

[Back to Table of Contents](#)

Multnomah County

Service Efforts and Accomplishments FY2002

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Overview

In Brief . . .

Accomplishments

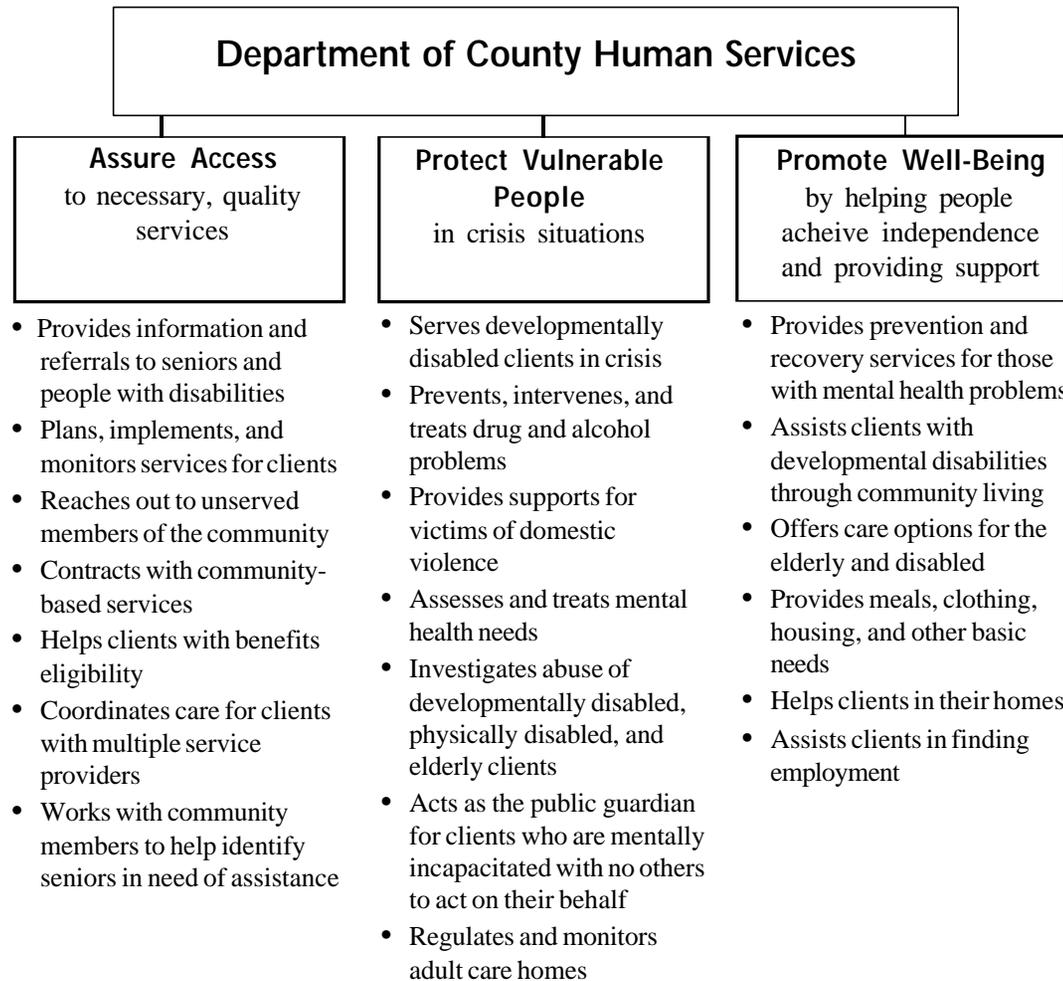
- Completed merger of services from two County departments to form the Department of County Human Services
- Continued implementation of the mental health care redesign
- Developmental Disabilities services began an innovative program in which personal agents work with families and clients on service plans based on choice, inclusion, and self-determination
- Developed new services to provide respite for families trying to keep an elderly or disabled relative at home as long as possible
- With the help of community organizations, completed a plan for domestic violence victim services to guide the funding and development of future services

Issues

- Ongoing budget cuts and future funding uncertainty will have an impact on the level and quality of services available to clients

The Department of County Human Services (DCHS) works to connect people to the services and support they need to live with dignity and independence. The Department serves the elderly; people with severe emotional, developmental, or physical disabilities; victims of domestic violence; and people with alcohol and drug problems. It provides most services through contracts with community-based organizations.

