

Department: Health Department **Program Contact:** Jessica Jacobsen
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted
Related Programs: 40081
Program Characteristics: Backfill State/Federal/Grant

Executive Summary

The Care Coordination Unit was formed in 2020 in the Behavioral Health Division as a result of CCO 2.0 and will provide care coordination from early childhood to adulthood and include: Wraparound, Youth & Adult Intensive Care Coordination (ICC) & the Multnomah Intensive Care Coordination Team (M-ITT). Wraparound and Youth ICC provide a broad range of care coordination services and works within the multi-tiered Children System of Care Governance Structure to address cross system barriers for youth and families. Adult ICC provides integrated care coordination to adults with complex behavioral health needs to improve health outcomes and experience. M-ITT provides short term care coordination and case management to support adults during and after a psychiatric hospitalization to connect to services in the community.

Program Summary

Wraparound and Youth ICC are funded by Oregon Health Plan via a delegation agreement with Coordinated Care Organizations(s). Care Coordinators partner with DHS Child Welfare, School Districts, Department of Community Justice, Juvenile Justice, Intellectual Developmental Disabilities (IDD), Family and Youth Peer Partners (National Alliance of Mental Illness, Oregon Family Support Network, YouthEra), Community Mental Health providers, and other stakeholders to improve care and outcomes for clients. Approximately 350 youth, adults, and families are engaged in multi-system care coordination at any given time.

Wraparound and Youth ICC support family and youth as the primary decision makers in the development, implementation and modification of service delivery. Care Coordinators engage in a team planning process with adults, youth, their family and community partners/providers to develop a unified, strengths-based plan to address individualized needs. For youth participating in Wraparound services, their plan of care is youth-driven, family-guided, culturally responsive, multidisciplinary and includes both formal and natural supports. The goal is to help youth address mental health needs in order to be healthy, successful in school, and to remain in their communities. Care Coordinators connect individuals and families to community resources and use flex funding to support the individual’s treatment goals.

These programs ensure that program policies, procedures and services are individualized and are culturally and linguistically responsive. Staff are recruited and retained that are reflective of the communities served with several bicultural and bilingual staff available to work with African-American, Latinx and Spanish speaking clients. Peer Services are contracted out to qualified providers.

The LGBTQ+ KSA Wraparound Intake MHC position will be redirected to support the full youth continuum of care. This position will utilize LGBTQ+ expertise and an equity lens to provide systems review, quality improvement and technical support to Youth Care Coordination and Direct Clinical Services Teams. The other restored MHC position will provide care coordination and crisis supports to youth and families impacted by trauma.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of unique children served in Youth Care Coordination.	628	680	589	600
Outcome	% score measuring family's satisfaction and progress in Wraparound. ¹	N/A ¹	85%	N/A ¹	85%
Output	Referrals processed in Youth Care Coordination. ²	363	415	342	350
Output	Total number of clients served in M-ITT.	609	775	625	650

Performance Measures Descriptions

¹Data comes from Mean Total Satisfaction Score from WFI-EZ family survey, sample received too small to represent program. Due to COVID-19: Program unable to provide WFI-EZ in person. Individualized approaches utilized included email, paper mail, phone calls. FY21 OHA transitioned to a new database for WFI-EZs, electronic links via email. Initial increase in surveys followed by database error resulting in inability to complete the survey. ²Referrals changed substantially with CCO 2.0 transition.

Legal / Contractual Obligation

Delegation Agreement with Coordinated Care Organization(s) to provide Wraparound and Intensive Care Coordination.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$0	\$0	\$295,862	\$0
Total GF/non-GF	\$0	\$0	\$295,862	\$0
Program Total:	\$0		\$295,862	
Program FTE	0.00	0.00	2.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was:

The LGBTQ+ KSA Wraparound Intake MHC position will be redirected to support the full youth continuum of care. This position will utilize LGBTQ+ expertise and an equity lens to provide systems review, quality improvement and technical support to Youth Care Coordination and Direct Clinical Services Teams. The other restored MHC position will provide care coordination and crisis supports to youth and families impacted by trauma.