

**Priority:** Basic Needs **Lead Agency:** County Human Services  
**Program Offer Type:** Existing Operating **Program Contact:** Nancy Winters  
**Related Programs:** 25055, 25056, 25058A, 25059A, 25060, 25063, 25068, 25070, 25072A, 25076A

**Program Characteristics:**

**Executive Summary**

Adults and children who are experiencing a mental health crisis have access to emergent psychiatric clinical services at the urgent care walk-in clinic and through a twenty-four hour, seven day a week mobile outreach team. These services are designed to keep individuals in crisis safe and in the community.

**Program Description**

This program provides urgent and emergency services to individuals and families experiencing mental health crises. For many at-risk and uninsured individuals, including the working poor, the psychiatric urgent care walk-in clinic and mobile outreach (Project Respond) are the points of entry into the mental health system of care. Clinical assessment, emergency crisis intervention services and triage to community-based treatment for long term stabilization are available 24/7, 365 days/year and are provided by master's level clinicians and licensed medical professionals. The Call Center is the point of contact for Project Respond dispatch and referrals to the urgent care walk-in clinic, which is open seven days a week from 7:00 a.m. - 10:30 p.m. Individuals requiring support are seen face to face either in the crisis walk-in clinic or in their own environment through Project Respond, which has a culturally specific team. Through this contact, the immediate need is addressed and longer-term service referrals are provided. Services provided under this program, though brief in nature, contribute towards long-term stability for vulnerable individuals and ensures a safety net for crisis services that allows the county to cost-effectively serve the largest group of individuals in need possible. Through these crisis services, more costly psychiatric hospitalizations and visits to local emergency departments are avoided. Additionally, the police have a direct line to Project Respond so they can intervene when individuals experiencing psychiatric emergencies are at risk of ending up in jail due to their symptoms. Project Respond is used by the business community and other concerned citizens to engage the most needy individuals with severe mental health symptoms who are homeless and without treatment.

**Program Justification**

This program links to the Basic Living Needs priorities by providing immediate access to community-based care designed to intervene when individuals are experiencing a crisis and prevent further destabilization. The Crisis Services programs provide access to healthcare, service coordination, comprehensive community supports and family-centered, culturally appropriate services. By providing adequate healthcare, this program links to the Poverty Elimination Framework.

**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 Project Respond Contacts Annually	12,716	0	12,700	12,700
Outcome	Average Project Respond Contacts Per Individual Served	7	0	7	6
Output	Total Urgent Walk-in Clinic Visits	6,248	6,200	5,000	6,000
Outcome	Percent walk-in clients served without hospital or ER referral.	97%	97%	97%	98%

**Performance Measure - Description**

Total Urgent Care Walk-in visits decreased due to closure on night shift in FY05.  
Percent served in walk-in clinic without hospital or ER referral is missing decimal points. Actual percents FY04-05=97.4%, FY 05-06 97.3%,

## 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
<b>Program Expenses</b>	2006	2006	2007	2007
Contracts	\$2,710,360	\$1,413,054	\$778,260	\$3,489,474
Subtotal: Direct Exps:	<b>\$2,710,360</b>	<b>\$1,413,054</b>	<b>\$778,260</b>	<b>\$3,489,474</b>
Administration	\$0	\$0	\$106,376	\$52,859
Program Support	\$0	\$0	\$307,885	\$76,947
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$414,261</b>	<b>\$129,806</b>
Total GF/non-GF:	<b>\$2,710,360</b>	<b>\$1,413,054</b>	<b>\$1,192,521</b>	<b>\$3,619,280</b>
Program Total:	<b>\$4,123,414</b>		<b>\$4,811,801</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Intergovernmental	\$0	\$1,413,054	\$0	\$1,557,374
Other / Miscellaneous	\$0	\$0	\$0	\$1,932,100
Program Revenue for Admin	\$0	\$0	\$0	\$129,806
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$1,413,054</b>	<b>\$0</b>	<b>\$3,619,280</b>

## Explanation of Revenues

\$1,557,374 from State Mental Health Grant Award per 05-07 biennium contract. \$1,932,100 of State Mental Health BWC (MHS 25) is swapped one time only with CGF.

## Significant Program Changes

**Last year this program was:** #25051A, MH Crisis Services ITAX

Effective January 29, 2005, the urgent care walk-in clinics hours were changed from 24/7 to 7:00 a.m. - 10:30 p.m., seven days a week. The reduction in hours reflects low usage during the hours of 10:30 p.m. - 7:00 a.m. (overnight). Project Respond remains available 24/7.

Funding change: The \$107,513 BCC contribution to fund a portion of the Community Outreach Teams was historically approved by the BCC in the Non-Departmental budget and contracted to Portland Business Alliance, who in turn allocated these funds to Cascadia. The Board, in its passage of the 05/06 budget, moved the \$107,513 directly to the DCHS program offer 25051A, where the remainder of the funding for Project Respond that flows through DCHS is located. The 06/07 program offer incorporates that funding.