DCHS was formed recently, in February 2002, as a result of department reorganization.



Department of County Human Services

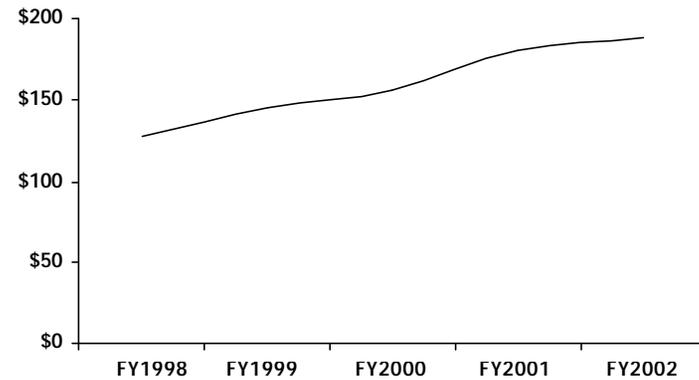
Spending and Staffing

Spending

Spending for services in the new Department of County Human Services was approximately \$188.5 million in Fiscal Year 2002 (July 1, 2001 – June 30, 2002), an increase of 48% since FY1998.

- \$283 was spent per county resident.
- Approximately 83% of DCHS’s revenue came from state and federal sources. The remaining 17% came from the County general fund and other sources.
- Mental Health and Addiction Services accounted for 43% of spending, Developmental Disabilities Services for 31%, Aging and Disabilities Services 19%, and Domestic Violence 1%. Six percent was administrative expense.

Department of County Human Services Spending
(In Millions of \$, Adjusted for Inflation)

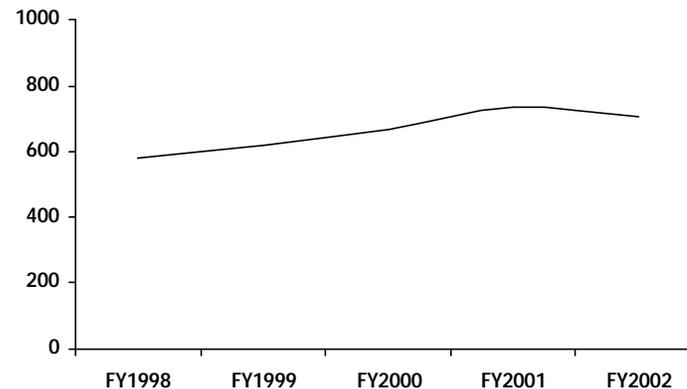


Staffing

The number of hours worked by staff in DCHS programs and administration was equal to 708 full-time positions in FY2002 (see note below). This is an increase of 22% over FY1998, but a decrease of 4% from FY2001. Just under half (49%) of staff work for Aging and Disabilities Services, 29% for Mental Health and Addiction Services, 14% for Developmental Disabilities, and less than .5% for Domestic Violence. The remainder (8%) of staff served in administrative functions.

Note: The data for spending and staffing are derived from dividing program and administrative costs and staff from the former Department of Community and Family Services and the Department of Aging and Disabilities Services into two new agencies: DCHS and the Office of School and Community Partnerships. Figures are estimates, not actuals.

Department of County Human Services Staffing
(Full-Time Equivalent Employees)



