



North Sound Behavioral Health Advisory Board

Pre-Meeting Training

BRIGID COLLINS
FAMILY SUPPORT CENTER
WHATCOM COUNTY

PPW PROGRAM

JENN LOCKWOOD

MELISSA PICKEL

**PRE-MEETING
TRAINING
12:10- 12:50**

**TUESDAY,
FEBRUARY 4, 2020**

301 Valley Mall Way, Suite
110, Mount Vernon, WA
98273

Joe Valentine
Executive Director

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Maria Arreola

Advisory Board Coordinator

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North Sound Behavioral Health Advisory Board

Agenda

February 4, 2020

1:00 p.m. – 3:00 p.m.

Call to Order and Introductions

Revisions to the Agenda

Approval of January Minutes.....TAB 1

Announcements

— Island County Resignation – Christy Korrow

Brief Comments or Questions from the Public

Executive/Finance Committee Report

— Approval of January ExpendituresTAB 2

Executive Director’s ReportTAB 3

Early Warning Signs ReportTAB 4

Executive Director’s Action ItemsTAB 5

Old Business

— None

New Business

— Advisory Board Bylaws Appointment Process RevisionsTAB 6

— Advisory Board 2020 Legislative Session Agenda.....TAB 7

— Ombuds Semi-Annual ReportTAB 8

Report from Advisory Board Members

Reminder of Next Meeting

Adjourn



North Sound Behavioral Health Advisory Board

January 7, 2020

1:00 – 3:00

Meeting Minutes

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

Members Present:

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

Members Excused:

- Island County: Christy Korrow
- San Juan County:
- Skagit County:
- Snohomish County:
- Whatcom County: Kara Mitchell, Mark McDonald

Members Absent:

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

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

Managed Care Organization Representation:

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

Guests: Kala Buchanan, North Sound Regional Ombuds, Katelyn Morgan, North Sound Regional Ombuds, Jere LaFollete (perspective member)

Pre-Meeting Training

Pat Morris, Director of Behavioral Health, Volunteers of America [VOA] spoke to the board regarding the Crisis Line. VOA has been working with the North Sound for over 20 years. VOA is the primary dispatch and call center in the North Sound region. Providing 24/7 support for the community, hospitals, law enforcement, providers and schools. Staffing receives extensive training before receiving a live call. Responsibilities of staff are to take calls and figure out what the next steps are. Individuals who call the Crisis Line are speaking to a trained professional. VOA Crisis Line is the best way to start to have those conversations and work on next steps. The North Sound has a variety of next steps of continuum of crisis services.

- Individual can call the crisis line and speak to a clinician to help sort out what will keep them safe to make it through the night or hour.
- VOA can make next day appointments for individuals that are calling from the outpatient providers. This is to help individuals that need a face to face connection with an outpatient provider.
- If individual needs to be seen immediately the clinical mobile outreach team is dispatched.
- If individual is in the act of harming themselves at a present time, VOA works closely with 911 to facilitate a dispatch.

The North Sound region receives about 80,000 calls a year. As of July 1, 2019 Compass Health and Snohomish County Human Services formed mobile outreach teams. The mobile outreach teams can be dispatched in an early stage of the crisis and provide good follow up to support the individual until they can get connected with services. There is a very responsive crisis system. This crisis system educates the treatment teams, outreach teams and community that they don't have to wait until an individual has to go to the hospital. VOA has a vital connection with the mobile outreach teams in each of the counties. VOA can dispatch the mobile outreach team if needed.

Call to order and Introductions

The meeting was called to order by Chair O'Maley-Lanphear at 1:02 p.m.

Revisions to the Agenda

No revisions mentioned

Approval of December Minutes

Michael mentioned he was absent for the December meeting. Attendance will be reflected on the Approved minutes. Ron Coakley moved a motion the approval of the December 2019 meeting minutes with the attendance change; Candy Trautman seconded the motion, all were in favor, motion carried.

Announcements

— Island County Vote

Members voted on the membership of Brittany Wright. Marie Jubie moved the motion for Brittany's membership, Duncan West Seconded. All in favor. Motion passed.

— **San Juan County Resignation**

Theresa Chemnick has resigned from the Board as of December 11th, 2020. Theresa served two years on the Board. San Juan county has two vacancies.

— **Skagit County Candidate**

Jere spoke of his interest in serving on the Board. Jere has served on many workgroups and committees in the Behavioral health system.

— **North Sound Regional Ombuds**

Katelyn will be going on maternity leave. Kayla will resume duties for Katelyn.

Brief Comments from the Public

None

Executive Directors Report

Joe reported on

— Integrated Managed Care Planning Update

- Technical Assistance Monitoring
- Joint Operating Committee [JOC]
- Early Warning Workgroup

— BH-ASO Legislative Priorities

— Hospital Contracts

— New Contract Management Structure

— Non-Medicaid service Data from the Whatcom Triage/Sub-acute Crisis Stabilization Facility

— Triable Coordination Agreements

— HCA BHO Close-Out Audit

Early Warning Signs Workgroup Update

Joe reviewed the Early Warning report. There will be a definition list for the Early Warning signs report for January.

Executive Director's Action Items

Joe presented the Action Items that will be presented to the Board of Directors.

Candy Trautman moved a motion to approve the Action Items to be forwarded to the Board of Directors for approval.

Marie Jubie seconded, all in favor, motion carried.

Executive/Finance Committee Report

The December Expenditures were reviewed and discussed. Chair O'Maley-Lanphear moved the motion for approval, Fred Plappert seconded the motion, all in favor, motion carried.

Old Business

2020 Youth Opioid Contest Update

Members were asked to give Maria any contact information to help promote the contest to the community. Testing of the contest website was a success. Maria is working closely with Darren Martin, North Sound BH-ASO IS/IT Administrator to maintain the contest website and video contest submissions. Members were asked to participate in weekly meetings to review video submissions to ensure they meet the criteria and appropriateness. Members that were interested were Marie, Duncan, Pat, Candy, Diana, Jennifer, Kelly Anderson (Molina) and Marci Bloomquist (CHPW). Maria will be setting up weekly meetings as videos are submitted.

New Business

Community and School Involvement

Discussion took place in ways the Board can be involved in communities to help break down the stigma associated with behavioral health. Maria will research suggested ideas. After the 2020 Youth Opioid Video Contest this will be the next level of discussion.

Incorrect Buprenorphine Prior Authorization Requirement

Discussed took place regarding no authorization is required. Health Care Authority was alerted on this issue.

Report from Advisory Board Members

Candy spoke of her experience attending the American Association of Suicidology conference. Candy offered educational reading materials to Members if they were interested. Maria will send out the conference registration to Members.








Reminder of Next Meeting

Tuesday, February 4th, 2020 in Conference Room Snohomish

Adjourn

Chair O'Maley-Lanphear adjourned the meeting at 2:31 p.m.

**North Sound Behavioral Health Administrative Services Organization
Advisory Board Budget
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	291.75			291.75				
Under / (Over) Budget	\$ 20,291.75	\$ 4,500.00	\$ 1,000.00	\$ 10,491.75	\$ -	\$ 1,200.00	\$ 3,100.00	\$ 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 BH-ASO
Advisory Board
Warrants Paid
January 2020

	Type	Date	Num	Name	Amount
Advisory Board					
Travel					
	Bill	01/14/2020	82729	AA Dispatch-Yellow Cab	79.75
	Bill	01/14/2020	83416	AA Dispatch-Yellow Cab	108.00
	Bill	01/14/2020	83023	AA Dispatch-Yellow Cab	104.00
Total Travel					<u>291.75</u>
Miscellaneous					
Total Miscellaneous					<u>0.00</u>
					<u>291.75</u>
					<u>291.75</u>
					<u>291.75</u>

1. LEGISLATIVE AND BUDGET UPDATE

- As I reported last month, the Governor's proposed 2020 Supplemental Budget Request includes an additional \$6.5 million for "ASO Non-Medicaid Funding". This is to include covering the increased cost of ITA [Involuntary Treatment Act] court costs.
- In addition, the Governor's Supplemental Budget Request also includes \$380,000 for the new Island County Crisis Stabilization center
- The County Administered BH-ASOs continue to seek support for creating a separate appropriation for ITA Court Costs that would include clearer guidelines on what costs Courts could seek reimbursement for. Senator Dhingra has introduced a budget Proviso that would:
 - 1) create a separate account to pay for ITA court costs; and,
 - 2) establish a statewide workgroup to examine the current method by which counties are reimbursed for court costs and submit a report with recommendations to the legislature by July 2020.
- Another area of legislative interest for BH-ASOs is to direct the state to re-examine the "70/30" split of General Fund Behavioral Health Dollars between ASOs and MCOs. We believe the 30% that was carved out for MCOs is higher than what they need to cover their mandatory costs, primarily "Room and Board" costs for persons in residential treatment. There appears to be interest among some legislators to also direct an analysis of how the MCOs have used the portion that has been allocated to them.
- Other behavioral health related bills of interest include:

H-2386	Eliminates Regional Behavioral Health Ombuds services and creates a separate State Office of Behavioral Health Ombuds. BH-ASOs would no longer contract for or oversee regional Ombuds services. The BH-ASOs have expressed concerns about losing the connection with local Behavioral Health Advisory Boards or ASO Boards of Directors. The sponsors are open to adding language that would require the new State Office and local Ombuds staff to have working agreements with the regional BH-ASOs.
H-2426	Increases state oversight by the Department of Health of psychiatric hospitals
H-2545	Authorizes MCOs to access jail records to determine eligibility for Medicaid services and arrange for the provision of services during confinement and upon release. Note: The NS BH ASO voted to support this bill at its January 9 meeting.

