

**Lead Agency:** Health Department

**Program Contact:** WILEY Lynne

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Westside Health Center (WSHC) and its outreach programs are the primary hub for Multnomah County's (MC) homeless, 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 anchor of the Health Care for the Homeless Program. 65% of Westside Clients are homeless. WSHC serves the County's most medically complex clients, providing significant mental health and addictions care. Many clients have dual diagnoses, such as bipolar/schizophrenia, drug/alcohol abuse and serious medical conditions. Many have hepatitis C, MRSA or diabetes. Westside Health Center plays a key role in stopping the cycle of incarceration by providing healthcare access to over 200 chronically mentally ill clients from corrections. Services are provided in collaboration with community mental health, corrections, drug treatment and shelters to provide access to their neediest homeless clients. Case management includes coordination with housing providers to increase supportive housing units and works to meet the goals of the 10 yr. Plan to End Homelessness. Last year, WSHC and outreach programs helped 1,500 severely mentally ill clients access psychiatric medications, who may otherwise remain untreated on the streets, posing a potentially greater risk to the general population.

**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	Number of client visits	0	23,302	20,578	26,573
Outcome	Patients will be screened for depression on an annual basis	0.0%	60.0%	51.0%	90.0%
Quality	Number of days for a new patient appointment	0	7	4	4
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	0.0%	80.0%	51.0%	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: clinic focus group formed to address specific identified issues.

## 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 ability to pay.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Personnel	\$0	\$3,690,603	\$0	\$3,907,121
Contracts	\$275,314	\$332,605	\$0	\$596,988
Materials & Supplies	\$0	\$161,025	\$0	\$724,616
Internal Services	\$141,024	\$1,128,930	\$295,789	\$802,998
Total GF/non-GF:	<b>\$416,338</b>	<b>\$5,313,163</b>	<b>\$295,789</b>	<b>\$6,031,723</b>
Program Total:	<b>\$5,729,501</b>		<b>\$6,327,512</b>	
Program FTE	0.00	35.18	0.00	36.30
<b>Program Revenues</b>				
Indirect for dep't Admin	\$324,730	\$0	\$324,130	\$0
Fees, Permits & Charges	\$0	\$111,096	\$0	\$84,408
Intergovernmental	\$0	\$5,245,434	\$0	\$5,947,315
<b>Total Revenue:</b>	<b>\$324,730</b>	<b>\$5,356,530</b>	<b>\$324,130</b>	<b>\$6,031,723</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:** #40021A, Westside Health Clinic  
Increased .3 FTE NP and supporting team. Billable visits will increase by 630.