Luke-Dorf Peer Self-Directed Services

Self-Directed Services is a peer-run organization that provides eligible people living in Multnomah County the opportunity to begin to recover from mental illness by providing peer support and access to affordable community resources. Other services offered are goal setting/planning and help with finding affordable housing.

Self-Directed Services offers two programs: the Sustainable Housing Brokerage (a two-year program) and the Multnomah County Wellness Brokerage (a one-year wellness program.)

Self-Directed Services assists people in recovering from mental illness and reaching their wellness goals by offering Person Directed Planning. Person Directed Planning looks at an individual’s life experiences, goals and dreams to create an exciting plan of attainable goals. The staff use brokerage funds and other sustainable community resources to support customers’ wellness. This method is completely self-directed and found to be very effective in helping to create a custom made plan for customers to begin to journey towards mental health recovery.

The Self-Directed Services staff assist customers in their journey by sharing a lived experience of recovery from mental illness. Recovery is possible. People from the program have gone back to school, began to live independently, found employment and even started their own business. For more information contact: www.luke-dorf.org/sds.php

Who is Eligible?
Health Share Multnomah County Mental Health Members are eligible for the Peer Wellness Program. There is an application process and a limit of 25 participants per year.

Individuals who are currently living in structured housing or after discharging from the Oregon State Hospital are eligible for the Sustainable Housing Brokerage. This program also services individuals currently enrolled in both the Multnomah County EASA and Life-works Transition Age Youth programs. Slots are limited and there is a application process.
A Family’s Experience by Carolyn

Thomas, my precious son, is thirteen and currently lives with a raging storm in his mind. I am writing this article to share our journey of isolation before the storm and hope of peacefulness and calmness after the storm. Thomas has lived with this brewing storm for four years. During this time, he has gone from temper tantrums to currently having a complete psychotic meltdown with homicidal and suicidal tendencies. The most difficult part of working through his rages and trying to understand Thomas’s needs is the feeling of helplessness and being isolated from the outside world. When a raging storm is brewing, it feels like you are floating in a raft and going down a river without a life jacket. In April, I had to voluntarily place Thomas in a special foster home for individuals that live with raging storms in their minds. It is one of the toughest decisions I have ever had to make. His rage is too intense.

I now work with an entire team of “special people” who advocate for our needs and are listening to our goals. I remain hopeful that Thomas will return home to live and find peace and calmness in his mind. Education is the tool to help advocate and navigate the system for families who do not know where to look for a team of “special people”. No parent or child should ever have to encounter a raging storm without a life jacket. We must never feel alone…we must be a team that works together to keep the storm calm.

How Do You Get Involved?

Your opinions about services is important. You can share your questions, comments and ideas online at http://web.multco.us/mhas/contact-us

You are welcome to attend the Adult Mental Health and Substance Abuse Advisory Council (AMHSAAAC) on the first Wednesday of each month from 10 am to 12 pm in the Willamette/Columbia Conference Room of the Lincoln Building, located at 421 SW Oak St. in Portland.

The Multnomah County Early Assessment and Support Alliance Advisory Council (EASA) meets the second Wednesday from 5:30pm-7:00 at the Lincoln Building, located at 421 SW Oak St. in Portland.

http://multco.us/mhas/get-involved
URGENT Mental Health Care When You Need It!

Anyone can have a mental health crisis. As a Multnomah County Health Share member you can get urgent care for a mental health crisis at Cascadia’s Urgent Walk-in Clinic.

Our clinic has many advantages over a hospital emergency room. The Urgent Walk-in Clinic has a team of mental health counselors, psychiatrists and nurse practitioners to help you. You will not wait as long as in an emergency room. They will also help you find the right kind of follow-up care.

- Staff who are knowledgeable about mental health care
- Medical staff are available to provide further evaluation if appropriate
- Experience shorter waiting times than in the emergency room

- Get a referral for follow up care close to your home
- Visit Cascadia’s Urgent Walk In Clinic Open 7 days a week from 7 AM – 10:30 PM

What if I don’t know where to go?

If you are having an emergency and/or need urgent care and do not have a mental health provider; or if you cannot reach your provider agency, call the Multnomah County Call Center Crisis Line at (503) 988-4888. Someone is at this number 24 hours a day, even on weekends and holidays. You have the right to go to any emergency room if necessary.

