

Cross-Sector Case Conferencing

New in 2025



A New & Unique Conferencing Space

- New pilot program developed with Health Share of Oregon
- Dedicated space for cross-system collaboration
- Opportunity to get support addressing Participants' unmet health and care needs
- Currently being offered in Washington, Clackamas, and Multnomah Counties

**What is
Cross-Sector
Case
Conferencing
(CSCC)?**

Cross-Sector Case Conferencing Partners

- Health Share of Oregon
- Trillium Health Plan
- Health Systems and providers including CareOregon, Providence, Kaiser, OHSU
- MultCo Health Department Behavioral Health Division
- MultCo Aging, Disability, and Veterans Services
- Multco Homeless Services Department
- The Peer Company (formerly Mental Health Addiction Association of Oregon)
- Central City Concern- Heart Team
- Service Providers who refer households

Resources We Can Connect Participants To

- Referral to Primary Care Doctor
- Durable Medical Equipment
- Dental Health
- Medication /Medical supplies
- Wound Care
- Dementia Supports
- Higher levels of care guidance
- Chronic Disease Support
- Supports for Daily Living Activities (bathing, toileting, grooming, etc)
- Behavioral/Mental Health Connections
- Peer Support for SUD use/recovery options
- Surgery Support
- Intellectual and Developmental Disabilities Review

Care Coordination Services

- Single point of contact for CareOregon Regional Care Teams
 - Primary care providers
 - Mental health providers
 - Specialists
 - Pharmacy
 - Social Services (through health plans)
- Develop and implement personalized care plans
- Ensures participants are optimizing health plans and care and receiving tailored solutions

Who is Eligible?



Open to Homeless Services Department Contracted Providers within the entire homeless services care continuum including Youth, Family, and Adult systems, Permanent Supportive Housing, Rapid Rehousing, Shelter, Outreach, CoC Programs, RLRA, etc

Please note that no housing resources will be discussed/offered in this space*



Adults aged 55+ are prioritized; but any age is welcome

How to access Cross-Sector Case Conferencing

[Access Referral Form](#)



Cross Sector Case Conferencing Referral Form

Welcome! We are excited to share the referral form for Multnomah County's new Cross Sector Case Conferencing (CSCC) Pilot Program.

The goal of the CSCC Pilot is to create a dedicated space for cross-system collaboration to support participants who are experiencing unmet healthcare needs in our joined effort to increase pathways for access to healthcare and social services.

Eligibility:

- Open to those experiencing homelessness or enrolled in a homeless service system housing program (e.g. Permanent Supportive Housing, Rapid Rehousing, etc)
- Adults aged 55+ will be prioritized but any age is welcome to apply

Cross Sector Case Conferencing Partners:

- Health Share of Oregon (coordinated care organization for Oregon Health Plan members)
- Trillium Health Plan (coordinated care organization for Oregon Health Plan members)
- Health Systems and providers including Care Oregon, Providence, Kaiser, OHSU and

Steps in the Process

1

Service providers meet with participant to discuss Cross-Sector Case Conferencing (CSCC), goals for engaging in the process, and sign ROI(s) with participant

2

Service provider submits referral

3

Cross-Sector Case Conferencing (CSCC) Coordinator will respond within 3 business days to schedule a meeting to review the referral

Steps in the Process (continued...)



Service provider who submitted the referral attends a Case Conferencing session to discuss the participant's goals and needs.



CSCC convenes to provide resources

Note* HSD staff will provide note taking during CSCC sessions to capture suggestions and recommendations. Notes will be provided to referring parties within 2 business days.

All suggestions from CSCC are not required, but are rather ideas and suggestions to bring back to participant for discussion and follow up.

Two Release of Information (ROI) Options

General ROI

- Used anytime anyone is referred for Cross-Sector Case Conference
- *Must be signed with participant*

42 CFR ROI

- Optional Form
- Participant can sign if they want any substance use to be discussed

Both forms will need to be uploaded in HMIS

General ROI

*Must be signed
with participant
to consent to
CSCC

Coordinated Access for Adults and Families: Authorization for Disclosure of Confidential Information

Please note: Cross Sector Case Conferencing requires written authorization in order to proceed.

