



# Statement of Work

## Regional Crisis Line – Telephone Support Services

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### **PURPOSE**

To provide a 24-hour a day, 7 days a week, Toll-Free Regional Crisis Line (RCL) to provide crisis intervention and triage services, including screening and referral to a network of providers and community resources. RCL services are provided in accordance with Washington Administrative Code (WAC) 246-341-0900 and 246-341-0905.

### **SERVICES**

North Sound Behavioral Health Administrative Services Organization (BH-ASO) contracts with Volunteers of America (VOA) to operate an integrated, coordinated, 24/7 seamless Regional Crisis Line serving the North Sound Regional Service Area (RSA). Crisis lines are often the first means of contact to an individual in crisis. VOA's Regional Crisis Line provides Triage and Referral services for individuals for whom services require a crisis response. Telephonic crisis services are available to individuals without the need to complete an intake evaluation or other screening assessment. Staff are available to receive incoming calls during regular business hours as well as all hours of the day outside of regular business hours. These services may include de-escalation and referral, communication assistance, screening and risk assessments, consultation and coordinating outreach to include contacting the Designated Crisis Responder (DCR), voluntary outreach teams.

Regional Crisis Line provides After care and post crisis follow up includes coordination with behavioral health providers. Regional Crisis Line service and will meet all requirements under WAC 246-341-0900 and WAC 246-341-0905. VOA ensures the availability of behavioral health crisis services on a 24-hour, 7 days per week basis. VOA is responsible for coordinating and cooperating with other providers, such as mobile crisis outreach programs and other stabilization services in North Sound ASO's network.

### **PROGRAM STAFFING**

Provider shall assure the availability of a 24/7 crisis hotline staffed supervised by a licensed Mental Health Professionals (MHP).

Additional staffing requirements for Crisis Regional Crisis line services are included in North Sound BH-ASO's 1700 policy series.

### **REPORTING**

Contractor shall ensure crisis call centers comply with the following crisis line performance standards:

- A. Telephone abandonment rate – performance standard is 5 percent or less.
- B. Telephone response time – performance standard is at least 90 percent of calls are answered within thirty (30) seconds.

Provider will comply with North Sound BH-ASO data reporting requirements as outlined in their contract and the North Sound BH-ASO *Supplemental Provider Service Guide*.

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