H-2642	Establishes minimum coverage times before prior authorization requirements may be enforced for services in a substance use disorder residential treatment facility or withdrawal management services in a withdrawal management program
S-5720	This is the bill submitted by Senator Dhingra to update a number of the provisions in RCW 71.05 – the Involuntary Treatment Act. Increases initial detention period for involuntary treatment from 72 hours to 120 hours, excluding weekends and holidays. Modifies definition of "gravely disabled" (prong b) to include severe deterioration "from safe behavior" instead of "in routine functioning"
S-6109	Establishes a four-year pilot in King, Pierce, and Snohomish counties to create executorships for persons who are incapable of caring for their health and well-being due to a behavioral health disorder and establishes requirements for services to be provided. May have an extensive fiscal impact.

Attached **[Yellow Tab]** is a detailed list from the Association of County Human Services.

2. TECHNICAL ASSISTANCE MONITORING REVIEW

- On January 28, a team of Health Care Authority [HCA] reviewers conducted an on-site “Technical Assistance Monitoring” [TAM] review. The purpose of the visit was to conduct a detail review of how successfully the BH-ASO has implemented the provisions of the HCA-ACO contract. Staff spent months preparing for the review and assembling the hundreds of pages of documents that described how we have implemented each provision in the contract.
- The HCA team praised the North Sound staff on the quality and thoroughness of the materials we provided and complemented many of the strategies we have implemented.
- Of the 75 Elements reviewed:
 - 66 were considered fully met
 - 7 partially met
 - 2 not met
- The two “not met” were:
 - needing a separate policy to review the Ombuds program, since they are not considered a “provider” but a “subcontractor”; and,
 - providing decision making criteria for all potential services we might offer, even those where medical necessity doesn’t apply and where current ASO funding doesn’t enable us to support.
- We have until February 4 to submit written copies of the verbal answers we provided on-site. HCA will provide us with their final report on February 14.

- Our regular annual review is schedule for September.

3. HCA BHO CLOSE-OUT AUDIT

- The “BHO Close-Out Audit by HCA Fiscal Staff has been rescheduled to February 25. The Close Out Audit is used by HCA to verify the amount of remaining fund balance that is to be returned to the state. They will be looking at our revenue and expenditure reports going back to July 2018, including the same information that the State Auditor had reviewed.
- We have only payed outstanding BHO hospital bills received up through the end of December and are seeking clarification from HCA on what we should do for forwarding any bills received after January 1 to HCA, or for those bills we had pended until we received the remaining WISe [Wraparound with Intensive Services] incentive payments [which we have now received].

4. SABG PROVIDER SURVEY

- In order to ensure we are fully leveraging out SABG [Substance Abuse Block Grant] funds we have sent a survey to all of our SABG providers asking for their recommendations where we can expand the use of these funds.
- We’ve already updated our SABG policy to expand services to the other priority populations allowed for under our ASO contract, i.e., postpartum women up to one year, persons transitioning from residential care to outpatient care, youth, and offenders. We’re also asking our Opiate Outreach providers for their ability to further expand outreach services.

5. NORTH SOUND MEDICATION ASSISTED TREATMENT PDOA GRANT UPDATE

- As of 1/30/2020 we have provided services to 74 unique individuals, and we have several exciting expansion plans to describe.
- Following several months of effort, and in partnership with Island County, we will begin providing MAT services in Oak Harbor on 2/5/2020.
- We will be utilizing a space in the County Building at 1791 NE 1st in Oak Harbor from 12:30-3:30 on Wednesday afternoons. This time overlaps the services currently being provided at the same site by the Island County syringe exchange, and there will also be an Island County SUDPT available for care coordination as needed. The Island County Opioid Outreach Team has been very involved in planning this arrangement and will serve as a supportive referral source as well.
- We have also been working to maintain a NS MAT PDOA presence in Maple Falls in Eastern Whatcom County. Few clients have sought out the MAT services offered at the East Whatcom Regional Community Center (EWRCC), and there have been persistent issues with the internet connectivity at that site as well. To try and resolve this, we recently visited a new site in Maple Falls to evaluate its potential as a service site. This was the Maple Falls Fire Station. Fire Chief Jerry DeBruin was supportive and gracious in welcoming the potential to provide MAT services on site, and we are tentatively scheduled to begin a trial run at that location within the next few weeks. This site will offer the potential to work closely with the regional EMS and first responders, who report that community members already seek a variety of services at the station. We will continue to utilize the regional

support services (opioid outreach, syringe exchange, EWRCC) as referral sources once established at this site.

6. NEW OPIOID OVERDOSE DEATH DATA

The State Unintentional Drug Overdose Reporting System (SUDORS) and the Department of Health (DOH) issued a report [attached] on unintentional opioid overdose data from collected from 13 counties over a two-year period. [Red Tab]

Key findings included:

- Of the data collected between 7/2017 through 6/2018, there were 535 opioid overdose deaths, 124 were from fentanyl prescribed or illicit as the cause of unintentional overdose.
- 76% of overdoses occurred in a house or apartment
- 41% of overdoses had a bystander present but the overdose typically happened alone
- 21% of overdoses were a bystander was present during the overdose, less one quarter administered Naloxone

For the North Sound Region: the drug overdose dashboard, indicates a significant increase in overdoses in Snohomish and Skagit counties for the North Sound region. Snohomish county had an increase of 40% for opioid non-fentanyl and 117% increase for fentanyl related overdoses. Skagit county had a 12.5% increase for opioid non fentanyl and 700% increase for fentanyl related overdoses. San Juan, Island, and Whatcom counties reported reduced or no opioid/fentanyl related overdoses for 2018/2019. [Green Tab]

7. DSHS SEARCH FOR LOCATIONS FOR A 48 BED LONG TERM PSYCHIATRIC BEDS FACILITY

- On January 14, two DSHS Officials contacted me about the state's interest in siting a 48-bed mental health treatment facility in the North Sound, probably Snohomish County, and possible a 16 "civil commitment" [Evaluation and Treatment Facility].
- Two of these would be contracted out to be operated by a non-profit and one by DSHS.
- I urged them to talk with Snohomish County officials, and they have coordinated with Cammy Hart-Anderson for a meeting with Snohomish County on March 5.

8. MONTHLY CRISIS SYSTEM PERFORMANCE METRICS

Attached [Blue Tab] are the North Sound's Monthly Crisis System Performance Metrics.

ACHS Detail Report – Week 4

Upcoming Events

Early Learning & K-12 Education (Senate) - SHR 1, - 2/3 @ 1:30pm

- SB 6547 - Public Hearing - Completing the transfer of the early support for infants and toddlers program from the office of the superintendent of public instruction to the department of children, youth, and families.

Housing Stability & Affordability (Senate) - SHR 2, - 2/3 @ 1:30pm

- SB 6212 - Exec Session - Concerning the authority of counties, cities, and towns to exceed statutory property tax limitations for the purpose of financing affordable housing for very low-income households and low-income households.
- SB 6230 - Exec Session - Concerning the sale or lease of manufactured/mobile home communities and the property on which they sit.
- SB 6302 - Exec Session - Prohibiting local governments from limiting the number of unrelated persons occupying a home.
- SB 6366 - Exec Session - Exempting a sale or transfer of real property for affordable housing to a nonprofit entity, housing authority, or public corporation from the real estate excise tax.
- SB 6457 - Exec Session - Promoting housing affordability by incentivizing the construction of American dream homes.
- SB 6546 - Public Hearing - Incentivizing shared housing. (Hearing is on the Proposed Substitute.)
- SB 6623 - Exec Session - Reducing host home funding restrictions.
- SB 6631 - Public Hearing - Concerning the sales and use tax for affordable and supportive housing.

Appropriations (House) - HHR A, JLOB - 2/3 @ 3:30pm

- HB 2834 - Public Hearing - Implementing an identicard program to provide individuals a Washington state issued identicard.

Transportation (House) - HHR B, JLOB - 2/3 @ 3:30pm

- HB 2463 - Public Hearing - Providing a designation on a driver's license or identicard that a person has a developmental disability.

Transportation (Senate) - SHR 1, - 2/3 @ 3:30pm

- SB 6429 - Public Hearing - Providing a designation on a driver's license or identicard that a person has a developmental disability.

Finance (House) - HHR A, JLOB - 2/4 @ 8:00am

- HB 2497 - Public Hearing - Adding development of permanently affordable housing to the allowable uses of community revitalization financing, the local infrastructure financing tool, and local revitalization financing.
- HB 2620 - Public Hearing - Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban growth areas.
- HB 2634 - Public Hearing - Exempting a sale or transfer of real property for affordable housing to a nonprofit entity, housing authority, or public corporation from the real estate excise tax.
- HB 2746 - Public Hearing - Concerning affordable housing incentives.
- HB 2797 - Public Hearing - Concerning the sales and use tax for affordable and supportive housing. (Support/High)

Housing, Community Development & Veterans (House) - HHR E, JLOB - 2/4 @ 10:00am

- HB 2885 - Public Hearing - Concerning veterans service organizations.

Health Care & Wellness (House) - HHR A, JLOB - 2/4 @ 1:30pm

- HB 2642 - Exec Session - Removing health coverage barriers to accessing substance use disorder treatment services.
- HB 2677 - Exec Session - Sharing health insurance information to improve the coordination of benefits between health insurers and the health care authority.

Environment & Energy (House) - HHR B, JLOB - 2/4 @ 3:30pm

- HB 2570 - Exec Session - Managing growth by planning and zoning for accessory dwelling units.

Ways & Means (Senate) - SHR 4, - 2/4 @ 3:30pm

- SSB 6190 - Public Hearing - Preserving the developmental disabilities community trust.

