



**Program #40069 - Behavioral Health Crisis Services** 4/25/2019

**Department:** Health Department **Program Contact:** Neal Rotman  
**Program Offer Type:** Existing Operating Program **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Mental Health and Addiction Services Division operates a 24-hour, 365-day-a-year behavioral health crisis response system, including a 24/7 crisis and resource hotline, a 24/7 mobile crisis outreach team and a seven day a week crisis walk-in clinic that serves every member of Multnomah County.

**Program Summary**

The behavioral health crisis system in Multnomah County is comprised of several interconnected services: Multnomah County Call Center – operated by Multnomah County 24/7, 365 days/year. The Call Center is the hub for behavioral health crisis services for all county residents regardless of insurance status. Interpretation services are available in person and on the phone as needed. The Call Center triages and deploys crisis resources, such as mobile outreach and the urgent walk in clinic, provides crisis counseling, manages division program referrals, links callers to behavioral health services and community education on suicide prevention, serves as the after hours hospitalization authorization for Multnomah Health Share (Behavioral Health Plan) members, and authorizations for indigent medications, crisis housing and transportation. The call center also receives warm transfers from the Portland Bureau of Emergency Communications (BOEC/911) for callers that are in behavioral health crisis and do not have an immediate need for law enforcement, fire, or ambulance.

The Call Center has taken over the intake and referral process for Mental Health Crisis and Assessment Treatment Center (CATC) and will take over this function in FY20 for Crisis Respite as well. This will improve access and our clients' ability to move seamlessly through crisis levels of care.

Project Respond – Mobile outreach service provided by clinicians and peers that is contracted with a community based organization and is available 24/7, 365 days/year. Project Respond is deployed by the Call Center or BOEC/911 to provide face-to-face crisis evaluation and triage services as well as hospital diversion to those in crisis regardless of insurance status. In FY18, total number of clients served was 3,449. Hospital Outreach Liaisons- in the Project Respond program assist in diverting 320 individuals in Emergency Departments from Acute care services to appropriate treatment services in the community.

Urgent Walk-In Clinic (UWIC) – Clinic based service contracted with a community-based organization, available from 7:00 a.m. to 10:30 p.m., Monday - Friday, that provides crisis evaluation, triage, and stabilization on a walk-in basis. The UWIC is the only service available to indigent clients in crisis in Multnomah County with immediate access to a psychiatrist or psychiatric mental health nurse practitioner for medication evaluation and treatment. Peer services are also available.

**Performance Measures**

<b>Measure Type</b>	<b>Primary Measure</b>	<b>FY18 Actual</b>	<b>FY19 Purchased</b>	<b>FY19 Estimate</b>	<b>FY20 Offer</b>
Output	Total Crisis System Contacts <sup>1</sup>	89,052	80,000	95,000	95,000
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ED <sup>2</sup>	96%	96%	96%	96%

**Performance Measures Descriptions**

<sup>1</sup> FY18 totals include Crisis Line Incoming Calls: 72,524, Crisis Line Outgoing calls: 7,834, FY18 Project Respond and UWIC: 7,877, ED Liaisons: 320, CATC referrals: 312, Cascadia Respite clients: 185

<sup>2</sup> Percentage of Urgent Walk In contacts that do not need a referral to an Emergency Department for acute services.

## Legal / Contractual Obligation

The Multnomah County Community Mental Health Program is contracted with the state to provide a mental health crisis system that meets the needs of the community.

Oregon Health Authority Intergovernmental Agreement for the Financing of Community Addictions and Mental Health Services.

Health Share of Oregon Risk Accepting Entity Participation Agreement.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$958,648	\$2,108,972	\$324,920	\$3,028,495
Contractual Services	\$1,335,876	\$7,686,679	\$1,348,127	\$7,293,502
Materials & Supplies	\$1,691	\$18,944	\$1,714	\$5,917
Internal Services	\$110,660	\$400,439	\$91,112	\$536,948
<b>Total GF/non-GF</b>	<b>\$2,406,875</b>	<b>\$10,215,034</b>	<b>\$1,765,873</b>	<b>\$10,864,862</b>
<b>Program Total:</b>	<b>\$12,621,909</b>		<b>\$12,630,735</b>	
<b>Program FTE</b>	7.44	13.79	2.60	22.81

Program Revenues				
Intergovernmental	\$0	\$10,150,484	\$0	\$10,788,853
Beginning Working Capital	\$0	\$64,550	\$0	\$76,009
<b>Total Revenue</b>	<b>\$0</b>	<b>\$10,215,034</b>	<b>\$0</b>	<b>\$10,864,862</b>

## Explanation of Revenues

\$ 6,628,834 - Health Share of Oregon (Medicaid): Based on FY19 Medicaid Rates

\$ 3,320,592 - State Mental Health Grant: MHS 25 Community Crisis Services for Adults and Children

\$ 308,519 - State Mental Health Grant: MHS 37

\$ 530,906 - Washington County Crisis

\$ 76,009 - Beginning Working Capital

## Significant Program Changes

**Last Year this program was:** FY 2019: 40069-19 Behavioral Health Crisis Services

Last year this program was also: 40069B Crisis Service Current Capacity Funding