Department of County Human Services

Assure Access

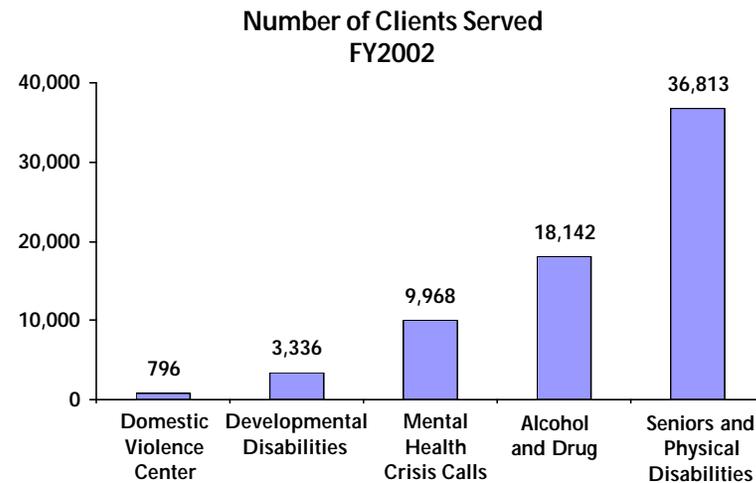
The County’s social service system is based on the following principles:

- Promote independence, choice, and dignity
- Strengthen people’s ability to be self-sufficient
- Work to keep people in their own homes and communities
- Promote rehabilitation and recovery rather than dependency
- Provide access to a range of flexible services that meet client needs
- Work with communities to increase access, diversity, and choice
- Provide culturally competent services
- Locate services in the community

The County believes that government should work with community agencies that have experience meeting clients’ needs. These agencies provide services in community and cultural centers, schools, churches, medical facilities, and other neighborhood sites so that those who need them can access them easily.

The County also believes that community organizations are stronger when they are not reliant on government funding only. By working with agencies that can also raise private dollars, the County maximizes the tax dollars spent on social services.

Following is a sample of the type of clients served by DCHS in FY2002.

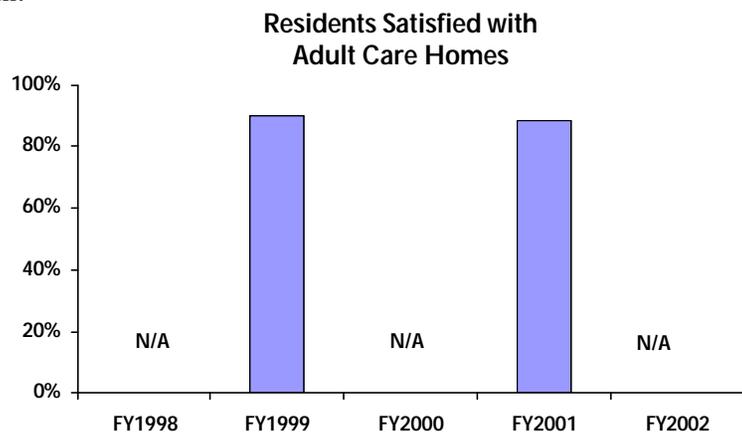


Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Domestic violence clients served	N/A	N/A	N/A	N/A	796
Clients with developmental disabilities served	2,779	2,975	3,050	2,577	3,336
Mental health crisis calls	N/A	N/A	N/A	N/A	9,968
Alcohol and drug treatment clients served	N/A	N/A	N/A	17,983	18,142
Senior and physically disabled clients served	32,625	33,688	N/A	35,552	36,813

Department of County Human Services

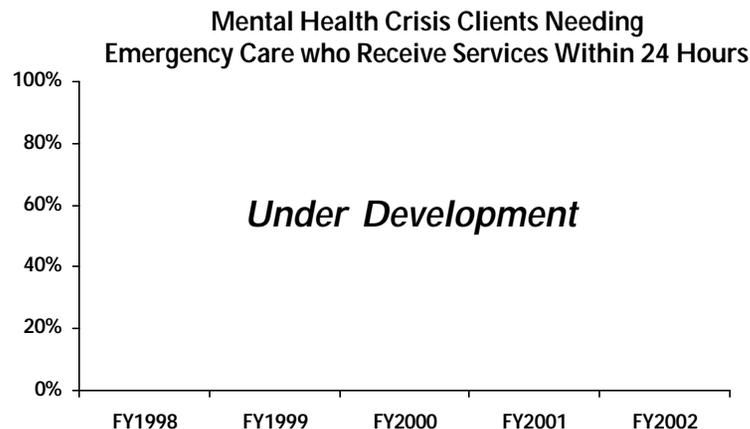
Assure Access

One example of how DCHS assures that clients have access to quality services is by contracting for services and monitoring these contracts. For example, DCHS contracts for adult foster care with private providers, and then monitors these homes to ensure they are safe and high quality. Recent surveys indicate that residents have a high level of satisfaction with the care provided in the homes they live in.