Civil Rights & Judiciary (House) - HHR A, JLOB - 2/5 @ 8:00am

- HB 2610 - Exec Session - Concerning the sale or lease of manufactured/mobile home communities and the property on which they sit.

Housing, Community Development & Veterans (House) - HHR E, JLOB - 2/5 @ 8:00am

- HB 2898 - Public Hearing - Concerning housing benefit districts.

Human Services, Reentry & Rehabilitation (Senate) - SHR 4, - 2/5 @ 8:00am

- SB 6585 - Public Hearing - Encouraging the use of medication-assisted treatment within jails.

Health Care & Wellness (House) - HHR A, JLOB - 2/5 @ 1:30pm

- HB 2642 - Exec Session - Removing health coverage barriers to accessing substance use disorder treatment services.
- HB 2677 - Exec Session - Sharing health insurance information to improve the coordination of benefits between health insurers and the health care authority.

Human Services & Early Learning (House) - HHR C, JLOB - 2/5 @ 1:30pm

- HB 2787 - Public Hearing - Completing the transfer of the early support for infants and toddlers program from the office of the superintendent of public instruction to the department of children, youth, and families.

Behavioral Health Subcommittee to Health & Long Term Care (Senate) - SHR 4, - 2/6 @ 8:00am

- SB 6469 - Public Hearing - Improving access to behavioral health treatment in certified crisis facilities.

Capital Budget (House) - HHR B, JLOB - 2/6 @ 1:30pm

- HB 2282 - Exec Session - Creating a grant program for converting unused public buildings to housing for homeless persons. (Concerns/Monitoring)
- HB 2849 - Public Hearing - Concerning housing programs administered by the department of commerce.

Health Care & Wellness (House) - HHR A, JLOB - 2/7 @ 8:00am

- HB 2642 - Exec Session - Removing health coverage barriers to accessing substance use disorder treatment services.
- HB 2677 - Exec Session - Sharing health insurance information to improve the coordination of benefits between health insurers and the health care authority.

Human Services & Early Learning (House) - HHR C, JLOB - 2/7 @ 8:00am

- HB 2787 - Exec Session - Completing the transfer of the early support for infants and toddlers program from the office of the superintendent of public instruction to the department of children, youth, and families.

Civil Rights & Judiciary (House) - HHR A, JLOB - 2/7 @ 10:00am

- HB 2610 - Exec Session - Concerning the sale or lease of manufactured/mobile home communities and the property on which they sit.

Local Government (House) - HHR D, JLOB - 2/7 @ 10:00am

- HB 2667 - Exec Session - Increasing housing access and affordability by decreasing construction costs associated with implementing the Washington state energy code for residential buildings.

Finance (House) - HHR A, JLOB - 2/7 @ 1:30pm

- HB 2497 - Exec Session - Adding development of permanently affordable housing to the allowable uses of community revitalization financing, the local infrastructure financing tool, and local revitalization financing.
- HB 2620 - Exec Session - Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban growth areas.
- HB 2634 - Exec Session - Exempting a sale or transfer of real property for affordable housing to a nonprofit entity, housing authority, or public corporation from the real estate excise tax.
- HB 2746 - Exec Session - Concerning affordable housing incentives.
- HB 2797 - Exec Session - Concerning the sales and use tax for affordable and supportive housing. (Support/High)

<u>Bill Details</u>	<u>Status</u>	<u>Sponsor</u>	<u>Priority</u>	<u>Position</u>
<u>HB 1185</u>	Medicaid rate floor Assuring access to health care services for medicaid beneficiaries by applying the medicare rate floor to health care services furnished under medicaid by health care providers.	H Approps	Stonier	
	Requires a medicaid payment for health care services furnished by a licensed health care provider, with either a provider contract with the state health care authority on a fee-for-service basis or under a contract with a medicaid managed care organization, to be at a rate not less than one hundred percent of the payment rate that applies to those services and providers under medicare.			
<u>HB 1186</u>	Medicaid services access Continuing access to medicaid services.	H Approps	Stonier	
	Requires medical assistance to be provided for pregnant women who are state residents and whose family income at the time of application is no greater than one hundred ninety-three percent of the federal poverty level as adjusted for family size and determined annually by the federal department of health and human services. Requires the state health care authority to take such actions as may be necessary to assure the receipt of federal financial participation under the medical assistance program and any other federal funding sources that are currently available or may become available in the future.			
<u>SHB 1263</u>	Homeless student support Concerning support for students experiencing homelessness.	H Approps	Fey	
<u>SHB 1454</u>	Students with disabilities Concerning students with disabilities.	H Approps	Pollet	
<u>SHB 1483</u>	Behavioral health/B&O tax Extending the business and occupation deduction for government-funded behavioral health services.	H Finance	Young	

	Affordable housing taxes	H Finance	Morgan	
	Authorizing cities and counties to impose additional taxes for affordable housing.			
<u>HB 1493</u> (SSB 5357)	Authorizes counties and cities to impose an additional excise tax on the purchase and sale of real property in its jurisdiction at the rate of one-half of one percent of the selling price with the proceeds of the tax being used for the development of affordable housing. Requires a city to collect the excise tax within its incorporated boundaries, and a county to collect the excise tax within its unincorporated areas, if they both exercise the authority provided in this act.			
<u>SHB 1581</u>	Local housing trust funds	H Finance	Fey	
	Funding local housing trust fund programs in certain cities.			
<u>HB 1590</u>	Housing tax/councilmanic	H Rules C	Doglio	High Concerns
	Allowing the local sales and use tax for affordable housing to be imposed by a councilmanic authority.			
	Authorizes a county legislative authority to impose a local sales and use tax without going through the election process.			
<u>SHB 1591</u>	Homelessness rights	H Approps	Gregerson	
	Concerning the rights of persons experiencing homelessness.			
<u>2SHB 1651</u>	Dev. disability serv. rights	H Rules R	Kilduff	
	Concerning the rights of clients of the developmental disabilities administration of the department of social and health services.			
<u>SHB 1680</u>	Local infrastructure funding	H Approps	Doglio	
	Concerning local government infrastructure funding.			
<u>SHB 1745</u>	Affordable housing options	H Finance	Ryu	
	Providing local governments with options to preserve affordable housing in their communities.			
<u>SHB 1749</u> (2SSB 5718)	Child welfare housing assist		Robinson	
	Establishing the child welfare housing assistance program that provides housing assistance to parents reunifying with a child and parents at risk of having a child removed.			
<u>SHB 1754</u>	Homeless hosting/religious	H Rules C	Santos	
	Concerning the hosting of the homeless by religious organizations.			
<u>HB 1790</u> (SSB 5739)	Housing/urban growth areas	H Finance	Griffey	
	Promoting affordable housing in unincorporated areas of rural counties within urban growth areas.			

Prohibits an application from being approved for a residential targeted area in a rural county on or after January 1, 2025.

<u>SHB 1797</u>	Accessory dwelling units Concerning local governments planning and zoning for accessory dwelling units.	H Local Govt	Gregerson		
<u>HB 1829</u>	Veterans' assistance levies Concerning veterans' assistance levies. Provides that veterans' assistance levies are imposed as part of or separate from the county's regular property tax levy.	S Ways & Means	Chapman	High	Support
<u>SHB 1834</u>	Low-income homeownership Providing for adequate provisions for low-income homeownership opportunities. Requires at least thirteen percent of housing trust fund grants and loans in any funding cycle under the housing assistance program to be used for the benefit of homeownership projects for households at or below eighty percent of the area median family income. Authorizes the department of commerce to provide down payment or closing cost assistance to a wider range of first-time home buyers. Requires thirteen percent of affordable housing program funds in any funding cycle be used for homeownership projects under the affordable housing program. Requires the department of commerce to annually report information regarding the number and percentage of households served under the housing trust fund program and other programs for both homeownership and multifamily projects.	H Cap Budget	Ryu		
<u>HB 1878</u> <u>(SB 5872)</u>	Small rural hospital payment Providing enhanced payment to low volume, small rural hospitals. Increases medicaid payments for certain hospitals to one hundred fifty percent of the medicaid fee-for-service fee schedule. Provides that qualifying hospitals must: Have fewer than fifty acute beds; not be designated as a critical access hospital under state or federal regulations; and, have combined medicare and medicaid inpatient days greater than fifty percent.	H Approps	Chandler		
<u>HB 1921</u>	Housing market Addressing the regressive nature of the Washington state housing market.	H Finance	Frame		
<u>2SHB 1938</u>	Local infra. investment prg Creating a local infrastructure investment program to support the development of affordable housing, workforce housing, and revitalization efforts.	H Hous, Com Dev &	Steele	Medium	Support
<u>HB 1939</u>	Homeless & at-risk veterans Concerning housing and supportive services for homeless and at-risk veterans in rural areas.	H Approps	Steele		
<u>ESHB 2099</u>	Invol. treatment/video tech. Concerning the use of video technology under the involuntary treatment act.	S Behavioral Heal	Irwin		

