

Program #40100 - Trauma Intervention Services 3/2/2021

Department: Health Department **Program Contact:** Christa Jones
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

The Trauma Intervention Program (TIP) provides on-scene emotional and practical support to the victims of traumatic events and their family members. Emotional and practical support services include on-scene emotional support to clients; making necessary telephone calls, making arrangements for clean-up services, notifying family, friends and others; making referrals to follow up services; providing information and referral services; and performing one follow-up contact to verify the client’s welfare.

Program Summary

TIP has an existing contract with the Multnomah County Sheriff’s Office. Additional funding from the Behavioral Health Division (BHD) will fund TIP at national levels needed to sustain services for all of Multnomah County and increase training and civic engagement.

TIP has over 200 volunteer staff who are able to respond 24/7, 365 days per year. From June 1, 2019 to February 20, 2020, in Multnomah County, TIP responded to 213 calls for assistance and spent 639 hours assisting citizens, excluding hours spent at schools or larger events. The average response time for TIP is 21.9 minutes with 100% reliability. TIP is currently part of the COVID-19 response, including calling over 1500 staff/volunteers for wellness checks following their deployment to the county Emergency Operations Center. TIP responds to school shootings and has provided emotional and practical support services to Home Forward, Portland Public Schools, the courts, hospitals, libraries, and private businesses and residences, and other organizations, including Multnomah County. TIP strives to match responder demographics, including race and language, to the impacted community and has a large and diverse group of highly trained volunteers.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Respond to requests, including responders that match demographics of impacted community when requested	N/A	N/A	N/A	100
Outcome	Increase outreach, including to organizations that serve communities of color.	N/A	N/A	N/A	25% increase

Performance Measures Descriptions

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2021	2021	2022	2022
Contractual Services	\$50,000	\$0	\$50,000	\$0
Total GF/non-GF	\$50,000	\$0	\$50,000	\$0
Program Total:	\$50,000		\$50,000	
Program FTE	0.00	0.00	0.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2021: 40100 Trauma Intervention Services

*The performance measures and services within this program offer were impacted by COVID. Throughout the pandemic providers have grappled with: multiple temporary closures of facilities, programs, and services; operating at reduced censuses to comply with social distancing requirements; temporary closures to new client intakes due to positive COVID cases among existing staff and/or clients; transition of in-person services to telehealth and/or a mix of telehealth and in-person services; staffing gaps due to quarantine requirements; changes to operational workflows, policies, and protocols; etc. Providers have reported a need to prioritize essential services and responding to crises and ever-changing challenges which has, in some cases, impacted their ability to collect and report data in a timely manner. Performance measures for FY20 and FY21 are likely not a true indicator of need or utilization in a normal year absent from these significant impacts due to the pandemic.