



North Sound Behavioral Health Advisory Board

Agenda

February 2, 2021

1:00 p.m. – 3:00 p.m.

Call to Order and Introductions

Revisions to the Agenda

Approval of January Minutes

Announcements

Linda Crothers, North Sound BH-ASO, Quality Specialist - Medication Assisted Treatment Prescription Drug and Opioid Addiction

Val Jones, North Sound BH-ASO, Quality Specialist – North Sound Youth and Family Coalition

Brief Comments or Questions from the Public

Executive/Finance Committee Report

- **Approval of December and January Expenditures**

Executive Director's Report

- **James Dixon, North Sound BH-ASO, Quality Specialist – Trueblood Update**

Old Business

- **Advisory Board Legislative Priorities**
- **Pre-Meeting Schedule**

New Business

- **North Sound BH-ASO Internal Quality Management Committee Metrics Discussion**

Report from Advisory Board Members

Reminder of Next Meeting

Adjourn



North Sound Behavioral Health Advisory Board

January 5, 2021

1:00 – 3:00

Meeting Minutes

Empowering individuals and families to improve their health and well-being

Members Present on Phone GoToMeeting Platform:

- **Island County: Candy Trautman, Chris Garden**
- **San Juan: Diana Porter**
- **Skagit County: Duncan West, Patti Bannister, Jere LaFollete, Ron Coakley**
- **Snohomish County: Marie Jubie, Fred Plappert, Pat O'Maley-Lanphear, Jack Eckrem, Joan Bethel, Jennifer Yuen**
- **Whatcom County: Arlene Feld, Kara Mitchell, Michael Massanari**

Members Excused:

- **Island County:**
- **San Juan County:**
- **Skagit County:**
- **Snohomish County:**
- **Whatcom County:**

Members Absent:

- **Island County:**
- **San Juan County:**
- **Skagit County:**
- **Snohomish County:**
- **Whatcom County: Mark McDonald**

North Sound BH-ASO Staff: Joe Valentine, Margaret Rojas, Maria Arreola (Recording).

Managed Care Organization Representation:

- **United Healthcare:**
- **Coordinated Care: Naomi Herrera**
- **Molina Healthcare: Kelly Anderson**
- **Community Health Plan of Washington [CHPW]: Marci Bloomquist**

Guests: Aaron Kirk, Skagit Valley College

Approved by Advisory Board

Pre-Meeting Training

No pre-meeting held this month.

Call to order and Introductions

The meeting was called to order by Chair West at 1:05 p.m.

Revisions to the Agenda

No revisions mentioned

Approval of December Minutes

Motion made for the approval of the December meeting minutes as written, motion seconded, all were in favor, motion carried.

Announcements

Arlene spoke of the new Whatcom county Crisis Stabilization Center opening next week.

Fred spoke of the Compass Health supportive housing progress in Snohomish county.

Brief Comments from the Public

None

Executive Directors Report

Joe reported on

- Governor's Budget
- Crisis Services
- Crisis Services Annual Assessment
- January Changes in ITA Laws
- Update on Behavioral Health Facilities
- Community Behavioral Health Enhancement Funds
- Behavioral Health Impact of COVID-19
- Update on BHO Close Out Liability

Executive Director's Action Items

Joe presented the Action Items that will be presented to the Board of Directors. Motion made to approve the Action Items to be forwarded to the Board of Directors for approval.

Motion made to approve all motions except Community Action of Skagit County-Ombuds and Opioid Outreach Services. Motion seconded. All in Favor, Motion Carried.

Motion made to approve Motion Community Action of Skagit County-Ombuds and Opioid Outreach Services, Patti recused herself from vote. Motion Seconded, All in Favor, Motion Carried.

Approved by Advisory Board

Executive/Finance Committee Report

The December Expenditures were reviewed and discussed. Chair West proposed to table the expenditures until the February meeting due to the need of clarification.

Senate Bill 5720 – Involuntary Treatment Act – Michael McAuely, North Sound BH-ASO Clinical Manager

Michael provided an in-depth overview of the Senate Bill 5720. Resources were provided for Members to research further into the Bill if desired.

- Involuntary Treatment Act – Revised Code of Washington 71.05 and 71.34
- SB 5720 High Level Changes
 - Initial detention period expansion
 - Patient Rights
 - RCW 71.34 and RCW 71.05
 - Aligns definitions
 - Aligns detention and commitment criteria
 - Requirements for DCRs to consider behavioral health history – 5 years
 - Incorporate Joel’s law proceedings
 - Notice of Firearm Suspension

Old Business

2021 Advisory Board Goals

Members reviewed and discussed drafted goals. It was suggested to incorporate an emphasis on youth crisis services. Youth have been increasingly deeply affected of behavioral health being during this pandemic of depression, anxiety, and suicide. The crisis system can be supported in the efforts to maintain the vital portion of the system for youth behavioral health.

Motion made to approve the proposed goals to include an emphasis on youth crisis services, Motion Seconded, All in Favor, Motion Carried.

County Coordinators Follow Up Discussion

Joe gave an update of the conversation with the County Coordinators of supporting efforts in recruitment. Maria will continue to communicate with the counties regarding vacancies. Members will have continue to recruit individuals from the community.

New Business

2021 Pre-Meeting Continuance

Members discussed various schedule options. It was suggested to have a poll sent out with these proposed options. Maria will reach out to the Members who don’t have internet access. Determination will occur during the February meeting.

Approved by Advisory Board

Advisory Board Legislative Priorities

Drafted priorities were reviewed. It was determined to have Chair West and Joe work on the priorities and bring back to the Board in February.

Report from Advisory Board Members

None

Reminder of Next Meeting

Tuesday, February 2, 2021 via GoToMeeting Platform

Adjourn

Chair West adjourned the meeting at 2:53 p.m.

APPROVED

**North Sound Behavioral Health Administrative Services Organization
Advisory Board Budget
Dec-2020**

		All Conferences	Board Development	Advisory Board Expenses	Stakeholder Transportation	Legislative Session	Video Contest	Contest Support
	Total	Project # 1	Project # 2	Project # 3	Project # 4	Project # 5	Project # 6	Project # 7
Budget	\$ 20,000.00	\$ 4,500.00	\$ 1,000.00	\$ 10,200.00		\$ 1,200.00	\$ 3,100.00	\$ 700.00
Expense	(3,840.92)	(725.00)		(1,626.47)		(1,139.45)	(350.00)	
Under / (Over) Budget	\$ 16,159.08	\$ 3,775.00	\$ 1,000.00	\$ 8,573.53	\$ -	\$ 60.55	\$ 2,750.00	\$ 700.00
		All expenses to attend Conferences	Advisory Board Retreat/Summit	Costs for Board Members (meals mileage, misc.)	Non- Advisory Board Members, to attend meetings and special events	Shuttle, meals, hotel, travel	All Expenses for Video Contest	Any Funding Received for the Video Contest

**North Sound Behavioral Health Administrative Services Organization
Advisory Board Budget
January 2021**

	Total	All Conferences	Board Development	Advisory Board Expenses	Stakeholder Transportation	Legislative Session
		Project # 1	Project # 2	Project # 3	Project # 4	Project # 5
Budget	\$ 20,000.00	\$ 9,900.00	\$ 1,000.00	\$ 9,000.00		\$ 100.00
Expense	0.00					
Under / (Over) Budget	\$ 20,000.00	\$ 9,900.00	\$ 1,000.00	\$ 9,000.00	\$ -	\$ 100.00



All expenses to attend Conferences	Advisory Board Retreat/Summit	Costs for Board Members (meals mileage, misc.)	Non- Advisory Board Members, to attend meetings and special events	Shuttle, meals, hotel, travel
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North Sound BH ASO Executive Director's Report

February 2, 2021

1. LEGISLATION AND BUDGET

- Several pieces of legislation related to Crisis Service and other Behavioral Health issues have been introduced so far. Some key bills of interest to the ASO are listed below.
- Attached is list of all behavioral health related bills prepared by DBHR. [\[Attachment 1\]](#)

Bill	Key Provisions
1182/5209	<p>Modeled after Georgia's program.</p> <p>Creates a state designated crisis hotline center(s) with broad responsibilities to coordinate with other crisis services including dispatching mobile crisis teams.</p> <p>Expands funding for other crisis services including demographically specific crisis teams.</p> <p>Creates an implementation coalition to make recommendations for implementation by July 2022.</p> <p>Creates a cabinet level 988 crisis hotline system director to provide oversight of the system.</p> <p>We have concerns about this bill because it appears to set up a parallel system and removes oversight from our counties.</p>
5073	Makes a number of technical changes to the ITA act, including allowing DCRs to use video for ITA investigations and expands minimum requirements for Less Restrictive Orders
5074	Establishes a "safe station pilot program" in fire stations. Allows them to employ SUD Peer specialists and make referrals to E&Ts and Withdrawal management facilities.
5157	Add performance measures to the statewide common measure set: 1) rates of criminal justice system involvement – rates of arrest/incarceration; 2) related improvement targets. Report of performance measures coordinating committee by December 2021. By July 2022, MCOs must adopt performance improvement projects. Related value-based purchasing terms must be incorporated into MCO contracts by January 2023

2. CRISIS SERVICES

- During the month of January, COVID continued to have a significant impact on the need for Crisis Services, especially on the Crisis Line.
- Here are some of the key metrics pulled from our two regular Crisis Services reports:
 - Weekly Crisis Capacity Indicator Report* – through **January 23** [\[attachment #2\]](#)
 - North Sound Crisis Metrics Report Excerpt*” for December [\[attachment #3\]](#)

Service	Metric	Source
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Calls to the Crisis Line	Calls had been trending upwards for some time, but now appear to be leveling out [but still much higher than they were this time last year].	Indicator Report – Page 2 Metrics Report-Page 4
Percentage of Abandoned Calls and Answer Time	Call Answer Time has dropped back down under the target level of 30 seconds. Abandonment rate has once again dropped down and is now at the 5.0% target level in spite of the significant increase in call volume.	Metrics Report– Pages 4&6
Crisis Services	The number of total crisis service dispatches also seem to have temporarily leveled out after climbing steadily for most of 2020.	Indicator Report – page 2
Crisis Services to persons 0-17	Similar to Crisis Calls for the general population, calls received from persons under 18 have leveled out. Crisis Services dispatches however, continued to increase with week-to-week fluctuations.	Indicator Report – page 3
Detentions and Commitments	The number of DCR dispatches and number of detentions and commitments have remained steady, while the number of “voluntary” mobile crisis outreaches had increased.	Indicators Report – page 2

3. CRISIS SERVICES ANNUAL ASSESSMENT

- We have completed and submitted the annual assessment of our Crisis Services system to HCA as required by our contract.
- The xx pages summary reviewed all of the data associated with the provision of crisis services during Calendar Year 2020, reviewed key performance metrics, and compared this information with the results of the stakeholder survey we sent out in December.
- Key successes, challenges and opportunities for improvement are briefly summarized in the report’s Executive Summary. The full report can be found on our website at: <https://nsbhaso.org/for-providers/forms>
- Key opportunities for improvement in 2021 include:
 1. Working with Crisis Services agencies to encourage and fund the expansion of follow up services to persons who have been assessed for involuntary commitment services.

2. Expanding mobile crisis outreach services to home and community settings to prevent crises from deteriorating to the point where Involuntary Treatment Act Services are needed.
3. Evaluating the degree to which communities of color and Limited English-Speaking persons know how to access crisis services and/or are comfortable doing so.
4. Expanding funding for co-responder models involving mobile crisis outreach staff and law enforcement.
5. Maintaining funding for Crisis Triage and Withdrawal Management facilities and encouraging their use as a central access point for crisis services for first responders and others.
6. Reaching out to primary care providers to educate them on the availability of crisis response services.
7. Continuing support of telehealth services for video ITA evaluations and support expansion of the use of telehealth for community-based crisis services.

Behavioral Health (BH) Bills

as of January 21, 2021

BH Bills to watch in red (not comprehensive, prior to cut-off on Feb.15)

Bill Number	Brief description
<u>HB 1007</u>	<ul style="list-style-type: none"> Concerning the completion of supervised experience through distance supervision (Reps Klippert & Slatter)
<u>HB 1086</u>	<ul style="list-style-type: none"> Creating the state office of behavioral health consumer advocacy (Reps. Simmons & Caldier)
<u>HB 1181</u>	<ul style="list-style-type: none"> Establishing programs and measures to prevent suicide among veterans and military members (Reps. Orwall & Boehnke)
<u>HB 1182/SB 5209</u>	<ul style="list-style-type: none"> Enhancing and expanding behavioral health and suicide prevention crisis response/988 BH crisis response line (Reps. Orwall/Davis & Sens. Dhingra/Darneille)
<u>HB 1186</u>	<ul style="list-style-type: none"> Juvenile rehabilitation (Reps. Goodman, Harris-Talley, Callen, Pollet)
<u>HB 1196/SB 5325</u>	<ul style="list-style-type: none"> Concerning audio-only telemedicine (Reps. Riccelli/Callan & Sen. Muzzall)
<u>HB 1205</u>	<ul style="list-style-type: none"> Paying for health care for children in the custody of the department of children, youth, and families (Reps. Caldier & Dent)
<u>HB 1281/SB 5240</u>	<ul style="list-style-type: none"> Protecting continuity in the community behavioral health system (Reps. Walsh/Santos & Sen. Jeff Wilson)
<u>HB 1286</u>	<ul style="list-style-type: none"> Adopting the psychology interjurisdictional compact (Reps. Chambers & Riccelli)
<u>HB 1296</u>	<ul style="list-style-type: none"> Providing a business and occupation tax preference for behavioral health administrative services organizations (Reps. Young & Thai)
<u>HB 1311</u>	<ul style="list-style-type: none"> Authorizing the issuance of substance use disorder professional certifications to persons participating in apprenticeship programs (Reps. Bronoske & Ryu)
<u>HB 1352</u>	<ul style="list-style-type: none"> Implementing policies related to children and youth behavioral health (Reps. Callan &





HB 1348

SB 5071

SB 5073

SB 5074

SB 5195

SB 5157

SB 5210

SB 5328

SB 5229

SB 5236

SB 5327

SB 5304

SB 5004

SB 5012

SB 5049

SB 5056


SB 5107

SB 5117

SB 5129

SB 5266

Eslick)

- Providing medical assistance to incarcerated persons (Reps. Davis & Schmick)
 - Creating transition teams to assist specified persons under civil commitment (Sens. Dhingra & Darneille)
 - Concerning involuntary commitment (Sens. Dhingra & Das)
 - Safe station program (Sens. Wagoner & Dhingra)
 - Naloxone distribution/insurance billing (Sen. Lias & Muzzall)
 - Providing incentives to reduce involvement by persons with behavioral disorders in the criminal justice system (Sens. Wagoner & Dhingra)
 - Concerning updates to competency restoration order requirements (Sens. Dhingra & Darneille)
 - Mental illness/clubhouses (Sens. Lovelett, Dhingra, Darneille)
 - Health equity continuing education for health care professionals (Sens. Randall & Das)
 - Extending the exemption from certificate of need requirements for the expansion of psychiatric bed capacity (Sens. Warnick & Dhingra)
 - Youth safety tip line, creating a confidential youth safety and well-being tip line (Brown)
 - Reentry services to persons releasing from state and local institutions (Wilson)
 - Medical marijuana tax, providing tax exemption for medical marijuana patients (Keiser)
 - Providing a local government option for the funding of essential affordable housing programs (Sen. Lovelett)
 - Low proof beverages/tax (Sen. King)
 - Concerning wilderness therapy programs (Sens. Salomon & Hunt)
 - Addressing homelessness (Sen. Fortunato)
 - Concerning rental vouchers to eligible offenders (Sens. Nguyen, Saldaña)
 - Concerning the possession of vapor, vapor products, tobacco, and tobacco products by minors (Sens. Saldaña and Darneille)
 - Concerning the regulation of products sold to adults age 21 and older (Sens. Kuderer, Wilson, C., Das, Dhingra, Saldaña, Stanford)
- 



HB 1000

HB 1019

HB 1062

HB 1063

SHB 1074


**HB 1078/SB
5086**

HB 1101

**HB 1264/SB
5274**

HB 1349

TBD

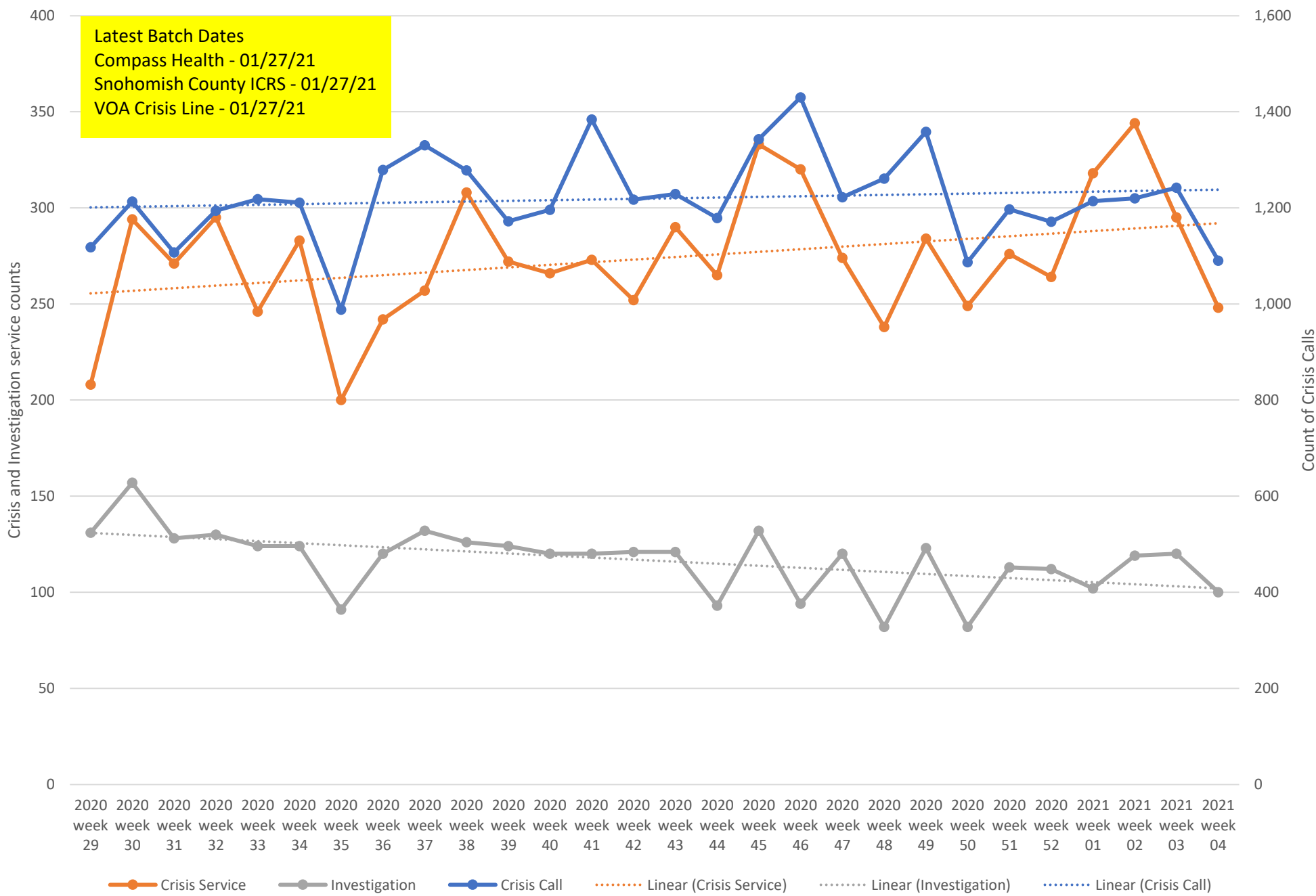
- Expanding mental health support for law enforcement officers (Reps. Maycumber & Lovick)
 - Marijuana residential agriculture/“grow” (Reps. Kloba, MacEwen, Ryu)
 - Limited spirits retail license (Rep. Kirby)
 - Allowing additional renewals for behavioral health professional trainee and associate credentials (Reps. Harris & Cody)
 - Fatality reviews, concerning overdose and suicide fatality reviews (Peterson)
 - Voter eligibility/felony, restoring voter eligibility for felony offense not in confinement (Simmons)
 - Creating a grant program for converting unused public buildings to housing for homeless persons (Walsh, Corry)
 - Equity impact statement for legislative proposals (Thai)
 - Behavioral health peer specialist credential (Reps. Davis & Caldier)
 - Dedicated revenue for behavioral health services through increasing taxes/fees on alcohol & opioid industries (Rep. Davis)
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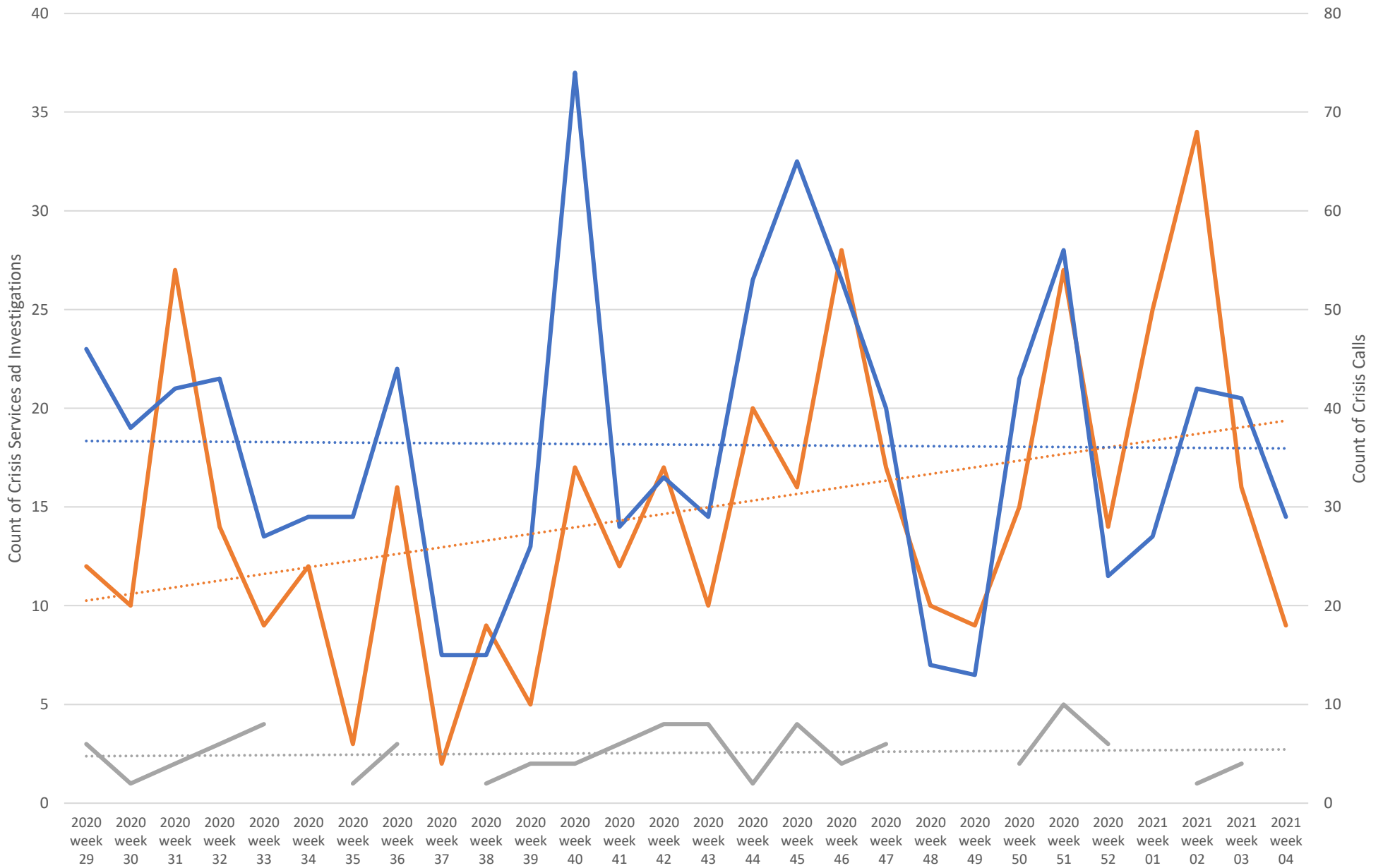
Weekly Crisis Capacity Indicator Snapshot

Page 2	Crisis Data - dates 07/12/20 to 01/23/21
Page 3	Crisis Data: Ages 0-17 - dates 07/12/20 to 01/23/21
Page 4	All DCR Dispatches - dates 07/12/20 to 01/23/21
Page 5	Weekly Staff Count - Staff providing Crisis or Investigation services 07/12/20 to 01/23/21
Page 6	Average dispatch time for investigations from 07/12/20 to 01/23/21
Page 7	Hospital placement locations (Invol and Vol) - No adjustment has been made for timely data - recent weeks likely low
Page 8	Telehealth only, crisis and investigation services from 10/11/20 to 01/23/21
Page 9	Crisis Service Unit Percent - Crisis Service units divided by Crisis units + Investigation units
Page 10	New COVID-19 Cases Reported Weekly per 100,000 population - 04/28/20 to 01/27/21
Page 11	Washington State Indicators of Anxiety or Depression Based on Reported Frequency of Symptoms During Last 7 Days
Page 12	Place of Service -Crisis Services, percent of total by week
Page 13	Place of Service -Investigations, percent of total by week

