

Lead Agency: County Human Services
Program Offer Type: Existing Operating
Related Programs: 25056A, 25056B

Program Contact: Ron Lagergren

Program Characteristics:

Executive Summary

Multnomah County Mental Health and Addiction Services Division operates a 24-hour, 365-day-a-year behavioral health emergency crisis response system. Services include a crisis hotline, mobile crisis outreach and an urgent walk-in clinic. Included in the management of the crisis system is the authorization of services for Verity enrolled members as well as indigent services. The total number of people served in this program offer is 61,586 per year.

Program Description

The behavioral health crisis system in Multnomah County is comprised of several distinct, yet interconnected services:

Multnomah County Call Center – This service is operated by Multnomah County 24/7, 365 days/year. The call center coordinates emergency mental health services for all county residents regardless of insurance status. It also provides the following services: deploys 911 and mobile crisis resources as needed, provides information and referral, linkage to behavioral health services, community education on suicide prevention, after-hours hospitalization authorizations for Verity members, and authorizations for indigent medications and transportation. The total number of calls managed is 53,120 for a year.

Project Respond – This is the mobile outreach service that is contracted with a community based organization and is available 24/7, 365 days/year. Project Respond is deployed by the Call Center or Portland Police to provide face-to-face crisis evaluation and triage services to those in crisis regardless of insurance status. The total number of clients served was 1,322 for a year.

Urgent Walk-In Clinic – This is a clinic based service contracted with a community based organization, available from 7 a.m. to 10:30 p.m., 365 days/year, that provides crisis evaluation, triage, and stabilization on a walk-in basis. The Urgent Walk-In Clinic is the only service available to indigent clients in crisis in Multnomah County with immediate access to a psychiatrist or psychiatric mental health nurse practitioner for medication evaluation and treatment. The clients primarily seen at the walk-in clinic are indigent. The total number of clients served was 5,000 for a year.

Utilization Review – This function, operated in the Call Center, provides authorization oversight of Verity funds and indigent treatment funds for those experiencing mental health emergencies and crises. This clinical function ensures that expenditures stay within budget. The total number of clients managed was 2,586 for a year.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Total Crisis System Contacts ¹	0	0	62,028	62,000
Outcome	% of adults whose respite stay resulted in a reduction in hospital use ²	95.0%	0.0%	95.0%	95.0%
Outcome	% of clients seen by the UWIC that did not need to be referred on to an ER ³	97.5%	97.0%	97.0%	97.0%

Performance Measure - Description

¹This is a new measure - there is not an output purchased for this FY. Total crisis system contacts = call center contacts (est. FY09-10: 53,120), project respond contacts (est. FY09-10: 1,322) walk-in clinics (est. FY09-10: 5,000) and utilization review (est. FY09-10: 2,586).

²The first outcome measure shows the percent of adult respite admissions that used respite as a hospital diversion or as a step-down from a hospitalization reducing the hospital length of stay. Both of these directly reduce the number of inpatient bed days used for both insured and uninsured residents.

³The second outcome measure shows the percent of clients evaluated and stabilized by the Urgent Walk-In Clinic (UWIC) that did not need to be sent to an ER for potential hospitalization.

Legal/Contractual Obligation

State of Oregon Mental Health Organization contract, Oregon Administrative Rules 410-141-0120 and 410-141-140, and Oregon Revised Statute 430.630. Local Mental Health Authority/Community Mental Health Program responsibility to provide crisis services.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Personnel	\$97,140	\$2,180,232	\$0	\$2,448,887
Contracts	\$1,052,299	\$2,167,310	\$1,073,345	\$3,036,662
Materials & Supplies	\$2,523	\$42,658	\$0	\$25,540
Internal Services	\$26,493	\$404,212	\$0	\$313,437
Total GF/non-GF:	\$1,178,455	\$4,794,412	\$1,073,345	\$5,824,526
Program Total:	\$5,972,867		\$6,897,871	
Program FTE	3.00	20.56	0.00	23.56
Program Revenues				
Fees, Permits & Charges	\$0	\$6,000	\$0	\$0
Intergovernmental	\$0	\$4,788,411	\$0	\$5,818,526
Other / Miscellaneous	\$0	\$0	\$0	\$6,000
Total Revenue:	\$0	\$4,794,411	\$0	\$5,824,526

Explanation of Revenues

\$1,735,251 - OHP Premium: Based on FY10 Rate per Client times number of clients as of 12/31/09
\$153,744 - State Mental Health Grant Local Admin; \$1,718,898 - State Mental Health Grant Non Residential, and \$2,210,633 - State Mental Health Grant Community Crisis Services: All Based on FY09-11 projected State Biennial Budget
\$6,000 - Fees: Based on FY10 received Y-T-D Revenue projections
\$1,073,345 - County General Fund

Significant Program Changes

Last year this program was: #25055A, Mental Health Crisis Services - Base

This program was funded to adequately provide a 24-hour mental health emergency response system 365 days per year.

Significant changes in this proposal include:

- Moving the Program Manager 1 and Office Assistant Senior positions from the MHASD Administration budget to this program offer. LA01 dollars from the MHASD Administration budget were transferred into this program offer to cover the positions.

This program offer includes a 2% inflationary increase of \$ 21,246 over FY10 for the County General Fund portion of contracted client services.