

**Priority:** Basic Needs

**Lead Agency:** Health Department

**Program Offer Type:** Existing Operating

**Program Contact:** TIERNEY Kim H

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

Outreach to the Homeless is an essential part of the Multnomah County Health Care for Homeless (HCH) Program. Outreach sites/efforts engage and coax the most vulnerable and disenfranchised homeless into care. Outreach at the St. Francis, New Avenues, and Mobile Medical (VAN) clinics link the mentally ill, drug affected, impaired citizens with medical, mental health (MH), meds, drug treatment and housing. From satellite clinics and nursing outreach the most needy are eventually linked to services at Westside Health Center (WSHC), the primary hub for homeless services. Outreach work will be scaled back in the offer from the Van's current service level.

**Program Description**

WSHC and HCH Outreach provide the bulk of medical and mental health service to County's homeless. Many have dual diagnoses, bipolarity, schizophrenia, drug/alcohol abuse as well as serious medical conditions. Outreach services include:

- Two satellite clinics, each operating 2 days/week. St. Francis Dining Hall serves homeless adults. New Avenues for Youth serves homeless youth.
- Mobile Medical Van, new in June 2006 to increase outreach to homeless/medically underserved families and individuals throughout County. Operates 5 days/week - medical, MH, housing referrals at 8 host agencies.
- MC Health Care for Homeless collaborates with partners to coordinate Project Homeless Connect, increase supportive housing, and meet the goals of the 10 yr. Plan to End Homelessness.

**Program Justification**

Without outreach to homeless, our most vulnerable will not get served. We must go to the person. Outreach services save and change lives, and stabilize families. The interdisciplinary approach (medical, social work and mental health) is necessary to successfully move chronically homeless families into long term housing. This model is also successful due to the collaboration with the host agencies.

**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	4,900	5,000	5,000	6,065
Outcome	% of patients with depression who have a 50% reduction in PHQ-9 score	0.0%	50.0%	50.0%	50.0%
Output	Number previously underserved clients (without an establish medical provider)	1,400	1,400	1,400	1,250
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	73.0%	75.0%	85.0%	85.0%

**Performance Measure - Description**

 **Measure Changed**

Outcome: Clients with depression who experience a 50% reduction in symptoms as measured by PHQ-9 has replaced % of mental health clients seen more than 2x by a Psy NP.

Output : 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.

Quality: Results of patient satisfaction survey indicate that 75% strongly agree that they would recommend the clinic to friends and family.

## Legal/Contractual Obligation

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

\*Provision of comprehensive primary care and supportive care services

\*Available to all regardless of ability to pay

\*Health Care for Homeless Programs require Outreach, MH, Drug/Alcohol, case management.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	\$321,206	\$279,867	\$180,451	\$594,544
Contracts	\$2,673	\$17,398	\$40,663	\$64,209
Materials & Supplies	\$9,972	\$9,884	\$3,009	\$34,734
Internal Services	\$12,813	\$28,958	\$7,420	\$143,139
Subtotal: Direct Exps:	<b>\$346,664</b>	<b>\$336,107</b>	<b>\$231,543</b>	<b>\$836,626</b>
Administration	\$16,240	\$0	\$15,329	\$0
Program Support	\$123,201	\$47,400	\$185,304	\$42,661
Subtotal: Other Exps:	<b>\$139,441</b>	<b>\$47,400</b>	<b>\$200,633</b>	<b>\$42,661</b>
Total GF/non-GF:	<b>\$486,105</b>	<b>\$383,507</b>	<b>\$432,176</b>	<b>\$879,287</b>
Program Total:	<b>\$869,612</b>		<b>\$1,311,463</b>	
Program FTE	2.37	3.63	2.40	4.90
<b>Program Revenues</b>				
Indirect for dep't Admin	\$12,313	\$0	\$48,637	\$0
Fees, Permits & Charges	\$0	\$6,200	\$0	\$10,050
Intergovernmental	\$0	\$329,907	\$0	\$703,576
Other / Miscellaneous	\$0	\$0	\$0	\$123,000
Program Revenue for Admin	\$0	\$47,400	\$0	\$42,661
<b>Total Revenue:</b>	<b>\$12,313</b>	<b>\$383,507</b>	<b>\$48,637</b>	<b>\$879,287</b>

## 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.

## Significant Program Changes

**Last year this program was:**

#40021B Westside Health Clinic Van & Homeless Outreach