Crisis Data - dates 07/12/20 to 01/23/21

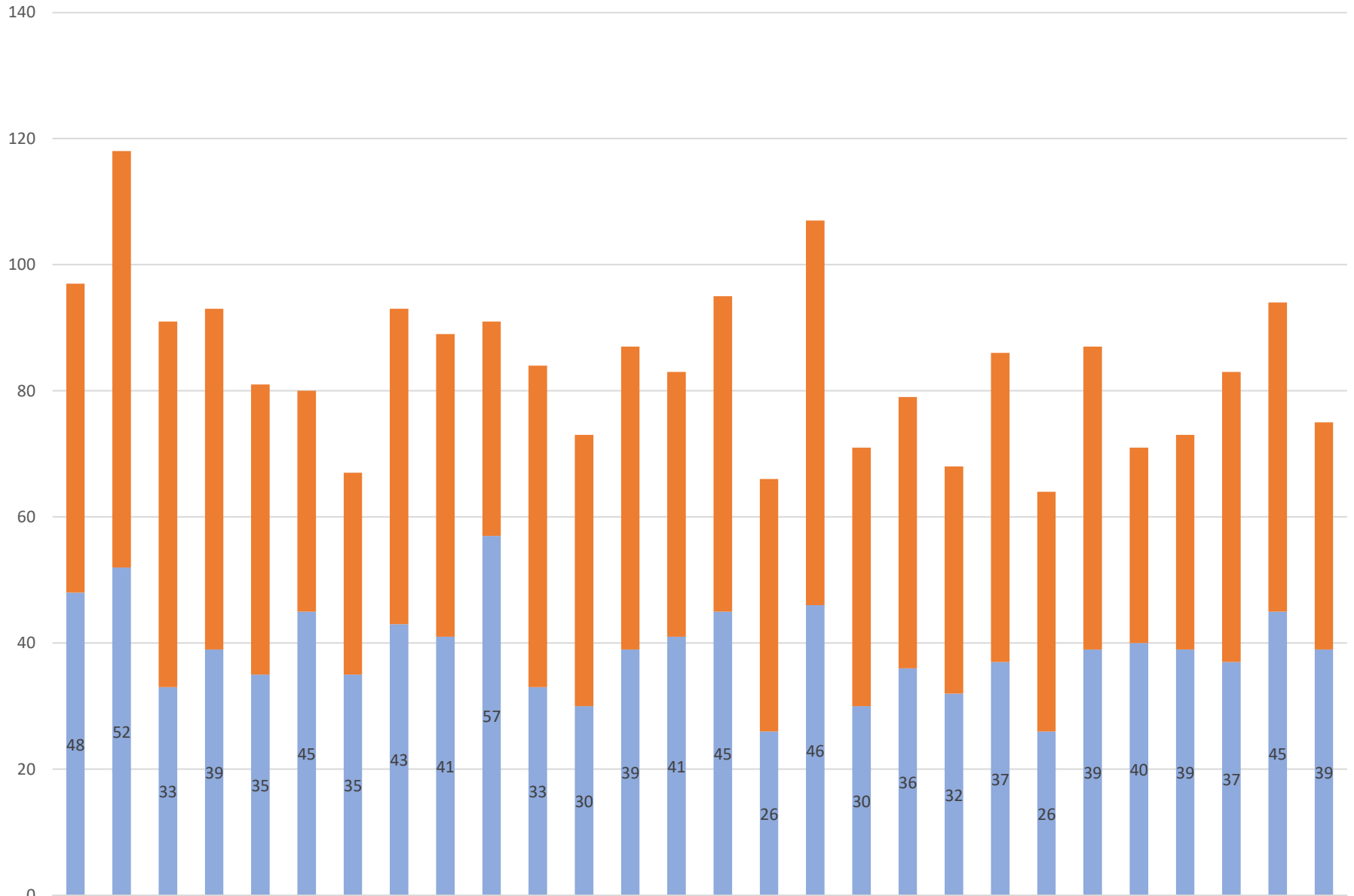


Crisis Data: Ages 0-17 - dates 07/12/20 to 01/23/21



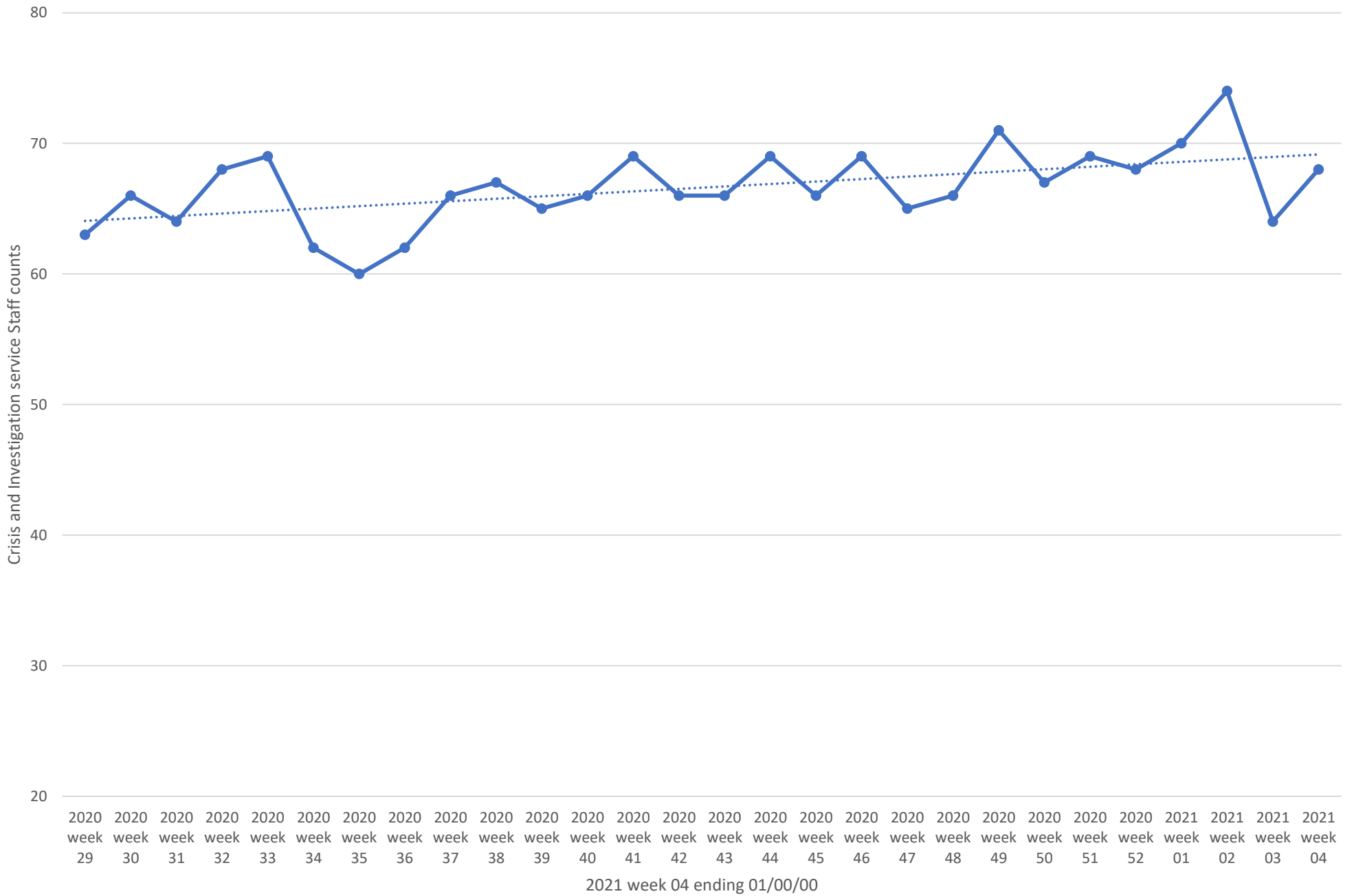
— Crisis Service
 — Investigation
 — Crisis Call
 ⋯ Linear (Crisis Service)
 ⋯ Linear (Investigation)
 ⋯ Linear (Crisis Call)

All DCR Dispatches - dates 07/12/20 to 01/23/21

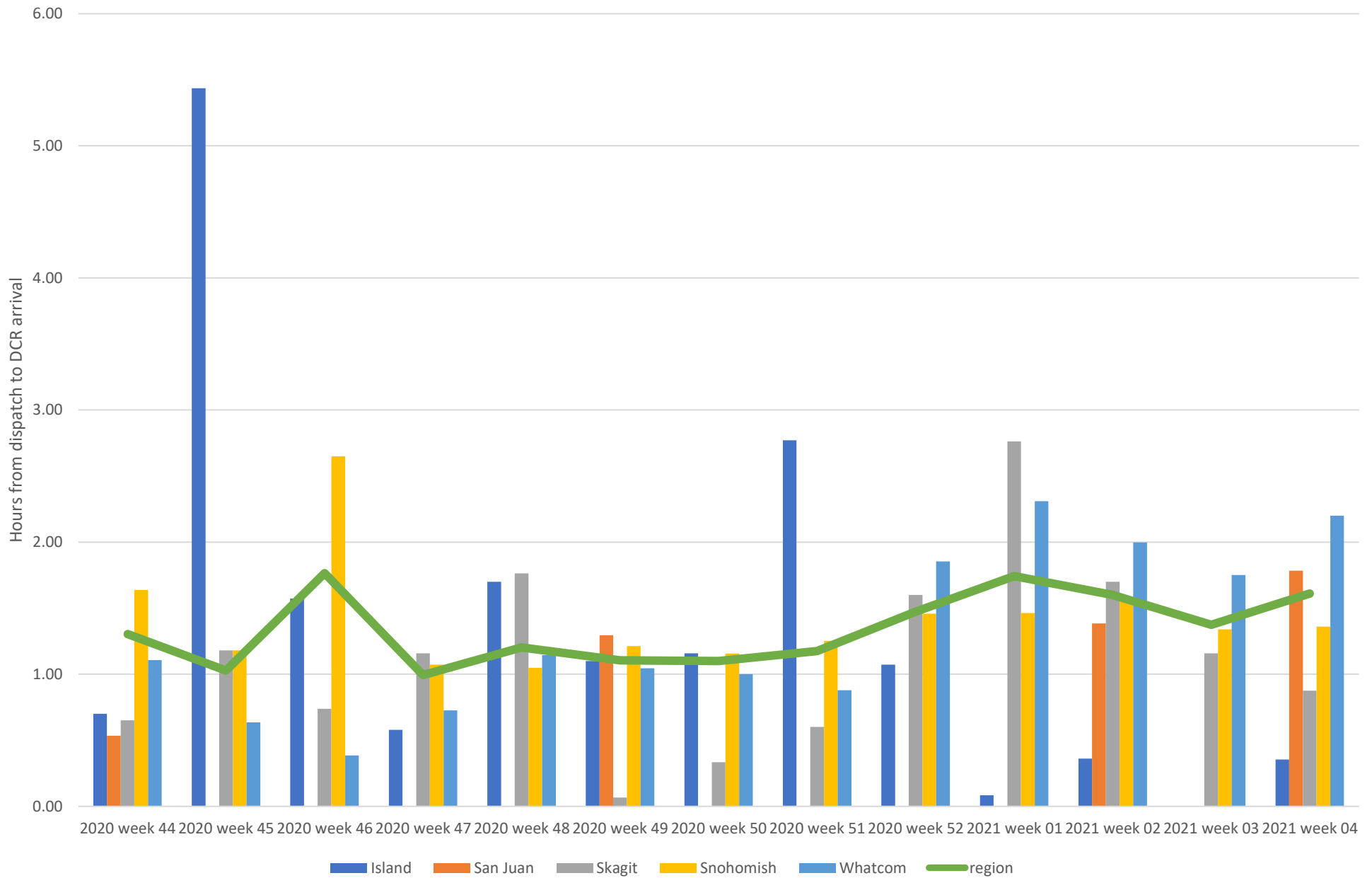


	2020 week 29	2020 week 30	2020 week 31	2020 week 32	2020 week 33	2020 week 34	2020 week 35	2020 week 36	2020 week 37	2020 week 38	2020 week 39	2020 week 40	2020 week 41	2020 week 42	2020 week 43	2020 week 44	2020 week 45	2020 week 46	2020 week 47	2020 week 48	2020 week 49	2020 week 50	2020 week 51	2020 week 52	2021 week 01	2021 week 02	2021 week 03	2021 week 04
dispatch resulting in other outcome	49	66	58	54	46	35	32	50	48	34	51	43	48	42	50	40	61	41	43	36	49	38	48	31	34	46	49	36
dispatch resulting in detention	48	52	33	39	35	45	35	43	41	57	33	30	39	41	45	26	46	30	36	32	37	26	39	40	39	37	45	39

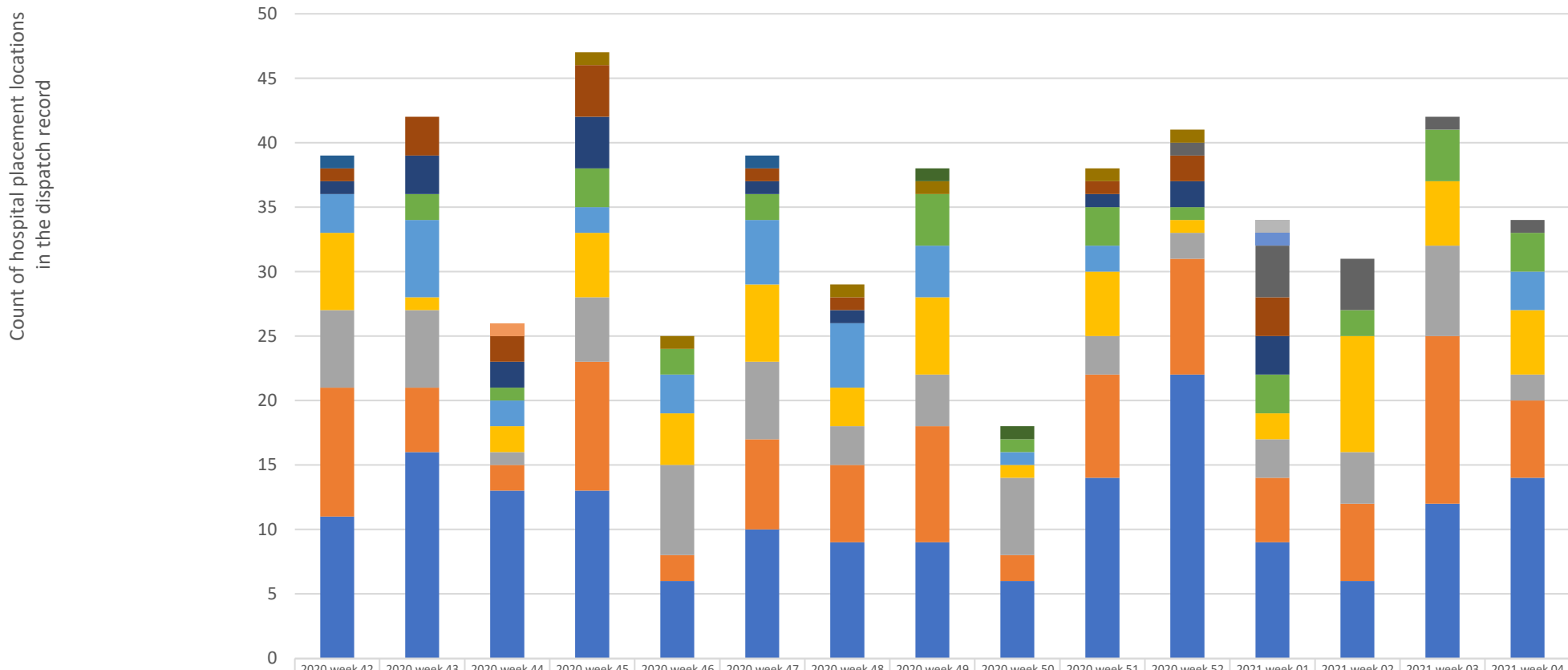
Weekly Staff Count - Staff providing Crisis or Investigation services 07/12/20 to 01/23/21



Average dispatch time for investigations from 07/12/20 to 01/23/21

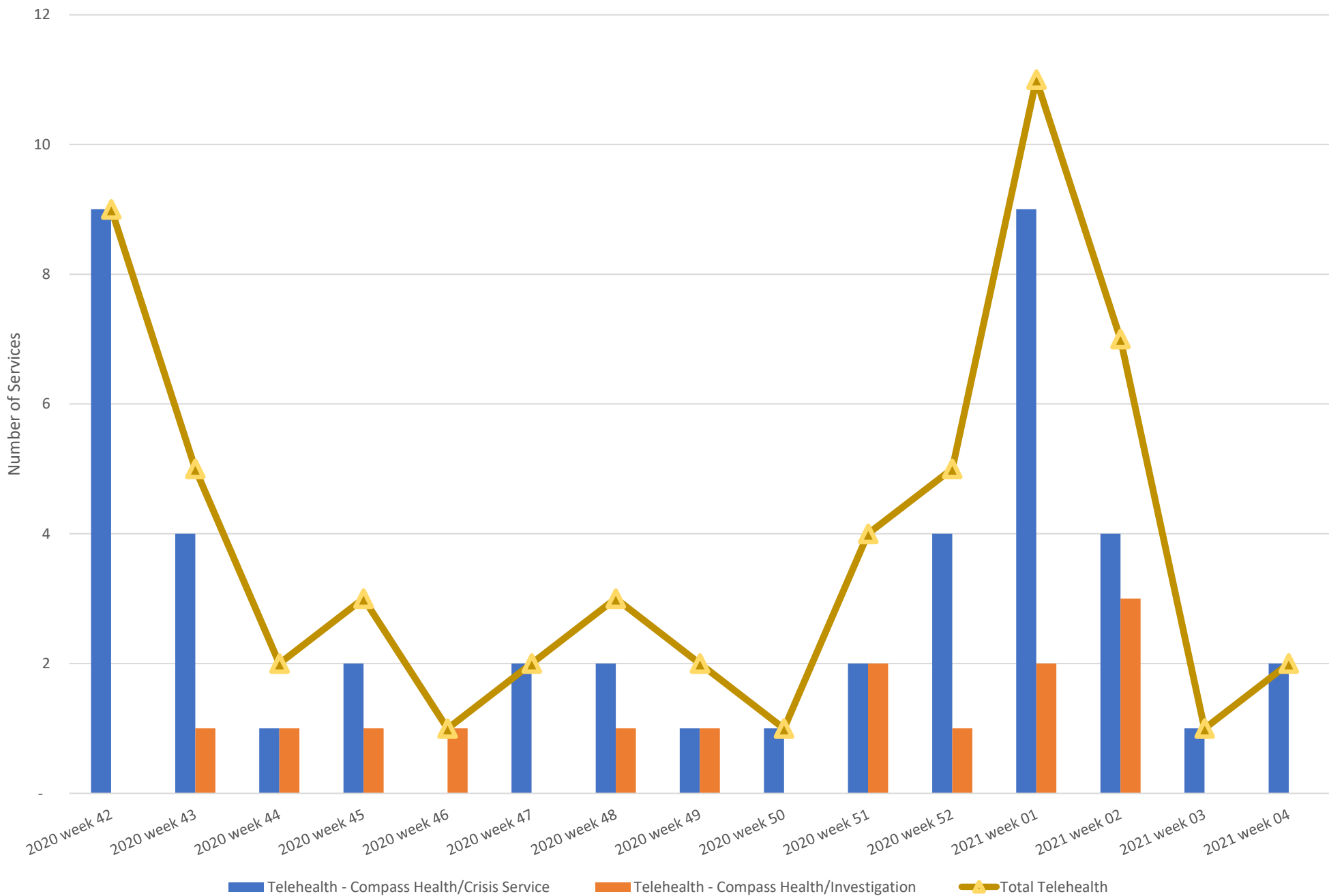


Hospital placement locations (Invol and Vol) - No adjustment has been made for timely data - recent weeks likely low

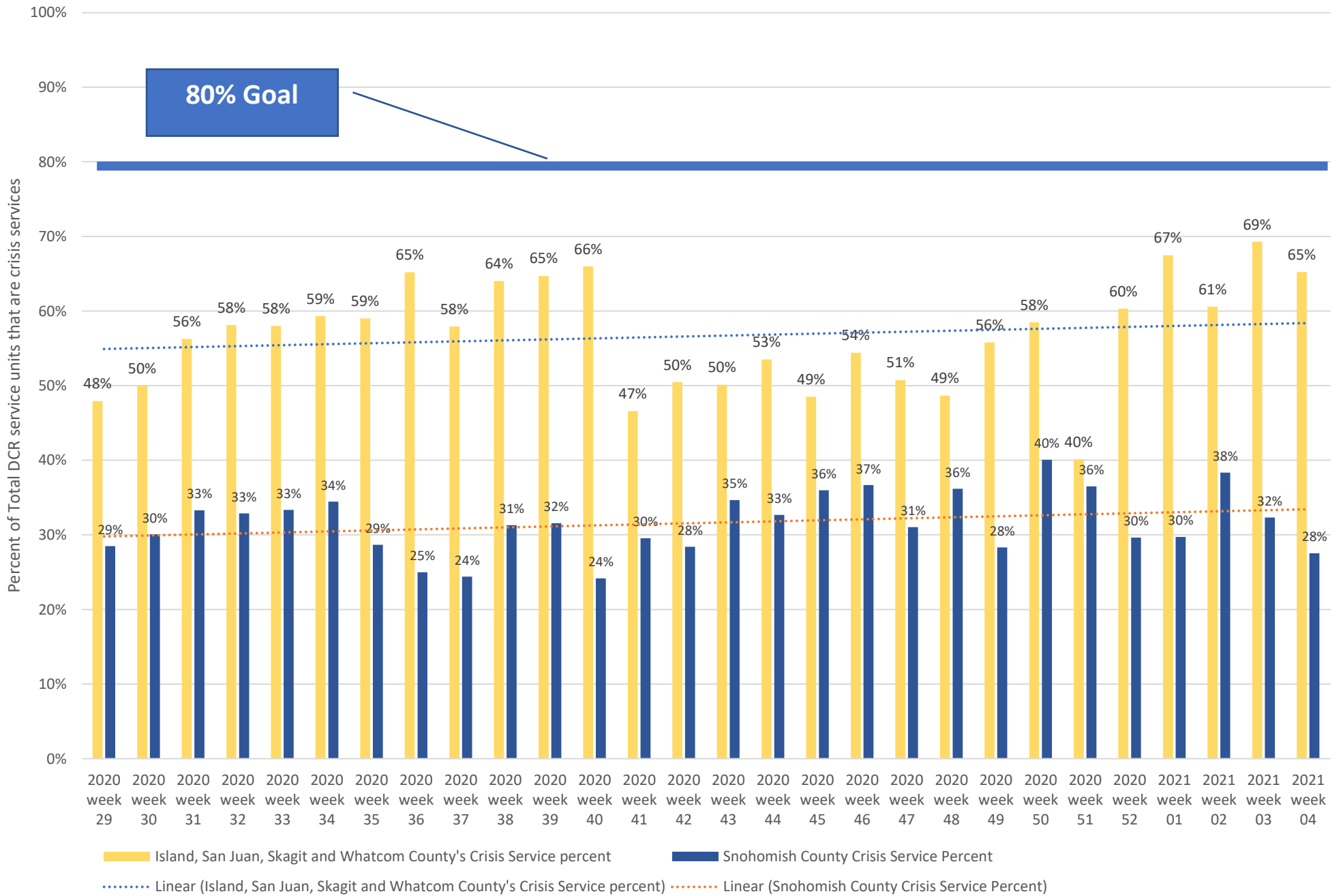


	2020 week 42	2020 week 43	2020 week 44	2020 week 45	2020 week 46	2020 week 47	2020 week 48	2020 week 49	2020 week 50	2020 week 51	2020 week 52	2021 week 01	2021 week 02	2021 week 03	2021 week 04
Swedish - Seattle												1			
Valley General Hospital			1												
Swedish - Mill Creek												1			
Cascade Behavioral Hospital LLC								1	1						
ABHS Spokane	1					1									
VALLEY CITIES COUNSELING AND CONSULTATION				1	1		1	1		1	1				
ABHS Chehalis											1	4	4	1	1
Mukilteo	1	3	2	4		1	1			1	2	3			
Compass - Mukilteo E&T	1	3	2	4		1	1			1	2	3			
Telecare NS E&T		2	1	3	2	2		4	1	3	1	3	2	4	3
BHC Fairfax Monroe	3	6	2	2	3	5	5	4	1	2					3
Skagit Regional Psychiatry	6	1	2	5	4	6	3	6	1	5	1	2	9	5	5
Smokey Point Behavioral Hospital	6	6	1	5	7	6	3	4	6	3	2	3	4	7	2
Swedish - Edmonds	10	5	2	10	2	7	6	9	2	8	9	5	6	13	6
Providence - Everett	11	16	13	13	6	10	9	9	6	14	22	9	6	12	14

