

Lead Agency: County Human Services

Program Contact: Neal Rotman

Program Offer Type: Existing Operating

Related Programs: 25055A

Program Characteristics: Out of Target

Executive Summary

This scaled offer represents the \$1,584,090 million state general fund FY12 reduction in crisis services that the county chose to backfill on a one-time-only basis for FY13. By backfilling again in FY14, the Mental Health and Addiction Services Division can continue to operate the complete 24 hour a day, seven day a week behavioral health emergency crisis response system continuum of services. FY13 services include a crisis hotline, mobile crisis outreach and an urgent walk-in clinic.

The amount of contacts for the first six months of FY13 indicate an increase of approximately 10% in all crisis contacts.

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 crisis counseling, provides treatment information and referral, linkage to behavioral health services, community education on suicide prevention, after hours hospitalization authorizations for Multnomah Mental Health members, and authorizations for indigent medications and transportation. The total number of calls managed in FY12 was 63,530.

Utilization Review - This function operated in the call center provides authorization oversight of Multnomah Mental Health funds and indigent treatment funds for those experiencing mental health emergencies and crisis. This clinical function ensures that expenditures stay within budget. The total number of after hours contacts was 3,649 for FY12.

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. In FY12, the total number of clients served was 2,040. The projected reduction in this program of only operating 14-hours a day Monday-Friday could reduce face to face contacts by 680 and negatively impact police response to the mentally ill and increase the use of Emergency Departments for those in crisis.

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 seen at the walk-in clinic are primarily indigent. The total number of clients served in FY12 was 3,349. The projected reduction to 10.5 hours-per-day Monday -Friday could reduce contacts by 1,500 and increase the use of Emergency departments for crisis evaluation and stabilization.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Total Crisis System Contacts ¹	0	0	2,180	2,180
Outcome	% of UWIC clients seen by the UWIC that did not need to be referred to an ED	0.0%	0.0%	97.0%	97.0%

Performance Measure - Description

¹ Crisis system contacts included here reflect return to current service levels including 680 Project Respond contacts and 1,500 contacts at Urgent Walk-in.

Percentage of Urgent Walk In contacts that do not need a referral to an Emergency Department for acute services.

Legal/Contractual Obligation**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2013	2013	2014	2014
Contracts	\$0	\$0	\$1,600,000	\$0
Total GF/non-GF:	\$0	\$0	\$1,600,000	\$0
Program Total:	\$0		\$1,600,000	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

\$1,600,000 - County General Fund

Significant Program Changes

✔ **Significantly Changed**

Last year this program was: #25055B, Behavioral Health Crisis Services Scale Up

This program offer reflects the costs of the behavioral health crisis services restoration to 24/7 service. For FY13, program offer 25055B included staffing and operating costs that are now shown on the base offer 25055A. This offer for FY14 includes pass through dollars to support the system.