

<b>Priority:</b>	Safety Net Services	<b>Lead Agency:</b>	County Human
<b>Program Offer Type:</b>	Existing Operating	<b>Program Contact:</b>	Nancy Winters
<b>Related Programs:</b>	25046, 25051A, 25053, 25054		
<b>Frameworks:</b>	Poverty Framework		

### Executive Summary

Staff assists callers in crisis, provide treatment referrals and coordinate client care between providers, in addition to acting as a resource to police and community justice. The Call Center, staffed by master's level counselors, is open 24/7 and responded to 44,913 calls in FY04.

### Program Description

The Multnomah County Call Center functions as an information and referral "hub" in addition to providing crisis support services for all Multnomah County residents, whether insured or uninsured. The Call Center triages a wide variety of callers, including those inquiring about services or requesting assistance with access to treatment. Such calls can include family/caregiver education or support. Additionally, the Call Center is the lead agency that connects all other community crisis programs and emergency mental health services offered in the county. The Call Center dispatches the mobile crisis mental health program, Project Respond, to community residents experiencing a mental health crisis. Without this program, individuals in crisis would have no other access to emergency support and would be forced to seek costly care at local hospital emergency rooms or may require contact with criminal justice and law enforcement. Another key role of the Call Center is to review care being given to Verity Multnomah County Oregon Health Plan members who are hospitalized on inpatient psychiatric units. The clinical staff are trained in assessing the need for ongoing care on inpatient units based on clinical criteria. This is an essential role to ensure that inpatient costs are contained and that such care is provided only when clinically necessary.

### Program Justification

The Call Center plays a critical role in assisting Multnomah County residents who are experiencing a mental health crisis. It links directly to the Basic Living Needs priorities and through this role involves crisis prevention, intervention, education, referral, and support to individuals and families experiencing a mental health crisis. Aligning with the goals of the Poverty Framework, the Call Center provides readily available and accessible crisis services that link vulnerable individuals with adequate healthcare and needed social services. To ensure a comprehensive system of community supports, program staff develop relationships with community-based mental health providers, community justice, law enforcement, hospitals, social service agencies, and other county departments. Working with community outreach programs and local emergency departments, Call Center staff assist with referrals to the most appropriate and cost-efficient care in the community.

The Call Center provides easy access to referral and assistance for people who need linkage with emergency food, shelter and mental health services. Information and support is available twenty-four hours a day, every day. Cost efficient services are delivered to all residents and families in an on-going effort to assist people in resolving emergent needs and support a healthier community.

### Performance Measures

Total Calls Received FY04.  
Total Calls Answered FY04.  
Average Speed of Answer.  
Percent of Calls Abandoned. This is a measure of callers hanging up while the phone is ringing.

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

Total Calls Received FY04 was 44,913.  
Total Calls Answered FY04 was 42,350.  
Average Speed of Answer FY04 was 12 seconds. A maximum of 30 seconds is the national standard.  
Percent of Calls Abandoned FY04 was 5.8%. A maximum of 5% is the national standard. The rate in FY03 was 8%.  
Further increases in the number of calls to coordinate care for mentally ill individuals in crisis are anticipated.

## Program Mandate: 2 Mandated Program with Funding/Service Level Choice

No program choice/funding choice. County is required to provide crisis services. (1)(a)(A)(B)309-032-0960 Standards for Community Treatment Services for Children, Definitions (11), MHO Contract Part II, Section V, Statement of Work,(B)(d) ORS 430.620- Establishment of community mental health and developmental disabilities program by one or more counties, if the County chooses to directly operate or contract for a community mental health program then they must expend county funds for this purpose.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2005	2005	2006	2006
Personnel	\$908,815	\$604,850	\$781,045	\$797,903
Contracts	\$0	\$61,405	\$0	\$92,000
Materials & Supplies	\$38,658	\$5,827	\$2	\$23,998
Internal Services	\$129,399	\$18,332	\$295,825	\$32,221
Subtotal: Direct Exps:	<b>\$1,076,872</b>	<b>\$690,414</b>	<b>\$1,076,872</b>	<b>\$946,122</b>
Administration	\$0	\$0	\$16,382	\$46,362
Program Support	\$0	\$0	\$46,854	\$53,798
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$63,236</b>	<b>\$100,160</b>
Total GF/non-GF:	<b>\$1,076,872</b>	<b>\$690,414</b>	<b>\$1,140,108</b>	<b>\$1,046,282</b>
Program Total:	<b>\$1,767,286</b>		<b>\$2,186,390</b>	
Program FTE	0.00	0.00	8.88	9.70
<b>Program Revenues</b>				
Intergovernmental	\$0	\$690,414	\$0	\$946,122
Program Revenue for Admin	\$0	\$0	\$0	\$100,160
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$690,414</b>	<b>\$0</b>	<b>\$1,046,282</b>

## Explanation of Revenues

This program is funded by \$40,179 from Oregon Health Plan, \$905,943 from State Mental Health Grant and \$1,076,872 from County ITAX funds.

## Significant Program Changes

The most significant change and growth area in the program is a focused and planned strategy to take a larger collaborative leadership role in the community with other emergency services providers, county departments, community justice, and law enforcement. This creates greater efficiency and promotes the Call Center as the central "hub" and resource center that can assist other providers as they attempt to help community residents in crisis. These collaborations also ensure that individual treatment needs are identified accurately and that such treatment is provided in the most cost effective way.