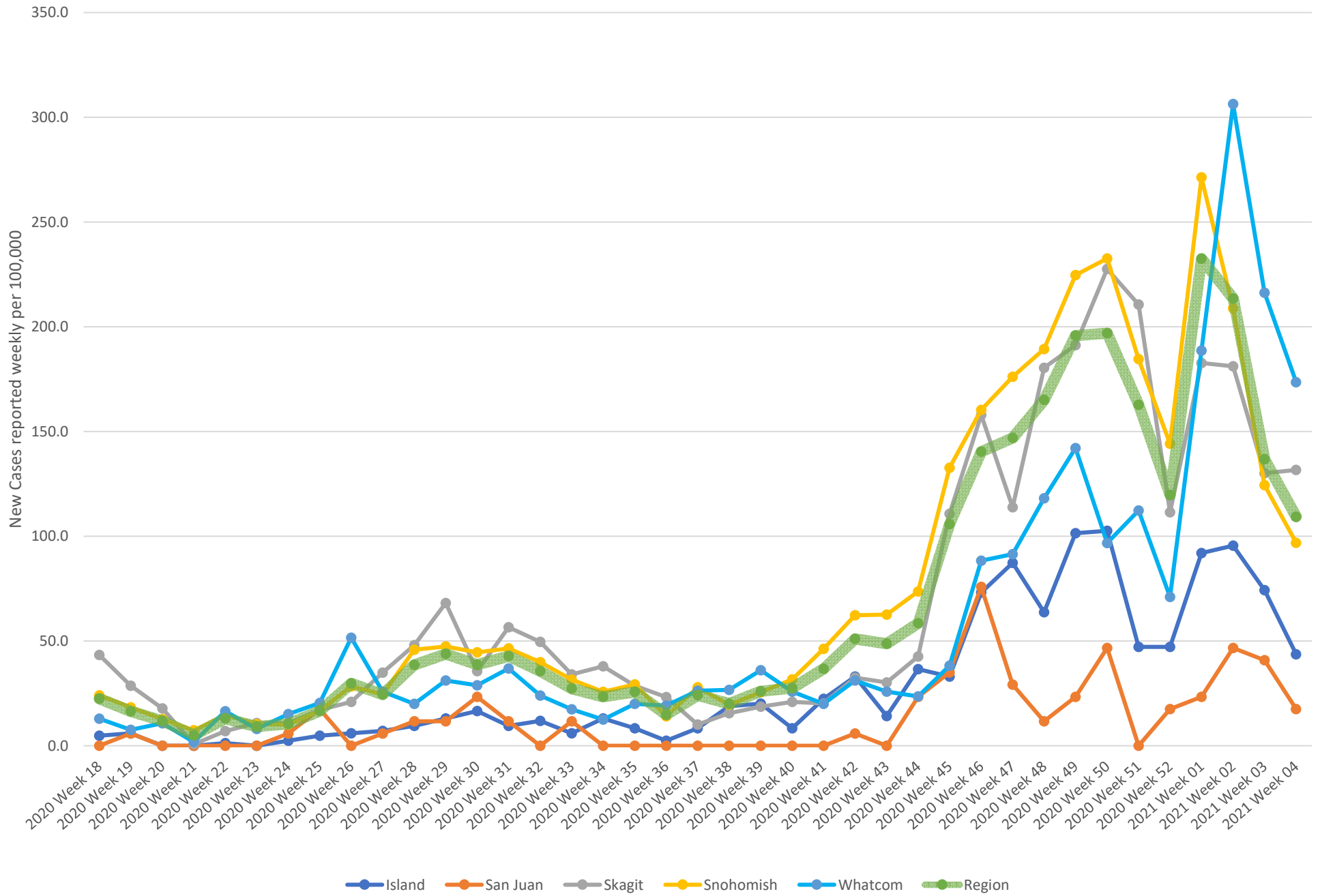
Telehealth only, crisis and investigation services from 10/11/20 to 01/23/21



Crisis Service Unit Percent - Crisis Service units divided by Crisis units + Investigation units



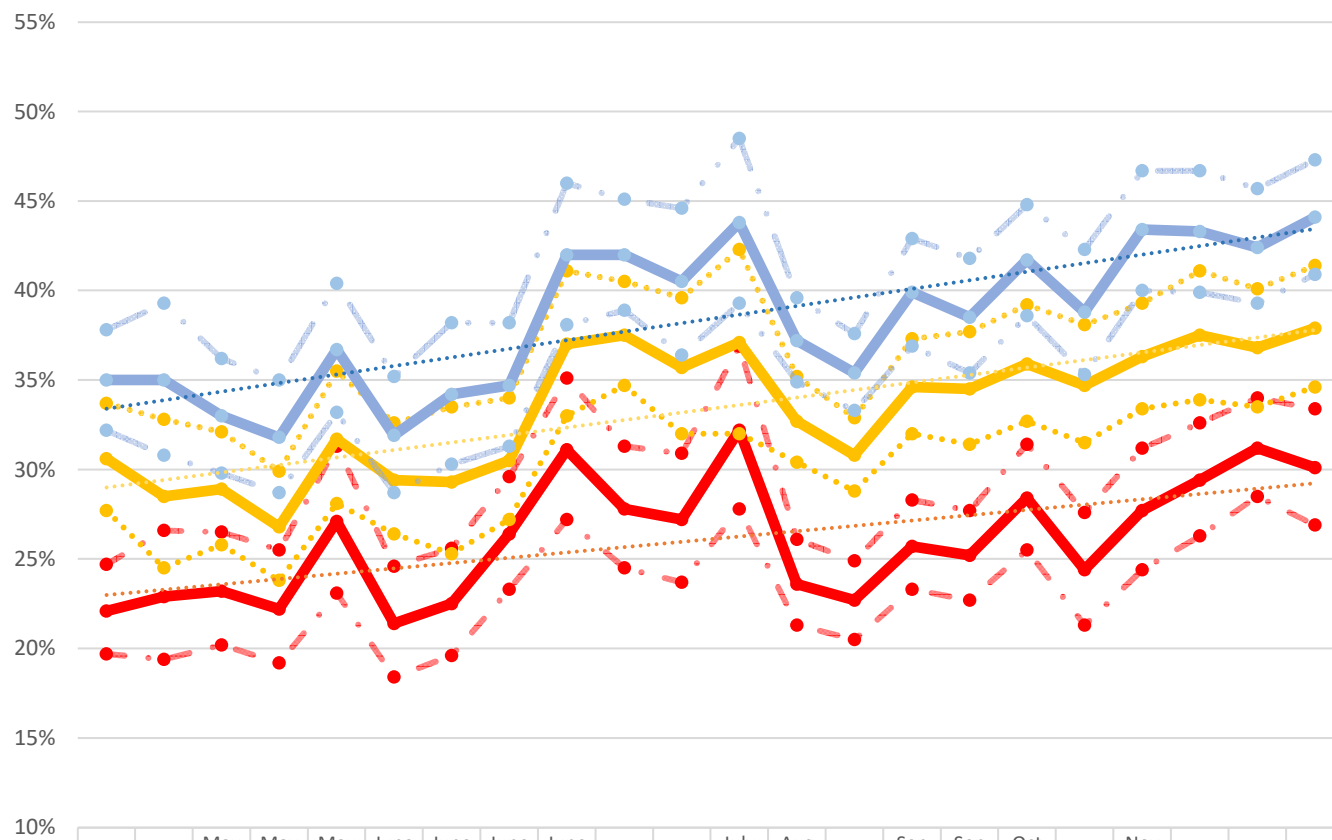
New COVID-19 Cases Reported Weekly per 100,000 population - 04/28/20 to 01/27/21



Washington State Indicators of Anxiety or Depression Based on Reported Frequency of Symptoms During Last 7 Days

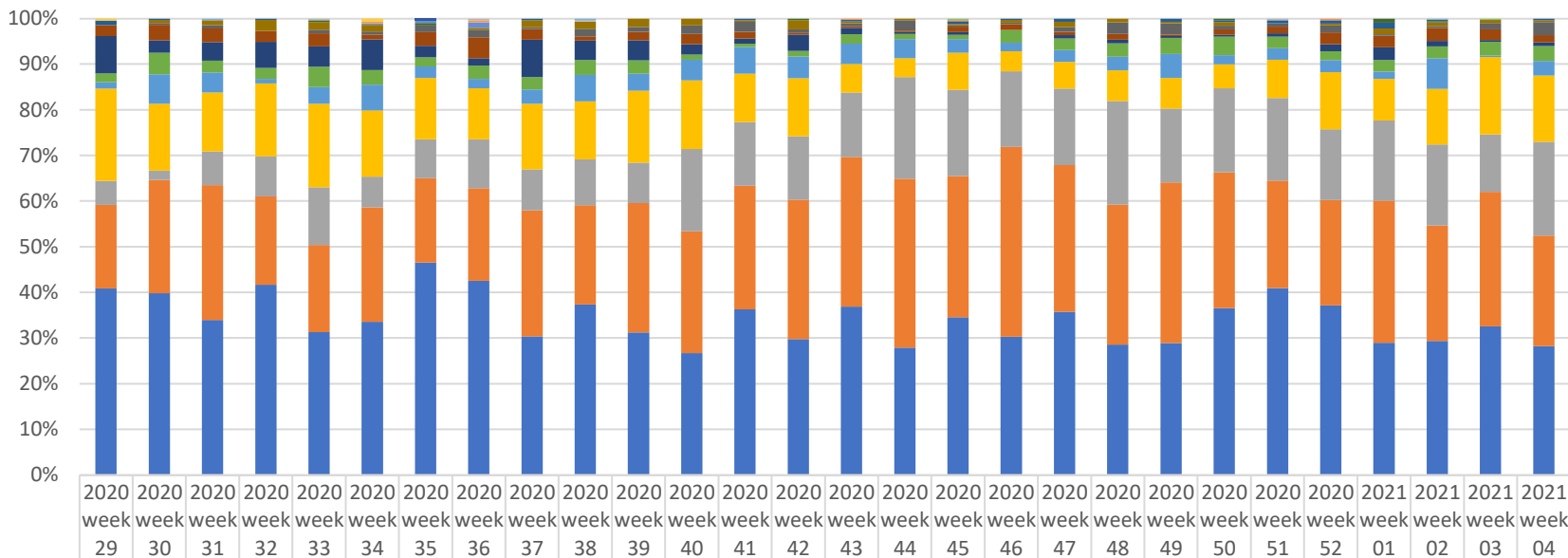
The U.S. Census Bureau, in collaboration with five federal agencies, launched the Household Pulse Survey to produce data on the social and economic impacts of Covid-19 on American households. The Household Pulse Survey was designed to gauge the impact of the pandemic on employment status, consumer spending, food security, housing, education disruptions, and dimensions of physical and mental wellness.

<https://data.cdc.gov/NCHS/Indicators-of-Anxiety-or-Depression-Based-on-Repor/8pt5-q6wp>



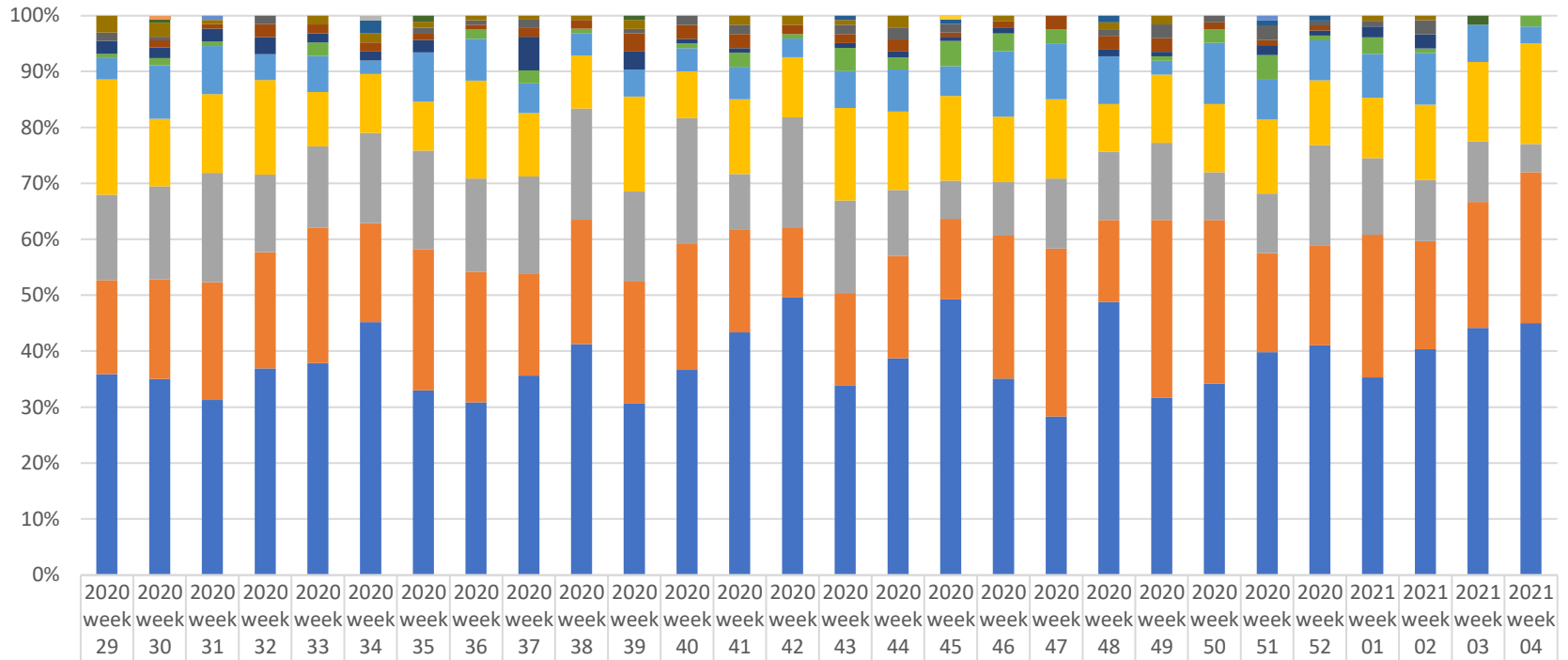
	Apr 23 - May 5	May 7 - May 12	May 14 - May 19	May 21 - May 26	May 28 - June 2	June 4 - June 9	June 11 - June 16	June 18 - June 23	June 25 - June 30	July 2 - July 7	July 9 - July 14	July 16 - July 21	Aug 19 - Aug 31	Sep 2 - Sep 14	Sep 16 - Sep 28	Sep 30 - Oct 12	Oct 14 - Oct 26	Oct 28 - Nov 9	Nov 11 - Nov 23	Nov 25 - Dec 7	Dec 9 - Dec 21	Jan 6 - Jan 18
---●● % with Symptoms of Depressive Disorder low conf. level	20%	19%	20%	19%	23%	18%	20%	23%	27%	25%	24%	28%	21%	21%	23%	23%	26%	21%	24%	26%	29%	27%
———— % with Symptoms of Depressive Disorder value	22%	23%	23%	22%	27%	21%	23%	26%	31%	28%	27%	32%	24%	23%	26%	25%	28%	24%	28%	29%	31%	30%
.....●● % with Symptoms of Depressive Disorder high conf. level	25%	27%	27%	26%	31%	25%	26%	30%	35%	31%	31%	37%	26%	25%	28%	28%	31%	28%	31%	33%	34%	33%
.....●●● % with Symptoms of Anxiety Disorder low conf. level	28%	25%	26%	24%	28%	26%	25%	27%	33%	35%	32%	32%	30%	29%	32%	31%	33%	32%	33%	34%	34%	35%
————●● % with Symptoms of Anxiety Disorder value	31%	29%	29%	27%	32%	29%	29%	31%	37%	38%	36%	37%	33%	31%	35%	35%	36%	35%	36%	38%	37%	38%
.....●●● % with Symptoms of Anxiety Disorder high conf. level	34%	33%	32%	30%	36%	33%	34%	34%	41%	41%	40%	42%	35%	33%	37%	38%	39%	38%	39%	41%	40%	41%
.....●●● % with Symptoms of Anxiety or Depressive Disorder low conf. level	32%	31%	30%	29%	33%	29%	30%	31%	38%	39%	36%	39%	35%	33%	37%	35%	39%	35%	40%	40%	39%	41%
————●●● % with Symptoms of Anxiety or Depressive Disorder value	35%	35%	33%	32%	37%	32%	34%	35%	42%	42%	41%	44%	37%	35%	40%	39%	42%	39%	43%	43%	42%	44%
.....●●● % with Symptoms of Anxiety or Depressive Disorder high conf. level	38%	39%	36%	35%	40%	35%	38%	38%	46%	45%	45%	49%	40%	38%	43%	42%	45%	42%	47%	47%	46%	47%

Place of Service -Crisis Services, percent of total by week



	2020 week 29	2020 week 30	2020 week 31	2020 week 32	2020 week 33	2020 week 34	2020 week 35	2020 week 36	2020 week 37	2020 week 38	2020 week 39	2020 week 40	2020 week 41	2020 week 42	2020 week 43	2020 week 44	2020 week 45	2020 week 46	2020 week 47	2020 week 48	2020 week 49	2020 week 50	2020 week 51	2020 week 52	2021 week 01	2021 week 02	2021 week 03	2021 week 04	
Residential SUD							1																						
School																	1											1	
Psych. Residential			1							1																1			
Custodial Care Facility	1					2																							
Nursing Facility				1				1		1														1					
Community Mental Health Center					1		1								1		1								1				
Skilled Nursing Facility					1	1	3																						
On Campus Outpatient Hospital				1		1								1									1			3	1		
Group Home	2	1		1					1				1		1		2	1	2		2	1	2	2	2	4	1		1
Assisted Living Facility		2	3	7	4	4		1	4	5	5	4	1	5	1	1	1	2	3	2	1	2		1	4	3	2	1	
Homeless Shelter		1	2		2	2	3	4	1	5	3	5	6	2	2	6	1	1	3	6	7	2	2	4	1	1	4	7	
Prison Correctional Facility	5	10	8	7	7	3	6	11	6	3	5	6	4	1	1	1	4	4	2	3	1	3	4	7	8	10	7	4	
Telehealth	17	8	11	17	11	19	5	4	21	13	12	6	3	9	4	1	2		2	2	1	1	2	4	9	4	1	2	
Inpatient Psychiatric Facility	4	14	7	7	11	9	4	7	7	10	8	3	2	3	6	3	3	9	7	7	10	10	7	5	8	9	9	8	
Inpatient Hospital	3	19	12	3	9	16	5	5	8	18	10	12	16	12	13	11	10	6	7	7	15	5	7	7	5	23	1	8	
Emergency Room Hospital	42	43	35	47	45	41	27	27	37	39	43	40	29	32	18	11	27	14	16	16	19	13	23	33	29	42	50	36	
Home	11	6	20	26	31	19	17	26	23	31	24	48	38	35	41	59	63	53	46	54	46	46	50	41	56	61	37	51	
Other Place of Service	38	73	80	57	47	71	37	49	71	67	77	71	74	77	95	98	103	133	88	73	100	74	65	61	99	87	87	60	
Office	85	117	92	123	77	95	93	103	78	115	85	71	99	75	107	74	115	97	98	68	82	91	113	98	92	101	96	70	

Place of Service -Investigations, percent of total by week



	2020 week 29	2020 week 30	2020 week 31	2020 week 32	2020 week 33	2020 week 34	2020 week 35	2020 week 36	2020 week 37	2020 week 38	2020 week 39	2020 week 40	2020 week 41	2020 week 42	2020 week 43	2020 week 44	2020 week 45	2020 week 46	2020 week 47	2020 week 48	2020 week 49	2020 week 50	2020 week 51	2020 week 52	2021 week 01	2021 week 02	2021 week 03	2021 week 04	
Non residential SUD Facility																	1												
Custodial Care Facility						1																							
Nursing Facility		1																											
Psych. Residential			1																						1				
Homeless Shelter		1					1					1																2	
Community Mental Health Center						3									1		1				1			1	1				
Office	4	4	1		2	2	1	1	1	1	2		2	2	1	2		1		1	2					1	1		
Group Home	2	1		2			1	1	2		1	2		2	2	2	2			1	3	1	3	1	1	3			
Assisted Living Facility		2	1	3	2	2	1	1	2	2	4	3	3	2	2	2	1	1	3	2	3	1	1	1					
Telehealth	3	3	3	4	2	2	2		8		4	1	1		1	1	1	1		1	1		2	1	2	3			
Home	1	2	1		3			2	3	1		1	3	1	5	2	6	3	3		1	2	5	1	3	1		2	
Prison Correctional Facility	5	15	11	6	8	3	8	9	7	5	6	5	7	4	8	7	7	11	12	7	3	9	8	8	8	11	8	3	
Other Place of Service	27	19	18	22	12	13	8	21	15	12	21	10	16	13	20	13	20	11	17	7	15	10	15	13	11	16	17	18	
Inpatient Hospital	20	26	25	18	18	20	16	20	23	25	20	27	12	24	20	11	9	9	15	10	17	7	12	20	14	13	13	5	
Inpatient Psychiatric Facility	22	28	27	27	30	22	23	28	24	28	27	27	22	15	20	17	19	24	36	12	39	24	20	20	26	23	27	27	
Emergency Room Hospital	47	55	40	48	47	56	30	37	47	52	38	44	52	60	41	36	65	33	34	40	39	28	45	46	36	48	53	45	



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Calls, Triage Calls, Dispatches, Investigations and Crisis Services

Prepared By Dennis Regan 1/9/2021

NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION

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North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Table of Contents

Executive Summary.....	4
Crisis System Metric Dashboards.....	4
Areas outside limits.....	4
Crisis Calls metrics outside limits.....	4
Investigation metrics outside limits.....	4
Crisis Calls, Triage Calls and DCR Dispatches	5
Crisis Call Center	6
Monthly Crisis Call metrics.....	6
Crisis Calls monthly comparison	7
Crisis Service and VOA Call Center report comparison.....	7
Comparison of Crisis Call and Triage Call Length.....	8
Triage Call Center	9
Monthly Triage Call metrics	9
Triage Calls monthly comparison.....	10
Call Center Demographics.....	10
Age Group	10
Funding Source.....	11
Ethnicity	12
Primary Language.....	13
Gender	13
Sexual Orientation	14
Dispatches, Detentions and Detention Rates	14
Per Capita Detention Rates.....	14
Detentions.....	15
Population.....	15
Per Capita Detention rate	16
Island, San Juan, Skagit, and Whatcom.....	17
Snohomish.....	18
Dispatch, Detention and Detention Rate Values	19
Crisis System Overview	20
Unduplicated people served in crisis system.....	20

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Services in conjunction with investigation services	20
Same Day and Follow on Summary.....	20
Same Day Crisis Services by County	21
Follow On Crisis Services by County	21
North Sound Crisis Dispatch Metrics	22
Current Investigation Data Used.....	22
North Sound Investigation Metrics over Time graph.....	24
Investigation Reason Percentages Pie Charts	24
Investigation Outcomes over time percent of total chart	25
Investigation Outcome Grouping.....	25
Investigation Walk-Away Data	26
People with Dispatches and Detain history	27
Detained prior 6 months.....	27
Detained prior year	28
Investigation Services	29
Place of Service for Investigation Services.....	30
Place of Service for Investigation compared monthly	30
Place of Service for Investigation compared by County for the most recent month	30
Count of place of Service by month and County	31
Crisis Services – not Hotline	36
Comparison of Crisis Service Place of Service by Month	36
Comparison of Crisis Service Place of Service by County.....	37
Count of Crisis Services by month and Place of Service	37
Count of Crisis Services by County and Place of Service.....	38
Telehealth Place of Service – Crisis and Investigation Services	44
Contract Crisis Metric Summary and Report Cross Reference	45
Exhibit E.....	45
Current Quarter Appendix E	45
Last Submitted Appendix E	45
Other Highlighted Metrics	46
Data Files and Locations used for report preparation	47

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Executive Summary

Crisis System Metric Dashboards

North Sound Crisis Calls Period From Jan-20 To Dec-20

	crisis calls	Calls Answered	Calls LT 30 sec	Average answer	Calls
Prior 12 mo. Avg	2,935	2,749	2,501	0:00:22	186
Min	1,982	1,883	1,883	0:00:09	93
Max	4,582	4,312	3,913	0:00:33	322
St dev	807	749	712	0:00:07	77
Dec-20	3,789	3,600	3,501	0:00:22	189
Current Month	✔	✔	✔	✔	✔

North Sound Investigations Period From Jan-20 To Dec-20

	invest.	detentions	MH invest.	SUD invest.	MH and SUD invest.	Referred from Law Enforcement	avg dispatch response time hrs.
Prior 12 mo. Avg.	368	175	217	17	133	43	1.60
Min	317	145	177	12	107	25	1.23
Max	428	201	249	25	154	60	2.57
Standard dev.	35	21	21	4	15	10	0.43
Dec-20	336	159	201	19	114	27	1.27
Current Month	✔	✔	✔	✔	✔	✔	✔

	Detentions and Commitments	Less Restrictive Options MH	No Detention Due to Issues	Voluntary MH Treatment	Other
Prior 12 mo. Avg.	190	3	4	106	65
Min	157	0	1	81	46
Max	221	8	7	122	87
Standard dev.	22	2	2	11	12
Dec-20	173	2	3	107	50
Current Month	✔	✔	✔	✔	✔

- ✔ Inside 2 stdev
- ⚠ at 2 stdev
- ✘ outside 2 stdev

Areas outside limits

Crisis Calls metrics outside limits

All measures inside the 2 std dev limit.

