



Department of County Human Services
Mental Health and Addiction Services Division
Mental Health Call Center



Staffed by Master's level clinicians 24 hours a day, 7 days a week

Inpatient Care Coordination

- Discharge planning and follow up

Children's Sub-acute Authorization

- Triaging and authorizing each individual placement

Children and Adult Inpatient Authorization

- Triaging and authorizing each individual placement

Indigent Medication Authorization

- Determining eligibility for the county's program for indigent, uninsured individuals who have a severe mental illness

Indigent Treatment Authorization

- Determining eligibility for the county's program for indigent, uninsured individuals who have a severe mental illness

Exceptional Needs Authorization

- Determining the clinical necessity for specific treatment modalities that are not available within the provider panel

Crisis Flex Funds

- Authorizing use of funds when necessary to prevent or alleviate an individual's mental health crisis

Crisis Stabilization

- Crisis counseling over the phone by master's level clinicians

Transportation to Crisis Services

- Arranging for an individual's transportation to crisis services when clinically appropriate

Mobile Crisis Dispatch

- Dispatching mobile crisis when it is determined that a face to face evaluation or welfare check is necessary

Hospital and Jail Diversion

- Providing placement options to hospital and jail staff calling about individuals who would be more appropriately served in the mental health outpatient system

Multnomah MH Member Services

- Referring members to treatment providers and performing member service functions

Information/ Referral to non-crisis callers

- Providing information about mental health and addictions and low-cost and/ sliding scale treatment agencies

Multnomah County Crisis Line

503-988-4888

Serves all Multnomah County residents

Multnomah MH Member Services

503-988-5887

Serves Oregon Health Plan Members enrolled in Multnomah MH

Early Assessment and Support Alliance (EASA)

503-988-3272

Initial screening for admission to early psychosis intervention program

FamilyCare Oregon Health Plan Member Services After Hours Line

Serves Oregon Health Plan members enrolled in FamilyCare

Department of Community Justice

Serves staff from DCJ trying to divert individuals from inappropriate jail stays

Portland Police Bureau

Serves police trying to divert individuals from inappropriate jail stays

Bureau of Emergency Communications 911

Pilot Project: Accepting suicide calls transferred from 911