<u>HB 2282</u>	Unused public buildings Creating a grant program for converting unused public buildings to housing for homeless persons.	H Cap Budget	Walsh	Monitoring	Concerns
<u>SHB 2301</u>	Competency to stand trial Concerning competency to stand trial evaluations.	H Approps	Kilduff	Medium	Support
<u>SHB 2343</u>	Urban housing Concerning urban housing supply.	H Rules R	Fitzgibbon		
<u>HB 2348</u> (SB 6229)	Housing funds/quality award Streamlining reporting for recipients of housing-related state funding by removing Washington state quality award program requirements.	H Rules R	Duerr	High	Support
<u>HB 2384</u> (SB 6232)	Nonprofit housing/prop. tax Concerning the property tax exemption for nonprofit organizations providing rental housing or mobile home park spaces to qualifying households.	H Finance	Doglio		
<u>SHB 2386</u>	Behavioral health ombuds Creating the state office of the behavioral health ombuds.	H Approps	Cody		
<u>SHB 2388</u>	Homelessness definitions Standardizing definitions of homelessness to improve access to services.	H Approps	Senn		
<u>HB 2391</u>	Workforce surcharge/housing Providing certain businesses engaged in affordable housing projects an exemption from the workforce education investment surcharge.	H Finance	Young		
<u>HB 2438</u>	Opioid impact account Concerning establishment of the prescription opioid impact account. establishes a opioid impact fee that would be charged to manufacturers after a level of opioid prescriptions are met at the state. Fee would be put into a specified account for opioid treatment and prevention work. DOH and HCA would administer funds and programs. Counties must levy sales and use tax for chemical dependency or mental health treatment services or therapeutic courts (RCW 82.14.460) to be eligible for funds.	H Approps	Kilduff	Medium	Concerns
<u>HB 2441</u>	TANF access Improving access to temporary assistance for needy families.	H Approps	Entenman		
<u>HB 2448</u>	Enhanced services facilities Concerning enhanced services facilities.	H HC/Wellness	Schmick		

<u>HB 2451</u>	Medicaid home health rate Concerning the medicaid home health reimbursement rate for medical assistance clients.	H Approps	Tharinger		
<u>HB 2452</u>	Multiple-unit housing REET Reducing the real estate excise tax for multiple-unit housing.	H Finance	Barkis		
<u>HB 2460</u>	Homeless housing surcharge Allowing small counties to retain ninety-eight percent of a surcharge for local homeless housing and assistance.	H Approps	Dye	High	Oppose
<u>HB 2463</u> <u>(SB 6429)</u>	Dev. disability designation Providing a designation on a driver's license or identicard that a person has a developmental disability.	H Trans	Schmick		
<u>HB 2489</u> <u>(SB 6212)</u>	Affordable housing/prop. tax Concerning the authority of counties, cities, and towns to exceed statutory property tax limitations for the purpose of financing affordable housing for very low-income households and low-income households.	H Finance	Ryu		
<u>HB 2490</u>	Urban centers/multiple-units Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban centers.	H Finance	Appleton		
<u>HB 2497</u>	Affordable housing financing Adding development of permanently affordable housing to the allowable uses of community revitalization financing, the local infrastructure financing tool, and local revitalization financing.	H Finance	Ormsby		
<u>HB 2522</u> <u>(SB 6167)</u>	Homelessness BSA approps. Making expenditures from the budget stabilization account to alleviate the issue of homelessness.	H Approps	Ormsby		
<u>HB 2570</u>	Accessory dwelling units Managing growth by planning and zoning for accessory dwelling units.	H Env & Energy	Gregerson		
<u>HB 2584</u>	Behavioral health rates Establishing rates for behavioral health services.	H Approps	Caldier		
<u>HB 2591</u>	Foster care/dev. disability Concerning youth eligible for developmental disability services who are expected to exit the foster care system.	H H Svcs & Erly	Senn		

<u>HB 2598</u> (SB 6358)	Sub. providers/medicaid	H HC/Wellness	Tharinger		
	Requiring medicaid managed care organizations to provide reimbursement of health care services provided by substitute providers.				
<u>HB 2600</u>	Comm. res. service business	H H Svcs & Erly	Callan		
	Concerning the definition of "community residential service business" for the purposes of chapter 74.39A RCW.				
<u>SHB 2607</u>	Identicards/homelessness	H HSELDPS	Callan		
	Assisting homeless individuals in obtaining Washington state identicards.				
<u>HB 2610</u> (SB 6230)	Mobile home community sales	H Civil R & Judi	Duerr		
	Concerning the sale or lease of manufactured/mobile home communities and the property on which they sit.				
<u>HB 2620</u> (SB 6411)	Multiple-unit dwellings/tax	H Finance	Walen		
	Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban growth areas.				
<u>HB 2630</u> (SSB 6231)	Accessory dwelling units/tax	H Finance	Walen		
	Providing a limited property tax exemption for the construction of accessory dwelling units.				
<u>HB 2634</u> (SB 6366)	Affordable housing/REET	H Finance	Walen		
	Exempting a sale or transfer of real property for affordable housing to a nonprofit entity, housing authority, or public corporation from the real estate excise tax.				
<u>HB 2639</u>	Home sharing support grants	H Hous, Com Dev	Caldier	High	Concerns
	Creating the home sharing support grant program.				
<u>HB 2642</u>	Sub. use disorder coverage	H HC/Wellness	Davis		
	Removing health coverage barriers to accessing substance use disorder treatment services.				
<u>HB 2649</u>	Homeless shelter capacity	H Hous, Com Dev	Ryu	High	Concerns
	Concerning homeless shelter capacity.				
<u>HB 2658</u>	Local revenue/homelessness	H Finance	Stokesbary		
	Authorizing local option revenue for homelessness services, subject to specified conditions, including prohibiting supervised injection sites and requiring local restrictions on camping on public property.				
<u>HB 2667</u>	Energy code/residential	H Local Govt	Chapman		

Increasing housing access and affordability by decreasing construction costs associated with implementing the Washington state energy code for residential buildings.

<u>HB 2677</u> (SB 6395)	Health insurance information Sharing health insurance information to improve the coordination of benefits between health insurers and the health care authority.	H HC/Wellness	Chopp		
<u>HB 2687</u>	GMA/affordable housing plans Planning for affordable housing under the growth management act.	H Env & Energy	Barkis		
<u>HB 2738</u> (SB 6056)	Dev. disability budgeting Concerning the budgeting process for services for individuals with developmental disabilities.	H Approps	Frame		
<u>HB 2746</u>	Afford. housing incentives Concerning affordable housing incentives.	H Finance	Ramel		
<u>HB 2750</u> (SB 6259)	Indian behavioral health sys Improving the Indian behavioral health system.	H HC/Wellness	Lekanoff		
<u>HB 2774</u>	Housing/state property inven Concerning the inventory of underutilized, state-owned property that may be suitable for the development of affordable housing.	H Hous, Com Dev	Ryu		
<u>HB 2787</u> (SB 6547)	Infants and toddlers program Completing the transfer of the early support for infants and toddlers program from the office of the superintendent of public instruction to the department of children, youth, and families.	H H Svcs & Erly	Callan		
<u>HB 2797</u> (SB 6631)	Housing/sales & use tax Concerning the sales and use tax for affordable and supportive housing.	H Finance	Robinson	High	Support
<u>HB 2809</u> (SB 6495)	Essential needs & housing Regarding essential needs and housing support eligibility.	H Approps	Caldier		
<u>HB 2834</u> (SB 6426)	Identicard/homeless Implementing an identicard program to provide individuals a Washington state issued identicard.	H Approps	Harris		
<u>HB 2843</u>	Health carrier premium taxes Providing premium tax relief to health carriers offering coverage in certain counties.	H Finance	Maycumber		
<u>HB 2849</u>	Commerce housing programs	H Cap Budget	Tharinger		

Concerning housing programs administered by the department of commerce.

<u>HB 2863</u>	Therapeutic alternatives Expanding therapeutic alternatives and interventions through courts of limited jurisdiction.	H Approps	Davis
<u>HB 2869</u>	Mobile homes/prop. tax ex. Concerning property tax exemptions for certain mobile homes and manufactured homes.	H Finance	Graham
<u>HB 2872</u>	Mobile home landlords, rent Providing mobile home landlords the option to provide affordable rent for tenants.	H Finance	Kraft
<u>HB 2877</u>	Disabled veterans Honoring our disabled veterans by providing financial relief.	H Finance	Sutherland
<u>HB 2878</u> (SB 6490)	Criminal justice/housing Addressing housing concerns for individuals impacted by the criminal justice system.	H Civil R & Judi	Davis
<u>HB 2885</u>	Veterans service orgs. Concerning veterans service organizations.	H Hous, Com Dev	Mosbrucker
<u>HB 2890</u>	Boarding homes Concerning boarding homes.	H Local Govt	MacEwen
<u>HB 2893</u>	Homeless individuals Concerning homeless individuals.	H Civil R & Judi	Thai
<u>HB 2898</u>	Housing benefit districts Concerning housing benefit districts.	H Hous, Com Dev &	Walen
<u>SSB 5289</u>	Nonprofit homeownership dev. Concerning nonprofit homeownership development.	S Ways & Means	Palumbo
<u>SSB 5357</u>	Affordable housing taxes Authorizing cities and counties to impose additional taxes for affordable housing.	S Ways & Means	Darneille
<u>SSB 5366</u>	Urban centers/multiple-units Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban centers.	S 3rd Reading	Wagoner

<u>E2SSB 5483</u>	Dev. disability services Improving services for individuals with developmental disabilities.	S 3rd Reading	Braun
<u>SSB 5516</u>	UW behavioral health campus Establishing a behavioral health innovation and integration campus within the University of Washington school of medicine.	S Ways & Means	Cleveland
<u>ESSB 5523</u>	Medicaid managed care perf. Improving managed care organization performance in caring for medicaid clients.	S Rules 3	Braun
<u>ESSB 5536</u>	Intellectual disability care Concerning intermediate care facilities for individuals with intellectual disability.	S 3rd Reading	Braun
<u>SSB 5537</u>	Behavioral health facilities Expanding community-based behavioral health facilities through issuance of state bonds.	S Ways & Means	Braun
<u>SB 5582</u>	Affordable housing/REET Increasing funding for affordable housing. Increases the real estate excise taxes on property that sells for one million dollars or more to fund affordable housing. Requires money received from the excise taxes to be deposited into the public works assistance account, the education legacy trust account, the city-county assistance account, the Washington housing trust fund, and the general fund.	S Ways & Means	Saldaña
<u>SSB 5633</u>	Behavioral health pathways Supporting and expanding behavioral health workforce pathway programs.	S 3rd Reading	Brown
<u>SB 5635 (HB 1850)</u>	Behav. health professions Expanding opportunities for students to pursue mental and behavioral health professions. Extends the opportunity grant program to ninety credits for students in an opportunity grant-eligible program of study, including required related courses, that result in a certificate or degree required for employment in a behavioral health profession, which is defined as a psychiatrist, psychologist, psychiatric nurse, chemical dependency professional, social worker, or other mental health professional. Limits extended opportunity grant funding to no more than a total of ninety credits or for more than four years from initial receipt of grant funds.	S Rules 3	Brown
<u>SB 5646 (SHB 1406)</u>	Affordable housing/sales tax Encouraging investments in affordable and supportive housing. Encourages investments in affordable and supportive housing.	S Ways & Means	Kuderer
	Involuntary treatment act	H Civil R & Judi	Dhingra

Concerning the involuntary treatment act.

