



Department of County Human Services

**MULTNOMAH COUNTY OREGON**

Aging and Disability Services Division

**Community Services Program**

421 SW Oak Street, Suite 510

Portland, Oregon 97204-1817

**Helpline: (503) 988-3646**

(503) 988-3620 Main

(503) 988-3656 Fax

(503) 988-3683 TTY

March 4, 2014

**MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN:** Divisions of Aging and Disability Services (ADS) Helpline/Aging & Disability Resource Connection (ADRC) and the Mental Health and Addiction Services Mental Health Crisis Call Center (MHCCC)

The purpose of this MOU is to establish roles, responsibilities and procedures. This includes responsibilities related to assessing and triaging calls, providing information, referral, assistance and crisis intervention.

Each call center will maintain an up-to-date, specialized resource database of service providers in Multnomah County relating to their respective roles as outlined in this MOU.

**Roles:**

The Helpline/ADRC provides information and assistance to support seniors and people with disabilities, veterans and caregivers in assessing their needs, and linking them to the most appropriate services. The Helpline/ADRC also conducts follow-up and advocacy to individuals experiencing barriers. These services are offered during regular service hours, Monday – Friday 8:00 a.m. to 5:00 p.m. *Outside of regular business hours urgent needs are met by contracted service providers.*

The Mental Health Crisis Call Center (MHCCC) provides mental health and addictions related crisis counseling by phone with 24/7 mobile outreach for in-person crisis assessment. The MHCCC also provides care coordination and advocacy for timely access to an array of services from routine to emergency. In addition, the MHCCC provides general information and referral services to callers with needs relating to mental health and addictions to low-cost or sliding-scale agencies to meet these needs. Information and referral includes support and assistance to callers with finding mental health or addiction providers, including non-crisis community resources.

**Call Handling Procedures and Responsibilities:**

**Helpline/ADRC**

When Helpline/ADRC staff receive calls relating to mental health and addictions services they will either refer or transfer the caller to the MHCCC. It is agreed that appropriate mental health and addictions related questions include but are not limited to:

- Mental health and/or addictions crisis intervention and assessment services
- Mental health and/or addictions counseling services
- Mental health and/or addictions outpatient or in-patient services
- Mental health and/or addictions support groups



- Mental health and/or addictions community support and advocacy

Additionally, the Helpline/ADRC and the after-hours contractors, (Protocol Call Center and/or after hours consultants), will transfer or refer callers directly to the MHCCC.

## **MHCCC**

MHCCC staff will warm-transfer calls relating to services related to seniors, veterans, or adults with disabilities to the Helpline/ADRC<sup>1</sup>.

It is agreed that MHCCC staff will refer questions regarding seniors, veterans, and adults with disabilities to the Helpline/ADRC. These concerns include but are not limited to:

- Abuse, neglect, or other adult protective service issues
- Advocacy in meeting basic needs.
- Adult day care
- Application for SNAP and/or Medicaid benefits
- Assessment for services
- Caregiver or respite resources
- Financial assistance In-home or community-based assistance Insurance counseling.
- Legal assistance
- Transportation
- Veterans services and benefits (for any veteran regardless of age).

## **MHCCC Advocacy**

This procedure is for clients who have OHP Multnomah Mental Health (MMH) insurance. When receiving a call from a client requesting a PCA based on mental health needs the call center staff should:

1. Refer the client to their mental health provider. It is part of the role of contracted MMH agencies to assist clients in getting PCA services when appropriate. If the client does not have a mental health provider direct the client to set up mental health services by calling the MMH member services line, 503.988.5887.
2. If a client is having difficulty setting up PCA services due to their mental health provider not being able to properly assist the client, direct the client to call the MMH Complaint Line, 503.988.8600. It is the role of the MMH complaints department to mediate between the client and MMH contracted mental health agencies when service related problems arise between the client and the agency.

## **Values:**

We value warm transfers between both call centers because we recognize consumers face many barriers like financial, language, age, physical or developmental disabilities, communication impairments, emotional situations, mental health issues, or other barriers.

If staff discover an inconsistency between the original stated need and the result of their own phone assessment, especially if it relates to a potential safety concern, it is important to check back with the staff who received the original call or staff with a supervisor to ensure proper closure and/or resolution to the case.



Each call center will also provide periodic training updates to each other, as needed.

Lee Girard 3/4/14

Authorized Signature:

Lee Girard

Multnomah County DCHS – ADS Community Services Manager

Neal Rotman 3/4/14

Authorized Signature:

Neal Rotman

Multnomah County DCHS – Community Mental Health Program Manager



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**Addendum for Medicare Referral Resources**

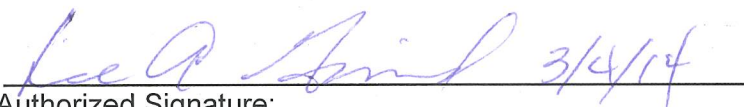
1. Heath Department's Intake line – 503-988-5558 (six locations)
2. Cedar Hills takes Medicare for inpatient and possibly outpatient counseling – 503-944-5000
3. Western Psych 503-253-4600 (Higher functioning people who don't need case management)
4. Fanno Creek Clinic – 503-452-0915 has 2 Social Workers who accept Medicare
5. Jewish Family accepts Medicare – 503-226-7079 (Not limited to people of Jewish faith)
6. Rosewood family Health Center – 503-772-4335
7. Richmond Clinic (OHSU) – 503-418-3900

All the Oregon Health Plan outpatient clinics have some Medicare slots for the portion of Federal money they receive. Have the client check about a co-pay for these. They are:


1. Cascadia behavioral health – 503-674-7777 (3 sites)
2. Lifeworks – 503-645-9010 (6 sites)
3. Lutheran Community Services – 503-231-7480
4. Quest Center for integrative health – 503-238-5203
5. Central City Concern – 503-228-7134

\*\*For urgent matters: Cascadia Urgent Walk in clinic: 2415 SE 43rd (bus #4), 7am –10:30 pm everyday of the year. No cost. There is a prescriber there.

This might bridge the gap until clients' first appointment with their ongoing prescriber and counselor if symptoms are severe and need is urgent. No benzo's or opiates are prescribed here.

  
Authorized Signature:

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Multnomah County DCHS – ADS Community Services Manager

  
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