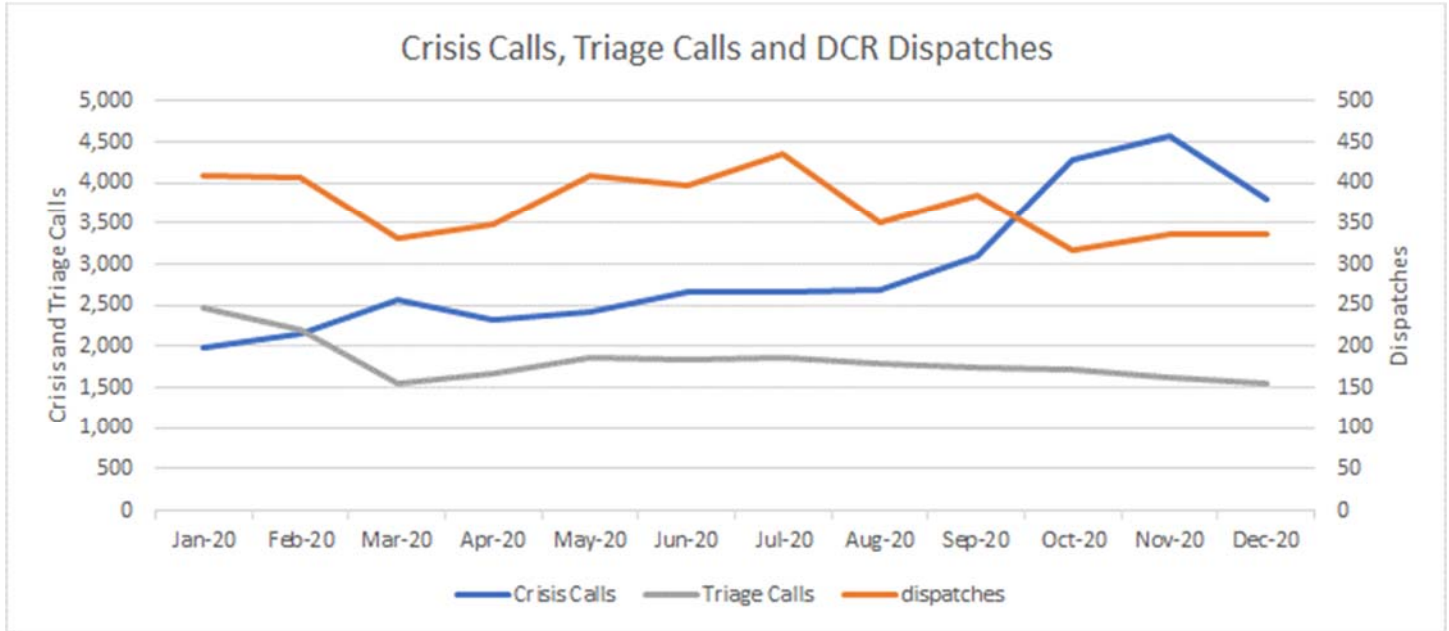
Investigation metrics outside limits

All measures inside the 2 std dev limit.

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Calls, Triage Calls and DCR Dispatches



Crisis Calls: Inbound public calls or outbound/follow up calls related to care management activities.

Triage Calls: Primarily used as a Professional line for triaging and coordinating Mobile Crisis Outreach Services.

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Call Center

Volunteers of America is the contractor for crisis calls and triage calls.

The Crisis Call Center is not meeting the 90% goal for calls answered in less than 30 seconds for a one year average (85.3%). The current month is 92.4% - up from 85.4% last month.

The Crisis Call Center one year average is not meeting the contract required 5.0% Call Abandonment rate, the one year average is (6.2%) . The current month is meeting the goal (5.0%) continuing a 5 month trend of improvement.

Crisis Calls

Period From Jan-20 To Dec-20

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Dec-20	3,789	92.4%	5.0%
Average	2,935	85.3%	6.2%
Min	1,982	74.8%	4.1%
Max	4,582	95.0%	9.1%

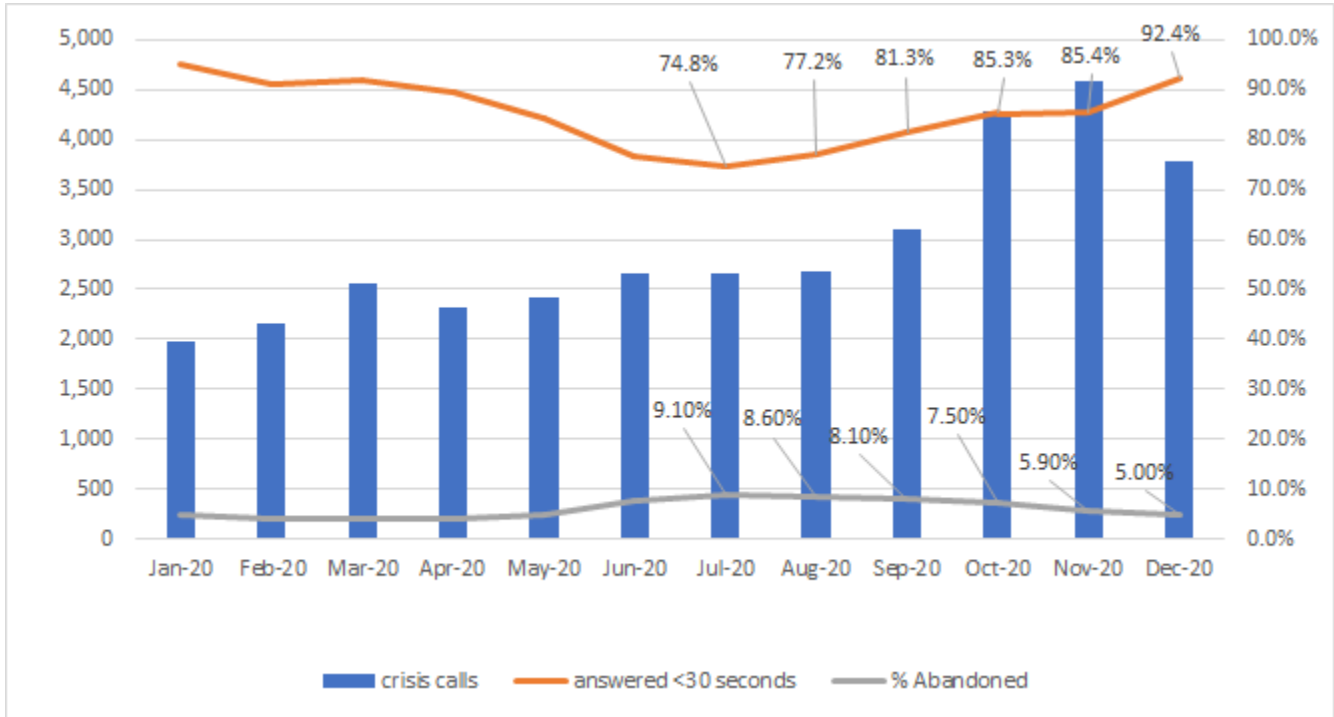
Monthly Crisis Call metrics

Month	crisis calls	answered <30 seconds	% Abandoned
Jan-20	1,982	95.0%	5.00%
Feb-20	2,159	90.9%	4.30%
Mar-20	2,566	91.7%	4.10%
Apr-20	2,326	89.4%	4.30%
May-20	2,414	84.2%	4.90%
Jun-20	2,666	76.5%	7.90%
Jul-20	2,664	74.8%	9.10%
Aug-20	2,676	77.2%	8.60%
Sep-20	3,109	81.3%	8.10%
Oct-20	4,291	85.3%	7.50%
Nov-20	4,582	85.4%	5.90%
Dec-20	3,789	92.4%	5.00%

North Sound Crisis Metric and Reporting

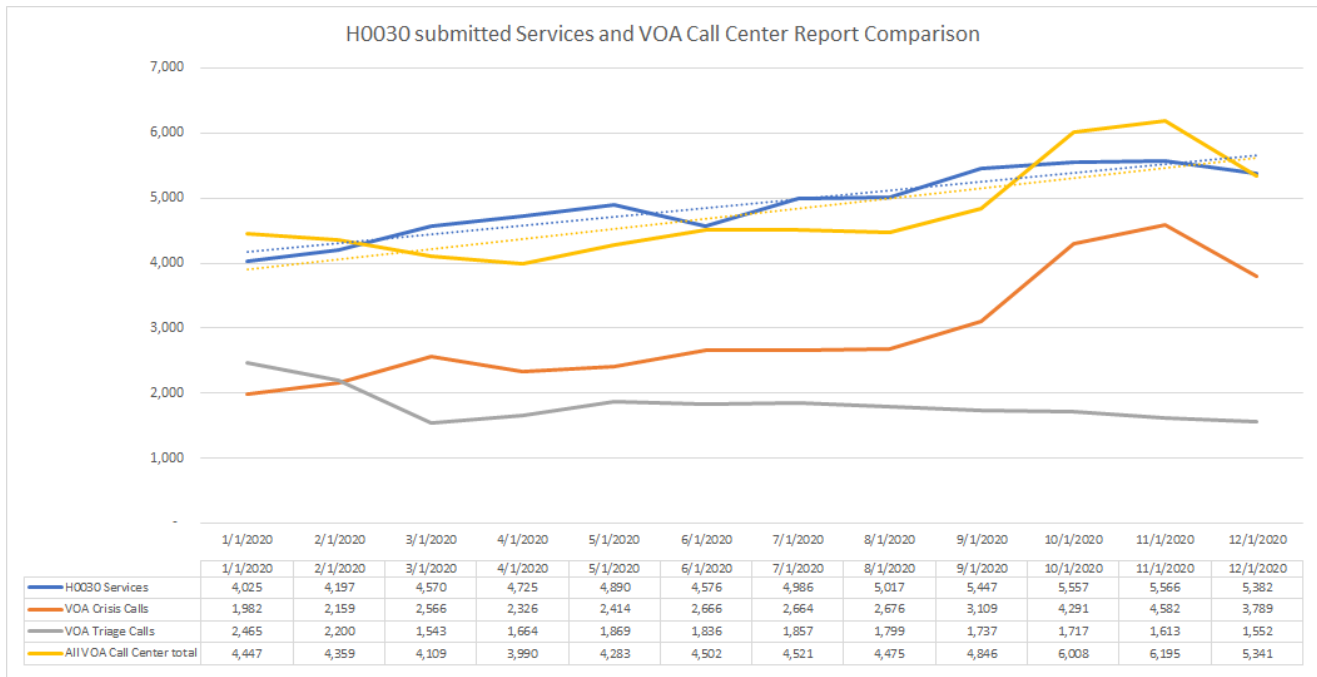
Call Center, DCR dispatch and Crisis Services

Crisis Calls monthly comparison



Crisis Service and VOA Call Center report comparison

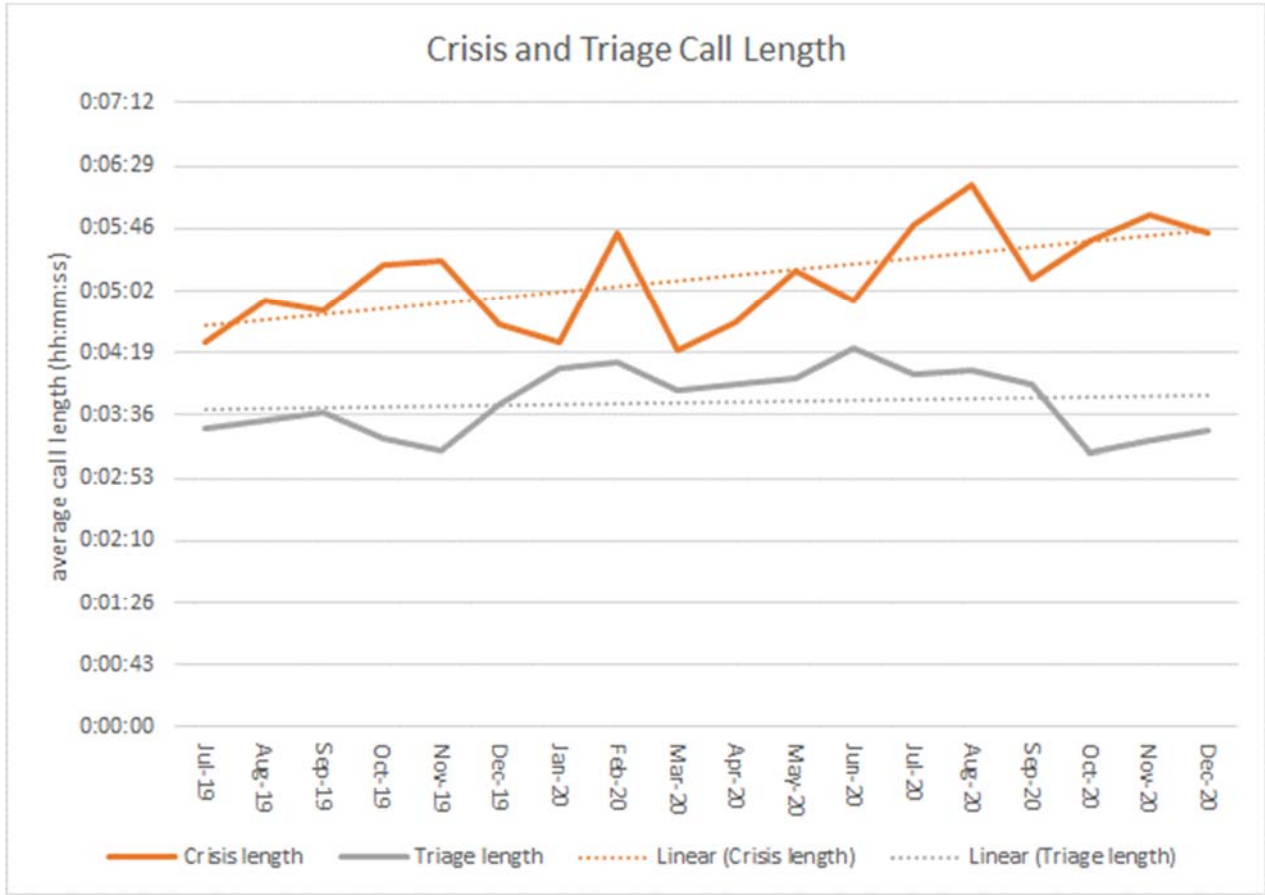
VOA submits a call center report monthly. H0030 services are also submitted – these are different counts, this comparison is presented to understand the difference.



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Comparison of Crisis Call and Triage Call Length



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Triage Call Center

The Triage Call Center is tasked with providing immediate and direct contact with behavioral health professionals providing services in the region. It provides Crisis services workers and Designated Crisis Responders a direct phone link to coordinate services.

The Triage Call Center is not meeting the 90% goal for calls answered in less than 30 seconds. The one year average is 84.6% - less than the 90% goal. The most recent month is 91.0%, meeting the goal.

The Triage Call Center is meeting the 95% goal for calls not abandoned in the current month. The one year average is 96.3%, meeting the 95% goal.

Triage Calls

Period From Jan-20 To Dec-20

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Dec-20	1,552	91.0%	2.6%
Average	1,821	84.6%	3.7%
Min	1,543	71.6%	2.2%
Max	2,465	92.9%	5.7%

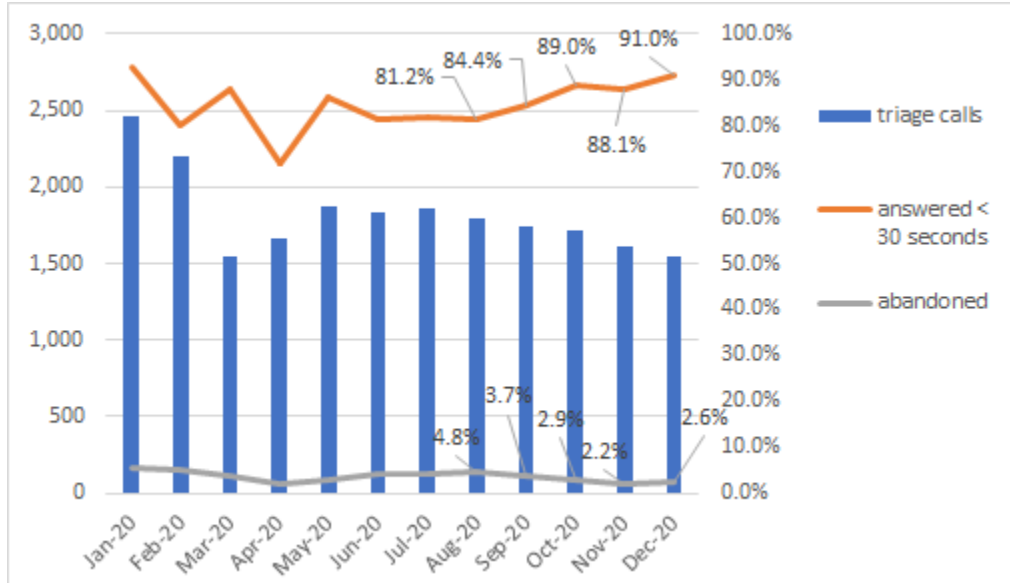
Monthly Triage Call metrics

Month	triage calls	answered < 30 seconds	abandoned
Jan-20	2,465	92.9%	5.7%
Feb-20	2,200	79.9%	5.1%
Mar-20	1,543	88.1%	3.8%
Apr-20	1,664	71.6%	2.2%
May-20	1,869	86.1%	2.9%
Jun-20	1,836	81.3%	4.4%
Jul-20	1,857	81.9%	4.3%
Aug-20	1,799	81.2%	4.8%
Sep-20	1,737	84.4%	3.7%
Oct-20	1,717	89.0%	2.9%
Nov-20	1,613	88.1%	2.2%
Dec-20	1,552	91.0%	2.6%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

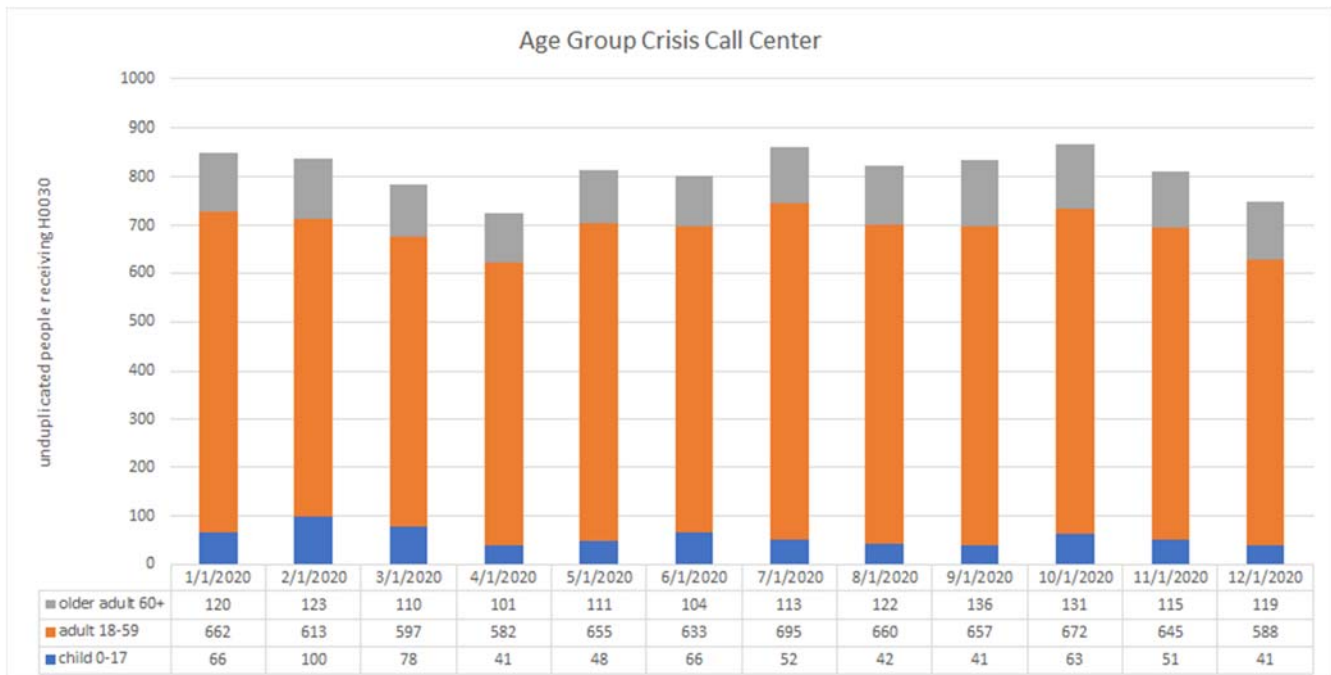
Triage Calls monthly comparison



Call Center Demographics

Age Group

For ages 0-17, 18-59 and 60+

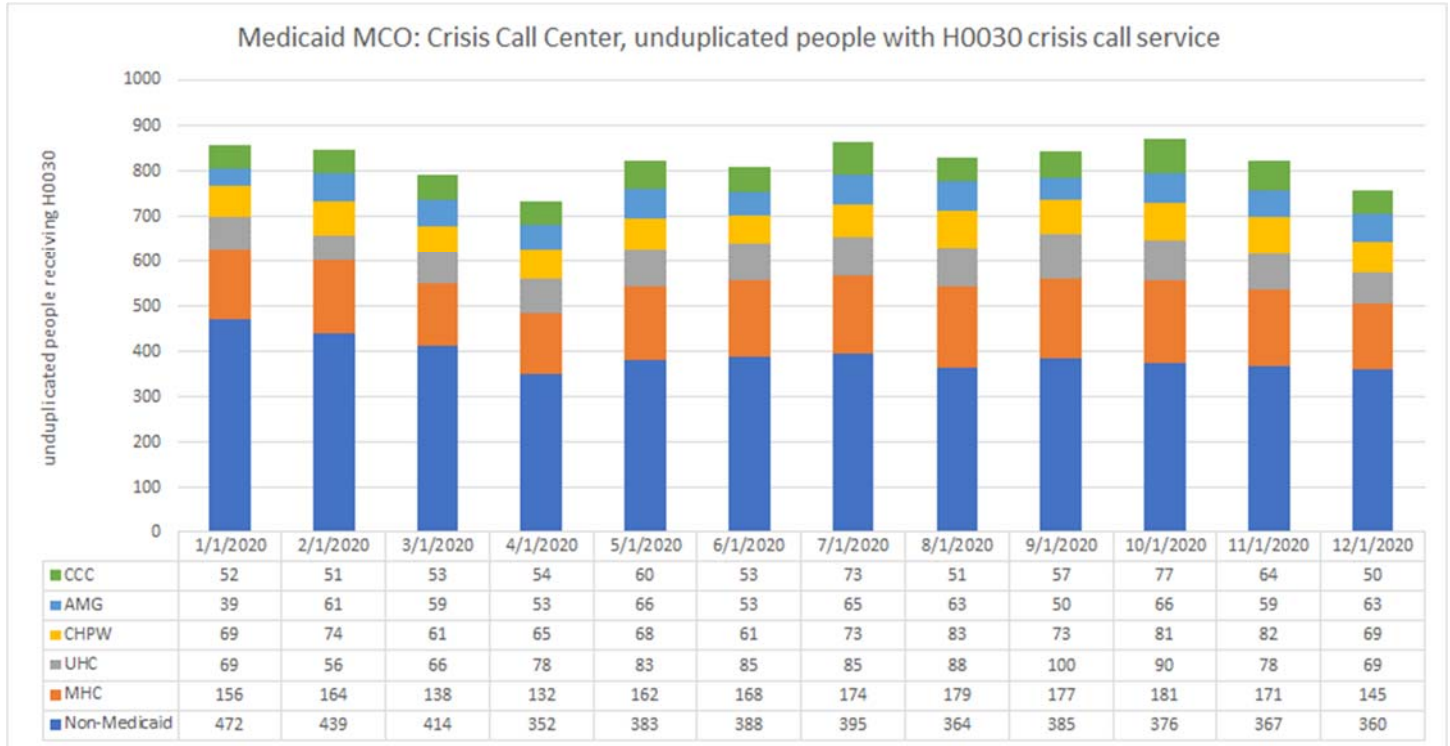


North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Funding Source

Med = people in the North Sound BHO payment file.

