



MHUCC UPDATE

March 2016

First, what is MHUCC?

MHUCC stands for mental health urgent care center. We're calling it "muck-see" for short — temporarily! A formal and collaborative naming process is coming soon, so please stay tuned. We'd love your input!

Health care for the mind

Urgent care facilities are increasingly common. Whether it's obtaining a prescription for a child's ear ache or treating a soccer-related swollen ankle, an urgent care center meets a need when your doctor isn't available — or if you don't have one — and prevents an unnecessary trip to the emergency room.

Work is underway in Washington County to provide the same type of service to people who are in emotional crisis or dealing with mental health concerns. The mental health urgent care center (MHUCC) will offer crisis counseling, information and referral, and connections to ongoing treatment. Services will be geared toward individuals who **do not** require intensive, hospital-based help. Anyone using the MHUCC will do so voluntarily.

The center will not be open around the clock. Instead, it will operate extended hours, including weekends. Both walk-ins and appointments will be available. Hours of operation may change over time, based on demand and funding availability.

Learning from others

While there is nothing like a MHUCC in Washington County today, there are similar programs elsewhere in the metro area that are being studied.

Clackamas County's Centerstone program, which is now four years old, co-locates all mental health crisis services while also providing the urgent care drop-in resource.

In Multnomah County, the Cascadia Walk-in Clinic is co-located with a health clinic run by Oregon Health and Sciences University.

At both centers, communication flows more seamlessly among staff, and there is a sense that patient care and referrals have improved. In addition to the professional mental health staff, trained peers who have successfully navigated their own mental health issues are a key part of service delivery.



The reception area at Centerstone is warm and welcoming.

Questions?

Send an email to:

MHUCC@co.washington.or.us

The search is on

We have made significant progress on program development, so the newest phase of the project is a search for the right space. An architect-led space planning process determined the facility size needed — not just for now but to ensure room for future expansion. The group decided that 13,000-15,000 square feet is about right. And it will definitely be easily accessed via public transportation.

Clackamas County's Centerstone program is already cramped in its leased space. They recently missed an opportunity to expand into space adjacent to them because a popular deli snatched up the space instead. This goes to show that a well-run mental health urgent care center can be seen as a good neighbor.



No, they aren't doing arts and crafts. They are figuring out the space requirements for the MHUCC.

It's a team effort

Beginning with strong support from the Washington County Board of Commissioners, the MHUCC project is pushing forward with help from many individuals and community organizations, including peers, families, hospitals, first responders, mental health providers, culturally specific groups, schools and local governments. The list is growing and currently includes:

- City of Beaverton
- Hillsboro Police Department
- Hillsboro School District
- Kaiser-Permanente
- LifeWorks NW
- Lutheran Community Services Northwest
- Metro West Ambulance
- Morrison Child and Family Services
- Native American Rehabilitation Association
- Providence Health Services
- Sequoia Mental Health Services
- Tualatin Valley Fire & Rescue
- Washington Co. Addictions
- Washington Co. Consumer Council
- Washington Co. EMS
- Washington Co. Mental Health
- Washington Co. National Alliance on Mental Illness
- Washington Co. Sheriff's Office

The \$64,000 question

The most common question people have is, "When will it open?" The most accurate answer is this: A firm schedule can only be set once a facility has been purchased or leased.

Assuming some remodeling will be required, it's safe to say that the earliest the MHUCC will open is in late 2017.

Exciting update to the 64K question!

We now expect to open the facility in **March 2017!** Stay tuned for details!

(May 2016)

Hungry for more?

The better informed Washington County residents are about the development of the MHUCC, the smoother and more productive its early operation will be.

If you would like to receive periodic project updates, have a question or concern, or would like to request a presentation to a community or neighborhood group, please send an email to MHUCC@co.washington.or.us. That's the best way to contact us right now.