



Program #40100 - Trauma Intervention Services 7/14/2022

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

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 community members; 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 in addition to partnering with the Behavioral Health Division (BHD). BHD provides funding to TIP to ensure that TIP volunteers remain accessible to the Multnomah County community. 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 has over 200 volunteer staff who are able to respond 24/7, 365 days per year. From July 1, 2021 through November 30, 2021 TIP has responded to 631 requests for support in Multnomah County. They have provided over 3,975 hours of volunteer service in support of 2,008 individuals. The average response time for TIP is 20.3 minutes with 100% reliability. From February through September 2021, TIP trained and graduated 41 volunteers. 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. At the start of COVID-19, TIP implemented a new program to provide follow-up calls 30-45 days after the initial on-site contact. This program has been extremely impactful and well received. Additionally, During the heat event of June 2021, TIP provided a significant amount of support to Multnomah County residents. They experienced their busiest week ever from June 25th through July 1st 2021 they responded to 77 scenes of a tragedy with 98 volunteers supporting 297 clients with over 324 hours of service.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Respond to requests, including responders that match demographics of impacted community when requested	N/A	100	N/A	N/A
Outcome	Increase outreach, including to organizations that serve communities of color.	N/A	N/A	N/A	N/A
Output	Total number of community members served	NEW	NEW	4,800	4,800
Outcome	Percentage of community members who receive follow up contracts within 45 days	NEW	NEW	90%	90%

Performance Measures Descriptions

¹The Output and Outcome established in FY21 did not adequately reflect data reporting capabilities or demonstrate scope of services provided through TIP and was not collected by the provider for the current year. These are therefore sunsetted and replaced with new measures.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Contractual Services	\$50,000	\$0	\$52,680	\$0
Total GF/non-GF	\$50,000	\$0	\$52,680	\$0
Program Total:	\$50,000		\$52,680	
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 2022: 40100 Trauma Intervention Services

COVID and other community events increased overall acuity and challenged the behavioral health system, impacting the need for trauma intervention. TIP trained and graduated 41 new volunteers.