

Priority: Basic Needs **Lead Agency:** County Human Services
Program Offer Type: Existing Operating **Program Contact:** Nancy Winters
Related Programs: 25062, 25063, 25064, 25065, 25067, 25068, 25069, 25070, 25075, 25078A, 25103

Program Characteristics:

Executive Summary

Master's level counselors assist callers in crisis, provide treatment referrals to mental health and addiction providers, coordinate inpatient care, distribute short term crisis funds, and arranges for transportation to treatment for individuals in crisis. Open 24/7, the Call Center is also a resource to police and community justice and has a phone line dedicated for use by police and corrections.

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 is the lead agency that connects all other community crisis programs and emergency mental health services offered in the county. 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. The Call Center also triages requests for crisis funds for vulnerable individuals with no other means of support who are experiencing poverty and in need of emergency assistance to meet basic living needs. Call Center staff can help fill gaps in service with emergency resources that help individuals or families avoid unnecessary healthcare costs or further mental health decompensation. Mentally ill individuals needing to get to treatment appointments often don't have transportation. Crisis transportation funds are authorized by the Call Center to get individuals to treatment through bus and taxi vouchers. Individuals requiring involuntary treatment can be securely transported, thus saving the police from having to transport. As part of its information and referral function, the Call Center is member services for Verity enrollees who need help determining what treatment options are available to them. The Call Center has expanded its outreach efforts over the past year in an effort to respond to community crises, increase awareness of mental health and addiction issues, and work more collaboratively with allied agencies to most efficiently utilize limited available resources.

Program Justification

The Call Center plays a critical role in leading the mental health crisis response system in Multnomah County by coordinating crisis intervention services for vulnerable individuals. The goal of each contact is to quickly intervene in the presenting crisis, provide emergency resource and support, brief case management and referral to a community resource that will result in long term stabilization. The Call Center also provides information and referral to non-crisis callers. 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. The Call Center, through its brief case management and crisis intervention role, provides comprehensive support to assist vulnerable individuals and families in securing and maintaining housing that will ultimately assist in stabilizing their mental illness or addiction.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Total Incoming Calls To Crisis Call Center.	55,215	55,215	60,730	60,700
Outcome	Percent of calls abandoned by caller before being answered.	6%	7%	7%	5%
Quality	Average answer speed in seconds.	12	19	19	15
Efficiency	Incoming calls per FTE.	2,719	2,971	3,268	3,268

Performance Measure - Description

For incoming calls, MHASD call center tracks three performance measures cited in the 2004 Call Center Best Practices Report, 5-1-2004: 1) service level and/or average speed of answer, 2) abandonment rate, and 3) call volume as shown above. National Benchmarks 1) 15 second, 2) 5%.

Legal/Contractual Obligation

State of Oregon Mental Health Organization (MHO) Contract, Statement of Work Oregon Administrative Rules 410-141-0120 and 410-141-0140 Local Mental Health Authority/Community Mental Health Program responsibility to provide crisis services, Oregon Revised Statute 430.630

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2006	2006	2007	2007
Personnel	\$781,045	\$797,903	\$788,944	\$815,121
Contracts	\$0	\$272,000	\$0	\$172,000
Materials & Supplies	\$2	\$23,998	\$35,014	\$0
Internal Services	\$295,825	\$32,221	\$252,914	\$0
Subtotal: Direct Exps:	\$1,076,872	\$1,126,122	\$1,076,872	\$987,121
Administration	\$0	\$0	\$42,265	\$33,504
Program Support	\$0	\$0	\$122,328	\$48,772
Subtotal: Other Exps:	\$0	\$0	\$164,593	\$82,276
Total GF/non-GF:	\$1,076,872	\$1,126,122	\$1,241,465	\$1,069,397
Program Total:	\$2,202,994		\$2,310,862	
Program FTE	0.00	0.00	9.27	9.11
Program Revenues				
Fees, Permits & Charges	\$0	\$0	\$0	\$25,000
Intergovernmental	\$0	\$1,126,122	\$0	\$962,121
Program Revenue for Admin	\$0	\$0	\$0	\$82,276
Total Revenue:	\$0	\$1,126,122	\$0	\$1,069,397

Explanation of Revenues

\$962,121 from State Mental Health Grant Award per 05-07 biennium contract and \$25,000 from Family Care revenue contract.

Significant Program Changes

Last year this program was: #25050, MH Crisis Call Center ITAX

The Call Center made a concerted effort over the past year to increase awareness to the community at large, as well as all treatment providers of the services offered. This effort has led to closer collaboration and linkages with community justice providers, police, health providers, and housing providers. As a result of this closer collaboration, the Call Center has received requests to take on new business from health insurance plans such as Family Care. This has been a successful partnership and placed the Call Center in a respected position in the community. As a result of this outreach and linkage, the Call Center has experienced an increase in call volume and requests for emergency funds for housing, medication, and other short term crisis needs.

This program offer includes 25053 Crisis Transportation and 25054 Crisis Funds, which were separate offers last year.