The mental health crisis care system underwent a significant transformation in 2001 to make needed improvements in services. DCHS created a new system that includes a central crisis hotline, 24 hour walk-in clinics, and a mobile crisis response team.

As a result of this redesign, many of the measures for mental health in this report are new.



Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Residential homes for people with developmental disabilities	N/A	N/A	117	117	117
Developmentally disabled clients using Self-Directed Supports Initiative	192	401	419	0	267
Referrals to service from community Gatekeepers for seniors and people with disabilities	796	1162	842	927	872
Daytime calls to Helpline for seniors and people with disabilities	9,498	11,185	15,943	15,994	14,608
After hours calls to Helpline	4,644	2,550	4,659	5,224*	4,747*
Calls to domestic violence crisis line	21,776	25,030	20,464	25,822	N/A
Children/adolescents mental health clients covered by the Oregon Health Plan	N/A	N/A	N/A	49,103	53,964
Adult mental health clients covered by the Oregon Health Plan	N/A	N/A	N/A	56,265	63,419

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Caller satisfaction with Helpline	N/A	78%	N/A	85%	N/A
Percent of mental health clients surveyed who got an appointment at a convenient time	N/A	N/A	N/A	88%	N/A
Percent of mental health clients surveyed who got an appointment at a convenient place	N/A	N/A	N/A	87%	N/A

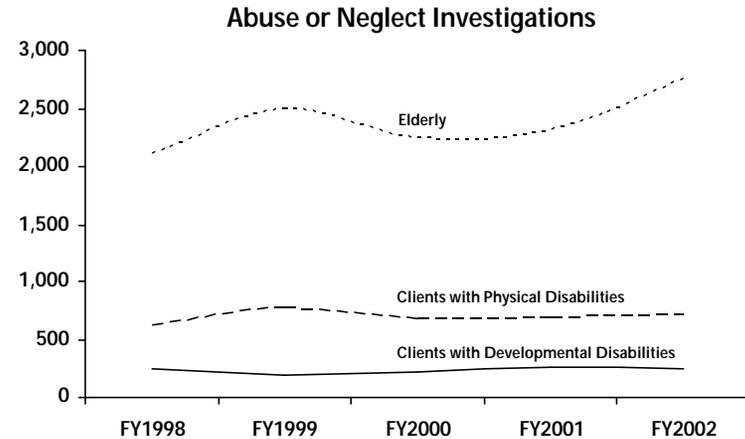
*includes Washington and Clackamas Counties

Department of County Human Services

Protect Vulnerable People

DCHS has a number of programs and safeguards in place to protect many of the community’s most vulnerable people and those who are in crisis. These services include abuse and neglect investigations, involuntary mental health commitment evaluations, crisis diversion, shelter and housing for domestic violence victims, alcohol and drug treatment, and guardianship of those with serious mental incapacitation.

The number of abuse and neglect investigations for elderly clients has risen in recent years, while the number for people with physical and developmental disabilities has remained relatively stable.

