

## Program #40069 - Behavioral Health Crisis Services

6/27/2018

Department:Health DepartmentProgram Contact:Neal Rotman

Program Offer Type: Existing Operating Program Program Offer Stage: As Adopted

Related Programs:

**Program Characteristics:** 

## **Executive Summary**

Mental Health and Addiction Services Division operates a 24-hour, 365-day-a-year behavioral health emergency crisis response system, including a 24/7 crisis hotline, a 24/7 mobile crisis outreach and a seven day a week walk-in clinic.

## **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 coordinates emergency mental health services for all county residents regardless of insurance status. Interpretation services are available as needed. It also provides the following: deploys mobile crisis resources, provides crisis counseling, provides treatment information and referral, linkage to behavioral health services, community education on suicide prevention, after hours hospitalization authorization for Multnomah Mental Health members, and authorizations for indigent medications, crisis housing and transportation.

Utilization Review - This function provides authorization oversight of Multnomah Mental Health funds and indigent treatment funds for those experiencing mental health emergencies and crisis.

Project Respond – Mobile outreach service 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 Portland Police to provide face-to-face crisis evaluation and triage services to those in crisis regardless of insurance status. In FY17, total number of clients served was 2,210. Hospital Outreach Liaisons- in the Project Respond program assist in diverting 301 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 7:30 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. Clients seen at the clinic are primarily indigent.

Performance Measures									
Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer				
Output	Total Crisis System Contacts <sup>1</sup>	76,290	84,000	80,000	80,000				
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ED <sup>2</sup>	99.5%	96%	98.4%	96%				

#### **Performance Measures Descriptions**

<sup>&</sup>lt;sup>1</sup> FY17 totals include Cascadia UWIC Report: 4,168, FY17 Project Respond: 2,210. CATC: 611, ED Liaison Contacts: 301, Calls to call center: 68,923

<sup>&</sup>lt;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 Additions 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	2018	2018	2019	2019
Personnel	\$1,180,472	\$1,308,847	\$958,648	\$2,108,972
Contractual Services	\$1,822,446	\$5,475,838	\$1,335,876	\$7,686,679
Materials & Supplies	\$487	\$30,923	\$1,691	\$18,944
Internal Services	\$59,198	\$341,086	\$110,660	\$400,439
Total GF/non-GF	\$3,062,603	\$7,156,694	\$2,406,875	\$10,215,034
Program Total: \$10,219,297		\$12,621,909		
Program FTE	9.82	10.08	7.44	13.79

Program Revenues								
Indirect for Dept. Admin	\$68,432	\$0	\$145,305	\$0				
Intergovernmental	\$0	\$7,156,694	\$0	\$10,150,484				
Beginning Working Capital	\$0	\$0	\$0	\$64,550				
Total Revenue	\$68,432	\$7,156,694	\$145,305	\$10,215,034				

## **Explanation of Revenues**

\$ 6,282,192 - Health Share of Oregon (Medicaid): Based on FY18 Medicaid Rates

\$ 3,213,159 - State Mental Health Grant: MHS 25 Community Crisis Services for Adults and Children

\$ 30,820 - Fee for Service Insurance Reimbursement Family Care

\$ 409,446 - Washington County Crisis

\$ 64,550 - Beginning Working Capital

#### Significant Program Changes

Last Year this program was: FY 2018: 40069A Behavioral Health Crisis Services

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