Coordinated Access for Adults and Families is a network of separate agencies that coordinate the delivery of rental assistance and supportive services to individuals and families, primarily who are homeless, with priority for those with the longest history of homelessness and most service needs. A full list of Coordinated Access for Adults and Families partner agencies is available upon request and published online at jobs.us/coordinated-access/coordinated-access-2/.

Coordinated Access for Adults and Families agencies will enter the information you provide into a vendor-hosted Homeless Management Information System (HMIS), a computerized and secured record-keeping system known as ServicePoint. These agencies are required by law to maintain the privacy of your personal information. Your information will not be disclosed to other agencies without your authorization except as required or permitted by law. Coordinated Access for Adults and Families is a collaborative effort that provides a centralized approach to assessing and prioritizing individuals and families experiencing homelessness for housing, social, and health services. Coordinated Access for Adults and Families collects personal information from individuals, including income, employment, disability status, veteran status, history of homelessness, current housing situation, and service needs. This information is used to assess eligibility for housing, social, and health services, prioritize need, refer to providers, track progress, and evaluate the system's effectiveness. The Coordinated Access for Adults and Families system may share personal information with housing, social and health service providers, government agencies, researchers, and other organizations working to end homelessness and erase health disparities. Individuals have the right to access, correct, delete, and opt-out of sharing their personal information with researchers. For more information, contact the Coordinated Access for Adults and Families system at the provided contact information.

By signing this form, I authorize the entities listed on Attachment A to disclose: my Client Record [Name, Social Security Number, and Veteran Status], Demographics [Date of Birth, Gender, Race, and Ethnicity], healthcare information [health plan enrollment, current and past providers, current and historic conditions and treatment], Coordinated Access related Program Enrollment and Exit Information, information about the nature of my situation, and Services and Referrals I receive, to Coordinated Access for Adults and Families partner agencies for the purpose of payment, health care operations activities and coordination of housing, healthcare, disability, and services addressing social determinants of health. I also authorize the disclosure of information to Housing Owners or Property Managers to facilitate access to housing opportunities.

Additionally, I authorize the disclosure of information between multiple Multnomah County agencies and external providers (See Attachment A) for the purpose of coordinating care and interventions that will help to improve my health and wellness and aid in my access to and retention of housing.

If you have questions about your privacy, please contact the Coordinated Housing Access Team (CHAT) Hotline at 844-765-9384.

42 CFR ROI

*Optional Form

Confidentiality release
of information for any
substance use to be
discussed in CSCC



**COORDINATED ACCESS CROSS SECTOR CASE CONFERENCING
CONSENT TO RELEASE RECORDS
CONTAINING SUBSTANCE USE DISORDER INFORMATION
42 CFR Part 2 and HIPAA**

REMEMBER: Information disclosed pursuant to consent must be accompanied by the notice prohibiting redisclosure.

I, _____, authorize
[name]

[name or general designation of individual or entity making the disclosure]

to disclose the following:

____ Psychiatric/medical/substance use evaluation.

____ Psychiatric/medical/substance use discharge summary.

How often is CSCC Available?

Case Conferencing Sessions:

- Every 2nd and 4th Wednesday
- 11:00 am to 12:30 pm
- Virtual Google Meeting Atmosphere





Homeless Services Department

Questions?

- Jenny Greenberg, *HSD Coordinated Access: Health and Housing Program Specialist Sr:*
Jenny.Greenberg@multco.us
- Adam Peterson, *Health Share Portfolio Manager Health Care and Homeless Services Integration:*
PetersonA@healthshareoregon.org
- *Consulting Group:* [Community Solutions](#)



Homeless Services Department

Visit Our Website:

- ★ [HSD Cross Sector Case Conferencing Web Page](#)

Case Management Tools Can be found on web page including:

- Referral Form
- ROIs
- Project Info/Updates