Risks of Poor Mental Health

There are factors that can place an individual at risk for poor mental health. It is important to maintain both good psychological well being and physical health because the two are so closely interlinked.

Risks Factors:
- Poor physical health
- Sedentary lifestyle
- Poor socio-economic status
- Poor diet
- Experiencing trauma
- High amounts of stress (stress can lead to cardiac problems)
- Smoking
- Limited or no access to healthcare of mental health treatment
- Avoidance of problems
- Excessive working

Cascadia Walk-in Clinic:
Phone: (503) 963-2575
2415 SE 43rd Avenue, Portland Oregon
(entrance is at the corner of SE Division and 42nd Ave.)

BUS LINES:
# 4 Division bus-line, Get off at SE Division & 43rd or
# 75 Chavez Blvd, Get off at SE Division and walk two blocks east
Agency can self authorize general outpatient services for Adult and Children Enrollee's as indicated by a Yes in the columns below. All other services marked by a * in the far right hand column must be pre-authorized by Verity. Please see your outpatient therapist or call Verity member services at 503-988-5887 if you feel you have a need for these Mental Health Services.

<table>
<thead>
<tr>
<th>Name of Provider</th>
<th>Address</th>
<th>Intake Phone #</th>
<th>Adult Outpatient Services</th>
<th>Children's Outpatient Services</th>
<th>Culturally Specific Services</th>
<th>Dual Diagnosis Services</th>
<th>Verity Must Authorize These Services At Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albertina Kerr</td>
<td>9830 NE Cascades Parkway, Ste. 200; 97220</td>
<td>503-408-4705</td>
<td>Yes</td>
<td>Yes Spanish</td>
<td>*Sub-acute *Respite *Intensive Community Based Treatment Services</td>
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<td>Asian Health and Service Center</td>
<td>3430 SE Powell Blvd; 97202</td>
<td>503-872-8822</td>
<td>Yes; +SMI</td>
<td>Cantonese, Mandarin, Korean, Cambodian, Vietnamese &amp; Taiwanese</td>
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<tr>
<td>Cascadia Behavioral Health:</td>
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<td>Garlington Center</td>
<td>3034 NE MLK Blvd; 97212</td>
<td>503-674-7777</td>
<td>Yes; +SMI</td>
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<td>Yes</td>
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<td>43rd &amp; Division Clinic Plaza Location</td>
<td>2415 SE 43rd; 97206</td>
<td>503-674-7777</td>
<td>Yes; +SMI</td>
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<td>Woodland Park Clinic</td>
<td>10373 NE Hancock St Ste 200; 97220</td>
<td>503-674-7777 Or 503-253-6754</td>
<td>Yes</td>
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<td>Central City Concern</td>
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<td>Old Town Medical Clinic</td>
<td>727 W Burnside; 97209</td>
<td>503-228-4533</td>
<td>Yes; +SMI</td>
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<td>*Assertive Community Treatment</td>
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<tr>
<td>Old Town Recovery Center</td>
<td>33 W Broadway; 97209</td>
<td>503-228-7134</td>
<td>Yes; +SMI</td>
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<td>*Community Engagement Program</td>
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<td>Portland Recovery Center</td>
<td>15 NE 11th Ave.; 97232</td>
<td>503-239-8400</td>
<td>Yes</td>
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<td>Gresham Recovery Center</td>
<td>1427 SE 182nd Ave.; 97233</td>
<td>503-760-1003</td>
<td>Yes</td>
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<td>*Assertive Community Treatment</td>
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<td>Conexiones</td>
<td>3500 NE MLK Blvd,Suite 200; 97211</td>
<td>(503) 235-8057</td>
<td>Yes</td>
<td>Yes Spanish</td>
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<tr>
<td>Name of Provider</td>
<td>Address</td>
<td>Intake Phone #</td>
<td>Adult Services</td>
<td>Children's Services</td>
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<td>Dual Diagnosis Services</td>
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<td><strong>DePaul</strong></td>
<td>Adult Services: 1312 SW Washington; 97208</td>
<td>503-535-1151 (adults)</td>
<td>Yes</td>
<td>Yes</td>
<td>Spanish</td>
<td>Yes</td>
<td>Youth must be enrolled in DePaul A&amp;D services</td>
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<td>Adolescent Services: 4310 NE Killingsworth St</td>
<td>503-535-1181 (Adolescents)</td>
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<td><strong>VOA/Inact</strong></td>
<td>10564 SE Washington St; 97216</td>
<td>503-228-9229</td>
<td>Yes</td>
<td>Spanish</td>
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<td><strong>Kinship House</strong></td>
<td>1823 NE 8th Ave; Portland 97212-3907</td>
<td>503-460-2796</td>
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<td><strong>Lifeworks NW:</strong></td>
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<td>Downtown Clinic</td>
<td>506 SW 6th Ave., Suite 905; 97204</td>
<td>503-645-9010</td>
<td>Yes</td>
<td>Yes</td>
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<td>*Children's Intensive Outpatient Services</td>
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<td>Gresham Clinic</td>
<td>400 NE 7th; 97030</td>
<td>503-645-9010</td>
<td>Yes; +SMI</td>
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<td>Yes</td>
<td>*Transition Aged Youth</td>
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<td>Rockwood Clinic</td>
<td>17214 SE Division; 97236</td>
<td>503-645-9010</td>
<td>Yes</td>
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<td>Yes</td>
<td>*Day Treatment</td>
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<td>Milwaukie Clinic</td>
