

Your Rights, Your Responsibilities

You have the following **rights**:

- To be treated with respect and consideration
- To receive equal care under the law
- To have your information treated within the guidelines of HIPAA
- To have information about our program explained to you
- To file a grievance or end services at any time

You have the following **responsibilities**:

- To treat us with respect and consideration
- To be honest and share information to ensure you get the right services
- To ask questions when you don't understand
- To take part in working toward your goals

RIGHTS and
RESPONSIBILITIES

Tri-County 911 Service Coordination Program

TC911 Team Lead:

Rachel Phariss 503-313-8936
rachel.phariss@multco.us

TC911 Social Workers:

Erin Brochu 971-300-9952
erin.brochu@multco.us
Referral and waitlist management

Heather McIntosh 503-545-5964
heather.r.mcintosh@multco.us

Jerrold Meireis 503-351-2976
jerrod.meireis@multco.us

Melanie Rixford 971-413-9057
melanie.rixford@multco.us

Brianna Ganz 971-300-9965
brianna.ganz@multco.us

Other Administrative Concerns:

Mark Prinzmetal 971-300-9938
mark.prinzmetal@multco.us

*Helping to link with the right care,
at the right place and time.*



Public Health
Prevent. Promote. Protect.

Tri-County 911 Service Coordination Program (TC911)



**Our Services,
Your Rights**

About Us

We work with people who use emergency services when other services may be a better fit. We get referrals from fire and ambulance responders. We offer *short term* help (3 to 4 months) to connect you with long-term non-emergency services.

What We Do

Assess needs

Many people have needs for housing, food, clothes, mental health or health care. We want to understand your needs, as this helps direct what to focus on and how to move ahead. We may meet with you directly and/or gather information from others.

Set goals and action steps

Most people we work with have many needs. We will work together to focus on 1 or 2 things at the beginning. Since many smaller steps are needed to reach bigger goals, we will set action steps to be successful. We will do things and you will do things.



Link to services

We can help link people to other services, such as mental health, medical care, food, financial assistance programs, peer support, addictions treatment, housing assistance programs, job readiness, or skilled care facilities.

Coordinate care

We work with, and bring together, other providers, like doctors, counselors, case workers, or other supports you **may** have to improve coordination and communication.

Provide direct support

We may provide one-time or short term help with:

- Transportation to/from appointments: We help with applications for Trimet Honored Citizen cards, the LIFT program, and Medicaid Medical Transport. We may offer some cab vouchers or bus tickets.
- Basic needs, such as food, clothing, hygiene supplies, identification, glasses, a telephone, medications, clothing, bill payment, medical equipment, shelter. *We may help with applications to meet long term needs.*

We may do home, community or hospital visits as needed. We do try to have



regular contact with you. Staff may be able to attend some medical or other service appointments.

Educate and counsel

We will work with others to assure you are receiving good quality care at the level needed. We can offer health information; support around stress management, problem-solving, and communication skills; and can provide brief, supportive counseling.

What We Don't Do

- Mental health counseling or treatment
- Clean homes
- Prescribe or manage medications
- Provide care giving services or nursing care
- Have direct access to housing or housing funds
- Provide 24/7 crisis services
- Work weekends or evenings
- Provide long term service or support
- Things you are able to do on your own
- Things that would not improve your health or wellness