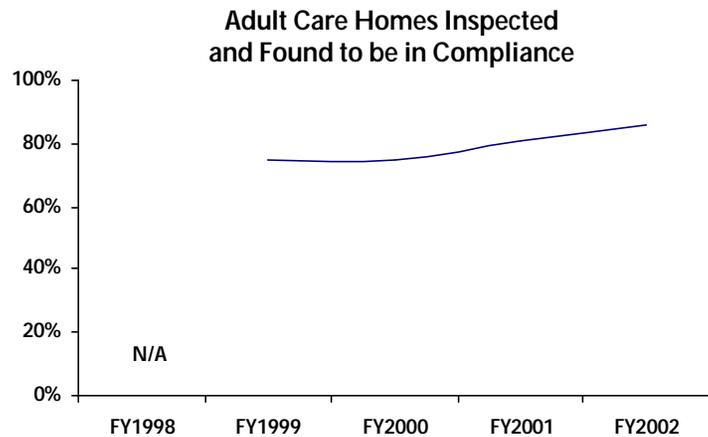


Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Involuntary mental health commitments	186	185	282	272	313
Developmentally disabled clients referred to crisis diversion	45	53	23	94	188
Clients in the Public Guardian program	182	181	169	171	167
Alcohol and drug client assessments provided	4,720	4,735	4,462	4,987	4,785
Alcohol and drug treatments provided					
Sobering episodes	12,322	11,769	12,722	12,894	11,833
Detoxification episodes	3,268	3,206	3,310	2,704	2,733
Residential treatment episodes	1,939	1,580	2,054	1,903	1,815
Outpatient treatment episodes	N/A	N/A	N/A	21,577	22,115
Driving under the influence of intoxicants (DUII) treatment episodes	4,476	5,305	5,417	2,915	2,485
Methadone maintenance episodes	2,872	2,946	3,611	3,364	3,520

Protect Vulnerable People

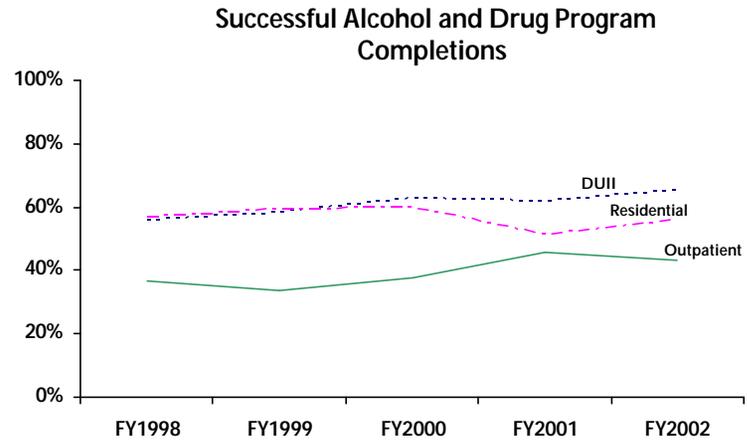
Adult Foster Care

DCHS also plays an oversight role in some services, making sure local agencies deliver high quality care to people in need. For example, the department monitors and licenses community-based homes that provide a stable, safe, and homelike environment for adults in need of 24-hour care. The percent of homes found to be in compliance during their first license renewal inspection has risen from 75% to 86% over the last four years.



Alcohol and Drug

The Department provides assessment and referral to treatment for people with serious drug and alcohol problems, including people charged with Driving Under the Influence of Intoxicants (DUII) crimes. Treatment is provided through community contractors. Research indicates that every dollar spent on alcohol and drug treatment saves more than five dollars in future expenses related to criminal justice, welfare, and victim costs. Treatment success rates have remained stable over the past five years.



Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of clients with developmental disabilities referred to crisis diversion	2%	2%	1%	4%	6%
Safe bed nights provided at domestic violence shelters and housing	N/A	N/A	N/A	N/A	20,682

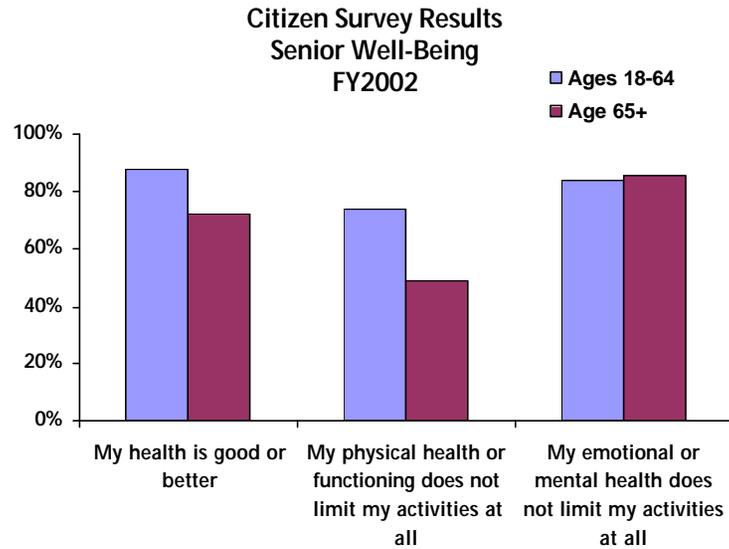
Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per domestic violence shelter bed night	N/A	N/A	N/A	N/A	\$36
Average cost for outpatient alcohol and drug treatment per day	N/A	N/A	N/A	N/A	\$1,155
Average cost for residential alcohol and drug treatment per day	N/A	N/A	N/A	N/A	\$7,200

