

**Multnomah County
Behavioral Health Division
Behavioral Health Advisory Council Meeting
November 5th, 2025 10AM - Noon**



Community Lived Experience/Family/ Advocate Representatives	Public Service Representatives	Staff	Guests
<input checked="" type="checkbox"/> Barb. Rainish <input checked="" type="checkbox"/> Courtney Shannon <input checked="" type="checkbox"/> Eric Bray <input checked="" type="checkbox"/> Etta Assuman <input checked="" type="checkbox"/> Joni Scheib <input checked="" type="checkbox"/> June Howard Johnson <input checked="" type="checkbox"/> Katrina Malachowski <input type="checkbox"/> Kevin Fitts <input checked="" type="checkbox"/> Laura Bueford <input checked="" type="checkbox"/> Lisa Yu <input checked="" type="checkbox"/> Mamie Gathard <input checked="" type="checkbox"/> Mary Avalon <input checked="" type="checkbox"/> Patty Hamit Arvizu <input checked="" type="checkbox"/> Robert Fentress <input checked="" type="checkbox"/> Ruthie Benjamin <input checked="" type="checkbox"/> Ryan Hamit <input type="checkbox"/> Vacant	<input type="checkbox"/> CareOregon Cassi Sturtz <input checked="" type="checkbox"/> Cascadia Behavioral Healthcare Dave Kohler <input checked="" type="checkbox"/> Central City Concern Tuesday Hailey <input checked="" type="checkbox"/> Lifeworks NW Mary Fakhoury <input checked="" type="checkbox"/> Multnomah County Sheriff's Office Nora Mains (NWIAS) <input checked="" type="checkbox"/> NAMI Multnomah Kerri Melda <input type="checkbox"/> NARA NW Albie Lemos <input checked="" type="checkbox"/> New Narrative Haven Taylor <input checked="" type="checkbox"/> Quest Center Allison Haws/ Victoria Haberkorn <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant	<input type="checkbox"/> Anthony Jordan <input checked="" type="checkbox"/> Deandre Kenyanjui <input type="checkbox"/> Jay Auslander <input type="checkbox"/> Jenny Tsai <input type="checkbox"/> Jessica Jacobsen <input type="checkbox"/> JJ Jessee <input checked="" type="checkbox"/> Mario Cardenas <input checked="" type="checkbox"/> Olivia Kilgore <input checked="" type="checkbox"/> Roger Garth <input type="checkbox"/> Diego Basabe <input type="checkbox"/> Leah Drebin <input type="checkbox"/> Marc Harris <input type="checkbox"/> Sharmila Bose <input checked="" type="checkbox"/> Cheryl Lemley, <i>Multnomah County Crisis Management Supervisor</i>	<input checked="" type="checkbox"/> Heaven Merritt <input type="checkbox"/> Nixxi Blanck <input type="checkbox"/> FORA Health: Michael Hovey <input type="checkbox"/> Health Share: Abraham Rodriguez Guillen <input type="checkbox"/> PPB BHU: Jennifer Butcher <input checked="" type="checkbox"/> Portland Mental Health Wellness - Melinda <input checked="" type="checkbox"/> Sharon Bliss, Oregon Warmline

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Topic	Notes:
Welcome and Introductions Group Agreements	Roger led BHAC through a round of introductions. Robert read through group agreements.
Recognition Month or Awareness Events (if Applicable)	Recognition Month Events (if Applicable) Recognition Events: <ul style="list-style-type: none"> ● Native American Heritage Month ● National Family Caregivers Month ● National Alzheimer’s Awareness Month ● National Hospice and Palliative Care Month ● National Epilepsy Awareness Month ● National Hunger & Homeless Awareness Week 11/16-11/22 ● International Transgender Day of Remembrance 11/20
Announcements and Community Updates	<ul style="list-style-type: none"> ● No OCE and Director’s Office updates ● Becky Child recently passed away, there will be a service held for her in Gresham. Reach out to Barb Rainish if you’d like more information.
Minute Approval	Olivia received some edits on October meeting minutes. They will edit them and we will look to next month’s meeting to approve them.
November BHAC Elections	<ul style="list-style-type: none"> ● Vote to hopefully approve Joanne Lang to BHAC in a service provider spot with Street Leaves <ul style="list-style-type: none"> ○ Olivia launched a poll and members approved Joanne Lang to join BHAC ○ They will reach out to Joanne to let her know of the good news!