<td>17070 SE McLoughlin Blvd; Milwaukie 97267</td>
<td>503-645-9010</td>
<td>Yes</td>
<td>Yes</td>
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<td>*Children’s Crisis Respite</td>
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<td>King Clinic</td>
<td>3716 NE MLK Blvd; 97212</td>
<td>503-645-9010</td>
<td>Yes; +SMI</td>
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<td><strong>Luke-Dorf East</strong></td>
<td>1952 SE 122nd Ave., 97233</td>
<td>503-726-3690</td>
<td>Yes; +SMI</td>
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<td>Yes</td>
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<td><strong>Luke-Dorf Self Directed Services</strong></td>
<td>9255 NE Halsey, 97220</td>
<td>503-726-3690</td>
<td>Yes; +SMI</td>
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<td><strong>Lutheran Community Services</strong></td>
<td>605 SE Caesar E. Chavez Blvd.; 97214</td>
<td>503-231-7480</td>
<td>Yes; +SMI</td>
<td>Yes</td>
<td>Russian and Spanish</td>
<td>Yes</td>
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<td><strong>Morrison Child and Family Services</strong></td>
<td>(Adult Services available only if child or teen is in service)</td>
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<td>Gresham</td>
<td>912 NE Kelly; Ste 200 Gresham; 97030</td>
<td>503-258-4600</td>
<td>Yes</td>
<td>Yes</td>
<td>Spanish</td>
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<td>*Intensive Community Based Treatment Services</td>
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<td>NE Clinic</td>
<td>1500 NE Irving Suite 250; 97232</td>
<td>503-258-4555</td>
<td>Yes</td>
<td>Yes</td>
<td>Spanish</td>
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<td>*Day Treatment</td>
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<td>Hand in Hand</td>
<td>11456 NE Knott, Knott Bldg.; 97220</td>
<td>503-736-6673 or 503-736-6500</td>
<td>Yes</td>
<td>Yes</td>
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<td>*Respite</td>
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<tr>
<td>Name of Provider</td>
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<td>Children's Services</td>
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<td><strong>NARA NW</strong></td>
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<td>Oyate</td>
<td>1776 SW Madison; 97205</td>
<td>503-307-7775</td>
<td>Yes</td>
<td>Yes</td>
<td>Native American/Alaska Native Nak-Nu-Wit; Children's System of Care (ages 9-22) Integrated Services</td>
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<td>Totem Lodge</td>
<td>1438 SE Division 97202</td>
<td>503-548-0346</td>
<td>Yes</td>
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<td>North Indian Health Clinic</td>
<td>15 N Morris; 97227</td>
<td>503-307-7775</td>
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<td>Wellness Center</td>
<td>12360 E. Burnside 97233</td>
<td>971.279.4800</td>
<td>Yes</td>
<td>Yes</td>
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<td>Outpatient Treatment Center (must be enrolled in A&amp;D program to receive services at this site.)</td>
<td>1631 SW Columbia; 97201</td>
<td>503-231-2641</td>
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<td><strong>OHSU:</strong></td>
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<tr>
<td><strong>Child &amp; Adult Psychiatry</strong></td>
<td>3181 SW Sam Jackson Park Rd.; 97239</td>
<td>503-494-6176</td>
<td>Yes</td>
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<td><strong>OHSU Intercultural Psychiatric Program</strong></td>
<td>3633 SE 35th Place; 97202</td>
<td>503-494-4222</td>
<td>Yes; +SMI</td>
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<td>All language services provided.</td>
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<td><strong>Options</strong></td>
<td>10011 SE Division Suite # 305; 97266</td>
<td>503-335-5975</td>
<td>Yes</td>
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<td>*Intensive Community Based Treatment Services</td>
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<td><strong>Outside In Medical Clinic</strong></td>
<td>1132 SW 13th Ave.; 97205</td>
<td>503-535-3890</td>
<td>Yes; +SMI</td>
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<td>Self Referral Over age 14 Spanish</td>
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<td><strong>Quest Center for Integrative Health</strong></td>
<td>2901 E Burnside; 97214</td>
<td>503-238-5203</td>
<td>Yes</td>
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<td><strong>Trillium Family Services</strong></td>
<td>3415 SE Powell Blvd; 97202</td>
<td>888-333-6177</td>
<td>Yes</td>
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<td>*Intensive Community Based Treatment Services</td>
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<td>*Psychiatric Residential Services</td>
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<td>*Day Treatment</td>
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| Name of Provider | Address | Intake Phone # | Dual Diagnosis Services | Children’s Services | Culturally Specific Services | Adult Services | Intake Phone # | Dual Diagnosis Services | Children’s Services | Culturally Specific Services | Adult Services | Intake Phone # | Dual Diagnosis Services | Children’s Services | Culturally Specific Services | Adult Services | Intake Phone # | Dual Diagnosis Services | Children’s Services | Culturally Specific Services | Adult Services | Intake Phone # | Dual Diagnosis Services | Children’s Services | Culturally Specific Services | Adult Services | Intake Phone # |
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Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how to get access to this information. Please review this carefully.