[SSB 5739](#)

Housing/urban growth areas

S Rules 3

Sheldon

Promoting affordable housing in unincorporated areas of rural counties within urban growth areas.

Low-income homeownership

S Rules 3

Saldaña

Providing for adequate provisions for low-income homeownership opportunities.

[ESSB 5746](#)

SB 5746-S - DIGEST Requires at least thirteen percent of housing trust fund grants and loans in any funding cycle under the housing assistance program to be used to benefit homeownership projects for households at or below eighty percent of the area median family income. Authorizes the department of commerce to provide down payment or closing cost assistance to a wider range of first-time home buyers. Establishes a target of thirteen percent of affordable housing program funds in any funding cycle for homeownership projects.

[SB 5753](#)
(**EHB
1706**)

Subminimum wage/disabilities

S Labor & Commer

Randall

Eliminating subminimum wage certificates for persons with disabilities.

Removes language from certain minimum wage statutes regarding paying individuals whose earning capacity is impaired by age or physical or mental deficiency or injury, at wages lower than the minimum wage.

DSHS dev. disability clients

S Health & Long

Wilson

Concerning the rights of clients of the developmental disabilities administration of the department of social and health services.

[SB 5843](#)
(**2SHB
1651**)

Requires the department of social and health services to notify an individual, a client, their representative, and the necessary supplemental accommodation representative of the following rights upon determining the individual is an eligible person and upon conducting a client's assessment: (1) The right to personal power and choice; (2) The right to participate in the department's service planning; (3) The right to access information about services and health care; (4) The right to file complaints and grievances and to request appeals; (5) The right to privacy and confidentiality; (6) Rights during discharge, transfer, and termination of services; and (7) The right to access advocates.

[SB 6040](#)

Dev. disability budgeting

S Ways & Means

Braun

High

Support

Concerning the budgeting process for certain state waiver services for individuals with developmental disabilities.

[SB 6056](#)
(**HB 2738**)

Dev. disability budgeting

S Ways & Means

Randall

Monitoring

Concerning the budgeting process for services for individuals with developmental disabilities.

[SSB 6058](#)

Fire district health clinics

S Rules 2

Randall

Monitoring

Concerning fire district health clinic services.

<u>SSB 6061</u>	Telemedicine training Requiring training standards in providing telemedicine services.	S Rules 2	Becker		
<u>SB 6086</u> (HB 2335)	Opioid use/medications Increasing access to medications for opioid use disorder.	S Behavioral Hea	Hasegawa		
<u>SB 6109</u>	Executorships Ensuring persons with serious mental illness and substance use disorders receive proper care and assistance.	S Behavioral Hea	O'Ban		
<u>SB 6126</u>	Housing tax/councilmanic Allowing the local sales and use tax for affordable housing to be imposed by a councilmanic authority.	S Rules 2	Hunt		
<u>SB 6167</u> (HB 2522)	Homelessness BSA approps. Making expenditures from the budget stabilization account to alleviate the issue of homelessness.	S Ways & Means	Rolfes	Medium	Support
<u>SB 6185</u>	Down payment assistance Improving access to homeownership by expanding opportunities for down payment assistance programs.	S Housing Stabil	Zeiger		
<u>SB 6186</u>	Homelessness diversion Prioritizing homelessness diversion services.	S Housing Stabil	Zeiger	High	Oppose
<u>SSB 6190</u>	Dev. disabilities trust Preserving the developmental disabilities community trust.	S Ways & Means	Braun		
<u>SB 6196</u>	Homelessness impact grants Creating a homelessness impact grant program to address security and sanitation impacts of homeless populations.	S Housing Stabil	Braun		
<u>SB 6212</u> (HB 2489)	Affordable housing/prop. tax Concerning the authority of counties, cities, and towns to exceed statutory property tax limitations for the purpose of financing affordable housing for very low-income households and low-income households.	S Housing Stabil	Das		
<u>SB 6229</u> (HB 2348)	Housing funds/quality award Streamlining reporting for recipients of housing-related state funding by removing Washington state quality award program requirements.	S 2nd Reading	Kuderer	Monitoring	
	Mobile home community sales	S Housing Stabil	Kuderer		

<u>SB 6230</u> (HB 2610)	Concerning the sale or lease of manufactured/mobile home communities and the property on which they sit.		
<u>SSB 6231</u>	Accessory dwelling units/tax Providing a limited property tax exemption for the construction of accessory dwelling units.	S Ways & Means	Kuderer
<u>SB 6232</u> (HB 2384)	Nonprofit housing/prop. tax Concerning the property tax exemption for nonprofit organizations providing rental housing or mobile home park spaces to qualifying households.	S Ways & Means	Kuderer
<u>SB 6259</u> (HB 2750)	Indian behavioral health sys Improving the Indian behavioral health system.	S Behavioral Hea	McCoy
<u>SB 6302</u>	Home occupant load limits Prohibiting local governments from limiting the number of unrelated persons occupying a home.	S Housing Stabil	Rolfes
<u>SB 6304</u> (SHB 2607)	Identicards/homelessness Assisting homeless individuals in obtaining Washington state identicards.	S Transportation	Liias
<u>SB 6311</u>	Substance use disorders Concerning persons with substance use disorders.	S Behavioral Heal	Zeiger
<u>SB 6334</u> (SHB 2343)	Urban housing Concerning urban housing supply.	S Housing Stabil	Salomon
<u>SB 6358</u> (HB 2598)	Sub. providers/medicaid Requiring medicaid managed care organizations to provide reimbursement of health care services provided by substitute providers.	S Health & Long	Randall
<u>SB 6366</u> (HB 2634)	Affordable housing/REET Exempting a sale or transfer of real property for affordable housing to a nonprofit entity, housing authority, or public corporation from the real estate excise tax.	S Housing Stabil	Mullet
<u>SB 6395</u> (HB 2677)	Health insurance information Sharing health insurance information to improve the coordination of benefits between health insurers and the health care authority.	S Health & Long	Cleveland
<u>SB 6411</u> (HB 2620)	Multiple-unit dwellings/tax Expanding the property tax exemption for new and rehabilitated multiple-unit dwellings in urban growth areas.	S Housing Stabil	Das

<u>SB 6426</u> (HB 2834)	Identicard/homeless Implementing an identicard program to provide individuals a Washington state issued identicard.	S Transportation	Cleveland			
<u>SB 6429</u> (HB 2463)	Dev. disability designation Providing a designation on a driver's license or identicard that a person has a developmental disability.	S Transportation	Brown			
<u>SB 6446</u>	Lodging taxes/housing Concerning lodging taxes for affordable housing.	S Housing Stabil	Kuderer			
<u>SB 6457</u>	American dream homes Promoting housing affordability by incentivizing the construction of American dream homes.	S Housing Stabil	Fortunato			
<u>SB 6459</u>	Homelessness/shelter Addressing homelessness.	S Housing Stabil	Fortunato			
<u>SB 6469</u>	Access to behavioral health Improving access to behavioral health treatment in certified crisis facilities.	S Behavioral Heal	Randall			
<u>SB 6472</u> (SHB 2388)	Homelessness definitions Standardizing definitions of homelessness to improve access to services.	S Human Svcs, Re	Lovelett			
<u>SB 6475</u>	Homelessness/identification Assisting homeless individuals with obtaining identification.	S Ways & Means	Hasegawa	Medium	Support	
<u>SB 6490</u> (HB 2878)	Criminal justice/housing Addressing housing concerns for individuals impacted by the criminal justice system.	S Human Svcs, Re	Darneille			
<u>SB 6495</u> (HB 2809)	Essential needs & housing Regarding essential needs and housing support eligibility.	S Human Svcs, Re	Walsh			
<u>SB 6546</u>	Shared housing Incentivizing shared housing.	S Housing Stabil	Zeiger			
<u>SB 6547</u> (HB 2787)	Infants and toddlers program Completing the transfer of the early support for infants and toddlers program from the office of the superintendent of public instruction to the department of children, youth, and families.	S EL/K-12	Wellman			