Topic	Notes:
Behavioral Health Call Center Flyers & Marketing Materials	<ul style="list-style-type: none"> ● The behavioral health call center is a 24/7 staffed crisis line. They also answer calls for Washington County and afterhours for Clackamas County. ● Cheryl is presenting some branding ● Multnomah County has one of the only mobile crisis teams in the county ● There are four options for consideration - 2 flyers (and for a bus sign) and 2 bridge signs ● On every bridge is a sign that shows that says there is hope and shows the crisis line phone number (503) 988-4888 ● There is a QR code for voting. <ul style="list-style-type: none"> ○ Link to the google form for voting ○ The google form would like you to rank the options ○ No deadline, but just complete it as soon as you can ● The flyers will be in multiple languages. Spanish mandarin Tagalog are some of the main languages this will be translated into. ● They are hoping to roll out the new signage at the beginning of 2026 ● Has there been any discussion about adding 988 to the signs? <ul style="list-style-type: none"> ○ 988 has their own signs ○ 988 is the national suicide hotline that was rolled out in 2021. Lines for Life answers it locally. If mobile crisis is needed, they contact the Multnomah County crisis line. The only other mobile crisis is Portland Street Response. ○ Barb shared this may be a missed opportunity to co-brand with 988 ● The federal administration cancelled the national LGBTQ+ crisis line. Multnomah County crisis has seen an uptick in callers from young people. They are also doing more targeted recruitment for LGBTQ+ clinicians to add to the call center. ● There are not currently any peers on the Multnomah County crisis line. They are all masters level clinicians, but the call center would like to add peers if they get a positive budget.

Topic	Notes:
	<ul style="list-style-type: none"> • Heaven added it could be helpful to add these messages to bus and max stops
Oregon Warmline Presentation	<ul style="list-style-type: none"> • Sharon Bliss is the manager of the Oregon Warmline. The warmline started in 2005, but has expanded significantly since then. Oregon Warmline is quality peer support. • The Oregon Warmline has not closed for 3 years! • Community Counseling Solutions is the nonprofit organization that hosts the warmline. They are an organization located in Eastern Oregon. • The number of callers in significant distress has doubled in the last 6 months. • They do a lot within the team to support peers who answer the warmline. • The warmline always has someone who is spanish speaking available to answer calls • They are not a crisis line, but they do answer crisis calls. In the last year, there has been about 200 crisis calls (suicide related) from Multnomah County coming through the warmline. • People in Oregon get up to 4 opportunities per day to call the Oregon Warmline. People who are out of state get 1 opportunity per day. <ul style="list-style-type: none"> ○ The queue has between 10-20 people in it. When you call the warmline, you will receive a call back between 15mins - 1 hour. <ul style="list-style-type: none"> ■ It is an ongoing challenge having enough staff to answer all the calls, as there is a large volume of calls ■ Oregon warmline takes and answers between 7,000-8,000 calls per month. • Oregon Warmline has 35 part time and 15 full time employees <p>Questions</p> <ul style="list-style-type: none"> • How long is the average call? <ul style="list-style-type: none"> ○ Calls are capped at 20 minutes, unless it is a crisis call (someone thinking about suicide). • Can they talk to the same person again?

Topic	Notes:
	<ul style="list-style-type: none"> ○ Their call service connects callers to the next available team member. They can't control who they will talk to. ● How do peers handle calls where someone may have a political difference from them? <ul style="list-style-type: none"> ○ Peers who answer the call line are asked not to talk about politics. Callers can talk about politics, but they try to keep the conversation about what a person is feeling and needing, rather than getting into a political debate. ● Multnomah County is the largest user of the warmline. In the past year, they have answered 9,894 calls from Multnomah County. ● Phone number for the Oregon Warmline (same # for english and spanish): 1-800-698-2392 ● Sharon Bliss is looking for a good trainer to work with employees on SUDs related training. OCE will connect with Sharon!
Next Meeting	Next BHAC General Council meeting is Wednesday, Dec 3, 2025

David Romprey OREGON WARMLINE



Peer Support 24/7

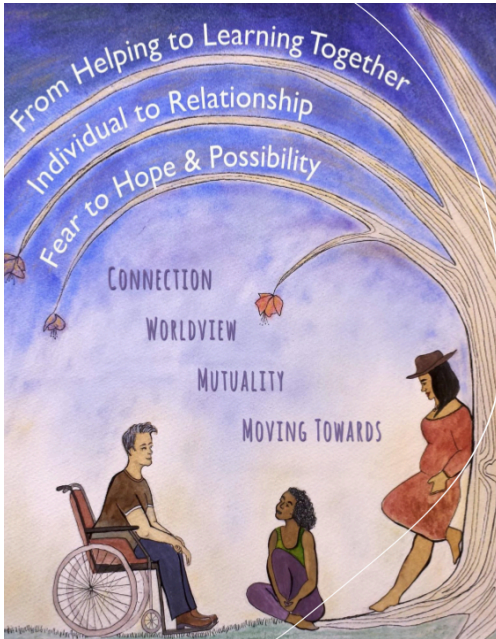


Providing dynamic, progressive and diverse services to support the health of our communities.