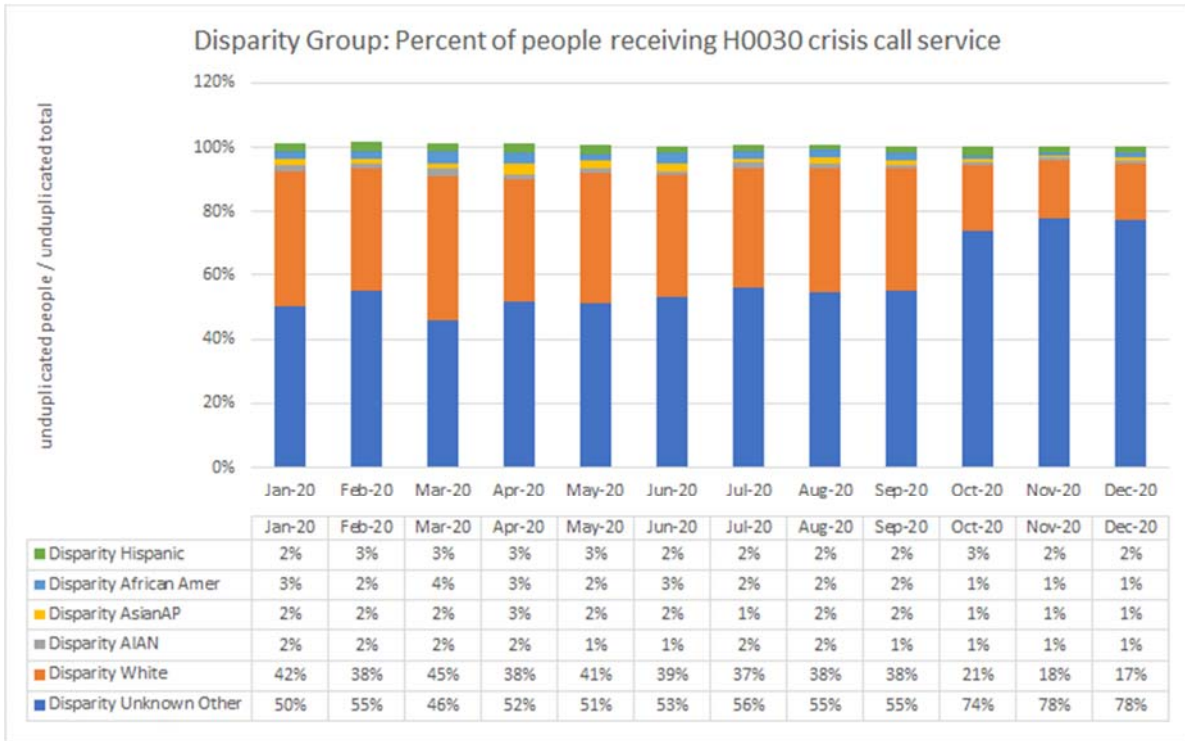


North Sound Crisis Metric and Reporting

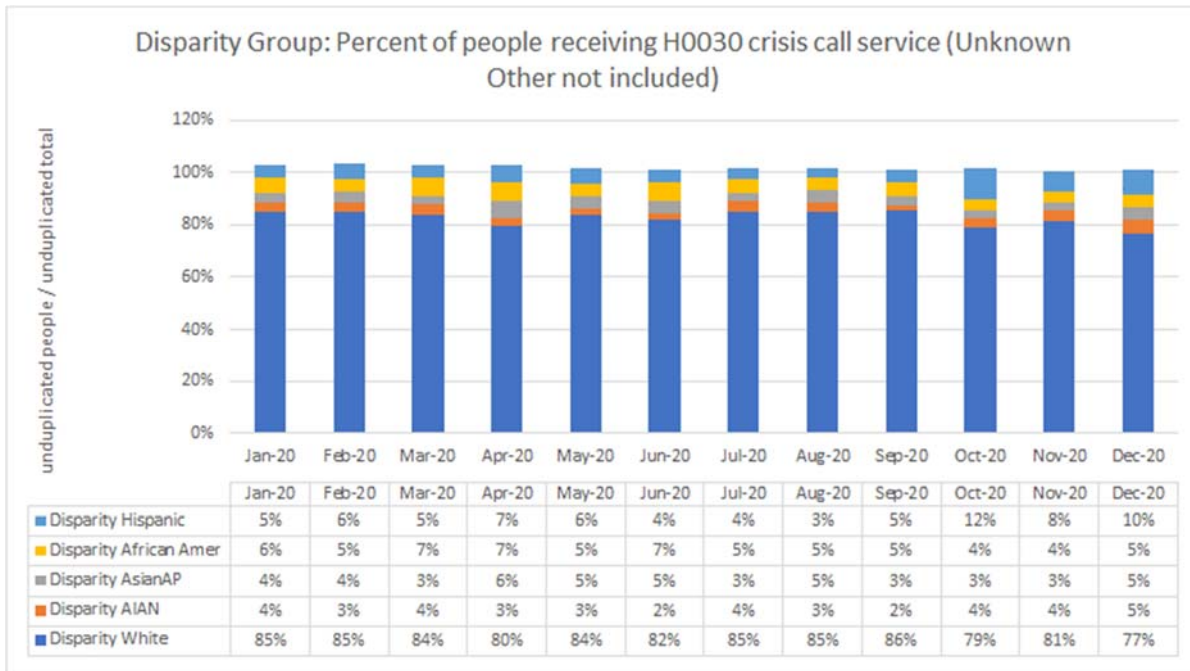
Call Center, DCR dispatch and Crisis Services

Ethnicity

The largest group in ethnicity is other / unknown because often the ethnicity is not provided.



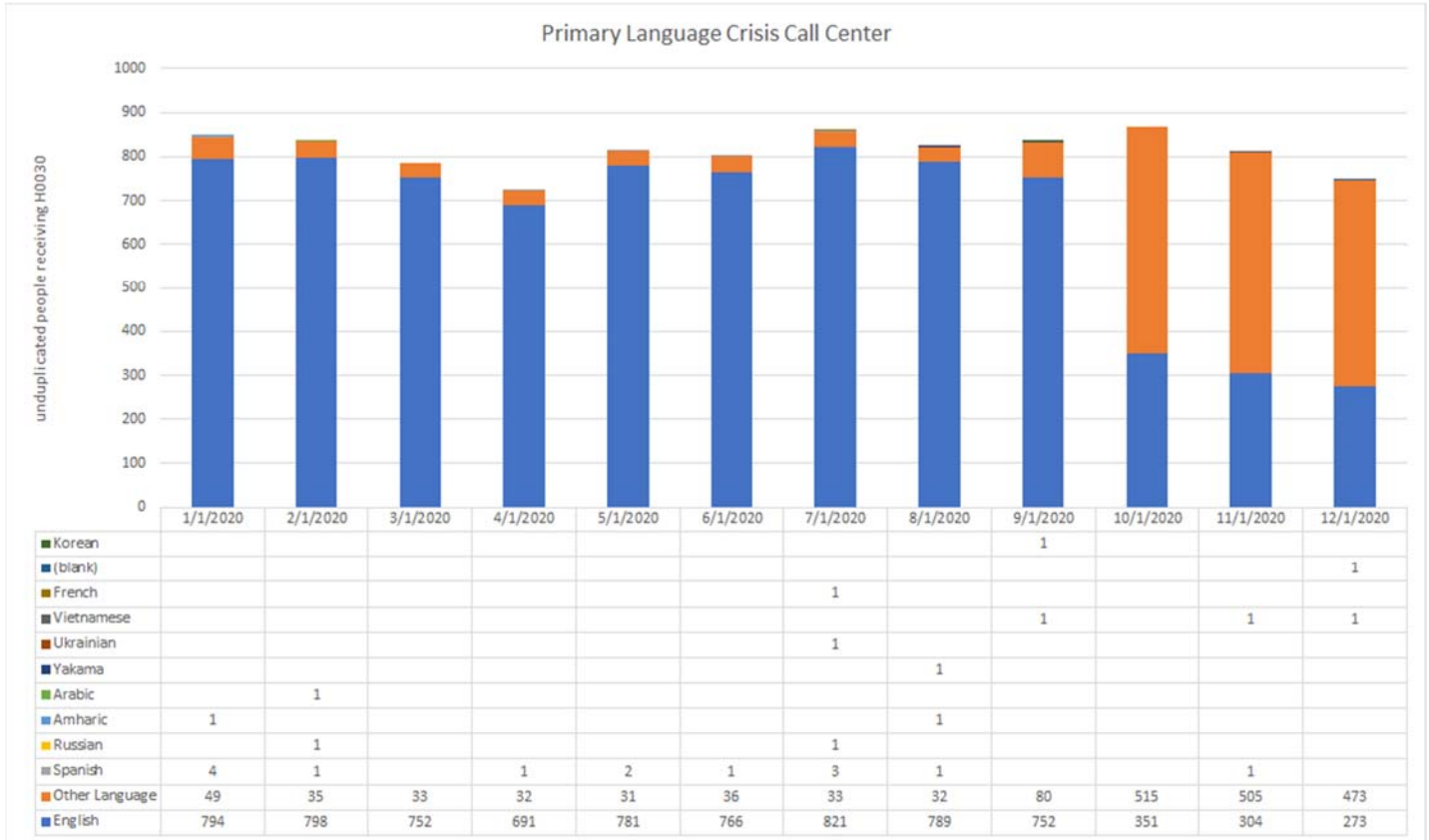
Taking out the other / unknown group



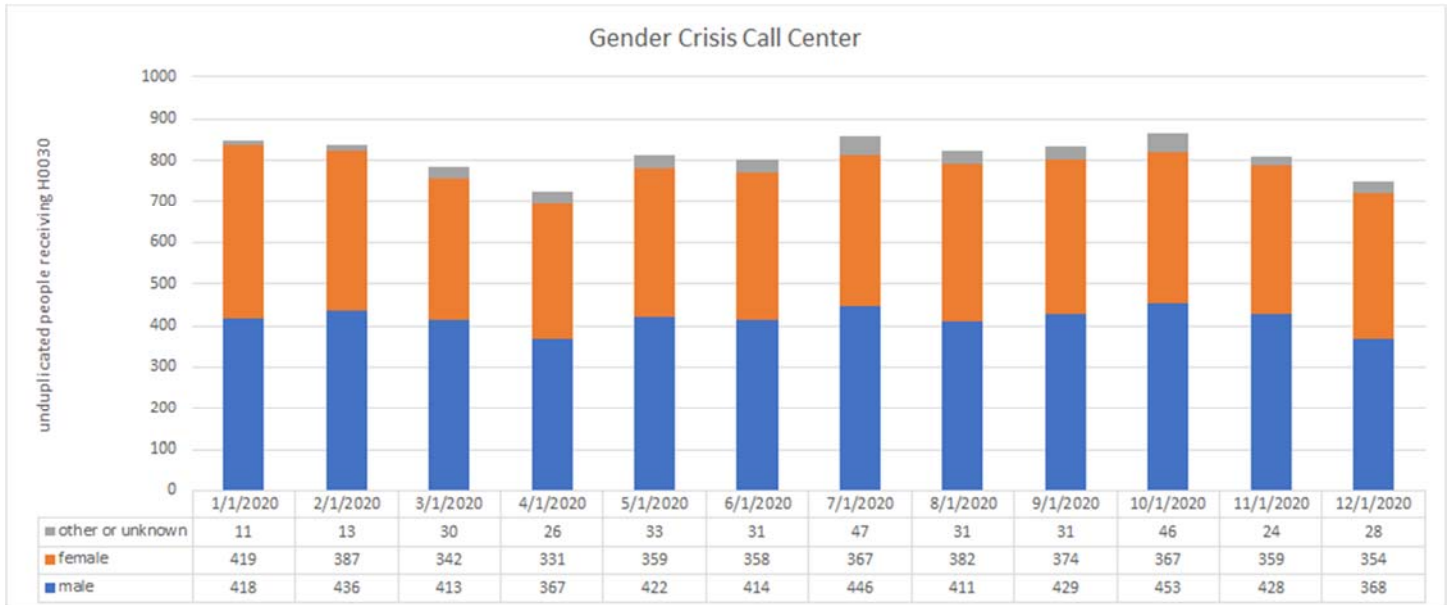
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Primary Language



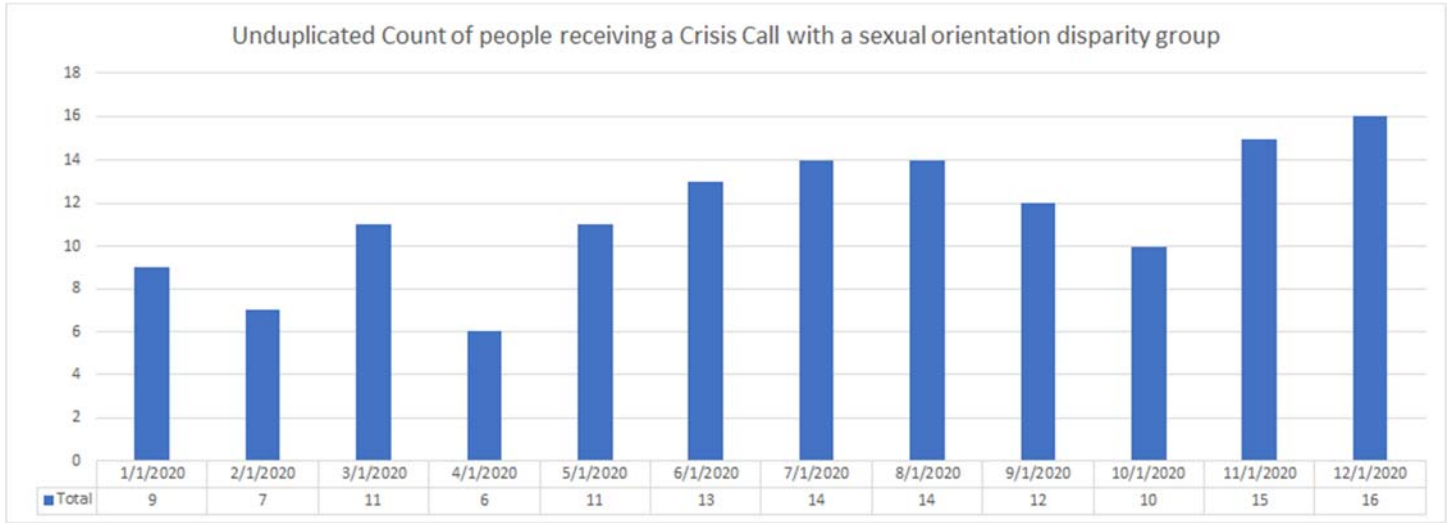
Gender



North Sound Crisis Metric and Reporting

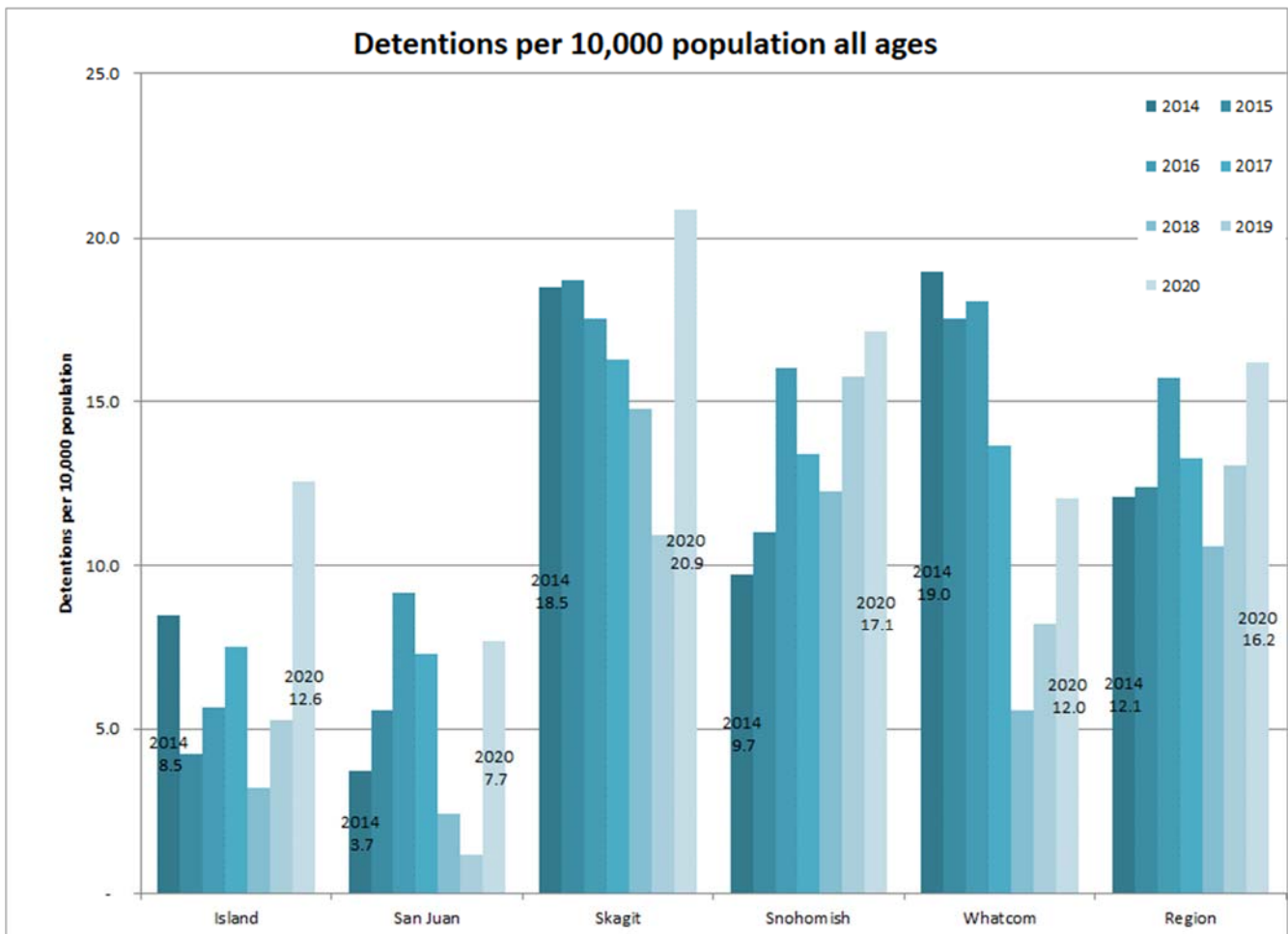
Call Center, DCR dispatch and Crisis Services

Sexual Orientation



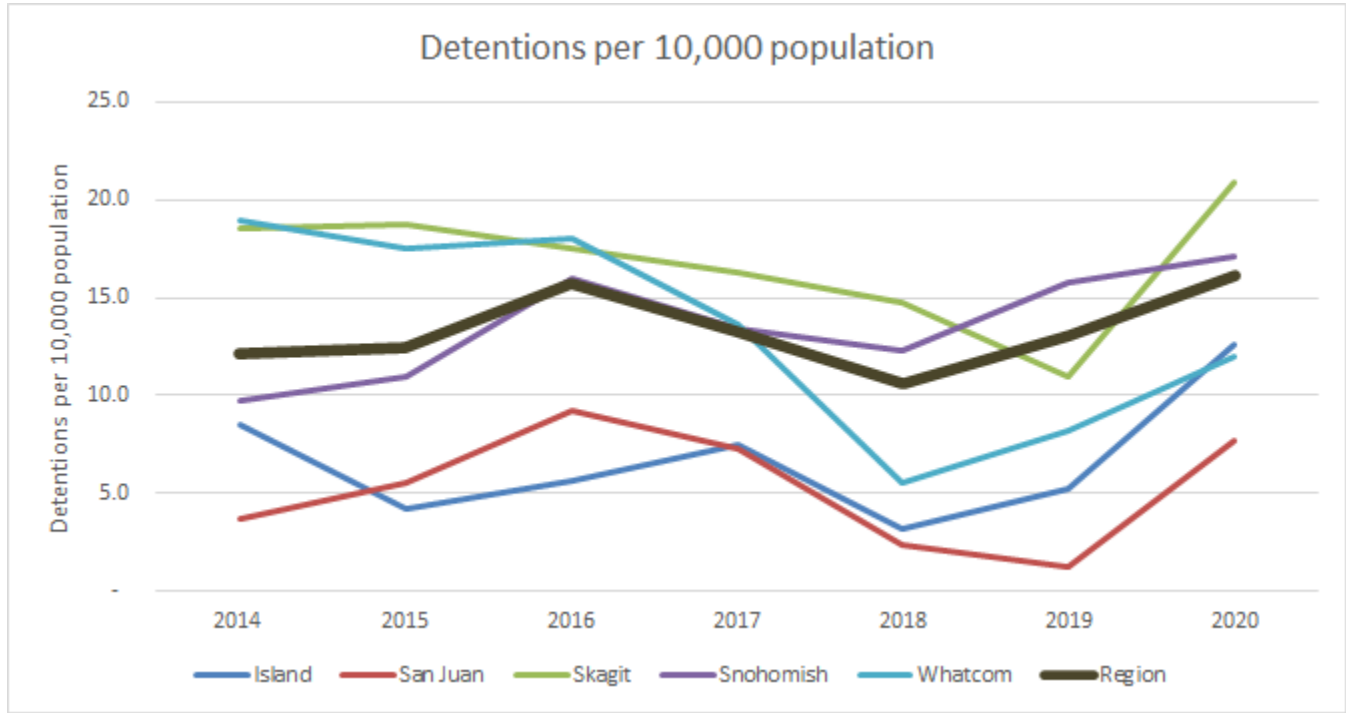
Dispatches, Detentions and Detention Rates

Per Capita Detention Rates



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services



2020 is imputed based on current data available

Detentions

72 hour
detentions

as of 1/6/2021

detention count	year of detention							Proj.
County	2014	2015	2016	2017	2018	2019	2020	2020
Island	68	34	47	62	27	45	108	108
San Juan	6	9	15	12	4	2	13	13
Skagit	221	226	214	202	185	139	269	269
Snohomish	720	834	1,236	1,057	989	1,292	1,433	1,433
Whatcom	394	367	384	295	122	183	271	271
Grand Total	1,409	1,470	1,896	1,628	1,327	1,661	2,094	2,094

Population

	2014	2015	2016	2017	2018	2019	2020
population	2014 est	2015 est	2016 est	2017 est	2018 trend	2019 trend	2020 trend
Island County	80,000	80,600	82,910	82,790	84,245	85,340	86,008
San Juan County	16,100	16,180	16,320	16,510	16,620	16,785	16,935
Skagit County	119,500	120,620	122,270	124,100	125,485	127,225	128,833

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

	2014	2015	2016	2017	2018	2019	2020
population	2014 est	2015 est	2016 est	2017 est	2018 trend	2019 trend	2020 trend
Snohomish County	741,000	757,600	772,860	789,400	805,330	821,230	837,465
Whatcom County	207,600	209,790	212,540	216,300	218,770	222,025	225,140
Grand Total	1,164,200	1,184,790	1,206,900	1,229,100	1,250,450	1,272,605	1,294,380

Per Capita Detention rate

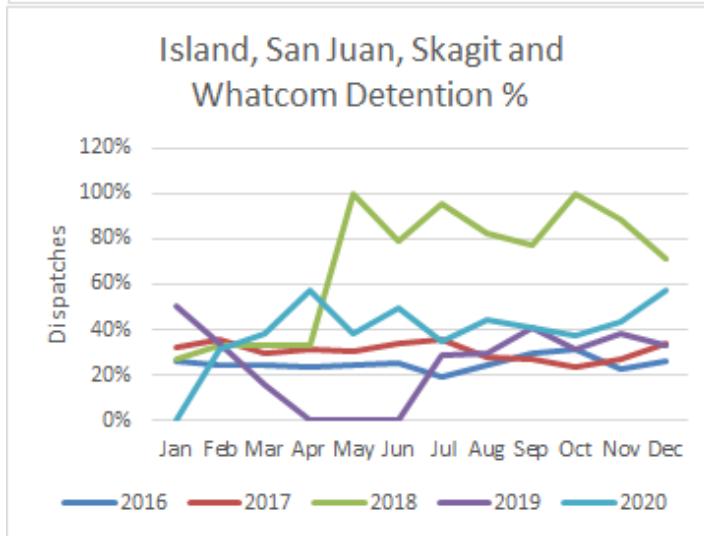
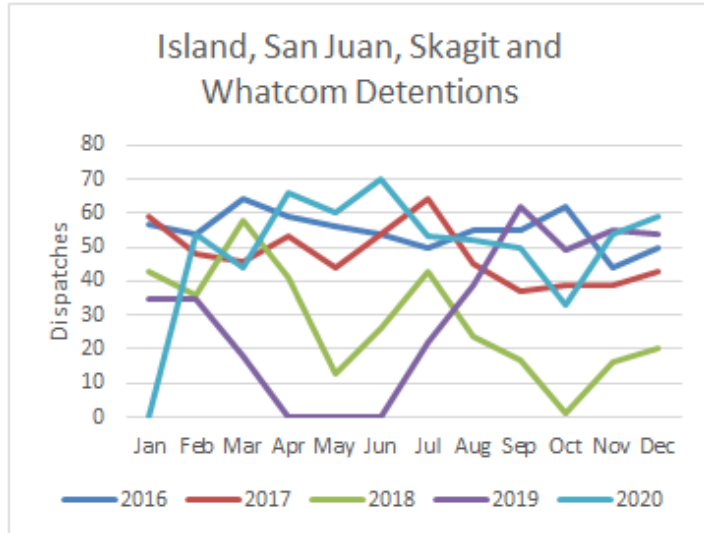
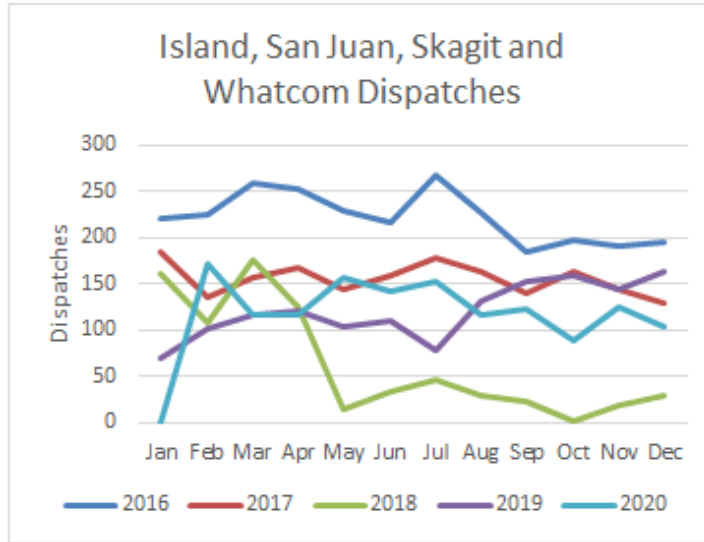
Detention Rates per 10,000 Population

county	2014	2015	2016	2017	2018	2019	2020
Island	8.5	4.2	5.7	7.5	3.2	5.3	12.6
San Juan	3.7	5.6	9.2	7.3	2.4	1.2	7.7
Skagit	18.5	18.7	17.5	16.3	14.7	10.9	20.9
Snohomish	9.7	11.0	16.0	13.4	12.3	15.7	17.1
Whatcom	19.0	17.5	18.1	13.6	5.6	8.2	12.0
Region	12.1	12.4	15.7	13.2	10.6	13.1	16.2