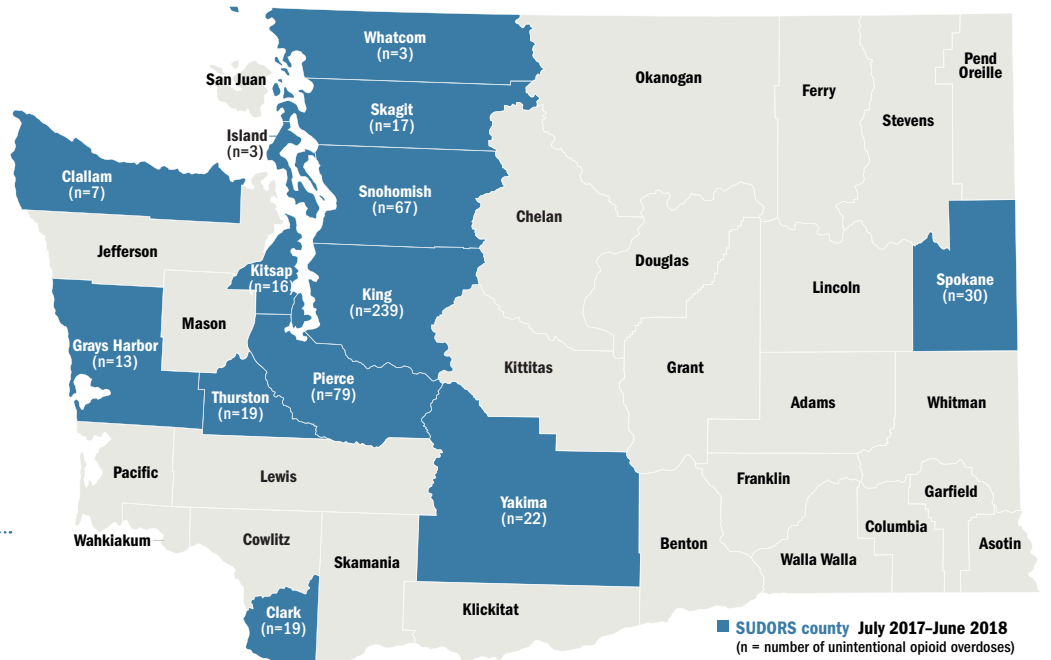
<u>SB 6581</u>	Estate tax rate structure Funding youth health care access and affordability, housing affordability, and wages for child care providers through a more progressive estate tax rate structure.	S Ways & Means	Lovelett
<u>SB 6585</u>	Medication-assisted tx/jails Encouraging the use of medication-assisted treatment within jails.	S Human Svcs, Re	Zeiger
<u>SB 6590</u>	DSHS dev. disability clients Concerning the rights of clients of the developmental disabilities administration of the department of social and health services.	S Health & Long	Wilson
<u>SB 6591</u>	Mental health directives Establishing a work group to address mental health advance directives.	S Behavioral Heal	Dhingra
<u>SB 6612</u>	Homeless service orgs/audits Concerning audit requirements for charitable organizations that provide services to homeless persons.	S Human Svcs, Ree	Braun
<u>SB 6617</u>	Accessory dwelling units Concerning accessory dwelling unit regulation.	S Housing Stabil	Liias
<u>SB 6618</u>	Housing benefit districts Establishing housing benefit districts.	S Housing Stabil	Liias
<u>SB 6623</u>	Host home funding Reducing host home funding restrictions.	S Housing Stabil	Darneille
<u>SB 6630</u>	Public housing authorities Increasing accountability for public housing authorities.	S Housing Stabil	Zeiger
<u>SB 6631</u> (HB 2797)	Housing/sales & use tax Concerning the sales and use tax for affordable and supportive housing.	S Housing Stabil	Saldaña
<u>SB 6649</u>	Emerg. homeless shelters/tax Establishing a local sales and use tax option to fund emergency homeless shelters.	S Housing Stabil	Zeiger

Washington Opioid Overdose Death Data

What is SUDORS?

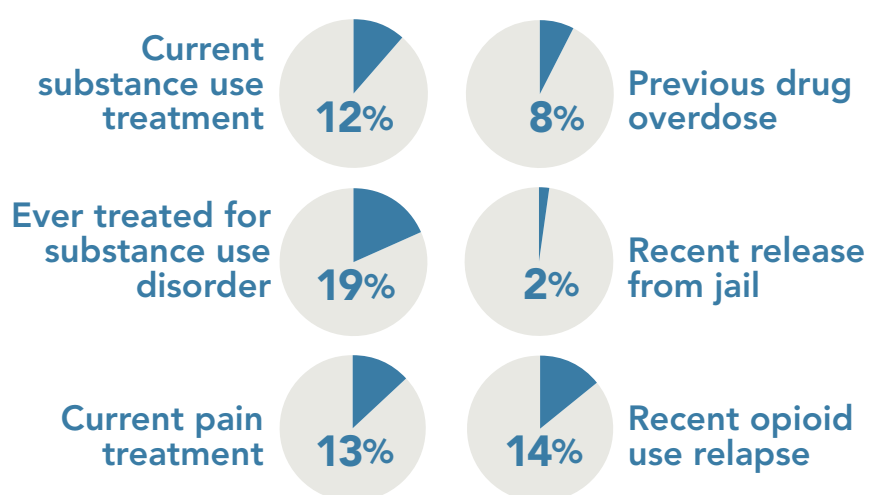
SUDORS is the State Unintentional Drug Overdose Reporting System developed by the CDC for states to collect detailed overdose death information. The data is used to better understand circumstances surrounding the incident and the type and origin of drugs involved.

Washington State Department of Health (DOH) currently partners with 13 county medical examiners and coroners to collect unintentional opioid overdose death data. These county cases represent more than 75% of all unintentional opioid overdose deaths in the state.



Select circumstances of SUDORS cases

SUDORS captures more than 1,500 variables. From 535 deaths occurring between July 2017 and June 2018, circumstances present included:



SUDORS informs Washington State's mission to:



- Decrease drug overdose death rate, including prescription opioid and illicit opioid overdose death rates



- Decrease opioid misuse and opioid use disorder
- Increase the provision of evidence-based treatment for opioid use disorder

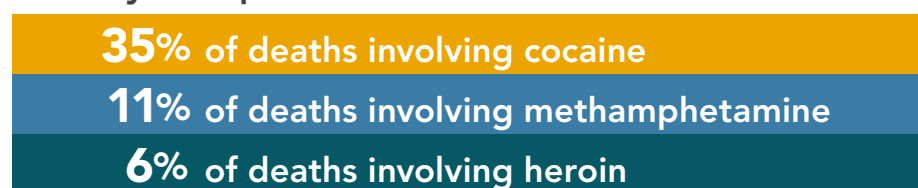


- Increase naloxone distribution
- Increase public education

Fentanyl and other drug combinations

- Fentanyl is a highly potent opioid. In SUDORS, there were 124 deaths involving fentanyl or fentanyl analogs from July 2017 through June 2018. The majority were illicitly manufactured.
- Illicitly manufactured fentanyl is often mixed with heroin, cocaine, or pressed into counterfeit pills with or without the user's knowledge. This can increase the risk for overdose.

Fentanyl was present in...



4%
Prescribed fentanyl

61%
Illicit fentanyl

31%
Unknown



Location and response

76% of overdose deaths occurred in a house or apartment. EMS responded in **79%** of overdose deaths. **41%** of deaths had a bystander (a person who is physically nearby an opioid overdose and could potentially intervene). But fatal overdoses often happened alone. Only **21%** of the bystanders witnessed the drug use, and less than one quarter of those administered naloxone.



Naloxone administered by bystanders is a potentially life-saving emergency response.

Be prepared to help a friend, family member or even a stranger. You could save someone's life.