CCS Peer-Run Programs

We pride ourselves on our ability to connect with curiosity and mutual respect to learn, grow, and heal with our community.

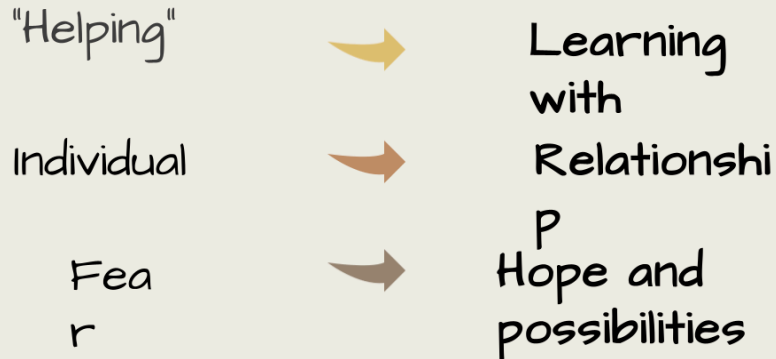




Intentional Peer Support

- ❖ Connection
- ❖ Worldview
- ❖ Mutuality
- ❖ Moving toward

Guided by the Three IPS Principles



IPS Can Sound Like...



HOW DID YOU
LEARN TO...?



WHAT MAKES
THAT SO HARD?



WHAT DO YOU
WANT TO SEE
HAPPEN?



WHAT WOULD
YOU HAVE TO
BELIEVE TO
HAVE WHAT YOU
WANT?

Oregon Warmline

Basics

- ❖ Easy access
- ❖ English and Spanish
- ❖ 24/7
- ❖ No referral or screening required
- ❖ Not a crisis service
- ❖ All employees are peer support specialists (IPS)



Oregon Warmline History

Then (2005)

- ❖ 4 hours two days/week
- ❖ Served Morrow County
- ❖ 2 guys in a room

& Then (2012)

- ❖ 10 hours/day
- ❖ Statewide Service
- ❖ 12 part-time employees
- ❖ Block Grant funding

Now (2025)

- ❖ 24/7
- ❖ OHA cost savings more than 40 million annually
- ❖ Over 90,000 calls per year
- ❖ 35 part-time and 15 full-time employees
- ❖ National Peer Support leaders

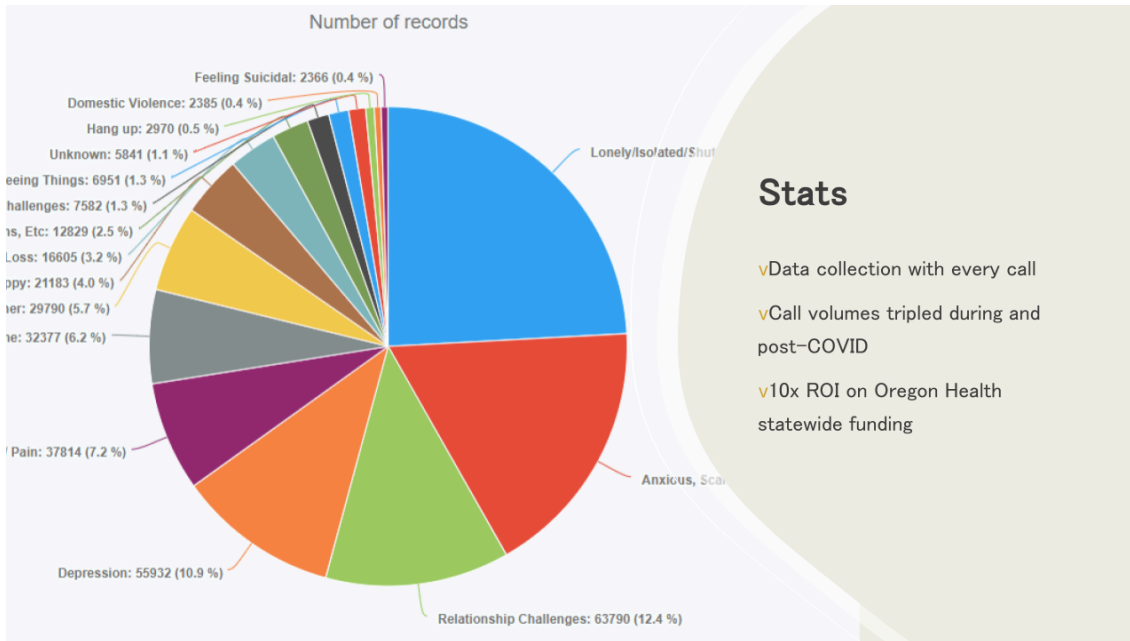
Pre-Crisis Services

Prevention and early intervention

Wellness and recovery system

Support when it's most needed

Compliments other mental health and recovery programs



Multnomah County uses the Warmline!

