



## OUTREACH SERVICES

### 2022 Accomplishment Highlights

#### Client Effect

*Changed or improved a quality-of-life goal for the individual.*

##### Client I.L.

I.L. has been enrolled in PACT services for many years until this year when he was disenrolled from their program while he was incarcerated. Between 2018 and 2022, I.L. has had 53 arrestable contacts, 72 warrants, been formally trespassed from Mount Vernon businesses 64 times, and has been in jail at least 31 times. This year alone, he has been contacted by the police for welfare checks/vagrancy issues at least 70 times. He has been trespassed from every hotel in Skagit Valley and has been evicted from several apartments. As he continued to deteriorate while living on the streets, MVPD and the Outreach Coordinator (OC) received many calls to help him. In August 2022, his safety and health were of great concern, MVPD began to plan how to obtain an involuntary detention for him. Because he is known throughout the crisis mental health system and the local emergency department, every time he is seen, he's evaluated for how close to his "baseline" he is. Most of the time, he is released quickly either by the ED staff or the DCRs. In August of this year, we asked the County Health Department to help us develop a plan for his care. North Sound ASO, his managed care organization and MVPD joined forces. We developed a timeline for I.L. to be hospitalized with a plan for staying in a 90-day bed in another hospital and, eventually, discharging to a different PACT program. This effort took the involvement of law enforcement, the civil commitment court, the County prosecutor, SVH psychiatrist and staff, his MCO, and North Sound E&T. He is currently in a 90-day placement through the end of November. This is the longest time that he has received consistent care.

##### Client E.T.

E.T. is a Developmental Disabilities Administration (DDA) client. The only service provider in this area disenrolled him from services last year. Subsequently, DDA found one caregiver to assist E.T. At the time, E.T. was refusing to take his medications. This led to E.T. becoming combative and uncooperative. The caregiver quit; DDA had not found anyone to replace him. E.T. is known to the people without homes in our downtown area and a homeless couple moved into his apartment. At first, because E.T. was very lonely, he allowed this. Eventually the couple forbade E.T. from returning to his own home; he became himself to be homeless. Many 911 calls were generated about him. Because he didn't have

access to his home or medications, his negative behaviors increased. He was banned from many places in Mount Vernon, including Skagit Transit and incurred some legal problems too. He has now agreed to move to any other part of Washington State to be able to have services and a new home. OC staff visited him every weekday to offer support, take him grocery shopping, help him reestablish his volunteer position at the Senior Center and ask the numerous other homeless people to leave his apartment when they have stayed overnight, and E.T. requests their eviction. We had to involve a MVPD Lieutenant in the coordination with Developmental Disabilities Administration (DDA) and the Ombuds for DDA to obtain the cooperation of DDA leadership to find E.T. a more appropriate living situation. These efforts occurred between January 3, 2022, and June 22, 2022.

### Client R.W.

R.W. is an individual that we classify as having a history of being one of the higher utilizers of 911 services in Skagit County. He has been banned from every hotel except one in the Skagit Valley, the First Steps Shelter and was a high utilizer of inappropriate ER services in both UGH and SVH. He became homeless when his family (mother, father and sister) all moved into a skilled nursing facility. R.W. was then banned from their home. He was invited into the Bridges Program at the Best Western Plus but was soon asked to leave due to some behaviors and high medical care needs. OC staff was able to work him into another motel sheltering program a few months ago and OC staff was providing the case management coordinating with Development Disabilities Administration, NW Regional Council, Skagit Regional Clinics, Take Aim, Development Disabilities Administration and Ombuds for DDA. He had contact with the OC staff 4 times per week. These efforts occurred between May 21, 2022, and October 21, 2022, when he moved to an adult family home in Snohomish County for a more permanent solution.

## **Providing Law Enforcement Based Outreach Services**

*Provide an alternative response to service calls historically handled by police.*

Bridges Hotel Program began in February 2022. We have invited 17 people from Mount Vernon into the program over the course of its existence. One person passed away and seven of the individuals were asked to leave to be replaced by others. We now have 14 people in 10 rooms. Throughout this time, OC staff have visited the hotel at least 3x/week. 2 people have completed all three Housing Authority's applications, several were connected to physical and behavioral health providers. Five have demonstrated ongoing, consistent reticence to connect to our Outreach Program or any other services. One is a graduate of Pioneer Center North, two are active in Drug Court. Erin receives at least 10 inquiries/week since March about this program.

4 people connected to SUDs services

3 people connected to mental health services

1 family of four returned to their home in Montana.

4 people located and connected to their 90 stay at First Steps.

15 law enforcement drop offs to First Steps.

1 person connected to Safe Parking

25 Housing Assessments completed

46 identification cards and/or drivers licenses obtained.

## **Systemic Effect - Behavioral health care for individuals coming through LE system**

*Improved ability to access behavioral health care/address systemic issues that create barriers.*

Outreach Coordinator has been participating in various larger scale improvement projects, including the Skagit County's NorthStar Project, the Community Action's Recovery Navigation policy stakeholder group, and the Outreach Provider meetings, participating in the creation of a 2 day Recovery Services workshop, and collaborating with Seattle Times mental health project journalists to highlight some of the challenges this area faces.