

Priority: Basic Needs

Lead Agency: Health Department

Program Offer Type: Existing Operating

Program Contact: TIERNEY Kim H

Related Programs:

Program Characteristics:

Executive Summary

This is the anchor healthcare and mental health program for Multnomah County's (MC) homeless. The Westside Health Center (WSHC) and its outreach programs are the primary hub, providing comprehensive medical, behavioral and addictions (A&D) healthcare, access to medications, social services and nutrition counseling. Offer is linked to the Outreach Program: 2 Satellite Clinics, a Mobile Medical Van for Homeless. No longer includes Respite Program for uninsured homeless leaving hospitals too sick to enter shelters.

Program Description

WSHC is the heart of the Health Care for the Homeless Program. 65% of Westside Clients are homeless. WSHC sees the County's sickest clients. It provides significant mental health and addictions care. WSHC provides care to 42% of the MCHD's severe Mental Health (MH) clients and 58% of the MCHD (A&D) clients. Many have dual diagnoses, such as bipolar/schizophrenia, drug/alcohol abuse and serious medical conditions. Many have Hepatitis C, MRSA or Diabetes. MC Healthcare for Homeless:

*42% of visits are MH

*10% of visits are for addictions

*Stop cycle of incarceration by providing access to over 200 Chronically Mentally Ill clients from Corrections.

*Collaborates with Mental Health, Corrections, Drug Treatment and Shelters to provide access to their neediest homeless clients.

*Coordinates with housing providers to increase supportive housing units and works to meet the goals of the 10 yr. Plan to End Homelessness.

*Partnership with Central City Concern for substance abuse and medical care.

Program Justification

This is the lifeline medical and mental health program for MC's poorest and most vulnerable homeless. 50%+ have untreated mental health issues, 25% untreated addictions – problems that MC pays for through police interventions, jail beds, hospitalizations, reduced quality of life. Huge disparities exist between the homeless and MC pop. in physical health, chronic mental illness (46% v. 21%) and substance abuse (31% vs. 9%). Last year, WSHC and Outreach programs helped 1800 severely mentally ill clients access psychiatric medications, who may otherwise remain untreated on the streets, posing a potentially greater risk to the general population. Westside is the provider of last resort for these difficult to serve clients, who other clinics will refuse to see.

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 | Number of client visits | 27,000 | 21,066 | 19,450 | 20,000 |
| Outcome | Patients with depression/substance abuse will be screened for bipolar disorder | 0.0% | 80.0% | 50.0% | 60.0% |
| Outcome | Number previously underserved clients (without an established medical provider) | 1,700 | 1,500 | 1,250 | 1,450 |
| Quality | % of Patients who would "strongly agree" to recommend clinic to friends/family | 73.0% | 75.0% | 65.0% | 75.0% |

Performance Measure - Description

Outcome: Percentage of patients with depression/A&D screened for bipolar disorder: Patients who are unrecognized as having bipolar disorder would not receive appropriate therapy potentially worsening their condition. Outcome: Number of patients previously underserved: This measures the effectiveness of WSHC outreach services in reaching patients who would otherwise remain untreated for serious medical/mental health illnesses.

Legal/Contractual Obligation

WSHC complies with the Bureau of Primary Health Care grant, JCAHO accreditations requirements and CareOregon contractual obligations. Federally Qualified Health Center (FQHC) designation requires:

- Provision of comprehensive primary care and supportive care services.
- Services be available to all regardless of availability to pay.

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|---------------------------|-----------------------|----------------------|-----------------------|----------------------|
| | 2008 | 2008 | 2009 | 2009 |
| Program Expenses | | | | |
| Personnel | \$319,515 | \$3,285,763 | \$329,328 | \$3,389,572 |
| Contracts | \$34,983 | \$352,742 | \$0 | \$292,718 |
| Materials & Supplies | \$20,024 | \$202,613 | \$2,586 | \$233,534 |
| Internal Services | \$106,923 | \$928,756 | \$33,443 | \$1,031,218 |
| Subtotal: Direct Exps: | \$481,445 | \$4,769,874 | \$365,357 | \$4,947,042 |
| Administration | \$89,278 | \$0 | \$76,239 | \$0 |
| Program Support | \$1,621,282 | \$3,961,036 | \$1,966,857 | \$3,904,753 |
| Subtotal: Other Exps: | \$1,710,560 | \$3,961,036 | \$2,043,096 | \$3,904,753 |
| Total GF/non-GF: | \$2,192,005 | \$8,730,910 | \$2,408,453 | \$8,851,795 |
| Program Total: | \$10,922,915 | | \$11,260,248 | |
| Program FTE | 3.94 | 33.36 | 1.30 | 36.55 |
| Program Revenues | | | | |
| Indirect for dep't Admin | \$275,707 | \$0 | \$287,593 | \$0 |
| Fees, Permits & Charges | \$0 | \$192,995 | \$0 | \$179,180 |
| Intergovernmental | \$0 | \$4,576,879 | \$0 | \$4,746,247 |
| Other / Miscellaneous | \$0 | \$0 | \$0 | \$21,615 |
| Program Revenue for Admin | \$0 | \$1,961,036 | \$0 | \$3,904,753 |
| Total Revenue: | \$275,707 | \$6,730,910 | \$287,593 | \$8,851,795 |

Explanation of Revenues

Supported by Federal BPHC, Family Planning, state and local grants as well as enhanced Medicaid/Medicare revenue. County General fund is used as local in-kind to obtain and keep Primary Care and Family Planning grants. In FY08, WSHC will be reducing the number of patients seen temporarily due to staff training for the Electronic Medical Record. As a result our projected annual visits will be decreased with resulting decrease in revenue. We anticipate a return to previous visit levels once staff are fully familiar with the electronic health record.

Significant Program Changes

Last year this program was:
#40021A Westside Health Clinic