

**Introduction:** This system map is designed as a visual and conceptual guide for professionals to navigate the intersection of **Aging Services** and **Behavioral Health (BH)** in Multnomah County.

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## **System Map: The Older Adult BH "Staircase"**

The system is organized by the **level of need**, moving from community support to intensive 24/7 care.

### **1. Community & Low-Intensity Support**

- **Outpatient Therapy:** Specialists include the **Cascadia Older Adult Program (503-674-7777)** and **LifeWorks NW (503-645-9010)**, **NW Anxiety Institute (503-542-7635)** for people experiencing **Hoarding Disorder**.
- **The "Front Door": Multnomah County BH Call Center (503-988-4888).** This is the starting point for crisis dispatch, and an option for information about behavioral health providers in our community.
- **Non-Clinical Support: The Peer Company** (formerly MHAAO) and **NAMI Multnomah** provide peer-led support and education.
- **Connection through primary care:** full time Behavioral Health Providers are on staff at all [Multnomah County primary care clinics](#) and many other primary care sites throughout the county and can be accessed by asking the PCP.

## 2. Enhanced Community Care (The "Bridge")

Community based services allow a person to remain in their home or in a licensed care facility and access useful behavioral health services

- **ECOS (Enhanced Care Outreach Services):** Enhanced Care Services (ECS) support older adults and adults with physical disabilities who also have behavioral health needs. These adults need to be approved for the Aging and People with Disabilities, Long Term Services System, known as ADVSD in Multnomah County, and are accessed by a case manager. The services include medication management, Peer support, and therapy, most of which is available at the licensed facility where the person resides.
- **[1915\(i\) Services](#):** Offers home-based outpatient care for Medicaid-eligible seniors requiring daily assistance due to mental health. The first step to accessing these is to meet with a mental health provider. \*See "Community Support" above.
- **Care Coordination:** Teams like **CHOICE**, **MITT**, and CCO Regional Care Teams (CareOregon/Trillium) help manage complex transitions.

## 3. Specialized Residential Settings

- **The "Front Door" to Residential:** Managed by the **CHOICE and Residential teams**. They support placement into licensed Mental Health Residential facilities.
- **ECF (Enhanced Care Facilities):** A high-intensity collaborative program for those with **complex medical AND psychiatric needs**. They serve individuals at risk of hospitalization or transitioning out of acute care. Enhanced Care Services are very specifically for people who are approved for LTSS ("aging") services, and accessed through the ADVSD Case Manager, though a behavioral health Case Manager can also refer to this program.
- **Sub-Acute Residential:** Short-term stabilization at facilities like **CAT-C** (referral only) or **Jackson House**.

#### 4. Acute & Involuntary Care

- **Cascadia Health Urgent Walk-In Clinic** can provide same-day assessment (including an Licensed Medical Professional assessment as indicated) and access to peer support

4212 SE Division St, Portland, OR 97206  
Monday through Friday 7am-10:30pm  
(503) 963-2575

- **Psychiatric Emergency: Unity Center** serves as the 24/7 psychiatric emergency room. Unity is accessed 24/7 for walk-in assessment and services. Address: 1225 NE 2nd Ave, Portland, OR 97232. Unity is the region's primary psychiatric emergency hospital. As such it works like any other Emergency department- folks come in by ambulance, come in via law enforcement, walk in the front door on their own. All of these are available options for getting to Unity. Once there, the Unity staff conduct a psychiatric assessment, comparable to the medical triage done at any other hospital emergency department, to determine if the person meets criteria for services.
- **Involuntary/Older Adult (OA) Units:** Dedicated geriatric psychiatric hospital units are located at **Providence Milwaukie** and **OHSU-Tuality**.
- **Mobile Crisis: Project Respond** can be dispatched via the Call Center for on-site crisis assessment.

 **System Contact & Resource Guide**

Goal	Who to Call	Primary Function
<b>Start Here / Crisis</b>	<b>BH Call Center</b> (503-988-4888)	24/7 Access point for all BH services.
<b>Aging Services</b>	<b>ADRC</b> (503-988-3646) Enhanced Care Services: <a href="#">Online Referral Form</a>	Info on long-term care and senior resources. Referral can be completed by ADVSD Case Manager or Behavioral Health Case Manager
<b>Complex Case Help</b>	<b>BH GeroSpecialist</b> <a href="mailto:bhd.older.adult@multco.us">bhd.older.adult@multco.us</a>	Systems navigation and complex case consultation.
<b>Residential Placement</b>	<b>CHOICE Care Coordination</b> email <a href="mailto:Multco-Choice-Leadership@multco.us">Multco-Choice-Leadership@multco.us</a>  <b>Residential Services</b> call Multnomah County Crisis Line 503.988.4888 and ask to speak with the Residential Worker of the Day email <a href="mailto:residential.specialists@multco.us">residential.specialists@multco.us</a>	Gateway to mental health residential housing.

Goal	Who to Call	Primary Function
<b>Specialized Meds</b>	<b>1915(i) Assessment</b>	Assessments for intensive home-based BH support.
<b>Care Coordination</b>	<p><b>CHOICE Care Coordination</b> (for adults with SPMI) email <a href="mailto:Multco-Choice-Leadership@multco.us">Multco-Choice-Leadership@multco.us</a></p> <p><b>Care Oregon</b> 503-416-4100</p> <p><b>Trillium</b> 877-600-5472</p>	Provide comprehensive care coordination for tri-county Medicaid eligible clients.

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### Important Notes

- **Legibility:** This summary is prepared with **14pt font** standards in mind for high visibility.
- **Collaboration:** For seniors with dual diagnoses (Behavioral Health +Aging), always contact a **Multnomah County Gero Specialist** [bhd.older.adult@multco.us](mailto:bhd.older.adult@multco.us) for a multi-disciplinary consultation. Older Adult Behavioral Health Initiative website: <https://oregonbhi.org/>
- **Feedback informed:** For changes or updates to this document, please contact [bhd.older.adult@multco.us](mailto:bhd.older.adult@multco.us)