

**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 Care Coordination Unit was formed in 2020 in the Behavioral Health Division as a result of CCO 2.0 and 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 experience. M-ITT provides short term care coordination and case management to support adults during and after a psychiatric hospitalization to 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 Coordinated Care Organizations(s). Adult ICC includes our Addictions Benefit Coordination team specializing in SUD systems of care and access. 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, and other stakeholders to improve care and outcomes for clients. Approximately 350 youth, adults, and families are engaged in multi-system care coordination at any given time.

Wraparound and Youth ICC support family and youth as the primary decision makers in the development, implementation and modification of service delivery. Care Coordinators engage in a team planning process with adults, 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, multidisciplinary 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. Care Coordinators connect individuals and 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 not connected to a provider with mental health services following discharge from psychiatric hospitalization.

These programs ensure that program policies, procedures and services are individualized and are culturally and linguistically responsive. Staff are recruited and retained that are reflective of the communities served with several bicultural and bilingual staff available to work with African-American, Latinx and Spanish speaking clients. Peer Services are contracted out to qualified providers.

**Performance Measures**

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of unique children served in Youth Care Coordination.	628	680	589	600
Outcome	% score measuring family's satisfaction and progress in Wraparound. <sup>1</sup>	NA <sup>1</sup>	85%	N/A <sup>1</sup>	85%
Output	Referrals processed in Youth Care Coordination. <sup>2</sup>	363	415	342	350
Output	Total number of clients served in M-ITT.	609	775	625	650

**Performance Measures Descriptions**

<sup>1</sup>Data comes from Mean Total Satisfaction Score from WFI-EZ family survey, sample received too small to represent program. Due to COVID-19: Program unable to provide WFI-EZ in person. Individualized approaches utilized included email, paper mail, phone calls. FY21 OHA transitioned to a new database for WFI-EZs, electronic links via email. Initial increase in surveys followed by database error resulting in inability to complete the survey. <sup>2</sup>Referrals changed substantially with CCO 2.0 transition.

## Legal / Contractual Obligation

Delegation Agreement with Coordinated Care Organization(s) to provide Wraparound and Intensive Care Coordination.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$0	\$5,636,494	\$0	\$5,908,194
Contractual Services	\$0	\$1,021,034	\$0	\$1,526,053
Materials & Supplies	\$0	\$33,978	\$1,352	\$53,944
Internal Services	\$0	\$1,973,750	\$0	\$1,655,292
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$8,665,256</b>	<b>\$1,352</b>	<b>\$9,143,483</b>
<b>Program Total:</b>	<b>\$8,665,256</b>		<b>\$9,144,835</b>	
<b>Program FTE</b>	0.00	43.25	0.00	43.25

Program Revenues				
Intergovernmental	\$0	\$8,369,394	\$0	\$9,143,483
Beginning Working Capital	\$0	\$295,862	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$8,665,256</b>	<b>\$0</b>	<b>\$9,143,483</b>

## Explanation of Revenues

This program generates \$785,365 in indirect revenues.

\$ 2,711,043 - Health Share Unrestricted Medicaid (Off the top) funding

\$ 6,257,034 - Unrestricted Medicaid fund through CareOregon

\$ 12,918 - State Mental Health Grant IGA with State of Oregon

## Significant Program Changes

**Last Year this program was:** FY 2021: 40081 Multnomah County Care Coordination

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.