

Priority: Safety Net Services

Lead Agency: Non-Departmental - All

Program Offer Type: Existing Operating

Program Contact: Julie Neburka

Related Programs:

Frameworks:

Executive Summary

The Portland Business Alliance receives a contribution from Multnomah County on behalf of the Downtown Business Improvement District Clean and Safe operations, which is a component of Portland Downtown Services, Inc. These county funds are passed through to and designated for Project Respond, an innovative mental health outreach program operated by Cascadia Behavioral Healthcare.

Project Respond provides 24-hours/day crisis response and outreach to individuals facing homelessness in the downtown Portland community. This program supports the County's priority to have all Multnomah County residents and their families able to meet their basic living needs.

Program Description

Project Respond's Outreach Team provides daily street outreach to homeless persons with chronic mental illness as well as other vulnerable persons on the streets of downtown Portland and the surrounding areas. The Team supports individuals regarding livability issues such as: providing food, clothing, minor medical supplies, hygiene supplies and accompanying individuals to appointments, helping them apply for or restart Social Security and Oregon Health Plan, visiting them in the hospital and working with the hospital staff on discharge plans, and helping clients obtain prescriptions and medications. Project Respond employs five cultural-specialists and also a diverse staff of experienced outreach workers, crisis assessors, and child and family specialists. Project Respond counselors address issues through client welfare evaluations, monitoring living conditions, and crisis counseling tailored to meet the specific needs of an individual and community.

Program Justification

Project Respond provides 24-hours/day crisis response and outreach to individuals facing homelessness in the downtown Portland community. This program supports the County's priority to have all Multnomah County residents and their families able to meet their basic living needs.

In the last six months, the Outreach Team made 5,421 contacts, of which 867 were new contacts. The team responded to 948 crisis calls and has served 63 businesses/agencies in the last six months. The Outreach Team has incorporated 9 new outreach workers from the crisis team to add to the outreach efforts, and has added a part-time worker to help expand patrol capabilities. The team has been working to obtain a steady stream of donations from Broadway Bagel, NW Medical Teams, Columbia Sportswear and Fred Meyer.

Performance Measures

Project Respond has worked to improve accuracy and reliability in reporting and data collection. Database improvements and increased consistency in staff reporting have yielded the capturing of more specific demographic, environment/situational, and clinical data on the individuals and populations served by the team. The staff receive ongoing training and utilize a team approach that encourages consultation and collaboration. Project Respond participates in formal meetings, trainings, and collaborative interventions with multiple organizations, businesses and service providers, including: Multnomah County Crisis Line Call Center, Portland Police, Crisis Intervention Team Advisory Board, Vulnerable and Homeless Outreach Network, Transitions Projects Inc., Aging and Disability Services, Adult Protective Services, Portland hospitals emergency departments, regional hospital emergency department Managers meetings, Community Based Service Collaboration, Harbor Lights, Safety Net, downtown library, Central City Concern, Community Engagement Program, and Lifeworks.

Summary of last year's program results and this year's expected results

For last year's program ended June 20, 2004, the Outreach Team made a total of 10,786 contacts, of which 2,067 were new contacts. The team responded to 2,207 total crisis calls and served 166 businesses/agencies. There were 500 individuals linked with hospitals and 539 individuals linked with other resources/entitlements. The team forged a positive and productive relationship with youth service providers and became a well-known service option among social service agencies. The team moved into an office within the Royal Palm and began a client-based group which makes sandwiches for individuals sleeping outdoors.

Program Mandate: 4 Program and Funding Level Choice

Multnomah County's contribution toward Project Respond is a discretionary General Fund expense.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2005	2005	2006	2006
Program Expenses				
Contracts	\$103,395	\$0	\$107,513	\$0
Internal Services	\$1,701	\$0	\$0	\$0
Subtotal: Direct Exps:	\$105,096	\$0	\$107,513	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$105,096	\$0	\$107,513	\$0
Program Total:	\$105,096		\$107,513	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues**Significant Program Changes**

In the last six months, the Outreach Team made 5,421 contacts, of which 867 were new contacts. The team responded to 948 crisis calls and has served 63 businesses/agencies in the last six months. The Outreach Team has incorporated 9 new outreach workers from the crisis team to add to the outreach efforts, and has added a part-time worker to help expand patrol capabilities. The team has been working to obtain a steady stream of donations from Broadway Bagel, NW Medical Teams, Columbia Sportswear and Fred Meyer.

For the current year, the team plans to: 1) identify and enroll more unaffiliated persons with mental illness into mental health services 2) improve the data tracking system to better discern homelessness status of individuals and identify those at risk for homelessness 3) increase collaboration with local hospital emergency departments to assist with assessment of and consultation about individuals with mental health issues 4) create a resource guide for hospital emergency departments 5) purchase an Outreach van to enable greater coverage of the city and to offer more supplies 6) incorporate new outreach workers into the team and secure a steady stream of more varied donations for clients.