

Behavioral Health Support Lines:

A resource for housing and homeless service providers in the Metro region

There is no wrong call.

Housing and homeless service providers often struggle to navigate the complex behavioral health system or to know where to begin for their clients experiencing homelessness. **The behavioral health support lines in Multnomah, Clackamas and Washington Counties are here for you.**

Multnomah County Behavioral Health Call Center: 503-988-4888

Visit: <https://www.multco.us/behavioral-health/mental-health-crisis-intervention>

Clackamas Crisis and Support Line: 503-655-8585

Visit: <https://www.clackamas.us/behavioralhealth/urgentmentalhealth>

Washington County Crisis Line: 503-291-9111

Visit: <https://www.washingtoncountyor.gov/behavioral-health/hawthorn-walk-center>

Services are free and available in multiple languages. All calls are confidential.

- Calls are answered 24 hours a day.
- A client/participant does not need to be in crisis in order for a provider to call.
- Providers can call with clients or on behalf of clients. Clients may also call the crisis line for themselves.
- Call center staff will ask questions to help find the best resource for the current situation. The best next step may differ case to case.
- All staff at the call center are highly trained and use a trauma-informed approach to assess needs, offer support, and provide resources and referrals. Call center staff can assess suicide risk, lethality risk, help deescalate situations and determine if an emergency response is needed.
- Call center staff can look up to see if a person is insured through Medicaid to find potential mental health treatment.

Examples of assistance available through the crisis hotline, based on circumstance and need:

- Referral to low-cost or sliding-scale agencies
- Assistance with getting on Medicaid
- Help finding local behavioral health supports and providers
- Information about non-crisis community resources
- Referral to culturally specific providers
- Mobile crisis services dispatch
- Support accessing an urgent walk-in clinic
- Warm transfer to an outpatient provider