



Program #40069B - Behavioral Health Crisis Services Restoration 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: Out of 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. Due to CGF budget reductions in Fiscal Year 2021, this offer will keep current service capacity whole.

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 a behavioral health crisis and do not have an immediate need for law enforcement, fire, or ambulance.

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. seven days a week/365 days a year, 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 access to a psychiatrist or psychiatric mental health nurse practitioner for medication evaluation and treatment. Peer services are also available.

A reduction in crisis services funding will reduce the hours of operation of the Urgent Walk-In Clinic by approximately 32 hours a week. Proposed Daily hours of operation would be Monday-Saturday 8:30 a.m. - 8 p.m. and Sunday 9 a.m. - 4:30 p.m. This will impact the availability of services for up to 700 individuals annually.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Total Crisis System Contacts ¹				700
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ED ²	92%	96%	92%	92%

Performance Measures Descriptions

² 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
Contractual Services	\$0	\$0	\$535,412	\$176,103
Total GF/non-GF	\$0	\$0	\$535,412	\$176,103
Program Total:	\$0		\$711,515	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$0	\$0	\$176,103
Total Revenue	\$0	\$0	\$0	\$176,103

Explanation of Revenues

\$ 176,103 - Beginning Working Capital

Significant Program Changes

Last Year this program was: