,035	\$74,763	\$432,593
Internal Services	\$47,783	\$788,394	\$106,971	\$533,442
Total GF/non-GF	\$1,025,651	\$5,223,745	\$1,096,242	\$3,988,715
Total Expenses:	\$6,249,396		\$5,084,957	
Program FTE	5.12	17.24	5.00	15.98
Program Revenues				
Intergovernmental	\$0	\$3,154,848	\$0	\$2,378,999
Beginning Working Capital	\$0	\$2,068,897	\$0	\$1,609,716
Total Revenue	\$0	\$5,223,745	\$0	\$3,988,715

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of requests managed by The Evolv Support and Reporting Teams	3,464	2,815	2,600
Number of BHD policies reviewed and updated based on annual and legislative required changes	91	45	50