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

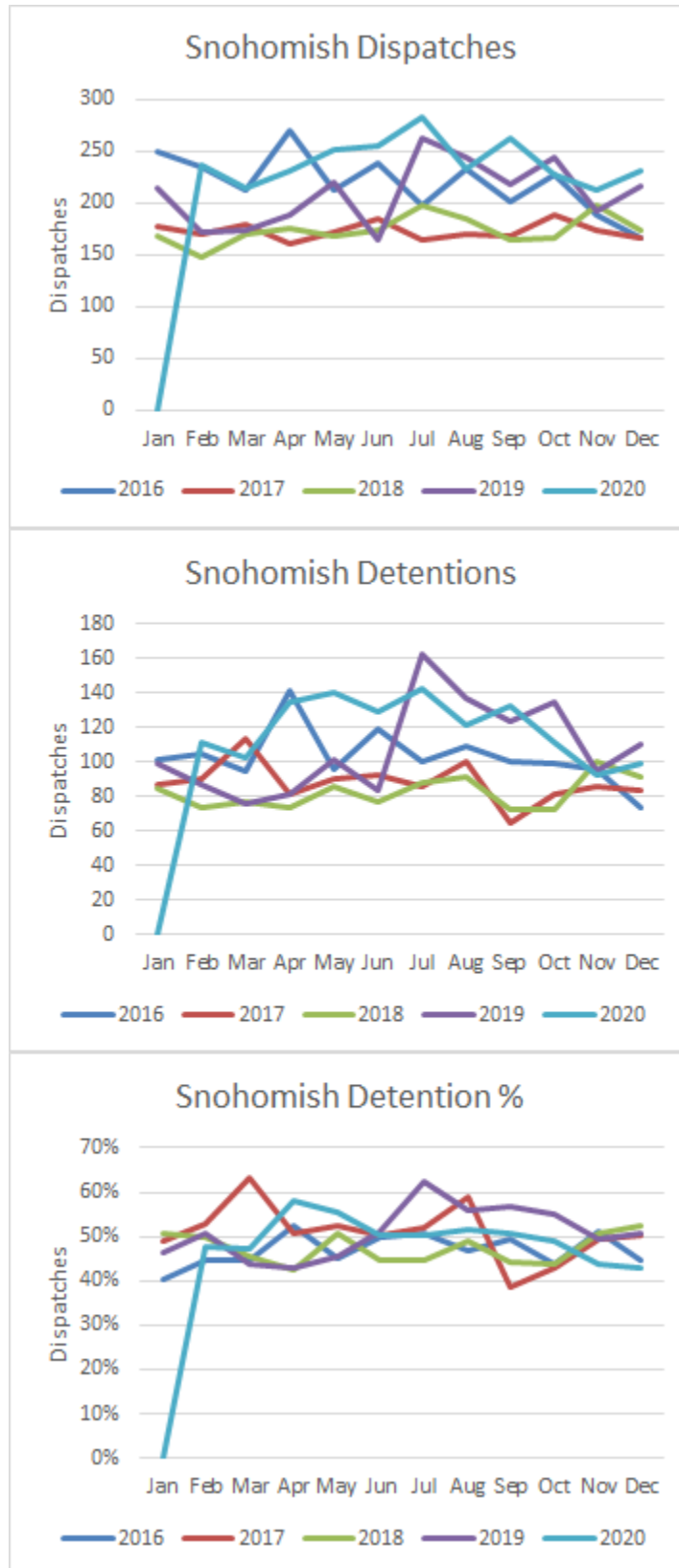
Island, San Juan, Skagit, and Whatcom



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Snohomish



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Dispatch, Detention and Detention Rate Values

Count of Dispatches

Island, San Juan, Skagit and Whatcom

Count of dispatches month	Year				
	2016	2017	2018	2019	2020
Jan	220	185	161	70	179
Feb	225	135	108	102	171
Mar	259	157	175	117	116
Apr	253	168	124	121	116
May	230	145	13	104	156
Jun	216	158	33	109	142
Jul	267	179	45	77	152
Aug	228	163	29	131	117
Sep	184	139	22	153	122
Oct	198	164	1	158	89
Nov	191	145	18	145	125
Dec	194	128	28	164	103
Grand Total	2,665	1,866	757	1,451	1,588

Snohomish

Count of dispatches month	Year				
	2016	2017	2018	2019	2020
Jan	250	177	168	214	230
Feb	235	170	148	172	236
Mar	212	180	170	173	215
Apr	271	160	175	188	232
May	213	171	169	221	252
Jun	238	185	173	164	256
Jul	198	165	198	262	284
Aug	233	170	185	245	234
Sep	202	168	165	218	262
Oct	227	189	167	245	228
Nov	188	174	197	192	212
Dec	166	167	173	217	231
Grand Total	2,633	2,076	2,088	2,511	2,872

Count of Detentions

Island, San Juan, Skagit and Whatcom

Sum of detention month	Year				
	2016	2017	2018	2019	2020
Jan	57	59	43	35	66
Feb	54	48	36	35	54
Mar	64	46	58	18	44
Apr	59	53	41	0	66
May	56	44	13	0	60
Jun	54	54	26	0	70
Jul	50	64	43	22	53
Aug	55	45	24	39	52
Sep	55	37	17	62	50
Oct	62	39	1	49	33
Nov	44	39	16	55	54
Dec	50	43	20	54	59
Grand Total	660	571	338	369	661

Snohomish

Sum of detention month	Year				
	2016	2017	2018	2019	2020
Jan	101	87	85	99	114
Feb	105	90	74	87	112
Mar	95	114	77	76	102
Apr	142	81	74	81	135
May	96	90	86	101	140
Jun	119	93	77	84	129
Jul	100	86	88	163	143
Aug	109	100	91	137	121
Sep	100	65	73	124	133
Oct	99	81	73	135	112
Nov	96	86	100	95	93
Dec	74	84	91	110	99
Grand Total	1236	1057	989	1292	1433

Detention Percents

Island, San Juan, Skagit and Whatcom

detentions / dispatches	2016	2017	2018	2019	2020
Jan	26%	32%	27%	50%	37%
Feb	24%	36%	33%	34%	32%
Mar	25%	29%	33%	15%	38%
Apr	23%	32%	33%	0%	57%
May	24%	30%	100%	0%	38%
Jun	25%	34%	79%	0%	49%
Jul	19%	36%	96%	29%	35%
Aug	24%	28%	83%	30%	44%
Sep	30%	27%	77%	41%	41%
Oct	31%	24%	100%	31%	37%
Nov	23%	27%	89%	38%	43%
Dec	26%	34%	71%	33%	57%
Grand Total	25%	31%	45%	25%	42%

Snohomish

detentions / dispatches	2016	2017	2018	2019	2020
Jan	40%	49%	51%	46%	50%
Feb	45%	53%	50%	51%	47%
Mar	45%	63%	45%	44%	47%
Apr	52%	51%	42%	43%	58%
May	45%	53%	51%	46%	56%
Jun	50%	50%	45%	51%	50%
Jul	51%	52%	44%	62%	50%
Aug	47%	59%	49%	56%	52%
Sep	50%	39%	44%	57%	51%
Oct	44%	43%	44%	55%	49%
Nov	51%	49%	51%	49%	44%
Dec	45%	50%	53%	51%	43%
Grand Total	47%	51%	47%	51%	50%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis System Overview

Unduplicated people served in crisis system

The table included below is an unduplicated count of people across all three crisis system services - crisis calls, investigations and crisis services. All totals are unduplicated totals of people across the subcategories.

Crisis, Investigation and Hotline Services														
Unduplicated People	Mont. Y													
Agency/fund source/modality	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Undup. Total	
Compass Health	225	227	167	166	191	207	221	215	277	308	312	276	1,997	
Medicaid	126	118	98	84	95	108	119	115	142	136	152	143	1,002	
Crisis Service	126	118	98	84	95	108	119	115	142	136	152	143	1,002	
Non Medicaid	176	180	119	132	154	164	170	158	198	204	195	177	1,539	
Crisis Service	86	95	64	74	84	93	98	94	130	107	96	100	890	
Investigation	143	143	86	94	120	125	127	108	125	122	117	99	1,106	
Snohomish County ICRS	392	342	318	288	292	316	333	318	325	319	290	300	2,607	
Medicaid	176	132	133	134	137	149	171	165	176	167	160	147	1,242	
Crisis Service	176	132	133	134	137	149	171	165	176	167	160	147	1,242	
Non Medicaid	311	292	263	247	254	281	281	273	272	261	231	257	2,276	
Crisis Service	194	193	162	135	131	154	147	136	133	133	126	156	1,421	
Investigation	197	199	187	189	207	237	234	220	217	204	180	209	1,756	
VOA Crisis Line	848	836	785	724	814	803	860	824	834	866	811	748	6,685	
Medicaid	385	406	377	382	439	420	470	464	457	495	454	396	3,250	
Crisis Call	385	406	377	382	439	420	470	464	457	495	454	396	3,250	
Non Medicaid	472	439	414	352	383	388	395	364	385	376	367	360	3,690	
Crisis Call	472	439	414	352	383	388	395	364	385	376	367	360	3,690	
Undup. Total	1,465	1,405	1,270	1,178	1,297	1,326	1,414	1,357	1,436	1,493	1,413	1,324	11,289	

Crisis Services in conjunction with investigation services

Documenting crisis services on the same day before and after the investigation is important to encourage and quantify the diversion and recovery work being done around investigations. Follow up services do the same for crisis services occurring the next two days. It's important to note this is a new measure and no goals or expectations have been set for it yet. All measures in this section are 7/1/2019- ytd. Please note that this information is service, not units of service. A service can have multiple units depending on length of the service.

Same Day and Follow on Summary

	Percent of investigations with Same Day service
Compass Health	74.5%
Snohomish County ICRS	64.4%

Percent of investigations with Follow-Up service - not same day
20.3%
19.7%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Same Day Crisis Services by County

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Compass Health	293	48	844		1,449	2,634
No Same Day	68	11	338		254	671
Same day Crisis Service	225	37	506		1,195	1,963
Snohomish County ICRS				5,379		5,379
No Same Day				1,916		1,916
Same day Crisis Service				3,463		3,463

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Compass Health	100.00%	100.00%	100.00%	0.00%	100.00%	32.87%
Same day Crisis Service	76.79%	77.08%	59.95%		82.47%	74.53%
No Same Day	23.21%	22.92%	40.05%		17.53%	25.47%
Snohomish County ICRS	0.00%	0.00%	0.00%	100.00%	0.00%	67.13%
Same day Crisis Service				64.38%		64.38%
No Same Day				35.62%		35.62%

Follow On Crisis Services by County

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Compass Health	293	48	844		1,449	2,634
Follow up - not same day	59	12	121		344	536
No Follow-up	234	36	723		1,105	2,098
Snohomish County ICRS				5,379		5,379
Follow up - not same day				1,059		1,059
No Follow-up				4,320		4,320

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Compass Health	100.00%	100.00%	100.00%	0.00%	100.00%	32.87%
Follow up - not same day	20.14%	25.00%	14.34%		23.74%	20.35%
No Follow-up	79.86%	75.00%	85.66%		76.26%	79.65%
Snohomish County ICRS	0.00%	0.00%	0.00%	100.00%	0.00%	67.13%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Follow up - not same day				19.69%		19.69%
No Follow-up				80.31%		80.31%

North Sound Crisis Dispatch Metrics

The North Sound Investigation data is captured in the North Sound ASO data system through the ICRS contact sheet data submitted by Designated Crisis Responders (DCR's).

Current Investigation Data Used

Total Investigations/detentions/response and LE referral

month	invest.	detentions	avg dispatch response time hrs.	Referred from Law Enforcement	detention percent
Jan-20	397	180	2.6	56	45%
Feb-20	400	166	2.4	60	42%
Mar-20	326	146	1.5	47	45%
Apr-20	343	201	1.5	41	59%
May-20	398	200	1.3	43	50%
Jun-20	397	199	1.6	38	50%
Jul-20	428	196	1.6	56	46%
Aug-20	350	173	1.3	41	49%
Sep-20	381	183	1.7	44	48%
Oct-20	317	145	1.2	37	46%
Nov-20	337	147	1.3	25	44%
Dec-20	336	159	1.3	27	47%
prior 12 mo. avg.	368	175	1.6	43	48%
min	317	145	1.2	25	42%
max	428	201	2.6	60	59%

Investigation Reasons

month	MH invest.	SUD invest.	MH and SUD invest.	Percent SUD related
Jan-20	235	16	146	41%
Feb-20	243	16	141	39%
Mar-20	191	12	123	41%
Apr-20	224	12	107	35%
May-20	222	24	152	44%
Jun-20	226	23	148	43%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

month	MH invest.	SUD invest.	MH and SUD invest.	Percent SUD related
Jul-20	249	25	154	42%
Aug-20	201	14	135	43%
Sep-20	227	16	138	40%
Oct-20	177	19	117	43%
Nov-20	203	12	121	40%
Dec-20	201	19	114	40%
prior 12 mo. avg.	217	17	133	41%
min	177	12	107	35%
max	249	25	154	44%

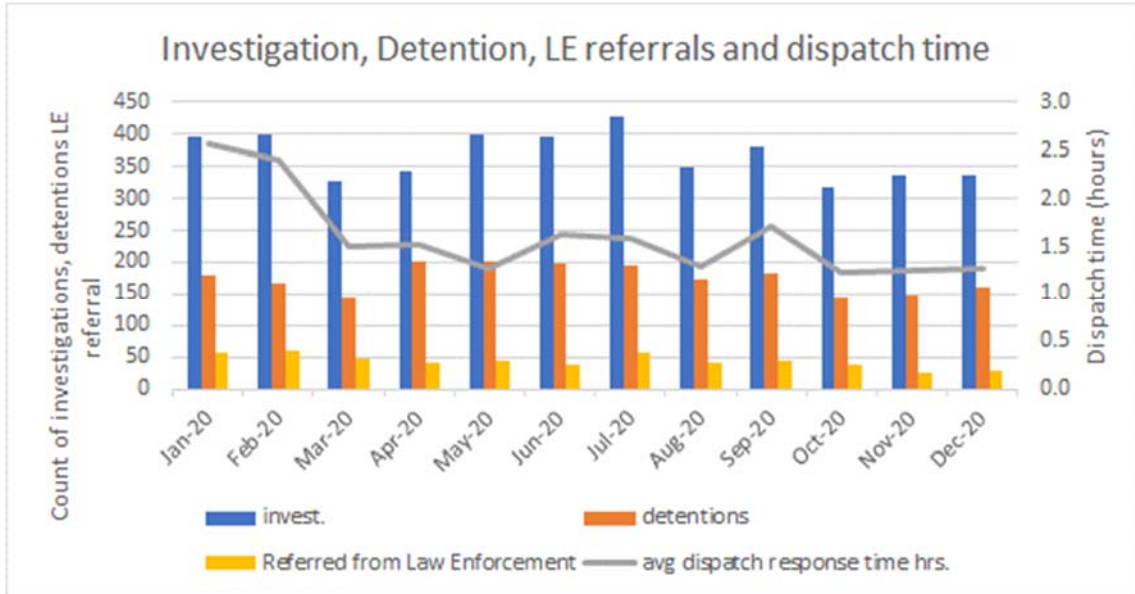
Investigation Outcomes

month	Detentions and Commitments	Voluntary MH Treatment	Less Restrictive Options MH	No Detention Due to Issues	Other
Jan-20	203	113	3	5	73
Feb-20	183	116	8	6	87
Mar-20	158	96	3	1	68
Apr-20	211	81	3	2	46
May-20	211	105	3	7	72
Jun-20	213	111	1	5	67
Jul-20	221	122	0	3	82
Aug-20	186	91	2	3	68
Sep-20	200	110	2	6	63
Oct-20	157	103	1	5	51
Nov-20	159	117	2	6	53
Dec-20	173	107	2	3	50
prior 12 mo. avg.	190	106	3	4	65
min	157	81	0	1	46
max	221	122	8	7	87

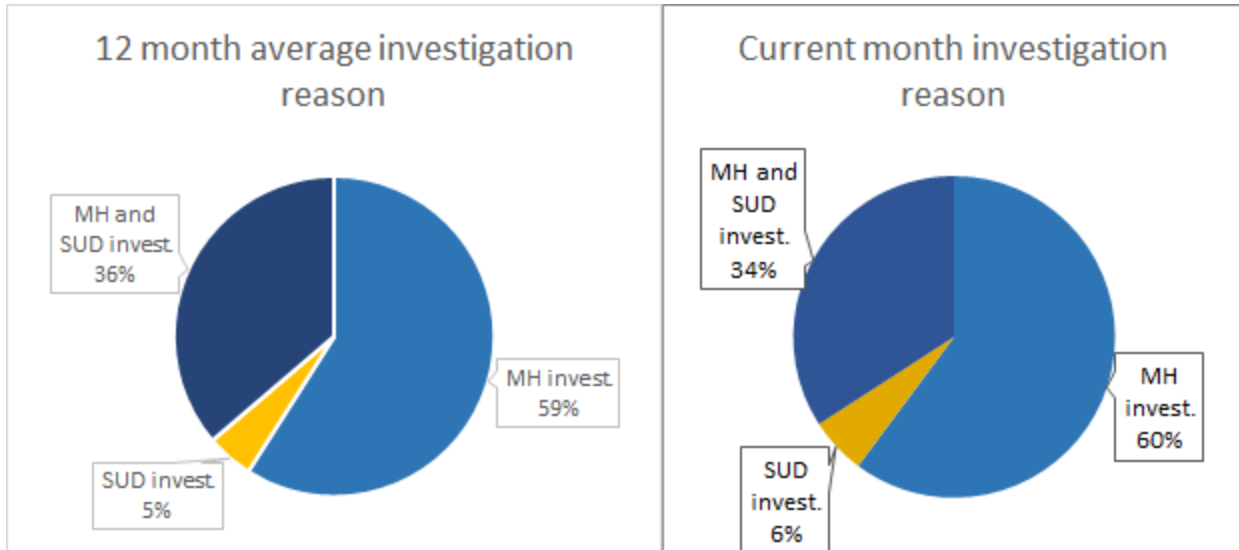
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

North Sound Investigation Metrics over Time graph



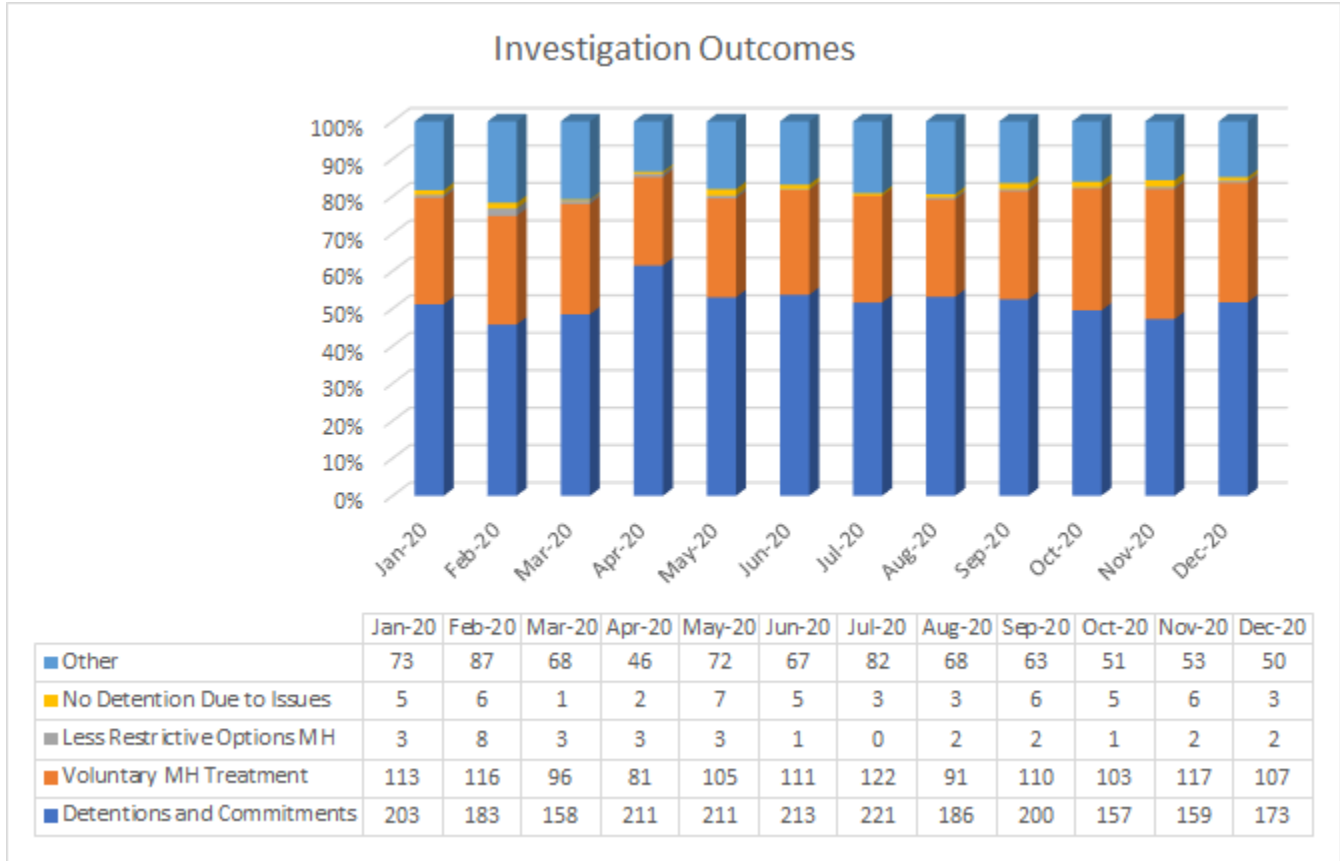
Investigation Reason Percentages Pie Charts



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Outcomes over time percent of total chart



Investigation Outcome Grouping

Investigation outcomes are grouped to duplicate the investigation outcomes published by the state. This includes the 6 months prior to the previous month and the current previous month – 7 months total.

State Group	Investigation Outcome	all invest. in period
Detentions and Commitments	Detention (72 hours as identified under RCW 71.05).	2,054
Detentions and Commitments	Detention to Secure Detox facility (72 hours as identified under 71.05)	38
Detentions and Commitments	Returned to inpatient facility/filed revocation petition.	146
Detentions and Commitments	Non-emergent detention petition filed	37
Less Restrictive Options MH	Filed petition - recommending LRA extension.	30
Less Restrictive Options MH	Petition filed for outpatient evaluation	1
No Detention Due to Issues	No detention - E&T provisional acceptance did not occur within statutory timeframes	18
No Detention Due to Issues	No detention - Unresolved medical issues	34
Voluntary MH Treatment	Referred to crisis triage	23
Voluntary MH Treatment	Referred to voluntary inpatient mental health services.	164
Voluntary MH Treatment	Referred to voluntary outpatient mental health services.	1,050
Voluntary MH Treatment	Referred to chemical dependency intensive outpatient program	17

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

State Group	Investigation Outcome	all invest. in period
Voluntary MH Treatment	Referred to acute detox	8
Voluntary MH Treatment	Referred to chemical dependency residential program	4
Voluntary MH Treatment	Referred to sub acute detox	4
Voluntary MH Treatment	Referred to chemical dependency inpatient program	2
Other	Referred to non-mental health community resources.	58
Other	Other	685
Other	Did not require MH or CD services	37
Grand Total	Total	4,410

Investigation Walk-Away Data

Walk Away County

walk aways investigation	County					Grand Total
	Island	Skagit	Snohomish	Whatcom	(blank)	
2020	13	14	13	1	1	42
Jun		4	1	1		6
Jul	1	4	3			8
Aug	2	3	3		1	9
Sep	6		1			7
Oct	3	2				5
Nov		1	2			3
Dec	1		3			4
Grand Total	13	14	13	1	1	42

Walk away hospital

walk aways investigation	hospital							2020 Total	Grand Total
	2020								
	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Cascade Valley Hospital		1	1					2	2
Evergreen Monroe	1	1	1	1		2	3	9	9
Home			1					1	1
Island County Jail		1						1	1
Island Hospital	1	2	1		1			5	5
Providence		1						1	1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

investigation	2020							2020 Total	Grand Total
	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Skagit Valley	2		2			1		5	5
St. Joseph	1							1	1
United General	1	2			2			5	5
Whidbey General			2	3	1		1	7	7
Whidbey Health				3	1			4	4
(blank)			1					1	1
Grand Total	6	8	9	7	5	3	4	42	42

People with Dispatches and Detain history

Detained prior 6 months

unduplicated people year/month	DCR Dispatches to people that were:		Grand Total	% of dispatches to people detained in prior 6 months
	Detained in last 6 months	not detained in last 6 months		
2019	320	2,689	2,754	11.6%
Jan	35	207	236	14.8%
Feb	24	210	232	10.3%
Mar	37	221	254	14.6%
Apr	41	225	265	15.5%
May	38	253	288	13.2%
Jun	45	207	250	18.0%
Jul	35	260	291	12.0%
Aug	27	299	320	8.4%
Sep	31	261	284	10.9%
Oct	37	283	313	11.8%
Nov	44	226	267	16.5%
Dec	46	264	306	15.0%
2020	391	2,722	2,788	14.0%
Jan	51	280	323	15.8%
Feb	71	255	316	22.5%
Mar	41	223	262	15.6%
Apr	51	236	278	18.3%
May	64	254	306	20.9%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

unduplicated people year/month	DCR Dispatches to people that were:		Grand Total	% of dispatches to people detained in prior 6 months
	Detained in last 6 months	not detained in last 6 months		
Jun	53	294	342	15.5%
Jul	65	291	348	18.7%
Aug	55	251	302	18.2%
Sep	46	272	314	14.6%
Oct	53	218	265	20.0%
Nov	41	234	270	15.2%
Dec	49	231	275	17.8%
Grand Total	662	5,141	5,206	12.7%

Detained prior year

unduplicated people year/month	DCR Dispatches to people that were:		Grand Total	% of dispatches to people detained in prior 6 months
	Detained in prior year	not detained in prior year		
2019	401	2,588	2,754	14.6%
Jan	55	186	236	23.3%
Feb	43	190	232	18.5%
Mar	47	210	254	18.5%
Apr	65	200	265	24.5%
May	53	238	288	18.4%
Jun	53	199	250	21.2%
Jul	50	245	291	17.2%
Aug	32	294	320	10.0%
Sep	31	261	284	10.9%
Oct	37	283	313	11.8%
Nov	44	226	267	16.5%
Dec	46	264	306	15.0%
2020	479	2,614	2,788	17.2%
Jan	53	278	323	16.4%
Feb	73	253	316	23.1%
Mar	49	215	262	18.7%
Apr	60	226	278	21.6%
May	83	235	306	27.1%
Jun	73	274	342	21.3%
Jul	80	275	348	23.0%
Aug	77	228	302	25.5%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

unduplicated people year/month	DCR Dispatches to people that were:		Grand Total	% of dispatches to people detained in prior 6 months
	Detained in prior year	not detained in prior year		
Sep	69	249	314	22.0%
Oct	66	205	265	24.9%
Nov	66	208	270	24.4%
Dec	64	214	275	23.3%
Grand Total	814	5,040	5,206	15.6%

Investigation Services

Investigation encounter services are submitted in the 837p transaction as per the current SERI and has a place of service code selected.

