

Priority:	Accountability	Lead Agency:	County Human Services
Program Offer Type:	Innovative/New Program	Program Contact:	Karl Brimmer
Related Programs:	25050		

Program Characteristics:

Executive Summary

The Consumer Advocate employed by the Mental Health and Addiction Services Division (MHASD) acts as an impartial, confidential advocate to listen to and, as appropriate, act upon concerns from individuals receiving treatment from Multnomah County contracted providers. The Consumer Advocate also provides informal assistance and facilitates dispute resolution to consumers. Serving as a neutral party, the person in this position acts to ensure fairness in the administration of MHASD policies and procedures and assists the Division in incorporating consumer perspective and peer delivered services into the continuum of care.

Program Description

The individual in this position will meet with consumers, consumer representatives and families to explain how he/she can be of service in helping them get their needs met. The advocate will help consumers negotiate often complex treatment systems, as well as assist them in getting linked to allied services such as primary health, housing, and transportation. As appropriate, the advocate will refer consumers to other Federal, State, and County programs and/or community resources.

The advocate will help to identify gaps in the systems of care by discussing mental health and addiction services needs with consumers, consumer representatives and families. He/She will then communicate those gaps to MHASD administration and make recommendations for cost effective solutions. The advocate will identify and report to MHASD any other issues potentially needing system reform.

The advocate will provide technical and other assistance to mental health consumer-based groups as they develop peer delivered service programs. To ensure that consumers have a voice in determining the type and quality of services provided, the advocate will actively recruit consumers to participate on MHASD advisory boards and committees as well as assist consumers in communicating problems and resolving complaints through appropriate channels.

Program Justification

This program offer links to the Accountability priority by providing a direct way for consumers to inform the MHASD decision-making process. The advocate educates consumers about opportunities to participate in government through placement on advisory boards. By objectively measuring perceived service needs the individual in the advocate position can communicate to MHASD what the consumer community feels it is doing well and where there is need for increased or different service.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Total unduplicated individuals and families served.	0	0	0	60
Outcome	Percent of individuals and families served able to obtain needed services.	0.0%	0.0%	0.0%	85.0%

Performance Measure - Description

Legal/Contractual Obligation

N/A

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2008	2008	2009	2009
Program Expenses				
Personnel	\$0	\$0	\$76,895	\$0
Materials & Supplies	\$0	\$0	\$2,052	\$0
Internal Services	\$0	\$0	\$11,812	\$0
Subtotal: Direct Exps:	\$0	\$0	\$90,759	\$0
Administration	\$0	\$0	\$6,928	\$0
Program Support	\$0	\$0	\$15,352	\$0
Subtotal: Other Exps:	\$0	\$0	\$22,280	\$0
Total GF/non-GF:	\$0	\$0	\$113,039	\$0
Program Total:	\$0		\$113,039	
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

County General Fund

Significant Program Changes

Last year this program was: