

Lead Agency: County Human Services

Program Contact: David Hidalgo

Program Offer Type: Existing Operating

Related Programs:

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 FY10 was 61,561.

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. Interpretation services are available for callers when needed. It also provides the following services: deploys 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 was 50,848 for FY10.

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 2,466 in FY10.

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 5,071 in FY10.

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 contacts was 3,176 in FY10.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Total Crisis System Contacts ¹	61,561	62,000	62,000	62,000
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ER ²	97.0%	97.0%	97.0%	97.0%

Performance Measure - Description

¹Total crisis system contacts actuals for FY10 = call center contacts (50,848), project respond contacts (2,466), urgent walk-in clinics contacts (5,071) and utilization reviews (3,176).

²The outcome measure shows the percentage 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	2011	2011	2012	2012
Personnel	\$0	\$2,448,887	\$0	\$2,256,384
Contracts	\$1,073,345	\$3,036,662	\$1,073,345	\$2,957,413
Materials & Supplies	\$0	\$25,540	\$0	\$104,763
Internal Services	\$0	\$313,437	\$0	\$281,099
Total GF/non-GF:	\$1,073,345	\$5,824,526	\$1,073,345	\$5,599,659
Program Total:	\$6,897,871		\$6,673,004	
Program FTE	0.00	21.41	0.00	20.76
Program Revenues				
Indirect for dep't Admin	\$0	\$0	\$35,057	\$0
Intergovernmental	\$0	\$5,818,526	\$0	\$5,505,659
Other / Miscellaneous	\$0	\$6,000	\$0	\$94,000
Total Revenue:	\$0	\$5,824,526	\$35,057	\$5,599,659

Explanation of Revenues

\$159,015 - State Mental Health Grant Local Admin; \$1,720,504 - State Mental Health Grant Non Residential; \$2,118,115 - State Mental Health Grant Community Crisis Services: Based on FY11 revised budget
\$88,000 - State Mental Health Grant Beginning Working Capital: Based on estimated FY11 carryover
\$1,508,025 - Oregon Health Plan Premium: Based on FY11 Rate per Client times number of clients as of 12/31/10
\$6,000 - Fees: Based on FY11 received Y-T-D Revenue projections
\$1,073,345 - County General Fund

Significant Program Changes

Last year this program was: