



Statement of Work

Crisis Triage and Stabilization

PURPOSE

Crisis Triage and Stabilization facilities, including Withdrawal Management facilities, are an asset to the community in providing a diversion and low-cost alternative to hospital emergency department utilization, incarceration, and recidivism in the criminal justice system.

Stabilization Services are provided to individuals who are experiencing a behavioral health crisis. These services are to be provided in the person's own home, or another home-like setting, or a setting which provides safety for the individual and the behavioral health professional (such as, facilities licensed by the Department of Health [DOH] or certified by the Division of Behavioral Health and Recovery [DBHR]) as either Crisis Stabilization or Crisis Triage facility.

Stabilization services shall include short-term face-to-face assistance with life skills training and understanding of medication effects. This service includes, a) follow-up to crisis services; and b) other individuals determined by a Behavioral Health Professional to need additional stabilization services. Stabilization services may be provided prior to an intake evaluation.

Crisis triage and stabilization facilities fill a need for urgent crisis services not found within emergency departments or inpatient hospitalization. These facilities also act as a resource for individuals experiencing a crisis who may encounter first responders because of their behavioral health symptoms.

DEFINITIONS

ASAM

American Society of Addiction Medicine. *The ASAM Criteria* defines the standards for conducting a comprehensive biopsychosocial assessment to inform patient placement and treatment planning

Evaluation and Treatment (E&T)

Any facility which can provide directly, or by direct arrangement with other public or private agencies, emergency E&T, outpatient care, and timely and appropriate inpatient care to Individuals suffering from a behavioral health disorder and who are at risk of harm or are gravely disabled, and which is licensed or certified as such by DOH. (RCW 71.05.020)

Involuntary Treatment Act(ITA)

The Involuntary Treatment Act provides the statutory framework for civil investigation, evaluation, detention, and commitment of individuals experiencing a mental disorder or a substance use disorder whose symptoms are so acute that the individual may need to be treated on an involuntary basis in an Evaluation and Treatment facility or Secure Withdrawal Management and Stabilization facility.

Mental Health Professional (MHP)

“Mental Health Professional” means:

- A psychiatrist, psychologist, psychiatric nurse, psychiatric nurse practitioner, physician assistant supervised by a psychiatrist, or social worker as defined in RCW 71.05.020;
- A person with a master's degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such persons shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a Mental Health Professional;
- A person who meets the waiver criteria of RCW 71.24.260, which was granted before 1986;
- A person who is licensed by DOH as a mental health counselor, mental health counselor associate, marriage and family therapist, or marriage and family therapist associate;
- A person who has an approved exception to perform the duties of a Mental Health Professional; or
- A person who has been granted a time-limited waiver of the minimum requirements of a Mental Health Professional

Secure Withdrawal Management and Stabilization Facility (SWMS)

A facility operated by either a public or private agency as defined in RCW 71.05.020 that provides evaluation and treatment to individuals detained for SUD ITA. This service does not include cost of room and board

Substance Use Disorder Professional (SUDP)

An individual who is certified according to RCW 18.205.020 and the certification requirements of WAC 246-811-030 to provide SUD services

SERVICE POPULATION

Non-Medicaid individuals who need crisis stabilization services and/or acute/sub-acute withdrawal management services.

Services for acute or sub-acute stabilization will be available 24 hours a day, 7 days a week for individuals 18 years of age or older experiencing sub-acute withdrawal management that meet admission criteria for the Triage Center.

Services will be available 24 hours a day, 7 days a week for individuals 18 years of age or older experiencing a mental health crisis that meet admission criteria.

An individual whose severity and/or acuity of the behavior or situation do not appear to meet the criteria for either emergency services.

The individual, family members, neighbors, law enforcement, or other professionals believe a brief substance use disorder assessment and intervention is warranted. This may include people who are isolating themselves in their homes, living in cars or on the streets, engaging in high risk or unusual behavior that could be attributed to a substance use disorder.