Past quarter: **2,507** peer support calls

Past year: **9,894** peer support calls

Main reasons for calls in the past year:

- Lonely/Isolated/Shut In
- Anxious, Scared, Mad
- Relationship Challenges
- Depression
- Health Concerns/Pain
- Grief/Loss
- Resources
- Drug/Alcohol – Recovery Support



Cost Reallocation Savings

Other Services utilized if the Warmline Wasn't Accessible

Clinical Services	Emergency room	911
Crisis line	Police	Primary care physician

Caller Feedback



**I'VE NEVER FELT SO
HEARD AND
UNDERSTOOD IN
MY LIFE**



**I HAVE
NO ONE
ELSE TO
TALK TO**



**I REALLY NEED TO
SHARE WHAT I AM
GOING THROUGH
WITH SOMEONE
WHO
UNDERSTANDS**



Your Warmline Support Team



Supervisors

- Gracie Garcia
- Tracey Lane
- Janine Dean
- Andrea Walker
- Audrey Williams

Manager

Sharon Bliss

Shift Leaders

- JenniBeth Brock
- Maria Hernandez
- Patti Carter
- Marth Thomson
- Ally Tassallo
- Sara Knaak

Support is just as close as your phone!

The background features a warm, autumnal color palette of oranges, yellows, and reds. It is decorated with various types of leaves, including maple leaves in shades of red and orange, and larger, simpler leaves in yellow and orange. Soft, out-of-focus circular bokeh lights are scattered across the scene, creating a gentle, glowing effect.

BHAC General Council Meeting

**BEHAVIORAL HEALTH
ADVISORY COUNCIL
11/05/2025**

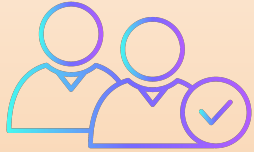
BHAC Meeting Reminders and Group Agreements

Making space for all voices

- Hold space, make space
- Remember WAIT (Why Am I Talking?) & principles before personalities
- Stay engaged to the best of your ability
- Share your experience & hear the experience of others - Use “I statements”
- Acknowledge intent and center impact (pure intention does not eliminate harmful impact)
- Name and account for power dynamics in the the work
- We are here to work collaboratively, and share responsibility for the success of our work together
- Limit comments to two minutes
- Limit acronyms and jargon
- Interrupt conversations that cause harm



BHAC Meeting Reminders and Group Agreements



Self-care

We support one another by taking care of ourselves

Pause before speaking when feeling stressed -
respond rather than react

Expect and accept non-closure

Experience discomfort - (creating a safer space for challenging
conversations can be uncomfortable at times)

Take the conversation off-line with staff

Virtual meeting reminders

Try not to talk over each other - raise hand; use chat; accommodate
people on the phone and tech issues

Silence microphones when not speaking

Go off camera when necessary

BHAC Meeting Reminders and Group Agreements

Disruptive behavior during the meeting will result in:

1. Facilitator calls attention to harmful behavior
2. If behavior continues, participant will be reminded of impact and warned of potential meeting separation via private chat or via verbal warning if on phone
3. Separation from meeting with continued disruption



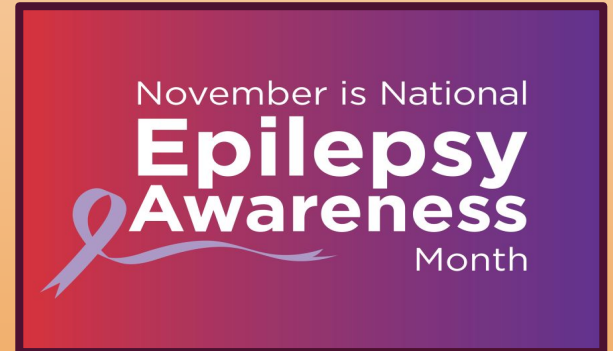
This Meeting is Recorded

OCE will review the recording for note taking and group accountability purposes

BHAC General Council and Community Workgroup meetings are open to the public



Monthly Awareness and Recognition



Weekly and Daily Awareness and Recognition



A graphic for National Hunger & Homeless Awareness Week. The top half features three white icons on a red background: a fork and spoon, a house, and a bowl with steam. Below the icons, the text "National Hunger & Homeless Awareness Week" is written in white. The bottom half is a solid orange bar with the text "November 16-22, 2025" in white.

**National
Hunger & Homeless
Awareness Week**

November 16-22, 2025



A graphic for International Transgender Day Of Remembrance. The top half has the text "International Transgender Day Of Remembrance" in orange on a black background. Below the text is a photograph of a lit candle with a transgender symbol on its wick. The bottom half is a solid orange bar with the text "November 20" in white.

**International Transgender
Day Of Remembrance**

November 20



Community Updates



OCE will review the recording for note taking and group accountability purposes

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