This notice describes the privacy practices of Health Share of Oregon/Multnomah Mental Health. We are required by law to maintain the privacy of your protected health information (“Information”) and to give you this notice of our legal duties and privacy practices. We are required to follow the terms of the notice currently in effect. This notice is effective on July 1, 2013. We reserve the right to change this notice. Any changes will apply to Information that we already have about you. We will post a current copy of this notice online at: www.multco.us/hipaa.

Your Rights

Inspect and Copy: You have the right to inspect or copy your Information held in a “designated record set”. A "designated record set" is a group of records that is used to make decisions about you. We may limit the Information that you can inspect or copy in limited circumstances. If we limit your right to inspect or copy, you can ask in writing for a review of that decision. Copies of records may be provided to you or a third party that you identify in an electronic or paper format depending on your request and the technology in which the records are maintained. Your request must be in writing. We can help you make a written request. We may charge you a fee for copies.

Amendment: You have the right to ask us to change some of the Information in your designated record set that you believe is incorrect or incomplete. Your request must be in writing and provide a reason. We can help you make a written request. We will tell you in writing if we deny your request and you have the right to respond to our denial. You also have the right to have your request, the denial and a statement of disagreement, if any, included in future releases of your record.

Accounting: You have the right to ask for a list of certain disclosures of your Information in your designated record set. The list will not include disclosures made for treatment, payment, or health care operations, disclosures made to you or individuals involved in your care or payment for care. It also will not include disclosures made prior to 6 years before the date of the request, pursuant to an authorization, to a correctional facility, incidental disclosures, disclosures made for national security or intelligence, or disclosures made prior to April 14, 2003. Your request must be in writing. We can help you make a written request. We may charge you a fee if you ask for a list more than once every 12 months.

Restrictions: You have the right to ask us to limit how your Information is used or disclosed. We are not required to accept your request and we may be unable to do so. Your request must be in writing. We can help you make a written request.

