A stylized graphic on the left side of the slide. It features two dark green mountain peaks of different heights. Below the mountains is a dark green wavy line representing a shoreline or a body of water. At the bottom is a solid blue area representing water. The graphic is composed of simple geometric shapes and solid colors.

# Multnomah County's Behavioral Health Crisis System:

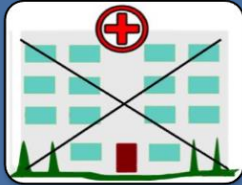
An Overview

Multnomah County Health Department  
Mental Health and Addiction Services  
Division  
Jan. 2016



## 1) Access

- 24/7 access and availability for everyone
- The “front door” to get to other parts of the system



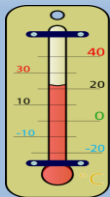
## 2) Diversion

- The **right service** at the **right time**
- Putting people at the appropriate level of care and avoiding unnecessary, costly higher levels of care such as hospitalization and jail



## 3) Navigation/Care Coordination

- Ensuring people who are connected *stay* connected, and those who are not *get* connected
- Stabilizing the need at hand and moving people on to the next point



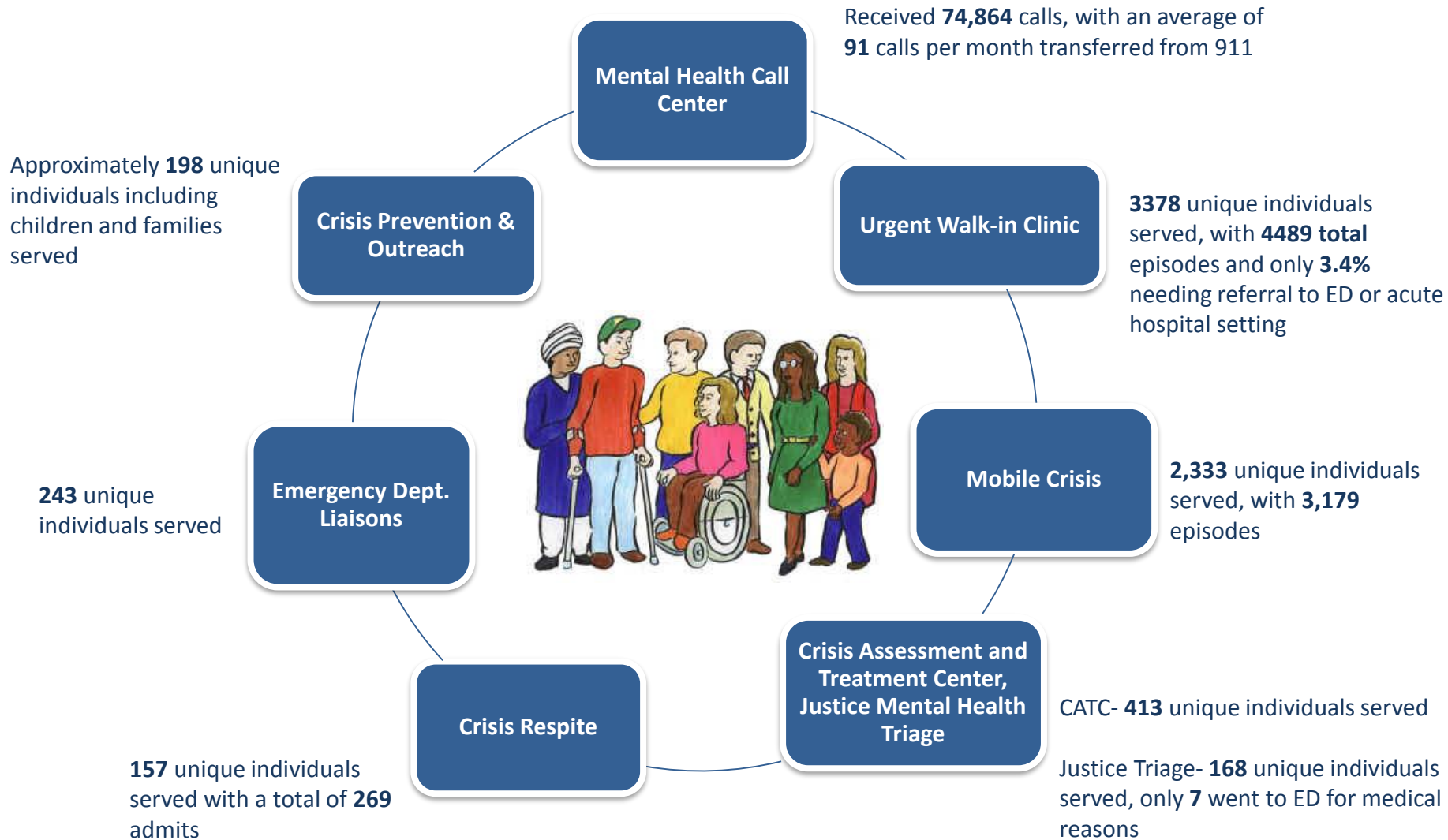
## 4) System Thermometer

- Method of gauging the health and effectiveness of the system
- E.g., increased use of crisis services alerts us to investigate further