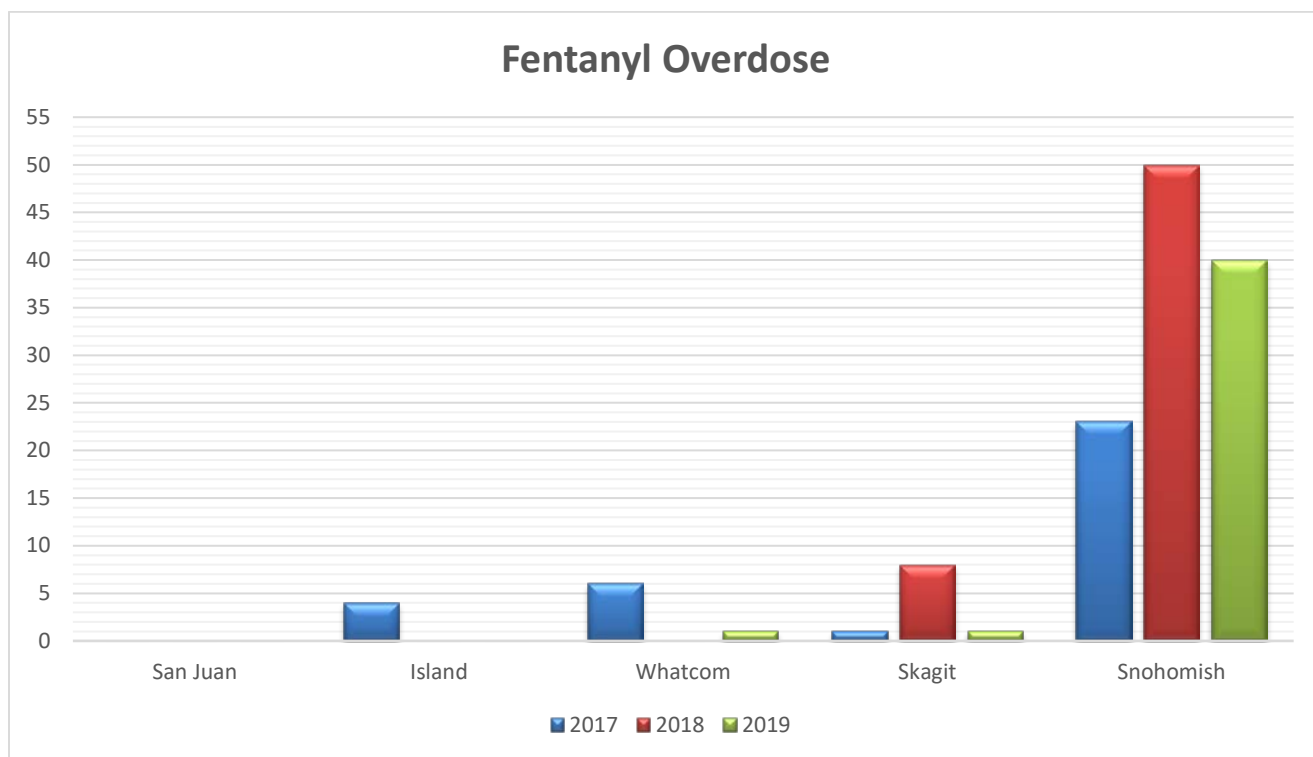
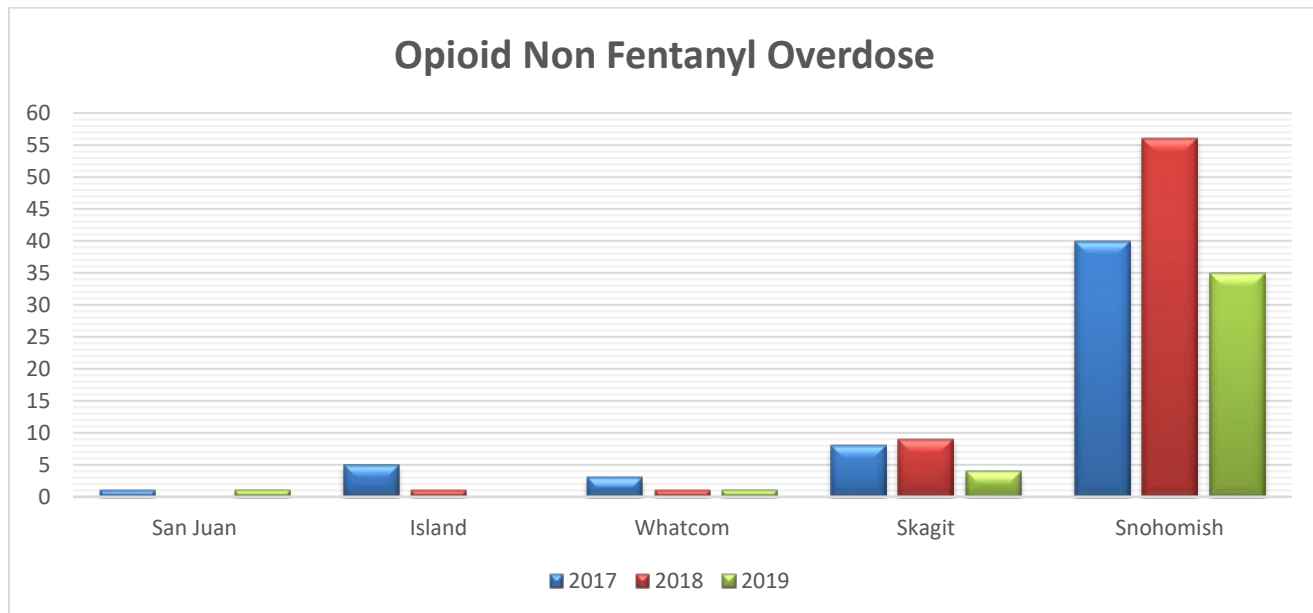


- **Naloxone** – doh.wa.gov/OverdoseAndNaloxone
Naloxone is now available at any pharmacy without a prescription.
- **Overdose education** – stopoverdose.org
- **Overdose prevention** – doh.wa.gov/oop
- **Locate medication assisted treatment** – warecoveryhelpline.org
- **National overdose information from Centers for Disease Control and Prevention (CDC)** – doh.wa.gov/CDCDrugOverdose

Washington State Drug Overdose: Monthly Updates 2020-01-14

https://www.doh.wa.gov/Portals/1/Documents/8300/wa_lhj_quarterly_report_18_1_2_pub.html

Data collected from Washington State Drug Overdose dashboard, indicates a significant increase in overdoses in Snohomish and Skagit counties for the North Sound region. Snohomish county had an increase of 40% for opioid non-fentanyl and 117% increase for fentanyl related overdoses. Skagit county had a 12.5% increase for opioid non fentanyl and 700% increase for fentanyl related overdoses. San Juan, Island, and Whatcom counties reported reduced or no opioid/fentanyl related overdoses for 2018/2019.





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 01/09/2020

NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION

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North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

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North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

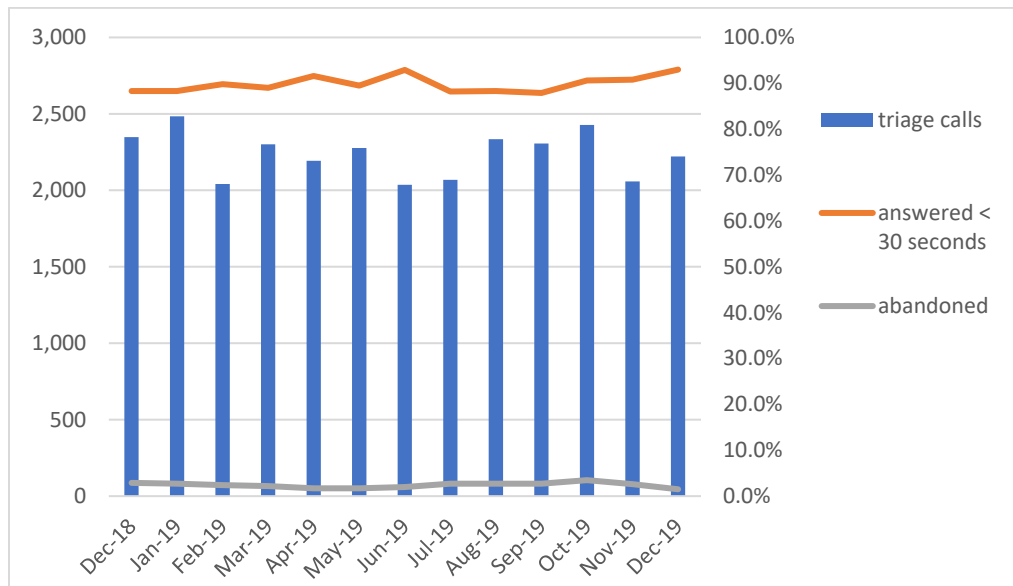
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North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Executive Summary

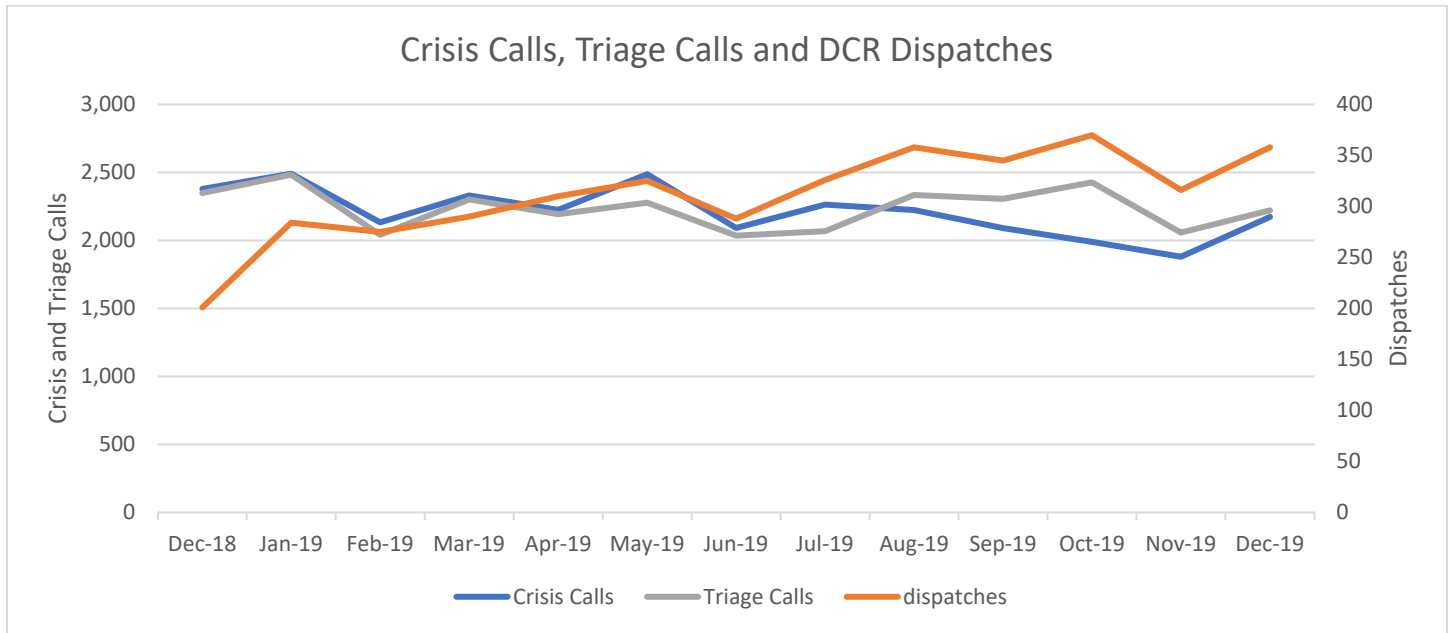
Currently, the Crisis Call Center and Triage Call Center are meeting their respective Calls Answered in less than 30 seconds, ~~based on the goals~~ most current ~~data-month~~ available. The Triage Line Center one year average of 89.9% is just below the goal of 90%. ~~The crisis team~~ North Sound BH ASO is currently working with Volunteers of America to address this through staff training and workload analysis. The most recent three months have exceeded the 90% goal, with December at 93%.



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 meeting the 90% goal for calls answered in less than 30 seconds for a one year average.

The Crisis Call Center is meeting the 97% goal for calls not abandoned.