Department of County Human Services

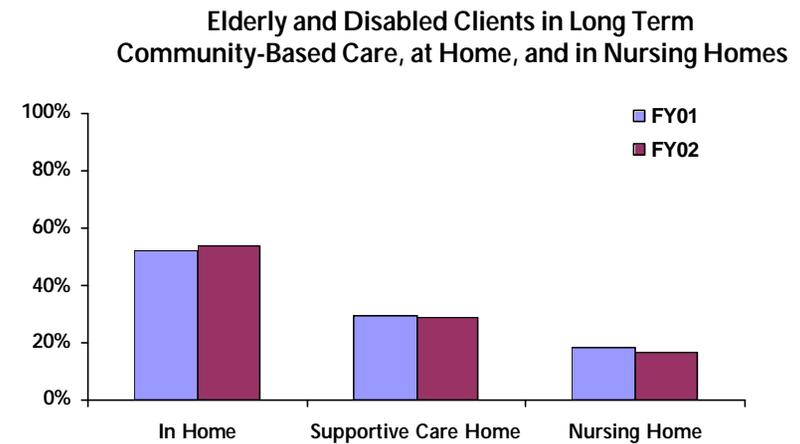
Promote Well-Being

Seniors and People with Disabilities

The Department works to ensure that seniors and people with disabilities continue to have a high quality of life. The most recent citizen survey showed that a high number of seniors consider themselves to be in good physical and emotional health, but only half feel that the state of their health does not impede many of their activities.



The County works toward helping people remain in their homes and communities for as long as possible. It contracts for a number of services, including in-home assistance, meal delivery, recreational and educational activities, and transportation. Serving clients in supportive community-based care costs approximately 63% less than serving them in nursing facilities. Serving them at home costs approximately 79% less.



Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Seniors and clients with disabilities helped with daily living assistance in their homes	N/A	N/A	N/A	43,562	47,678
Home delivered and congregate meals	711,728	704,199	703,395	619,754	576,608
Activities at Senior Centers	N/A	N/A	N/A	N/A	107,825
Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of seniors who reported that their neighborhood is a good place to live	N/A	N/A	N/A	94.7%	95.4%
Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per meal served (County funding only, approx. 35-50% of total cost per meal, adj. for inflation)	\$2.01	\$1.93	\$1.88	\$1.85	\$2.15

Department of County Human Services

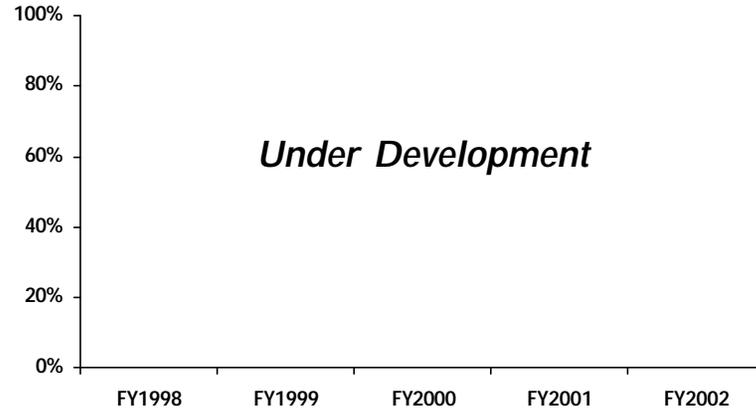
Promote Well-Being

Mental Health

DCHS manages resources for services to adults, adolescents, and children with mental illnesses and emotional and addictive disorders. The Department is responsible for providing or contracting for a continuum of crisis intervention and treatment services, and providing protective services, assessment, and referral.