SERVICES

Crisis triage and stabilization facilities

Crisis triage and stabilization facilities are licensed by the Department of Health as Residential Treatment Facilities, with a certification to provide mental health crisis services. 23- hour facilities are licensed as outpatient behavioral health facilities, with a certification for crisis outreach services. WAC 246-341-1140

describes Crisis Stabilization and Triage services. Facilities may provide a combination of three services: 23-hour recliners, crisis triage beds, and crisis stabilization beds. Recliners are designated as a landing place for individuals' connection to community resources and need identification. Crisis stabilization and triage beds act as a behavioral health urgent care model. The facilities are designed for voluntary admissions, or temporary 12-hour police holds. Facilities offering only 23-hour services are unable to accommodate police holds. The length of stay ranges from 23 hours to 14 days. Individuals are active participants in their treatment and discharge planning. Elements include:

1. 24 hours per day/7 days per week availability.
2. Services may be provided prior to intake evaluation.
3. Service provided in the person's own home, or another home-like setting, or a setting that provides for safety of the person and the MHP.
4. Service is short-term and involves face-to-face assistance with life skills training and understanding of medication effects.
5. Service provided as follow-up to crisis services; and to other persons determined by the MHP in need of additional stabilization services.

Withdrawal Management Facilities

The North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) supports both youth and adult individuals in accessing medically necessary (per WAC 182-500-0070) residential WM services as assistance in the process of withdrawal from psychoactive substances in a safe and effective manner. North Sound BH-ASO supports WM services that include three (3) necessary components: Evaluation, stabilization and motivating individual readiness to engage in SUD treatment services.

The North Sound BH-ASO maintains a provider network of medically monitored acute Withdrawal Management (WM) services within the North Sound Regional Service Area (RSA) that are available to assess and accept individuals 24-hours a day and 7 days per week. These WM facilities are ASAM 3.7 Medically Monitored Inpatient WM (also known as acute detox). The provider network also includes a sub-acute ("social detox") facility serving ASAM 3.2 Level of care.

Secure Withdrawal Management and Stabilization

Secure Withdrawal Management and Stabilization (SWMS) facilities are operated by a public or private agency, or by the program of an agency that provides care to voluntarily and involuntarily committed individuals. The latter are detained and committed under Revised Code of Washington (RCW) 71.05, or RCW 71.34, given an assessed likelihood of serious harm or presence of grave disability resulting from a substance use disorder (SUD). Since 2018, Designated Crisis Responders have authority to detain a person for involuntary SUD treatment to a SWMS facility.

Level of care varies depending on the acuity of the SUD presentation, risk, and needs of the individual. Each facility must provide the following:

1. Assessment and treatment by certified SUD professionals or co-occurring disorder specialists
2. Clinical stabilization services

3. Acute or subacute detoxification services for intoxicated individuals
4. Discharge assistance by SUD professional or co-occurring disorder specialist
5. Involuntary length of stay at a SWMS facility initially is 120 hours with a possible 14-day commitment

North Sound BH-ASO Utilization Management requirements can be referenced in Policy 1594.00 Utilization Management. Timeframes and Notification of Coverage Determinations requirements can be referenced in North Sound BH-ASO Policy 1005.00 *Notice Requirements*.

The provider shall make every attempt to ensure individuals discharging from the facility have a follow up contact with the center within three (3) days of discharge. This can be in person or by telephone.

Services will be in compliance with WAC 246-341-1140 thru 246-341-1150.

North Sound BH-ASO provides authorization within available resources for Crisis Stabilization Services when provided in a person's own home, other home like setting, or in a facility licensed by DOH or certified by DBHR as either Crisis Stabilization Units or Crisis Triage. Authorization of payment is based on eligibility outlined in North Sound BH-ASO Policy 3055.00 *State General Funds and Federal Block Grant Allocation* and subject to utilization management requirements defined in North Sound BH-ASO Policy 1594.00 *Utilization Management Requirements*.

PROGRAM STAFFING

- Contractor shall comply with all licensing and certification requirements for the facility under WAC 246-337 and 246-341 or any successor.
- Provider shall provide sufficient staffing to operate the facility to maximum capacity, 24 hours a day/7 day a week.
- Provider shall have medical consultation provided by an MD, PA, or ARNP available 24 hours a day, 7 days a week for consultation with Nurses and/or other staff as appropriate.
- Substance use disorder professional (SUDP) services will be utilized in the treatment of substance use disorder and co-occurring conditions.