Investigations do not include services prior to the rights being read or after the determination has been made. Place of Service is from the applicable Place of Service code.

- From current SERI found here: <https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/service-encounter-reporting-instructions-seri>

“An evaluation by a Designated Crisis Responder (DCR) for the purpose of determining the likelihood of serious harm to self, others or gravely disabled due to a mental or substance use disorder. The DCR accepts, screens, and documents all referrals for an ITA investigation. The DCR informs the person being investigated for involuntary detention of his/her legal rights as soon as it is determined that an ITA investigation is necessary.”

Specifically excluded are:

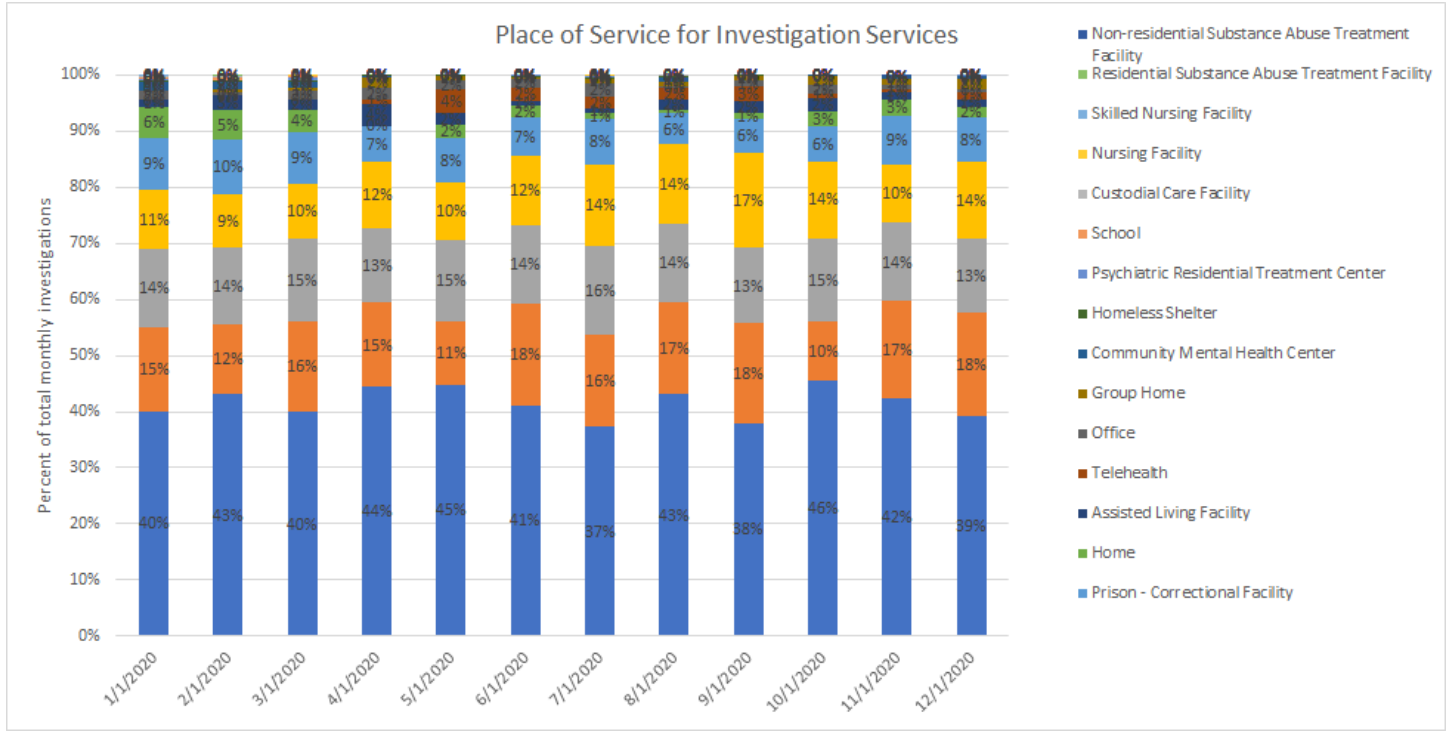
“Activities performed by a DCR that are determined not to be an investigation, include but are not limited to, crisis services and community support. These activities are reported under the appropriate service type.”

North Sound Crisis Metric and Reporting

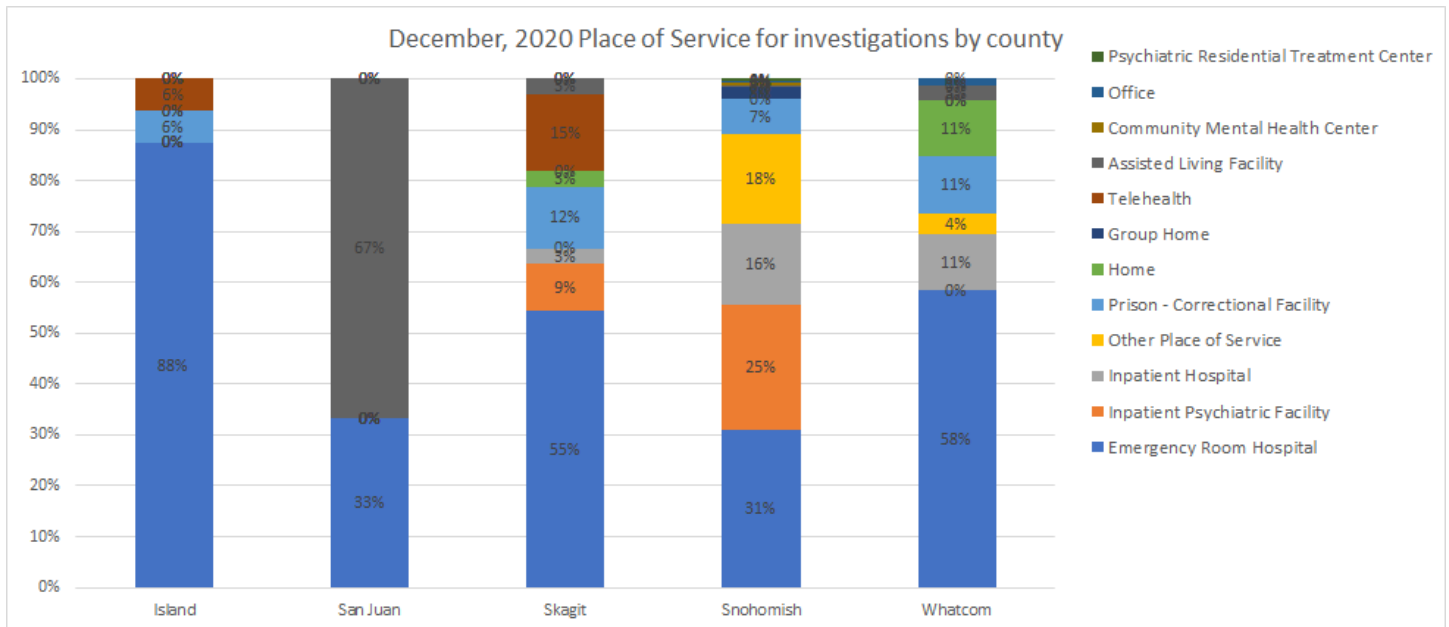
Call Center, DCR dispatch and Crisis Services

Place of Service for Investigation Services

Place of Service for Investigation compared monthly



Place of Service for Investigation compared by County for the most recent month



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of place of Service by month and County

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
Emergency Room Hospital	142	7	334	1,261	533	2,277
1/1/2020	13		37	98	44	192
2/1/2020	17		29	102	53	201
3/1/2020	10	2	17	93	31	153
4/1/2020	16		19	107	35	177
5/1/2020	13		24	125	45	207
6/1/2020	6	2	33	123	46	210
7/1/2020	10	2	31	114	39	196
8/1/2020	3		33	103	56	195
9/1/2020	10		32	109	41	192
10/1/2020	13		30	107	55	205
11/1/2020	17		31	81	46	175
12/1/2020	14	1	18	99	42	174
Inpatient Psychiatric Facility			25	816	7	848
1/1/2020			5	67		72
2/1/2020			2	55	1	58
3/1/2020			2	59	1	62
4/1/2020				59	1	60
5/1/2020			2	50		52
6/1/2020			2	90		92
7/1/2020			3	83		86
8/1/2020				74	1	75
9/1/2020			3	85	2	90
10/1/2020			1	45	1	47
11/1/2020			2	70		72
12/1/2020			3	79		82
Other Place of Service	2	3	4	740	27	776
1/1/2020		2	1	58	5	66
2/1/2020	1	1		57	5	64
3/1/2020				55	1	56
4/1/2020				51	2	53
5/1/2020			2	65		67
6/1/2020	1		1	69	1	72
7/1/2020				77	6	83
8/1/2020				62	1	63
9/1/2020				67	1	68

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
10/1/2020				66	1	67
11/1/2020				57	1	58
12/1/2020				56	3	59
Inpatient Hospital	6		17	608	50	681
1/1/2020	1		1	45	4	51
2/1/2020	1		1	39	3	44
3/1/2020	1			32	5	38
4/1/2020				46	1	47
5/1/2020	2		1	44	1	48
6/1/2020	1		2	55	4	62
7/1/2020			3	66	7	76
8/1/2020				62	2	64
9/1/2020			3	76	7	86
10/1/2020			1	58	3	62
11/1/2020			4	34	5	43
12/1/2020			1	51	8	60
Prison - Correctional Facility	11	9	88	193	119	420
1/1/2020	2	2	15	16	9	44
2/1/2020	2		12	15	17	46
3/1/2020	1		2	23	9	35
4/1/2020			6	9	11	26
5/1/2020		2	4	15	15	36
6/1/2020	2		9	16	9	36
7/1/2020	2	2	5	20	14	43
8/1/2020		3	5	11	6	25
9/1/2020			8	16	6	30
10/1/2020	1		10	10	7	28
11/1/2020			8	20	8	36
12/1/2020	1		4	22	8	35
Home	4		10		120	134
1/1/2020	2		2		23	27
2/1/2020	2		4		18	24
3/1/2020					15	15
5/1/2020					11	11
6/1/2020					10	10
7/1/2020			1		4	5
8/1/2020					3	3
9/1/2020			1		5	6

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
10/1/2020			1		11	12
11/1/2020					12	12
12/1/2020			1		8	9
Assisted Living Facility	1	7	47	20	26	101
1/1/2020	1		2	3		6
2/1/2020		1	4	5	2	12
3/1/2020		1	5	1		7
4/1/2020		1	11	3		15
5/1/2020			9	1		10
6/1/2020			4		1	5
7/1/2020			3	1	1	5
8/1/2020			5	2	1	8
9/1/2020		1		2	8	11
10/1/2020		1	2		8	11
11/1/2020			1	1	3	5
12/1/2020		2	1	1	2	6
Telehealth	48	3	27		3	81
4/1/2020	2		2			4
5/1/2020	14		4		1	19
6/1/2020	6		5		1	12
7/1/2020	7	1	2		1	11
8/1/2020	8		2			10
9/1/2020	10	1	2			13
10/1/2020		1	2			3
11/1/2020			3			3
12/1/2020	1		5			6
Office	2	6	9	22	33	72
1/1/2020			1	4	3	8
2/1/2020					3	3
3/1/2020			1	2	3	6
4/1/2020	1		2		5	8
5/1/2020			2		6	8
6/1/2020		3	2	1	2	8
7/1/2020		2	1	4	6	13
8/1/2020	1					1
9/1/2020		1		3	1	5
10/1/2020				6	1	7
11/1/2020				1	2	3

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
12/1/2020				1	1	2
Group Home				43	2	45
2/1/2020				1	1	2
3/1/2020				2		2
4/1/2020				7		7
5/1/2020				2	1	3
6/1/2020				1		1
7/1/2020				3		3
8/1/2020				4		4
9/1/2020				4		4
10/1/2020				7		7
11/1/2020				4		4
12/1/2020				8		8
Community Mental Health Center				27		27
1/1/2020				7		7
2/1/2020				7		7
3/1/2020				4		4
4/1/2020				1		1
8/1/2020				3		3
10/1/2020				1		1
11/1/2020				2		2
12/1/2020				2		2
Homeless Shelter					10	10
1/1/2020					1	1
2/1/2020					1	1
3/1/2020					1	1
4/1/2020					1	1
5/1/2020					1	1
6/1/2020					1	1
7/1/2020					2	2
8/1/2020					1	1
9/1/2020					1	1
Psychiatric Residential Treatment Center				4	3	7
1/1/2020				1	1	2
3/1/2020					2	2
6/1/2020				1		1
7/1/2020				1		1
12/1/2020				1		1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
School		1		3		4
1/1/2020				1		1
2/1/2020				2		2
3/1/2020		1				1
Custodial Care Facility	1				2	3
1/1/2020	1					1
2/1/2020					1	1
8/1/2020					1	1
Nursing Facility				2		2
3/1/2020				1		1
7/1/2020				1		1
Skilled Nursing Facility	1					1
1/1/2020	1					1
Residential Substance Abuse Treatment Facility				1		1
2/1/2020				1		1
Non-residential Substance Abuse Treatment Facility				1		1
11/1/2020				1		1
Grand Total	218	36	561	3,741	935	5,491

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

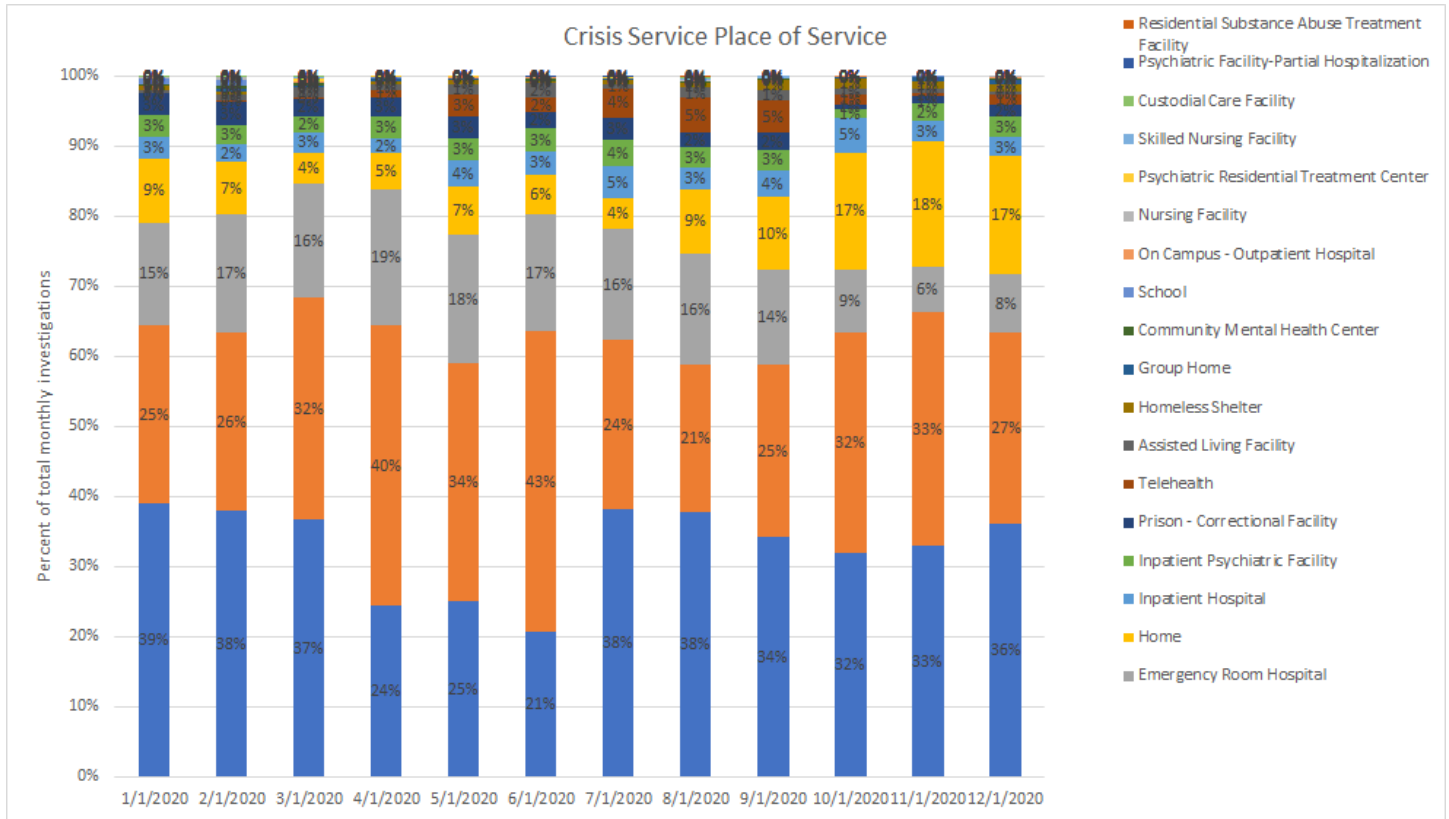
Crisis Services – not Hotline

Crisis services are submitted as service per the SERI:

“Evaluation and treatment of mental health crisis for all individuals experiencing a crisis. A mental health crisis is defined as a turning point in the course of anything decisive or critical, a time, a stage, or an event or a time of great danger or trouble, whose outcome decides whether possible bad consequences will follow.”

They include hotline calls (cpt H0030) discussed in the beginning of this report and Crisis interventions (cpt H2011), covered below

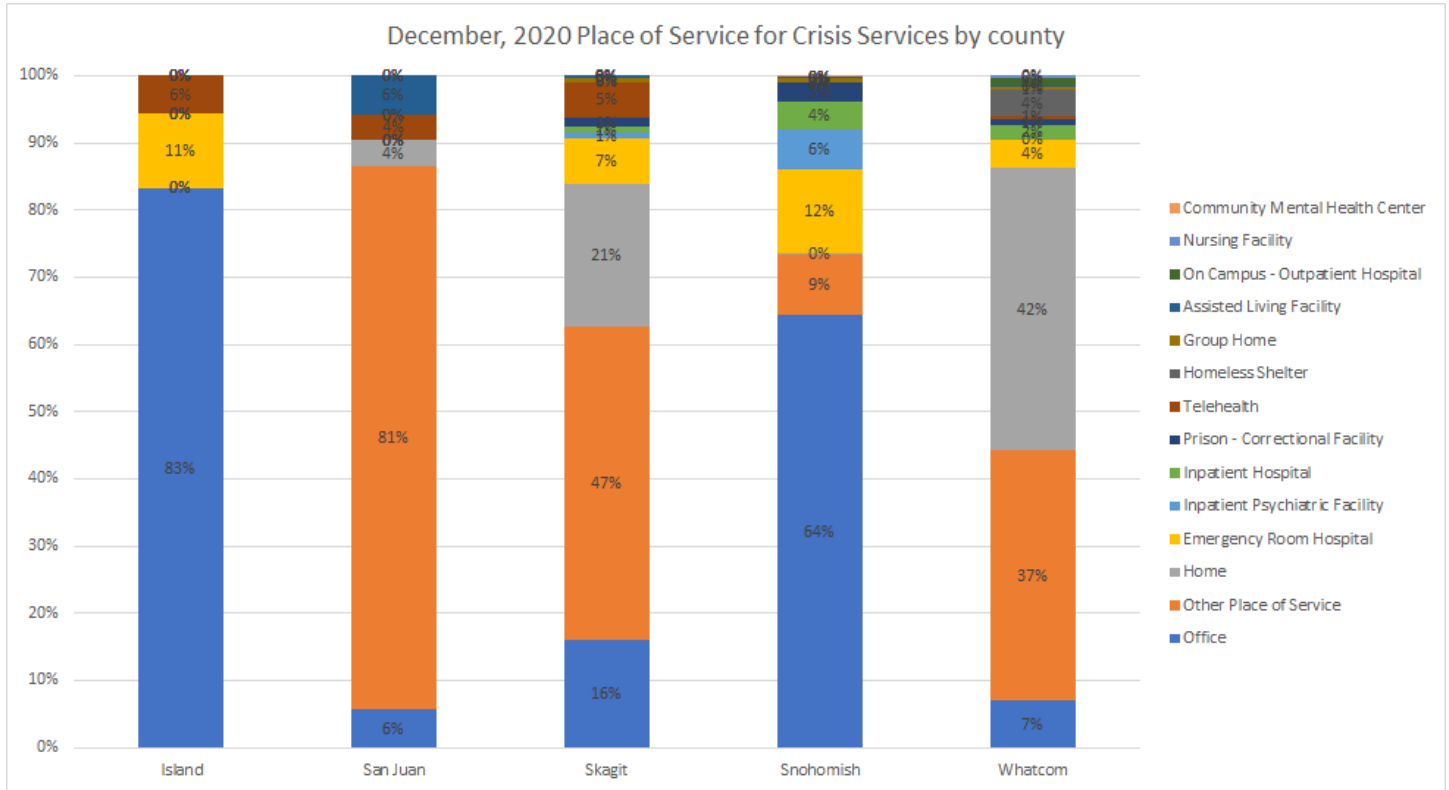
Comparison of Crisis Service Place of Service by Month



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Comparison of Crisis Service Place of Service by County



Count of Crisis Services by month and Place of Service

Count of services place of service	Month												Grand Total
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	
Office	389	383	319	201	228	224	422	414	412	373	390	446	4,201
Other Place of Service	253	258	275	332	310	462	269	230	295	371	397	337	3,789
Emergency Room Hospital	146	171	141	161	168	181	176	174	163	105	76	104	1,766
Home	91	75	38	42	63	61	48	101	125	195	214	207	1,260
Inpatient Hospital	31	25	26	17	33	37	50	34	46	59	34	33	425
Inpatient Psychiatric Facility	30	28	20	27	29	34	43	31	35	14	29	36	356
Prison - Correctional Facility	31	35	21	22	28	26	35	24	29	8	13	22	294
Telehealth		1	1	8	30	22	46	53	55	17	6	17	256
Assisted Living Facility	6	8	13	8	12	22	7	16	18	9	8	6	133
Homeless Shelter	5	5		3	6	3	5	7	17	17	12	14	94
Group Home		4	3	3	3	1	3	1	1	2	6	7	34
Community Mental Health Center	3	4	3	1		3		1	1	1	1	1	19
School	7	9		1		1					1		19
On Campus - Outpatient Hospital	1		2		1	1		2		1		4	12
Nursing Facility	1	3				1	1	2	1			1	10
Psychiatric Residential Treatment Center	1		4	1	1		1		1				9
Skilled Nursing Facility		1	1					2	3				7
Custodial Care Facility	1	1	1				1	2					6
Psychiatric Facility-Partial						1	1						2
Residential Substance Abuse Treatment Facility								1					1
Grand Total	996	1,011	868	827	912	1,080	1,108	1,095	1,202	1,172	1,187	1,235	12,693

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services by County and Place of Service

Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
Office	152	77	274	3,360	338	4,201
1/1/2020	18	4	31	302	34	389
2/1/2020	23	3	24	293	40	383
3/1/2020	10	1	31	239	38	319
4/1/2020	14	1	17	128	41	201
5/1/2020	10	8	44	139	27	228
6/1/2020	10	8	11	170	25	224
7/1/2020	12	9	13	365	23	422
8/1/2020	11	5	15	360	23	414
9/1/2020	15	6	21	343	27	412
10/1/2020	7	19	17	313	17	373
11/1/2020	7	10	14	342	17	390
12/1/2020	15	3	36	366	26	446
Other Place of Service	58	189	933	1,321	1,288	3,789
1/1/2020	15	6	27	134	71	253
2/1/2020	9	1	19	121	108	258
3/1/2020	5		25	146	99	275
4/1/2020	11	2	50	160	109	332
5/1/2020	8	9	47	140	106	310
6/1/2020	6	14	77	245	120	462
7/1/2020		8	78	80	103	269
8/1/2020	1	12	57	66	94	230
9/1/2020	3	16	122	53	101	295
10/1/2020		36	154	65	116	371
11/1/2020		43	172	59	123	397
12/1/2020		42	105	52	138	337
Emergency Room Hospital	33	11	245	1,061	416	1,766
1/1/2020	4	2	17	78	45	146
2/1/2020	6	1	18	93	53	171
3/1/2020	1		13	95	32	141
4/1/2020	3		20	111	27	161
5/1/2020	9		16	101	42	168
6/1/2020		2	28	104	47	181
7/1/2020	1	1	30	104	40	176
8/1/2020	1	1	42	83	47	174

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
9/1/2020	2	2	27	82	50	163
10/1/2020	3	2	13	76	11	105
11/1/2020	1		6	63	6	76
12/1/2020	2		15	71	16	104
Home	7	25	208	1	1,019	1,260
1/1/2020	3		12		76	91
2/1/2020	3		9		63	75
3/1/2020	1		6		31	38
4/1/2020			1		41	42
5/1/2020			11		52	63
6/1/2020		6	1		54	61
7/1/2020		5	1		42	48
8/1/2020		6	5		90	101
9/1/2020		5	20		100	125
10/1/2020		1	64		130	195
11/1/2020			30		184	214
12/1/2020		2	48	1	156	207
Inpatient Hospital	2		15	366	42	425
1/1/2020			1	25	5	31
2/1/2020				23	2	25
3/1/2020	1		1	19	5	26
4/1/2020				16	1	17
5/1/2020	1		2	28	2	33
6/1/2020			1	34	2	37
7/1/2020			3	40	7	50
8/1/2020				33	1	34
9/1/2020			3	36	7	46
10/1/2020				57	2	59
11/1/2020			2	32		34
12/1/2020			2	23	8	33
Inpatient Psychiatric Facility			17	331	8	356
1/1/2020			3	27		30
2/1/2020				26	2	28
3/1/2020			1	18	1	20
4/1/2020				25	2	27
5/1/2020			2	27		29
6/1/2020			2	32		34
7/1/2020			3	40		43

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
8/1/2020			1	29	1	31
9/1/2020			2	32	1	35
10/1/2020			1	13		14
11/1/2020				28	1	29
12/1/2020			2	34		36
Prison - Correctional Facility	5	5	54	128	102	294
1/1/2020			10	13	8	31
2/1/2020			9	11	15	35
3/1/2020	1		2	9	9	21
4/1/2020			3	9	10	22
5/1/2020		1	1	13	13	28
6/1/2020	1		7	8	10	26
7/1/2020		3	4	12	16	35
8/1/2020		1	6	9	8	24
9/1/2020	3		7	10	9	29
10/1/2020			1	7		8
11/1/2020			1	11	1	13
12/1/2020			3	16	3	22
Telehealth	70	11	14		161	256
2/1/2020		1				1
3/1/2020		1				1
4/1/2020	3	5				8
5/1/2020	17				13	30
6/1/2020	8				14	22
7/1/2020	15				31	46
8/1/2020	10		1		42	53
9/1/2020	15	2	1		37	55
10/1/2020					17	17
11/1/2020	1				5	6
12/1/2020	1	2	12		2	17
Assisted Living Facility	5	33	10	11	74	133
1/1/2020		1		3	2	6
2/1/2020		1	1	2	4	8
3/1/2020		6	1	1	5	13
4/1/2020		4		2	2	8
5/1/2020	1	2		1	8	12
6/1/2020		4	7		11	22
7/1/2020		2			5	7

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
8/1/2020	1				15	16
9/1/2020	3	3		1	11	18
10/1/2020		6			3	9
11/1/2020		1			7	8
12/1/2020		3	1	1	1	6
Homeless Shelter	1	1	1		91	94
1/1/2020		1			4	5
2/1/2020	1				4	5
4/1/2020					3	3
5/1/2020			1		5	6
6/1/2020					3	3
7/1/2020					5	5
8/1/2020					7	7
9/1/2020					17	17
10/1/2020					17	17
11/1/2020					12	12
12/1/2020					14	14
Group Home	1		4	23	6	34
2/1/2020	1		2	1		4
3/1/2020				2	1	3
4/1/2020				3		3
5/1/2020				2	1	3
6/1/2020				1		1
7/1/2020				3		3
8/1/2020				1		1
9/1/2020				1		1
10/1/2020				2		2
11/1/2020			1	3	2	6
12/1/2020			1	4	2	7
Community Mental Health Center				19		19
1/1/2020				3		3
2/1/2020				4		4
3/1/2020				3		3
4/1/2020				1		1
6/1/2020				3		3
8/1/2020				1		1
9/1/2020				1		1
10/1/2020				1		1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
11/1/2020				1		1
12/1/2020				1		1
School		1	1	7	10	19
1/1/2020		1		3	3	7
2/1/2020			1	2	6	9
4/1/2020				1		1
6/1/2020				1		1
11/1/2020					1	1
On Campus - Outpatient Hospital	1	2	1		8	12
1/1/2020					1	1
3/1/2020		1			1	2
5/1/2020		1				1
6/1/2020	1					1
8/1/2020					2	2
10/1/2020			1			1
12/1/2020					4	4
Nursing Facility		2		2	6	10
1/1/2020					1	1
2/1/2020					3	3
6/1/2020				1		1
7/1/2020		1				1
8/1/2020		1		1		2
9/1/2020					1	1
12/1/2020					1	1
Psychiatric Residential Treatment Center				3	6	9
1/1/2020					1	1
3/1/2020				2	2	4
4/1/2020					1	1
5/1/2020					1	1
7/1/2020				1		1
9/1/2020					1	1
Skilled Nursing Facility				1	6	7
2/1/2020					1	1
3/1/2020				1		1
8/1/2020					2	2
9/1/2020					3	3
Custodial Care Facility	1				5	6

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

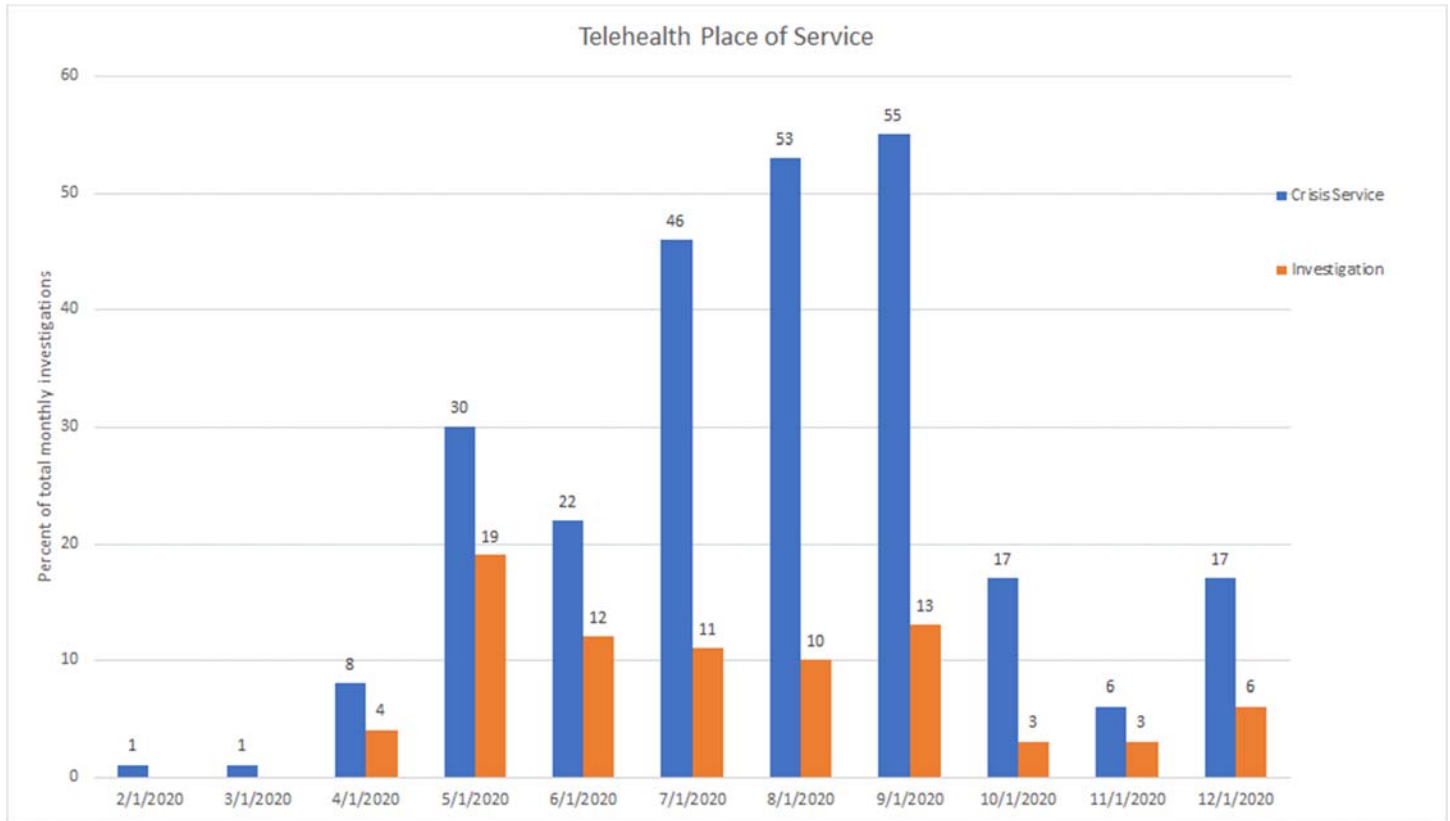
Count of Crisis Services Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
1/1/2020					1	1
2/1/2020					1	1
3/1/2020	1					1
7/1/2020					1	1
8/1/2020					2	2
Psychiatric Facility-Partial Hospitalization				2		2
6/1/2020				1		1
7/1/2020				1		1
Residential Substance Abuse Treatment Facility				1		1
8/1/2020				1		1
Grand Total	336	357	1,777	6,637	3,586	12,693

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Telehealth Place of Service – Crisis and Investigation Services

Telehealth Services utilize Place of Service code '2' and modifier 'GT'.



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Contract Crisis Metric Summary and Report Cross Reference

Exhibit E

The Appendix E format is submitted Quarterly to HCA. It is submitted to the North Sound BH ASO Utilization Management Committee prior to submission.

Current Quarter Appendix E

	2020Qtr4	month 1	month 2	month 3	total
Crisis Calls					
1a	Total number of crisis calls received	4,291	4,582	3,789	12,662
1b	Total number of crisis calls answered	3,969	4,312	3,600	11,880
1c	Average answer time of all crisis calls (seconds)	26	25	22	24
1d	Percentage of crisis calls answered live within 30 seconds	85	85	92	87
1e	Percentage of crisis calls abandoned	8	6	5	6
Mobile Crisis Team					
2a	Total number of face to face crisis contacts	302	323	320	945
DCR					
3a	Total number of DCR events	302	323	320	945
3b	Total number of DCR events resulting in a referral to outpatient treatment	89	97	84	270
3c	Total number of DCR events resulting in a referral to voluntary inpatient treatment	10	16	18	44
3d	Total number of DCR events resulting in detention under ITA	131	134	143	408

Last Submitted Appendix E

	2020Qtr3	month 1	month 2	month 3	total
Crisis Calls					
1a	Total number of crisis calls received	2,664	2,676	3,109	8,449
1b	Total number of crisis calls answered	2,422	2,446	2,857	7,725
1c	Average answer time of all crisis calls (seconds)	27	33	30	30
1d	Percentage of crisis calls answered live within 30 seconds	75	77	81	78
1e	Percentage of crisis calls abandoned	9	9	8	9
Mobile Crisis Team					
2a	Total number of face to face crisis contacts	515	443	452	1,410
DCR					
3a	Total number of DCR events	411	339	367	1,117
3b	Total number of DCR events resulting in a referral to outpatient treatment	104	71	87	262
3c	Total number of DCR events resulting in a referral to voluntary inpatient treatment	14	19	18	51
3d	Total number of DCR events resulting in detention under ITA	182	161	170	513

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Other Highlighted Metrics

The ASO Contract currently has included metrics for reporting, included below is the report cross reference and current performance:

1. Crisis System Call Center Performance Metrics (one Year average included)
 - A. Ninety percent of crisis calls are answered live within thirty seconds.
 - See page 6.
 - 5.3% Average, 92.4% in current month.
 - B. Call abandonment rate of less than five percent for the crisis line.
 - See page 6.
 - 6.2%- The current month is 5.0%
 - C. Provide direct line access to all mobile crisis outreach teams for necessary support and information assistance after dispatch so no caller waits more than thirty seconds for a live answer.
 - See page 9.
 - 84.6% Average. Current month 91.0%
2. Crisis Reporting
 - A. Call Center Reports
 - See page 10 for demographic information.
 - See page 22 for Crisis call dispatch information. Analysis of calls, callers, dispositions, origin of call (e.g., home, emergency room, community, provider), referral sources, and other relevant information to make recommendations and assist in improving the crisis response system.
 - B. Mobile Crisis Team
 - i. The number and percentage of persons referred to the program for mobile outreach, monitored monthly.
 - See Dispatches on page 17
 - ii. The number and percentage of persons successfully diverted from Emergency Rooms and/or ITA commitments, monitored quarterly.
 - See Dispatches on page 17
 - C. Other
 - i. Mobile crisis outreach dispatch, time of arrival, and disposition of response.
 - See page 22 for dispatch time
 - See page 23 for outcome
 - ii. The number of unique individuals served in the crisis system by fund source and service type on a monthly and year to date basis.
 - See Page 20
 - iii. Number of individuals who are repeat utilizers of the crisis system, monitored quarterly and year to date and compared to prior year, and reported by frequency of utilization.
 - See page 27

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Data Files and Locations used for report preparation

Detentions and Investigation specific data from ICRS contact sheets

\\w2k16-file\Staff\dennis_regan\Documents\Investigation_ICRS\Investigation_ICRS_20210108.xlsx

ASO Crisis System Data – Unique served, Same Day and Follow-on

\\w2k16-file\departments\Fiscal_DA\Payment_Computation\ASO_Crisis\ASO_Crisis_20210108.xlsx

Call Center, Triage Center and Outpatient Service data

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\CrisisData_20210108.xlsx

Past Exhibit E

\\w2k16-file\departments\Quality_Specialists\Reports\ExhibitE\ExhibitE_Data_20210108.xlsx

Current Exhibit E

\\w2k16-file\departments\Quality_Specialists\Reports\ExhibitE\ExhibitE_Data_20210108.xlsx

PDF copy of this report

\\w2k16-file\Shared\Reports\DataRequests\Crisis\NorthSound_CrisisMetrics_20210108.pdf

Word working document

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\NorthSound_CrisisMetrics_20210108.docx

For Board Ratification:**Health Care Authority Contracts****Summary**

- This HCA amendment provides State General Funds for Non-Medicaid individuals participating in the Whatcom County PACT program.
- This is the HCA ASO contract for 2021-2022, the State General/Proviso funding is for a six (6) month period, January-June 2021 and the Federal Block Grant Funding (FBG) is for a twelve (12) month period, January – December 2021.
 - GF-S in the amount of \$9,151,879
 - FBG in the amount of \$4,715,470

Motion #XX-XX

HCA-NS BH-ASO-K-4159 PACT-20 Amendment 4 providing funding for the Non-Medicaid individuals served in the PACT program in the amount of \$58,430 for a six-month period.

HCA-NS BH-ASO-K4949-21 provides GF-S funds for the period of January – June 2021 and FBG funding for the period of January 1, 2021 through December 31, 2021 for a total amount of \$13,867,349 for the two time periods. The term of the contract is January 1, 2021 through December 31, 2022.

Lifeline Connections PACT Contract**Summary**

- This is the downstream contact with Lifeline Connections for funding to serve Non-Medicaid individuals in the Whatcom PACT program.

Motion #XX-XX

- NS BH-ASO-Lifeline Connections-ICN-19-21 Amendment 2 to provide funds in the amount of \$58,430 to serve Non-Medicaid individuals in the Whatcom County PACT program. The contract term is July 1, 2019 through June 30, 2021 with an automatic one-year renewal on July 1, 2021 based on continued compliance with the terms of the contract.

For Board Approval**Triage Contracts****Summary**

- Pioneer Human Services is providing sub-acute detox services in Island, Skagit and Whatcom Counties. The continued funding is for the period of January-June 2021 is as follows:
 - Island County Crisis Center in the amount of \$82,000 in proviso funds
 - Skagit County Crisis Center in the amount of \$100,000 in GF-S ASO funds
 - Whatcom County Triage in the amount of \$125,000 in Proviso funds and \$205,452 in GF-S ASO funds.

- Compass Health is providing Crisis Stabilization services Snohomish and Whatcom counties. The continued funding for the period of January-June 2021 is as follows:
 - Snohomish County Triage Center in the amount of \$348,000 in GF-S ASO funds
 - Whatcom County Triage Center in the amount of \$125,00 in proviso funds and \$143,750 in GF-S ASO funds

Motion #XX-XX

NS BH-ASO-PHS-ICN-19-21 Amendment 5 to provide funding for the period of January 1, 2021 through June 30, 2021 in the amount of \$512,452. The contract term of the contract is July 1, 2019 through June 30, 2021 with an automatic one-year renewal on July 1, 2021 based on continued compliance with the terms of the contract.

NS BH-ASO-COMPASS HEALTH-ICCN-19-21 Amendment 5 to provide funding for the period of January 1, 2021 through June 30, 2021 in the amount of \$616,750. The contract term of the contract is July 1, 2019 through June 30, 2021 with an automatic one-year renewal on July 1, 2021 based on continued compliance with the terms of the contract.

Community Action of Skagit County-Ombuds and Opioid Outreach Services**Summary**

- This amendment is providing funding for the period of January-June 2021 for Regional Ombuds services and Opioid Outreach services in Skagit County.
 - Regional Ombuds services in the amount of \$22,500 of GF-S Funds
 - Regional Ombuds services in the amount of \$85,500 of MCO funds
 - Skagit County Opiate Outreach services in the amount of \$87,088.50 in FBG funds

Motion #XX-XX

NS BH-ASO-CASC-Ombuds-19-21 Amendment 4 to provide funding for Ombuds services and Opiate Outreach services in the amount of \$195,088.50. The contract term of the contract is July 1, 2019 through June 30, 2021 with an automatic one-year renewal on July 1, 2021 based on continued compliance with the terms of the contract.



NORTH SOUND BEHAVIORAL HEALTH ADVISORY BOARD

2021 LEGISLATIVE PRIORITIES

The North Sound Behavioral Health Advisory Board has solicited the input of persons in the North Sound region regarding behavioral health priorities to be addressed in the current legislative session. We appreciate the responsiveness of the Legislature to our input in previous years, as well as the additional investments the legislature has made in Crisis Services and Behavioral Health Facilities.

These investments have enabled the North Sound Behavioral Health Administrative Services Organization [BH-ASO] to expand funding for mobile crisis outreach and new Behavioral Health Facilities. For 2021, we urge continued investment in these services as well as other critical supports to stabilize the recovery of persons with behavioral health treatment needs.

1. PROVIDE SUPPORT FOR SERVICES THAT SUPPORT THE SUCCESSFUL TRANSITION FROM CRISIS SERVICES AND INPATIENT TREATMENT.

- Provide flexible funding to support persons ready for discharge from the state hospitals or psychiatric inpatient facilities to pay for essential community-based services that would support their successful transition back to the community. These services would include additional supports for Adult Family Homes or Residential Treatment facilities, PACT or other intensive outpatient services, and transitional “step-down” facilities.
- Continue to support and expand “HARPS” housing vouchers and housing support services for low-income non-Medicaid persons and link these to new affordable housing projects providing behavioral health supportive services.

2. CONTINUE TO PROVIDE OPERATING SUPPORT FOR NORTH SOUND REGION’S NEW BEHAVIORAL HEALTH FACILITIES

- Continue to provide operating support for the new behavioral health treatment facilities that the legislature funded in previous years.
- In 2021, the North Sound region will be bringing online new Triage, Withdrawal Management, SUD Residential Treatment, and Evaluation and Treatment facilities that were funded with a combination of legislative capital and local dollars. A total of 90 beds will soon be available. The new beds will both help fill the gap that will be created by the closure of Pioneer Center North as well as respond to the growing population and increased need for mental health treatment and substance use treatment – needs that have been exacerbated by the Opioid and COVID pandemics.

- In addition to providing operating support, state funding also allows these facilities to serve low-income persons not eligible for Medicaid. Historically, these persons represented about a third of the persons served.

3. ITA HEARING COURT COSTS

- Provide a separate legislative appropriation for Involuntary Treatment Act [ITA] Court Hearing costs and related expenses: this would include clear criteria for what the courts could charge for these services. Reimbursements to courts would be limited to the level of the legislative appropriation.
- This funding comes from the same state general fund appropriation that is used to pay for crisis services, Evaluation and Treatment services, inpatient hospitalization and other treatment services for low-income non-Medicaid persons. As the costs to courts, and the ASOs, for ITA court hearings have increased there has been proportionately less money to pay for treatment services.

4. RESIDENTIAL TREATMENT “TRANSITION” SERVICES

- Expand the availability of short-term “step-down” residential treatment services to facilitate the discharge of persons from the state hospitals or psychiatric inpatient facilities for both Medicaid and low-income non-Medicaid persons.
- Persons who are ready for discharge from psychiatric inpatient facilities often need a temporary placement back on the community while longer term placement options are being explored.

2021 Pre-Meetings, Site Visits, Conferences and Legislative Visits

Date	Pre-Meeting Topics	Note
January		
February		
March		
April	No Pre-Meeting	
May		
June	No Pre-Meeting	
July	<i>Retreat/No Pre-Meeting</i>	
August		
September	No Pre-Meeting	
October		
November		
December	Holiday Potluck - TBD	
	PPW - Evergreen Recovery	
	Tribal 7.01	
	Tribal Behavioral Health	
	MAT - PDOA	
	Hospitalizations/Western State Hospital	
	Designated Crisis Responders - Functions in the crisis system	
	MCO Board Representation Update	
	BH-ASO Crisis System Update	
	Board of Directors - Elected Officials	
	Snohomish County Opioid Outreach Program	
	Island County Opioid Outreach Program	
Date	Site Visits	Note
TBD	Smokey Point Behavioral Health	
TBD	Pioneer Center North	
TBD	Friday Harbor - Compass Health	
TBD	Brigid Collins Skagit or Whatcom Locations	
Date	Advocacy	Note
Date	Conferences	Location
June	WA Behavioral Healthcare Conference	
October	WA State Co-Occuring Disorders and Treatment Conference	

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Table of Contents

Executive Summary.....	4
Crisis System Metric Dashboards.....	4
Areas outside limits.....	4
Crisis Calls metrics outside limits.....	4
Investigation metrics outside limits.....	4
Crisis Calls, Triage Calls and DCR Dispatches	5
Crisis Call Center	6
Monthly Crisis Call metrics.....	6
Crisis Calls monthly comparison	7
Crisis Service and VOA Call Center report comparison.....	7
Comparison of Crisis Call and Triage Call Length	8
Triage Call Center	9
Monthly Triage Call metrics	9
Triage Calls monthly comparison.....	10
Call Center Demographics.....	10
Age Group	10
Funding Source.....	11
Ethnicity	12
Primary Language.....	13
Gender	13
Sexual Orientation	14
Dispatches, Detentions and Detention Rates	14
Per Capita Detention Rates.....	14
Detentions.....	15
Population.....	15
Per Capita Detention rate	16
Island, San Juan, Skagit, and Whatcom.....	17
Snohomish.....	18
Dispatch, Detention and Detention Rate Values	19
Crisis System Overview	20
Unduplicated people served in crisis system.....	20

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Services in conjunction with investigation services	20
Same Day and Follow on Summary.....	20
Same Day Crisis Services by County	21
Follow On Crisis Services by County	21
North Sound Crisis Dispatch Metrics	22
Current Investigation Data Used.....	22
North Sound Investigation Metrics over Time graph.....	24
Investigation Reason Percentages Pie Charts	24
Investigation Outcomes over time percent of total chart	25
Investigation Outcome Grouping.....	25
Investigation Walk-Away Data	26
People with Dispatches and Detain history	27
Detained prior 6 months.....	27
Detained prior year	28
Investigation Services	29
Place of Service for Investigation Services.....	30
Place of Service for Investigation compared monthly	30
Place of Service for Investigation compared by County for the most recent month	30
Count of place of Service by month and County	31
Crisis Services – not Hotline	36
Comparison of Crisis Service Place of Service by Month	36
Comparison of Crisis Service Place of Service by County.....	37
Count of Crisis Services by month and Place of Service	37
Count of Crisis Services by County and Place of Service.....	38
Telehealth Place of Service – Crisis and Investigation Services	44
Contract Crisis Metric Summary and Report Cross Reference	45
Exhibit E.....	45
Current Quarter Appendix E	45
Last Submitted Appendix E	45
Other Highlighted Metrics	46
Data Files and Locations used for report preparation	47