

**Lead Agency:** County Human Services

**Program Contact:** David Hidalgo

**Program Offer Type:** Existing Operating

**Related Programs:** 25055A

**Program Characteristics:** Backfill State/Federal/Grant, In Target

### Executive Summary

This scaled offer represents the \$1,584,090 million state general fund FY12 reduction in crisis services. In order to maintain services at current level Verity OHP fund is needed.

This program offer allows the Mental Health and Addiction Services Division to continue to operate the complete 24 hour a day, seven day a week behavioral health emergency crisis response system continuum of services. FY12 services include a crisis hotline, mobile crisis outreach and an urgent walk-in clinic.

### 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, afterhours hospitalization authorizations for Verity members, and authorizations for indigent medications and transportation. The total number of calls managed is 52,336 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 2,169 for a year.

**Urgent Walk-In Clinic (UWIC)** – 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 4,305 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 contacts was 4,016 for a year.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Total Crisis System Contacts <sup>1</sup>	0	0	0	28,321
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ER**	0.0%	0.0%	0.0%	97.0%

### Performance Measure - Description

<sup>1</sup> Total crisis system contacts actuals for FY11 = call center contacts (52,336), project respond contacts (2,169), urgent walk in clinics contacts (4,305) and utilization reviews (4,016). This measure equals the total number of contacts in offer 25055A subtracted from the total number of contacts provided in FY11 (62,826).

**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
<b>Program Expenses</b>	2012	2012	2013	2013
Personnel	\$0	\$0	\$0	\$817,633
Contracts	\$0	\$0	\$0	\$766,456
Internal Services	\$0	\$0	\$0	\$71,126
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,655,215</b>
Program Total:	<b>\$0</b>		<b>\$1,655,215</b>	
Program FTE	0.00	0.00	0.00	8.16
<b>Program Revenues</b>				
Indirect for dep't Admin	\$0	\$0	\$38,177	\$0
Intergovernmental	\$0	\$0	\$0	\$1,655,215
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$38,177</b>	<b>\$1,655,215</b>

**Explanation of Revenues**

\$1,655,215 - Oregon Health Plan (Verity) Reserves

**Significant Program Changes**

**Last year this program was:** #25055, Behavioral Health Crisis Services

Includes 7.66 FTE-Mental Health Consultants & 0.5 FTE Program Supervisor previously budgeted in FY 2012's Program Offer 25055-Behavioral Health Crisis Services.