Fraud and Abuse of Funds

Anyone suspecting Medicaid fraud, waste, or abuse is encouraged to report it.
You can report two ways. First we encourage that you report specific information to Health Share of Oregon/Multnomah Mental Health Compliance Officer be contacted at 503-988-5887.

The information that is important to report:
• Name of client
• Medicaid ID number
• Name of provider
• Date of service
• Description of suspected fraud

Or report to the Good Government Hotline about concerns about suspected fraud, abuse of position, and waste or misuse of County resources.

Make a Report
To make a report call EthicsPoint at 888-289-6839 toll free in the US and Canada)
Or online at https://secure.ethicspoint.com/domain/media/en/gui/19245/index.html

NOPP continued next Page
Notice of Privacy Practices Continued

Confidential Communications: You have the right to ask us to communicate with you at a certain place in a certain way. You must specify how or where you wish to be contacted. For example, you can ask that we only contact you at work. We will accommodate any reasonable request.

Notice: You have the right to receive a paper copy of this notice upon request. This notice can be made available in other languages and alternative formats.

Breach Notice: You have the right to be notified in the event that we discover a breach of unsecured Information.

Complaints: You have the right to file a complaint if you believe we have violated your privacy rights. You may file a complaint with our Privacy Officer or with the Secretary of the United States Department of Health and Human Services. We will not retaliate against you for filing a complaint.

HOW WE MAY USE AND DISCLOSE YOUR INFORMATION WITHOUT YOUR AUTHORIZATION

Treatment: We may use or disclose your Information as necessary to health care provider(s) to assist with your treatment. For example, we may disclose your Information to providers or hospitals that provide treatment to you.

Payment: We may use or disclose your Information to pay for the services you receive. For example, to determine the plan’s responsibility for providing benefits under the plan or for coordination of benefits.

Health Care Operations: We may use or disclose your Information for business operations. For example, to review plan performance, fraud or abuse detection, or for underwriting purposes.

Organized Health Care Arrangements: We participate in organized health care arrangements and may use or disclose your Information to members of those arrangements as allowed by the Health Insurance Portability and Accountability Act (HIPAA).

Individuals Involved in Your Care or Payment for Your Care: We may disclose Information to your family, personal representative or others involved in your care or payment for care if you give verbal permission or otherwise do not object.

Public Health Activities: We may use or disclose Information about you for public health activities. For example, disclosures made for the purpose of preventing or controlling disease, injury, disability, abuse or neglect. These activities include activities performed by organ or tissue donation and transplantation services, activities performed by coroners, medical directors, and funeral directors, and activities necessary to avoid a serious threat to the imminent health and safety of you or others.

Health Oversight Activities: We may disclose Information to a health oversight agency. Activities include audits and inspections for the government to monitor the health care system.
Notice of Privacy Practices Continued

Legal Proceedings: We may disclose Information about you in response to a court order, subpoena, discovery request, activities related to workers’ compensation benefits, or other lawful purpose.

Law Enforcement: We may disclose Information about you to the police or other people who enforce the law when this disclosure is permitted or required by law. We may disclose Information to report a crime on our premises.

Research: Under certain circumstances, we may use and disclose your Information for research approved by an Institutional Review or Privacy Board or through an authorization signed by you.

Inmates: If you are an inmate of a jail or prison or under the custody of law enforcement, we may disclose Information as required or permitted by law.

Business Associates: In certain situations, we may need to disclose your Information with a business associate, such as a translator or quality assurance reviewer, so it can perform a service on our behalf. We will have a written agreement with the business associate requiring it to protect the privacy of your Information under the same privacy protections that we provide.

Military and National Security: We may disclose your Information as required by armed forces personnel or to federal officials authorized for national security and intelligence activities.

Disaster Relief Efforts: Unless you object, we may disclose your Information to other health care providers or to an entity assisting in a disaster relief effort to coordinate care. We may disclose your Information as necessary to identify, locate and notify family members, guardians or others responsible for your care, location, condition or death.

Limited Data Set: We may disclose limited Information to third parties for purposes of research, public health or health care operations. This disclosure will not include any Information which can be used to directly identify you.

Incidental Disclosures: Incidental disclosures of your Information may occur as a byproduct of permissible uses and disclosures.

Required or Permitted by Law: We may use or disclose your Information when permitted or required by federal, state or local law.