# Crisis System | Crisis Services in the Continuum of Care



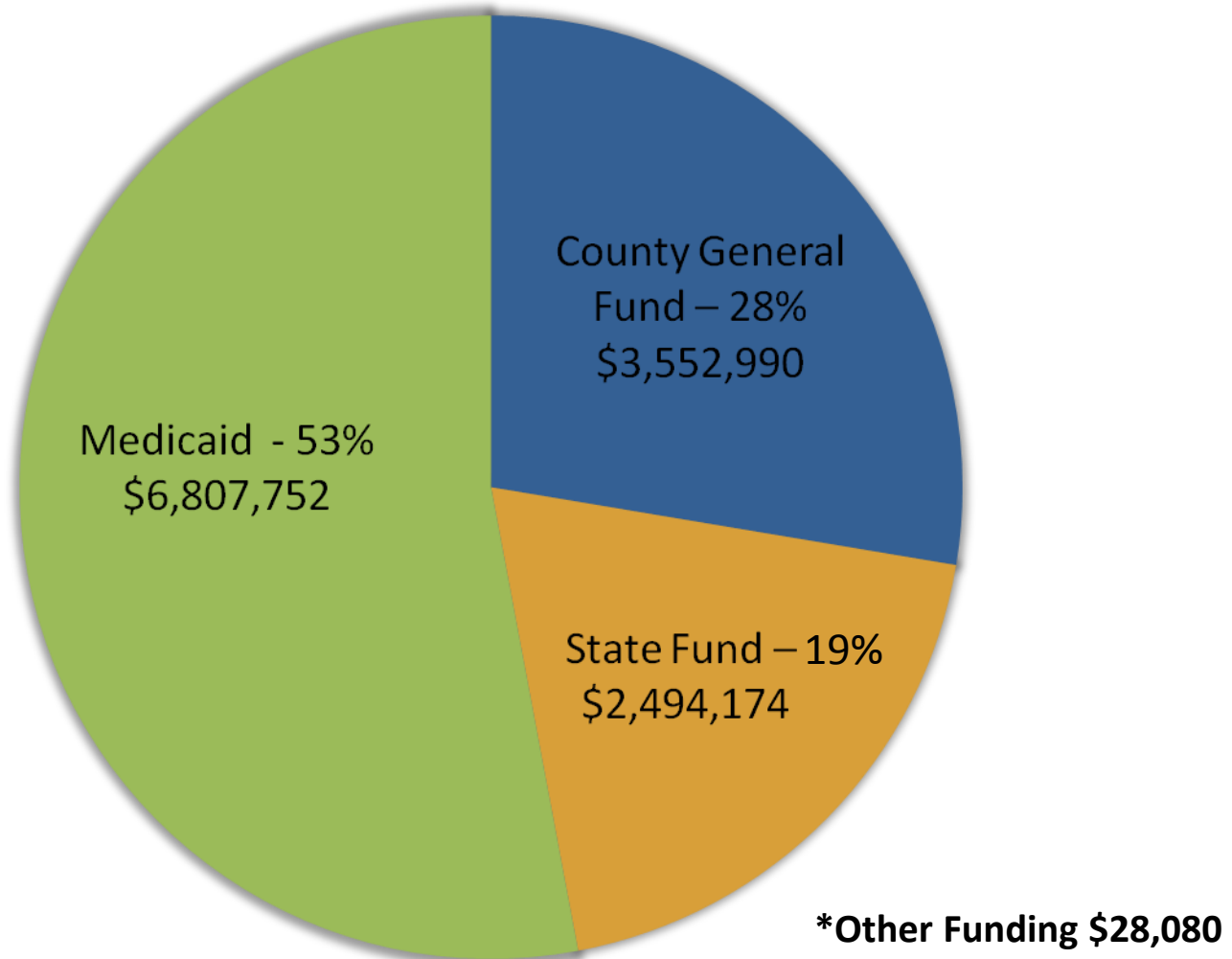
# Crisis System | Crisis Services Description



## Numbers Served in FY15



**Crisis Services Funding Total- \$12,882,996**



## **Crisis Services System**

- Hired an Interim Program Manager

## **Urgent Walk-In Clinic**

- Added a Resource Room and 1.5 FTE Peer Specialists

## **Mobile Crisis**

- Added two staff to make another team during high volume hours of 4pm-11pm
- Added 1 FTE Peer Specialist

## **Mental Health Call Center**

- Added 1 FTE Case Manager 2
- Relocated to New Facility/Co-located with Health Operations Center



## **Next Up: Community Partner Presentations**



## What We Know

- County is a partner with Unity project
- Unity brings a dedicated psychiatric emergency dept. component to our existing continuum
- County commitment staff will be co-located to ensure best outcomes
- Housing remains a need

## What to Consider Moving Forward

- Learn from past lessons
- Evaluate Unity's impact on the crisis system after a determined period of time
- Need for culturally responsive and culturally specific providers

