



MULTNOMAH COUNTY

FY 2023 Budget Work Session Follow Up – Health Department Overview

Health Department - Behavioral Health – May 31, 2022

Question 1

Commissioner Jayapal (District 2): How does the County centralize technological and contractual support for smaller and/or new providers so that it is consistent and consolidated across departments?

Response: **No follow-up needed – This is a DCM Specific Question.**

Question 2

Commissioner Vega Pederson (District 3): Regarding Peer Support as a practice in building Behavioral Health programs and consumer engagement, please provide more details about the following:

- What this model looks like
- What are some of the best practices associated with how peer support is used in Behavioral Health programming

Response: **No follow-up needed – will be on FY 2023 Board Briefing list.**

Question 3

Commissioner Stegmann (District 4): Does Big Village work with East County schools?

Response: Big Village is not currently working with any East County schools.

However, we **do provide services** in East County schools. Our substance use prevention subcontractor, Northwest Family Services (NWFS), is in Centennial, Reynolds and Gresham-Barlow schools.

Additionally, there is a new coalition - Vibrant Futures East Multnomah, that is gaining traction and will support the East Multnomah County community. The team is financially supported by NWFS, so they are in a good position to begin school based work. This year they started a lunchtime youth group that met at Springwater Trail High School; they are hoping to expand across East Multnomah County. Vibrant Futures and Big Village are building a partnership to support one another in their shared goals around reducing youth substance use.

Clair Raujol, Addictions Prevention Coordinator, shared that there are a few reasons why Big Village doesn't widen their focus to include the entire county. Capacity is one reason, but funding also impacts Big Village's ability to widen their focus.



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Typically, coalitions dedicated to youth substance use, like Big Village, are funded through CDC Drug-Free Communities (DFC) Grants. When applying for these 5 year grants, coalitions are eligible to apply for 2 cycles, for a total of 10 years of funding and approximately \$1.2 million. When applying for these grants, contractors provide the zip codes they intend to serve. If Big Village were to formally report that we served our whole county, we could be doing a disservice to future coalitions who want to apply for this type of funding because once a zip code is reported as served, it is more difficult for other coalitions to serve the same area.

Big Village's original application was created with the central precinct (downtown core) zip codes, so their initiatives serve that area. This doesn't mean that the coalition doesn't want to provide services and support throughout the county. It means that they need to be strategic when reporting their efforts/activities so they don't inadvertently hurt other communities that could be eligible for future funding. Vibrant Futures East Multnomah is preparing to apply for a Drug Free Communities grant in the coming year.

Question 4

Commissioner Meieran (District 1): Please provide information about the role of Multnomah County as the local Mental Health provider in schools. Also, what are all of the behavioral health-related services/programs that Multnomah County provides, and how do they intersect/coordinate (including SUN schools, ICS's services, prevention services, etc.)?

Response: No follow-up needed – will be on FY 2023 Board Briefing list.

Question 5

Commissioner Meieran (District 1): Please provide information about what would be necessary for Project Respond to be able to focus on high acuity behavioral health needs.

Response: Project Respond (PR) currently focuses on high acuity calls. High acuity clients are those experiencing an actual or perceived urgent or emergent situation causing instability or disruption to functioning, where there is an immediate need to resolve the situation to prevent a serious deterioration that might pose a threat to themselves or others. What has become increasingly evident in our community over the past two years is that the acuity of calls/need continues to increase.

From July 2021 through April 2022 Project Respond (Crisis team including peers, Emergency Department team, Family Crisis Stabilization Specialist team and the Shelter Behavioral Health Team) has responded to over 3,300 unique individuals and provided over 12,300 services to these individuals. This exceeds our goal of serving 3,000 individuals annually, which has been the target for 5 years.

The capacity of Project Respond to focus on high acuity behavioral health calls is also related to sufficient staffing levels, including culturally specific clinical and peer staff, to respond to the community in a



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timeframe that allows those in need of crisis services to experience their needs being met in a timely manner. Our long term goal is to reduce response time by half, but in order to do so we anticipate that would entail doubling the current contracted services within the program - a program that has experienced very little expansion (or increased state funding) in the last 8-10 years. We were, however, able to use ARPA funding in FY 2021 to increase peer support specialist staff, creating a new model of peer and clinician co-response across multiple Project Respond shifts.

Multnomah County funds mobile crisis services through the CFAA and \$448,575 in County General Fund. State funding for crisis services has not increased for several years, despite Multnomah County and other counties showing increased utilization and increase in need for culturally specific services. However, the division is currently processing an amendment to the County Financial Assistance Agreement for mobile crisis services expansion. The amendment, included in the FY 2023 budget under Amend-HD-016-23, will provide additional crisis funding and allow the division to increase Project Respond's budget for FY 2023, which is currently \$3.4 million. This amendment will increase that amount by \$1.3 million. This will allow us to expand the current Project Respond program to include three new teams (currently there are seven teams), including culturally specific clinicians and peers.

In the next six months, we will also be working to integrate and expand PR's response to children and families and connection to increased stabilization services through OHA's realignment and increased funding for MRSS (Mobile Response Stabilization Services). Changes in the state and the expansion of MRSS is predicted to greatly increase the number of calls related to children and families that we are sending this team on in the next year. Funding amounts from OHA for this expansion are to be determined.

Even with these recent funding opportunities, hiring and retention are a challenge. Of the 28 mobile response team members, 10 are vacant. This includes Qualified Mental Health Professionals, Program Supervisors and Peer Support Specialists. Understaffing at this level is the case across the region for mobile crisis services. Professionals are experiencing the impact of increased acuity, which results in increased volume and more complex cases. Mobile crisis professionals are leaving this work in favor of higher paying positions offering telehealth, traditional work schedules and less intense/stressful work environments.

To truly make a difference, even with the noted changes and additions above, we need to consider the entire crisis system. This includes the capacity of our Multnomah County Call Center, Urgent Walk in Clinic (UWIC), subacute treatment, shelter and housing, follow up care, and so on. We are focused on continuous improvement in our capacity to serve persons experiencing high acuity behavioral health needs.

Please also see this [document](#) provided below, which provides a brief overview of behavioral health crisis services provided via Multnomah County.



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Multnomah County Behavioral Health Crisis Services

24/7 BH Call Center
Project Respond Mobile Crisis
Urgent Walk-In Clinic

As the Local Mental Health Authority and Community Mental Health Program, **Multnomah County's Behavioral Health Division** is responsible for ensuring that crisis services are available to the community. To do this, we offer 24/7 BH Call Center services and contract with Cascadia Behavioral Healthcare to provide mobile crisis and urgent walk-in clinic services to create a continuum of options for any individual in urgent need of behavioral health support, regardless of insurance.

Multnomah County BH Call Center

The **Multnomah County Behavioral Health Call Center** receives approximately 70,000 calls per year from concerned community members, providers, businesses, or from individuals who need support for themselves. The Call Center team uses a trauma-informed approach to assess needs, offer support and provide resources and referral, including to mobile crisis services.

Project Respond

When an individual cannot safely access resources, or if there is a public safety risk, mobile crisis services provided by Cascadia's Project Respond teams, meet with adults, children and families in the community to assess and determine which resources are needed to keep the individual safe. **Project Respond teams include clinicians and peers who respond to over 3000 crisis situations per year and serve over 2000 distinct clients.** PR teams work with the individual, their families and communities to develop community plans and to provide short-term, ongoing help.

Urgent Walk-In Clinic

Individuals in a behavioral health crisis may be referred to Cascadia's Urgent Walk-In Clinic, which is open 7 days per week and provides counseling, psychiatric prescriber services, referrals to affordable mental health care and substance treatment referrals. **The clinic supports over 3,500 distinct clients annually and provides over 500 service contacts per month.** Hours are Monday through Friday, 7:00 a.m. to 10:30 p.m., and Saturday and Sunday, 9:00 a.m. to 9:00 p.m.



Multnomah County Behavioral Health Call Center, 503-988-4888
Visit: <https://www.multco.us/behavioral-health/mental-health-crisis-intervention>



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PSR and PR



**Who Dispatches
 Portland Street Response?**

THE CITY

The Bureau of Emergency Communications
 (BOEC)

Emergency: 911

Non-Emergency Line: 503-823-3333

AVAILABLE HOURS OF SERVICE

7 Days a Week, 8am - 10pm

SERVICE LOCATION

City of Portland

EXCLUSION CRITERIA

- Medical emergency
- Criminal activity present
- Weapons present
- Threat of harm to self or others
- Residential responses

AVAILABLE SERVICES

- Low-acuity crisis response
- Face-to-face mental health assessment
- Transportation to staffed facilities
- Welfare checks
- Case management and referrals
- May facilitate voluntary hospitalization
- Youth and adult crisis response
- First aid and wound care



**Who Dispatches
 Project Respond?**

THE COUNTY

Multnomah County Call Center
 503-988-4888

Law Enforcement May Directly
 Request Through BOEC

AVAILABLE HOURS OF SERVICE

24/7

SERVICE LOCATION

Multnomah County

EXCLUSION CRITERIA

- Medical emergency

AVAILABLE SERVICES

- Low-acuity crisis response
- High-acuity crisis response
- Face-to-face mental health assessment
- Welfare checks
- Follow-up support and referrals
- May facilitate voluntary and involuntary hospitalization
- Youth and adult crisis response



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Crisis Services Array