Marketing: We may communicate with you face-to-face about products or services that may interest you or give you a promotional gift of nominal value. Otherwise, we do not use or disclose your Information for marketing without your authorization.

DISCLOSURES REQUIRING YOUR WRITTEN AUTHORIZATION

Other Laws Protecting Health Information: Other laws may require your written authorization to disclose your Information about certain mental health, alcohol and
Notice of Privacy Practices Continued

drug abuse treatment, HIV/AIDS testing or treatment, and genetic testing. We must obtain authorization for the use and disclosure of psychotherapy notes and the sale of your Information.

Uses and disclosures other than those permitted will only be made with your written authorization. If you authorize us to use or disclose your Information, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose your Information for the purposes given in the written revocation. The revocation will not affect disclosures previously made in reliance on your authorization.

FOR MORE INFORMATION

If you have any questions about this notice or need more information, please contact Multnomah County Privacy Officer, 421 SW Oak Street Suite 520, Portland, OR 97204 or call 503-988-5887.

Not Happy About Your Services? Complaint Process

You, or your representative with your approval, as a mental health consumer, have a right to make a complaint. A mental health consumer complaint means a member has said they are not happy with a service, mental health provider, or administrative staff. A complaint may include general or administrative concerns. If you have a complaint about your mental health provider, any services, or Multnomah County-Health Share Oregon, you may do the following:

Talk to your mental health provider about your complaint. If you don’t feel good about talking to your provider, then you may call the Complaint Coordinator at Multnomah County. The coordinator will talk with you about your complaint. You have the right to ask for help in filing a grievance, appeal, or administrative hearing.

You can call us day or night at (503) 988-5887, or toll free at 1-888-620-4555. Ask to speak with the Complaint Coordinator or send a Member Complaint Form to:

Multnomah County Health Share Complaint Coordinator
421 SW Oak, Suite 520
Portland, OR 97204

You can get the complaint form in the lobby of any of the agencies listed on the agency insert or go online to the MHASD Consumer Page at [http://web.multco.us/mhas/get-informed](http://web.multco.us/mhas/get-informed).
Member of Oregon Health Share-MMH

Address
City Oregon Zip

Free Weekly Peer-Led Support Groups and Information Lines

**Bipolar Recovery Support Group**, 5:30pm, Sundays, Portland Adventist Hospital, 4th Floor, 10123 SE Market Street, Portland, OR, 97216, www.meetup.com/Bipolar-Recovery

**Depression Bipolar Support Alliance (DBSA)**, weekly peer-led group support meetings
7pm-8:30pm, Tuesdays, Good Samaritan Hospital, 1015 NW 22nd Ave. Portland, OR 97210
7pm-8:30pm, Thursdays, Providence Portland, 4805 NE Glisan St. Portland, OR 97213
www.meetup.com/Portland-Depression-Bipolar-Support-Alliance-Meetup-Group

**Dual Diagnosis Anonymous of Oregon**, www.ddaoforegon.com, (503) 222-6484, various group meetings to support people with mental health and substance abuse issues

**Light of Madness Support Group** 5:30pm-7pm, Wednesdays, 4th Floor, 1600 SW 4th, Portland, OR 97201
lightofmadness@outlook.com, 503-490-5856

**NAMI National Alliance on Mental Illness Support Groups and Classes, NAMI Multnomah**, www.namimultnomah.org,
(503) 228-5692, various groups on different days including peer and family classes, Anxiety Society Group, Connection Peer Support Groups, Schizophrenia Support Group, Drop-In Family Support Group, NorthStar Clubhouse, Certified Peer Support Specialist Training, NAMI NW Walk, www.namimultnomah.org.  **Oregon Resource Helpline** (503)230-8009

**Free Telephone Peer Support: David Romprey Memorial Warmline**
1-800-698-2392

**Make a crisis plan** with your mental health provider if you have one. Talk with them about what you want done in a crisis. Make a written plan. Make sure your provider has a copy of your plan. One format is at
www.oregon.gov/oha/amh/forms/declaration.pdf

Call the mental health crisis hotline at **503-988-4888, TTY: 503-988-5866 or 1-800-716-9769**

Use the urgent walk-in clinic if your crisis is not life threatening.