

Lead Agency: Health Department

Program Contact: Marilyn Boss

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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Number of client visits	23,103	26,573	21,604	26,248
Outcome	Patients will be screened for depression on an annual basis	32.0%	90.0%	75.0%	90.0%
Quality	Number of days for a new patient appointment	4	4	8	5
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	53.0%	80.0%	51.0%	70.0%

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	2011	2011	2012	2012
Personnel	\$0	\$3,907,121	\$0	\$3,809,951
Contracts	\$0	\$596,988	\$0	\$494,032
Materials & Supplies	\$0	\$724,616	\$59,496	\$155,345
Internal Services	\$295,789	\$802,998	\$238,075	\$757,095
Total GF/non-GF:	\$295,789	\$6,031,723	\$297,571	\$5,216,423
Program Total:	\$6,327,512		\$5,513,994	
Program FTE	0.00	36.30	0.00	35.50
Program Revenues				
Indirect for dep't Admin	\$324,130	\$0	\$311,735	\$0
Fees, Permits & Charges	\$0	\$84,408	\$0	\$69,488
Intergovernmental	\$0	\$5,947,315	\$0	\$5,146,935
Total Revenue:	\$324,130	\$6,031,723	\$311,735	\$5,216,423

Explanation of Revenues

Westside Health Clinic is supported by federal BPHC grant as well as enhanced Medicaid/Medicare fee revenue. County General Fund is used as local in-kind to obtain and keep Primary Care and to serve uninsured patients.

Medical fees: \$2,969,625
Federal Primary Care grant: \$1,085,148
Federal Primary Care Homeless grant: \$1,161,650
County general fund: \$297,571

Significant Program Changes

Last year this program was: #40021, Westside Health Clinic

Due to the completion of the ARRA: CIP grant and incremental adjustments to realign medical provider teams so that they are consistent within the department and responsive to the needs of the community they serve, the Westside Health Clinic is reduced by \$813,518 and 0.80 FTE.