

**Department:** Health Department      **Program Contact:** Jessica Jacobsen  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

The newly formed Care Coordination Unit in the Behavioral Health Division will provide care coordination from early childhood to adulthood and include: Wraparound, Youth & Adult Intensive Care Coordination (ICC) & the Multnomah Intensive Care Coordination Team (M-ITT). Wraparound and Youth ICC provide a broad range of care coordination services and works within the multi-tiered Children System of Care Governance Structure to address cross system barriers for youth and families. Adult ICC provides integrated care coordination to adults with complex behavioral health needs to improve health outcomes and client experience. M-ITT provides short term care coordination and case management to support adults during and after a psychiatric hospitalization to help them connect to services in the community.

**Program Summary**

Wraparound, Youth & Adult ICC and M-ITT are funded by Oregon Health Plan via a delegation agreement with CareOregon. Care Coordinators partner with DHS Child Welfare, School Districts, Department of Community Justice-Juvenile Justice, Intellectual Developmental Disabilities (IDD), Family and Youth Peer Partners (National Alliance of Mental Illness, Oregon Family Support Network, YouthEra), Community Mental Health providers, ABA providers and other stakeholders to improve care and outcomes for clients. Approximately 350 children, youth and families are engaged in multi-system care coordination at any given time. Last year 731 children, youth and families were served through Multnomah County's Youth Care Coordination program.

Wraparound and Youth ICC support family and youth as the primary decision makers in the development, implementation and modification of service delivery. Youth Care Coordinators engage in a team planning process with youth, their family and community partners/providers to develop a unified, strengths-based plan to address individualized needs. For youth participating in Wraparound services, their plan of care is youth-driven, family-guided, culturally responsive, multi-disciplinary and includes both formal and natural supports. The goal is to help youth address mental health needs in order to be healthy, successful in school, and to remain in their communities. Youth Care Coordinators connect families to community resources and use flex funding to support the individual's treatment goals. M-ITT is responsible for following up with members who are unaffiliated with mental health services within 7 days of discharge from psychiatric hospitalization. Meeting a State defined benchmark (currently 79.9%) results in approximately \$2 million in incentive funding.

Multnomah County Care Coordination Programs ensure that program policies and procedures are culturally responsive and services are centered and individualized around youth and adult' language and culture. These programs are dedicated to recruiting and retaining staff that are reflective of the communities we serve. Seven bicultural and bilingual staff work specifically with African-American, Latinx and Spanish speaking families in the Care Coordination program.

**Performance Measures**

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of unique children served in Youth Care Coordination.	731	740	690	680
Outcome	% score measuring family's satisfaction and progress in Wraparound. <sup>1</sup>	84%	85%	83%	85%
Output	Referrals processed in Youth Care Coordination. <sup>2</sup>	670	615	583	415
Output	Total number of clients served in M-ITT <sup>3</sup>	773	NEW	825	775

**Performance Measures Descriptions**

<sup>1</sup> Data comes from Wrap-Track State Database -Mean Total Satisfaction Score from Wraparound WFI-EZ.

<sup>2</sup>Intake/Referral team took on ABA referrals in 2018 but will no longer be processing these starting January 1st, 2020 so the current year estimate and next years offer reflect that change.

<sup>3</sup> Includes clients with at least one service provided.

## Legal / Contractual Obligation

Delegation Agreement with Care Oregon to provide Wraparound and Intensive Care Coordination

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
<b>Program Expenses</b>	<b>2020</b>	<b>2020</b>	<b>2021</b>	<b>2021</b>
Personnel	\$0	\$3,853,472	\$0	\$4,089,575
Contractual Services	\$0	\$703,449	\$0	\$785,324
Materials & Supplies	\$0	\$20,458	\$0	\$22,855
Internal Services	\$0	\$1,063,973	\$0	\$1,158,734
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,641,352</b>	<b>\$0</b>	<b>\$6,056,488</b>
<b>Program Total:</b>	<b>\$5,641,352</b>		<b>\$6,056,488</b>	
<b>Program FTE</b>	0.00	29.52	0.00	31.25

<b>Program Revenues</b>				
Intergovernmental	\$0	\$5,641,352	\$0	\$5,760,626
Beginning Working Capital	\$0	\$0	\$0	\$295,862
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,641,352</b>	<b>\$0</b>	<b>\$6,056,488</b>

## Explanation of Revenues

This program generates \$478,480 in indirect revenues.

\$ 154,577 - Health Share of Oregon (Medicaid): Based on FY20 Medicaid Rates

\$ 172,656 - Community Mental Health Block Grant

\$ 716,810 - Health Share Unrestricted Medicaid (Off the top) funding

\$ 150,000 - State Mental Health Grant based on 2019-2021 IGA with State of Oregon

\$ 4,862,445 - Unrestricted Medicaid fund through CareOregon

## Significant Program Changes

**Last Year this program was:** FY 2020: 40081-20 Multnomah Wraparound

With system changes for CC0 2.0, a new care coordination unit was created within Behavioral Health Division. ABA was moved to Care Oregon. This Program offer now includes MITT and Adult ICC in addition to Wraparound and Youth ICC which were historically in this program offer. A measure for M-ITT was added to reflect this team's work. This new Care Coordination program offer is in alignment with larger system changes that came with CC0 2.0.