

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) case management, access to medications and social services. The WSHC outreach clinic at St. Francis Dining Hall engages and serves the most disenfranchised homeless.

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 and CODA for substance abuse
 *Project Homeless Connect

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 population 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, whom other clinics will refuse to see.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Number of client visits	18,308	26,065	24,079	23,302
Outcome	Patients will be screened for depression on an annual basis	0.0%	60.0%	60.0%	60.0%
Quality	Number of days for a new patient appointment	6	7	7	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	57.0%	75.0%	75.0%	80.0%

Performance Measure - Description

Performance Measure Variance Explanation:

Number of client visits: There has been a provider vacancy which impacted access and decreased number of available appointments.

% of Patients who would strongly agree to recommend to friends and family: Significant improvement in results has been achieved and work continues to achieve goal.

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
Program Expenses	2009	2009	2010	2010
Personnel	\$380,858	\$3,984,116	\$0	\$3,733,970
Contracts	\$2,640	\$356,927	\$275,314	\$332,605
Materials & Supplies	\$5,595	\$268,268	\$0	\$161,025
Internal Services	\$38,054	\$1,174,357	\$141,024	\$1,128,930
Subtotal: Direct Exps:	\$427,147	\$5,783,668	\$416,338	\$5,356,530
Administration	\$94,478	\$0	\$97,036	\$0
Program Support	\$2,152,161	\$3,947,414	\$2,179,122	\$3,674,754
Subtotal: Other Exps:	\$2,246,639	\$3,947,414	\$2,276,158	\$3,674,754
Total GF/non-GF:	\$2,673,786	\$9,731,082	\$2,692,496	\$9,031,284
Program Total:	\$12,404,868		\$11,723,780	
Program FTE	3.70	41.45	0.00	35.18
Program Revenues				
Indirect for dep't Admin	\$336,230	\$0	\$324,730	\$0
Fees, Permits & Charges	\$0	\$189,230	\$0	\$111,096
Intergovernmental	\$0	\$5,449,823	\$0	\$5,245,434
Other / Miscellaneous	\$0	\$144,615	\$0	\$0
Program Revenue for Admin	\$0	\$3,947,414	\$0	\$2,313,381
Total Revenue:	\$336,230	\$9,731,082	\$324,730	\$7,669,911

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: #40021A, Westside Health Clinic