The mental health system has recently undergone a major redesign that shifts the focus away from costly hospitalization once a person's problems have escalated, and toward early intervention, prevention, and crisis management.

Adult Mental Health Clients Who Improved Their Level of Functioning



Workload	FY1998	FY1999	FY2000	FY2001	FY2002
School-based informal mental health visits	9,102	7,868	8,339	4,529	7,567
Early childhood mental health program clients	1,400	1,523	3,038	7,000	7,226

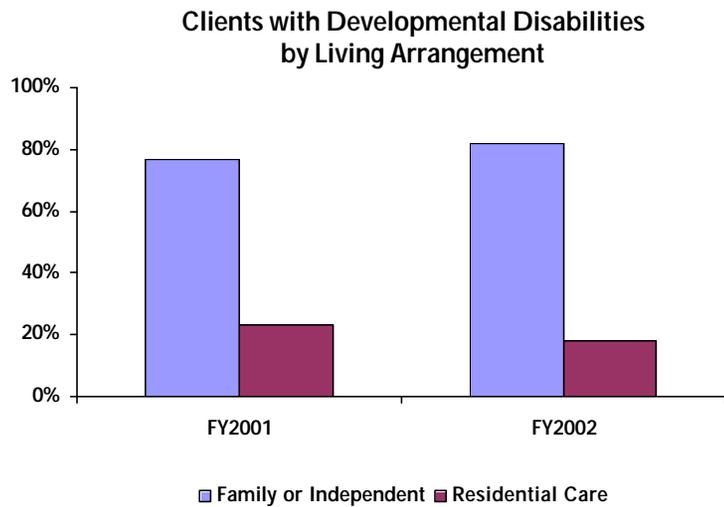
Results	FY1998	FY1999	FY2000	FY2001	FY2002
Child/adolescent mental health clients achieving a positive change in level of functioning (excludes contractors)	N/A	N/A	N/A	N/A	86%
Percent of adult mental health clients satisfied with services received		85%	85%	88%	N/A
Percent of child and adolescent mental health clients satisfied with services received		90%	86%	86%	N/A
Percent of mental health clients who reside in stable housing		Measure Under Development			

Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of mental health managed care dollars spent on direct care		Measure Under Development			

Promote Well-Being

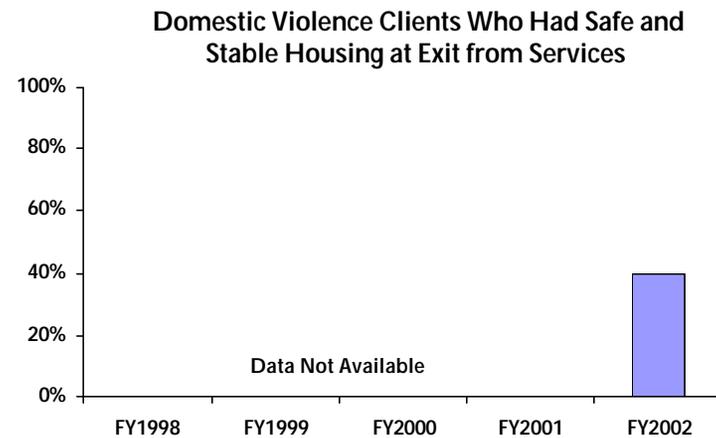
Developmental Disabilities

The Department's services for people with developmental disabilities and their families include service coordination, assistance with benefits, housing, and help when crises develop. DCHS works to help clients live independently or with their parents in the community for as long as possible. The percentage of clients remaining in their own homes or with family increased from 77% in FY2001 to 82% in FY2002.



Domestic Violence

DCHS helps to coordinate an effective response to domestic violence within the County. It contracts for prevention programs and for direct services, such as shelter, housing, and counseling. The measure below indicates the success of programs in helping domestic violence victims find safe and stable housing when they left services. Trend data will be available in the future.



[Back to Table of Contents](#)

[Next Section](#)

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