



# NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

## Provider Bulletin March 2025

### WEBSITE LINKS:

#### Numbered Memorandum

<https://www.nsbhaso.org/memorandums>

#### Data Dictionary

<https://www.nsbhaso.org/data/dict>

#### Forms & Reports

<https://www.nsbhaso.org/form-reports>

#### Policies

<http://www.nsbhaso.org/policies>

#### Brochures

[www.nsbhaso.org/brochures](http://www.nsbhaso.org/brochures)

#### HCA Customer Service

<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care>

### Contact Us:

#### North Sound Behavioral Health Administrative Services Organization

2021 E. College Way, Suite 101

Mount Vernon, WA 98273

360.416.7013 1.800.684.3555

FAX: 360.899.4754

### NORTH SOUND BH-ASO WELCOMES NEW STAFF

Alma Solano is our new Accountant. She comes to the ASO from the Skagit County agricultural community, working as an accountant at local farms. She also held a position at Inspire Head Start in Mount Vernon. Alma received her Accounting Degree from Skagit Valley College, she comes with a wealth of experience and enthusiasm for her new position.

Rebecca (Becky) George is our Youth Navigator Coordinator. She previously worked at Providence Health Plan of Oregon, and locally she has worked with Volunteers of America and bedah?chelh Tulalip Tribes. Becky has a master's degree in education counseling and health informatics. Becky's experience and expertise will be invaluable in implementing our Youth Navigator Program in the North Sound.

Ana De Los Rios is our Youth Navigator. She comes from Youth Eastside Services in Bellevue, WA providing services to youth and families. Ana is bilingual and has an Associate Degree in Science and a Bachelor's Degree in criminal justice. Ana's experience working with youth and families will be vital to the work of the Youth Navigator Program.

### NORTH SOUND BH-ASO WELCOMES NEW MEDICAL DIRECTOR

We are pleased to introduce you to our new Medical Director, Sylvie Stacy M.D. Dr. Stacy is Medical Board Certified in Addiction Medicine, Preventative Medicine and Public Health. She comes with an expansive background in addiction medicine, quality assurance and utilization management.

### NEW PROMOTIONAL BROCHURES

All brochures for North Sound BH-ASO have been updated. Updates included removing redundancies, adding information about new programs, and highlighting 988 and Tribal resources. Copies of each resource can be downloaded and printed from [Brochures | North Sound BH-ASO](#).

### RETIRING STAFF

After twenty-three years with the North Sound, we will be saying a bittersweet goodbye to our Senior Accountant Darrell Heiner. Darrell has been through numerous iterations of the North Sound, first as the Regional Support network, then the Behavioral Health Organization and now the Administrative Services Organization. During those



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years Darrell's accounting prowess has kept us in good stead with every auditing body we've encountered. He has shown compassion for the individuals we serve, integrity in his work and dedication to the organization. We wish him all the best!

### NORTH SOUND BEHAVIORAL HEALTH YOUTH NAVIGATOR PROGRAM

In 2021, Governor Jay Inslee signed an emergency proclamation recognizing the current mental and behavioral health emergency among Washington's children and youth. The Health Care Authority (HCA), Kids' Mental Health Pierce County and the Developmental Disabilities Administration (DDA) have partnered in a statewide effort to support the ten Behavioral Health Administrative Service Organizations (BH-ASOs) in the development of the Youth Navigator Program (YNP). These statewide programs were rolled out in three phases, with the North Sound YNP planning phase beginning July 2024.

The North Sound YNP is a cross-system collaborative effort that will involve multiple systems and individuals in the five-county region that includes Snohomish, Skagit, Whatcom, Island and San Juan. This cross-system collaborative will join with youth and families at the local level to address the growing behavioral health crisis among children and youth. YNP will serve as a point of access and support system for children and youth, who are 5 to 18 years of age, regardless of insurance status, and are experiencing behavioral health challenges, with primary consideration given to youth boarding in emergency departments.

A Multi-Disciplinary Team (MDT) will be developed in each county and be a crucial component in assisting children, youth, families and community teams in accessing appropriate services, resources and developing a plan of care to ameliorate concerns with goals of reduction in emergency department boarding, reduce multiple inpatient stays and support stabilization and recovery, potentially reducing the need for higher levels of care.

YNP is still in the process of development and unable to take referrals at this time. If youth / family is need of assistance or you would like more information regarding YNP, please contact Angela Fraser-Powell – Youth Navigator Program Manager [angela\\_fraser-powell@nsbhaso.org](mailto:angela_fraser-powell@nsbhaso.org)

### TRIBAL DESIGNATED CRISIS RESPONDER PROGRAM

The Tribal Designated Crisis Responder (DCR) program is now operational and making great strides. Tulalip ITA Court is set to launch March 1st, and a second Tribal DCR is in process. Since its official launch in March 2024, The Tulalip Tribes Mobile Rapid Response Crisis Team has seen remarkable success. When fully staffed, the team will consist of two MHPs (Mental Health Professionals) and six certified peers. Future planning includes initiating a LEAD (Law Endorsed Assisted Diversion) program and continued strengthening our partnership with the Tulalip Police Department. Most referrals come from the community, alongside other programs, Tulalip Health Care, and various organizations. On-call services are available now but will eventually expand to 24/7 on site staffing.



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## **NORTH SOUND BH-ASO 2024 ANNUAL CRISIS ASSESSMENT**

North Sound BH-ASO completed our 2024 Annual Crisis Assessment as part of contract with the Health Care Authority (HCA)” Click [here](#) to read the full assessment.

## **LISTENING SESSIONS WITH COMMUNITY STAKEHOLDERS**

In December and January, North Sound BHASO partnered with Whatcom County, Compass and Volunteers of America to engage in Listening Sessions to meet with community stakeholders and Behavioral Health Crisis Providers to discuss what is working in the behavioral health continuum in Whatcom County. While our discussion had elements that focused specifically on the behavioral health crisis system, we also asked questions about the behavioral health continuum as a whole. The crisis system, in many ways, is affected if the rest of the continuum isn't as healthy. North Sound BHASO also has the ability, due to the multiple meetings and tables we sit at, to bring that wider feedback to state conversations. Stakeholders who met with us in the Whatcom Listening sessions included law enforcement, fire and EMT, providers from other systems of care like housing, the criminal justice system, and the hospital. The meetings were in-person and strengthened relationships with the wider community that may have wavered in the years of COVID. We are compiling the notes from those sessions to try to create a list of strengths, and a prioritization of the next steps to help improve our system. While we think much of the feedback could be extrapolated across the region, we also believe that each county behavioral health system likely has specific issues, barriers, and strengths. We are now in discussions with other counties to see if there is a need or desire to do similar listening sessions in those counties.