



**Program #40069A - Behavioral Health Crisis Services**

3/4/2020

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

**Executive Summary**

The Behavioral Health 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. The Call Center triages and deploys crisis resources, such as mobile outreach; Project Respond – Mobile outreach service provided by clinicians and peers 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, 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 has also taken over this function in FY20 for Crisis Respite. This will improve access and our clients' ability to move seamlessly through crisis levels of care.

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 FY19, the total number of clients served by Project Respond was 3,392. Hospital Outreach Liaisons- in the Project Respond program assist in diverting 279 individuals, including 256 unduplicated 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., 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**

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Total Crisis System Contacts <sup>1</sup>	75,851	78,000	80,000	77,300
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ED <sup>2</sup>	92%	96%	92%	92%

**Performance Measures Descriptions**

<sup>1</sup> FY19 totals include Crisis Line Incoming Calls: 68,944 (not including Wash County call center calls) MITT: 2,301 Cascadia UWIC: 4,677 Project Respond: 3,392 CATC: 298 ED Liaison: 279

<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

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$324,920	\$3,028,495	\$377,275	\$3,203,912
Contractual Services	\$1,348,127	\$7,293,502	\$395,169	\$6,324,782
Materials & Supplies	\$1,714	\$5,917	\$2,033	\$8,246
Internal Services	\$91,112	\$536,948	\$29,777	\$583,064
<b>Total GF/non-GF</b>	<b>\$1,765,873</b>	<b>\$10,864,862</b>	<b>\$804,254</b>	<b>\$10,120,004</b>
<b>Program Total:</b>	<b>\$12,630,735</b>		<b>\$10,924,258</b>	
<b>Program FTE</b>	2.60	22.81	2.80	19.78

Program Revenues				
Intergovernmental	\$0	\$10,788,853	\$0	\$9,857,373
Beginning Working Capital	\$0	\$76,009	\$0	\$262,631
<b>Total Revenue</b>	<b>\$0</b>	<b>\$10,864,862</b>	<b>\$0</b>	<b>\$10,120,004</b>

## Explanation of Revenues

This program generates \$215,561 in indirect revenues.

\$ 538,870 - Washington County Crisis

\$ 5,689,392 - Health Share Unrestricted Medicaid (Off the top) funding

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

\$ 308,519 - State Mental Health Grant: MHS 05

\$ 262,631 - Beginning Working Capital

## Significant Program Changes

Last Year this program was: FY 2020: 40069-20 Behavioral Health Crisis Services

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