What is a mental health urgent care center?
A mental health urgent care center (MHUCC) is a supportive place where adults and youth, including those in crisis, can receive client-centered care and assistance in accessing ongoing treatment and other helpful resources. A MHUCC offers crisis counseling, information and referral, treatment connection, and other types of supportive services to individuals who do not require intensive, hospital-based help to address mental health and addictions concerns.

Is there already a MHUCC in Washington County?
Not yet. Washington County’s Department of Health and Human Services is working with a broad group of mental health service providers, hospital systems, public agencies and advocacy groups to develop the county’s first MHUCC.

What help is available now for people in Washington County who need urgent mental health services?
Washington County maintains a crisis program through Lifeworks NW to provide rapid assessment and connection to care for people in crisis. This program is largely mobile and will often see people in their homes or the community. The urgent care center will expand these services by also offering a place people can go to receive support. The 24/7 crisis line number is 503-291-9111.

When will the MHUCC open?
We expect it to open in March 2017.

What will it be called?
We are in the process of gathering ideas for a facility name. We need a name that not only makes it clear what the MHUCC is and does, but also one that makes people feel safe and welcome. Email your suggestions to MHUCC@co.washington.or.us by August 31, 2016.

Where will the center be located?
After an extensive search, we have secured a facility that meets all of our criteria in terms of space, location and easy access to public transit. The MHUCC will be located at 5240 NE Elam Young Parkway in Hillsboro. All Washington County Human Services staff and programs will move into adjoining space. Neighbors in the complex include Oregon Department of Human Services and Washington County Disability, Aging and Veteran Services.

What will the hours be?
Details are still being worked out, but the facility will most likely be open 12 hours a day, including weekends. Both walk-ins and appointments will be available. Hours of operation may change over time, based on demand and funding availability.

What types of situations would bring someone to the MHUCC?
Anyone using the MHUCC will do so voluntarily. Here are a few examples:

- A new Washington County resident is unable to get in to see a psychiatrist before she runs out of critical medications for her mental health condition. MHUCC staff not only arranges for a medication refill but also assists her in locating a doctor for ongoing care.
A family member is worried about his loved one who is making odd statements and hasn’t been sleeping well, and he doesn’t know what to do.

A gentleman is worried about his wife, who has made statements about being “no good to anybody” and seems depressed. He thinks she needs help but is unsure where to get it.

A young man wants to stop using heroin. He wonders if he needs detox or residential treatment and would like to talk to someone about his options.

A woman is found walking in the streets, demonstrating psychosis. She wasn’t trying to hurt herself; she simply believes she must walk on the yellow line to be safe. Police bring her to MHUCC to assess her mental status and connect her to services.

**How much will services cost and will you accept insurance?**

Services will be available at no cost to anyone in Washington County, regardless of insurance status. Staff will ask for insurance information and bill insurance when available.

**How will it be staffed?**

Washington County is contracting with LifeWorks NW to provide staffing and services. Staff will include master’s level clinicians and people experienced in treating addictions. Additionally, individuals who have recovered from their own mental health issues will be available to help provide support.

**What is being done to ensure the safety of clients, staff and the community?**

Safety is a top priority of the MHUCC planners. The facility will be designed in a “trauma-informed” manner to help clients feel safe, and staff will provide services in a way that emphasizes respect and self-determination. Local law enforcement is playing an active role in the development of the MHUCC to help ensure the safety of all clients, staff and community members.

**What organizations are working together to develop the MHUCC?**

- Cascadia Behavioral Healthcare
- City of Beaverton
- Hillsboro Police Department on behalf of all police departments in Washington County
- 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 Program
- Washington Co. Consumer Council
- Washington Co. EMS
- Washington Co. Mental Health Program
- Washington Co. National Alliance on Mental Illness
- Washington Co. Sheriff’s Office

**How can I learn more?**

- Subscribe to our email list to receive updates by emailing [MHUCC@co.washington.or.us](mailto:MHUCC@co.washington.or.us).
- Find the most current information at [www.co.washington.or.us/MHUCC](http://www.co.washington.or.us/MHUCC).