Crisis Calls

Period From Dec-18 To Dec-19

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Average	2,212	92.9%	1.7%
Min	1,880	89.2%	0.9%
Max	2,491	94.8%	2.9%

Monthly Crisis Call metrics

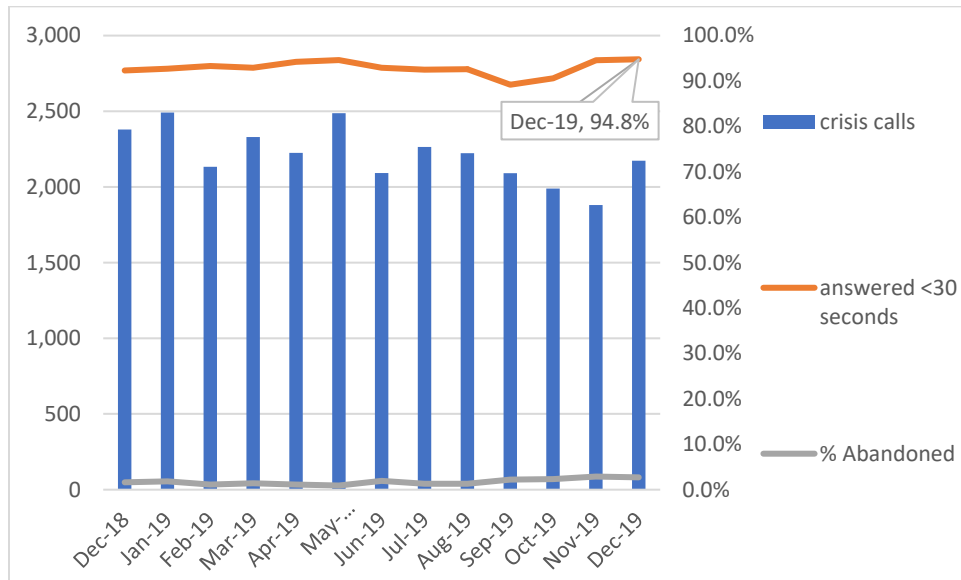
Month	crisis calls	answered <30 seconds	% Abandoned
Dec-18	2,379	92.3%	1.6%
Jan-19	2,491	92.7%	1.8%
Feb-19	2,133	93.3%	1.1%
Mar-19	2,330	92.9%	1.4%
Apr-19	2,225	94.2%	1.1%
May-19	2,487	94.6%	0.9%
Jun-19	2,092	92.9%	1.9%
Jul-19	2,264	92.5%	1.3%
Aug-19	2,223	92.6%	1.3%
Sep-19	2,091	89.2%	2.2%
Oct-19	1,989	90.6%	2.3%
Nov-19	1,880	94.6%	2.9%
Dec-19	2,173	94.8%	2.7%

The goal for calls answered in less than 30 seconds is 90%, the current month is meeting that target. The goal for % Abandoned is less than 5%, the current month is meeting that target.

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Calls monthly comparison



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 Crisis Call Center is not meeting the 90% goal for calls answered in less than 30 seconds. The one year average is 89.9% - less than the 90% goal. The most recent month is 93.0%, meeting the goal.

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

Triage Calls

Period From Dec-18 To Dec-19

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Average	2,238	89.9%	2.4%
Min	2,036	87.9%	1.5%
Max	2,484	93.0%	3.5%

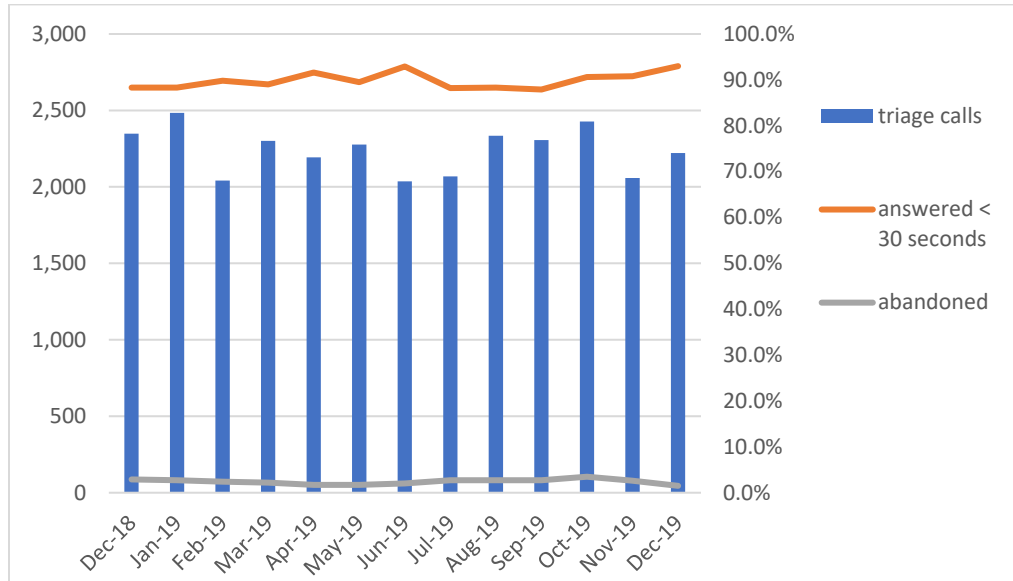
Monthly Triage Call metrics

Month	triage calls	answered < 30 seconds	abandoned
Dec-18	2,348	88.3%	2.9%
Jan-19	2,484	88.3%	2.7%
Feb-19	2,041	89.8%	2.4%
Mar-19	2,301	89.0%	2.2%
Apr-19	2,193	91.6%	1.7%
May-19	2,277	89.5%	1.7%
Jun-19	2,036	92.9%	2.0%
Jul-19	2,068	88.2%	2.7%
Aug-19	2,334	88.3%	2.7%
Sep-19	2,306	87.9%	2.7%
Oct-19	2,427	90.6%	3.5%
Nov-19	2,058	90.8%	2.6%
Dec-19	2,221	93.0%	1.5%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

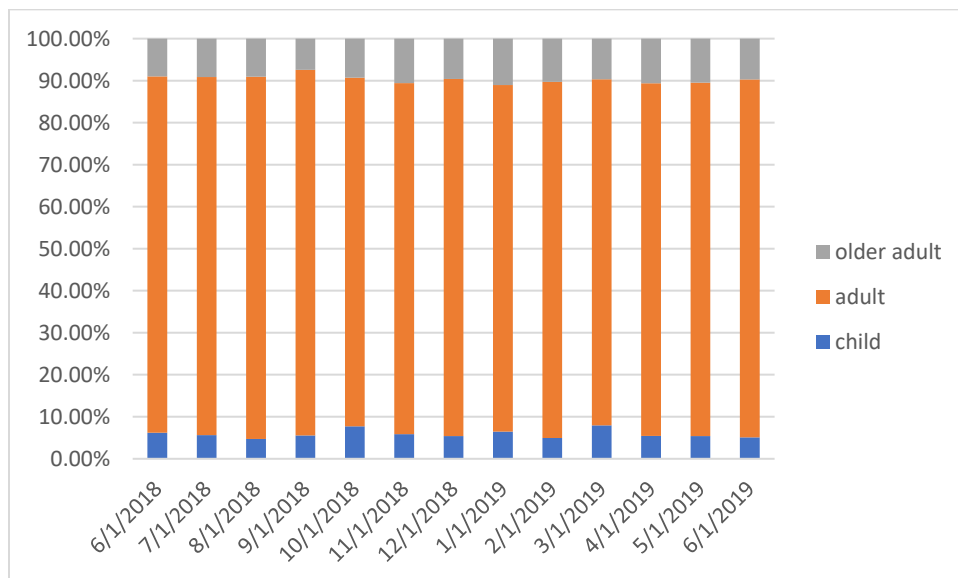
Triage Calls monthly comparison



Call Center Demographics

Age Group

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

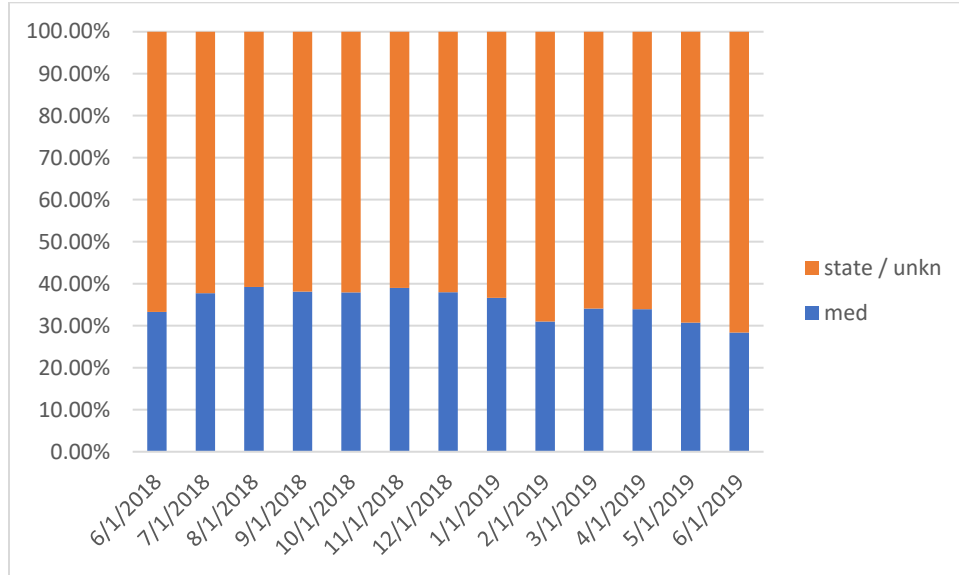


North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

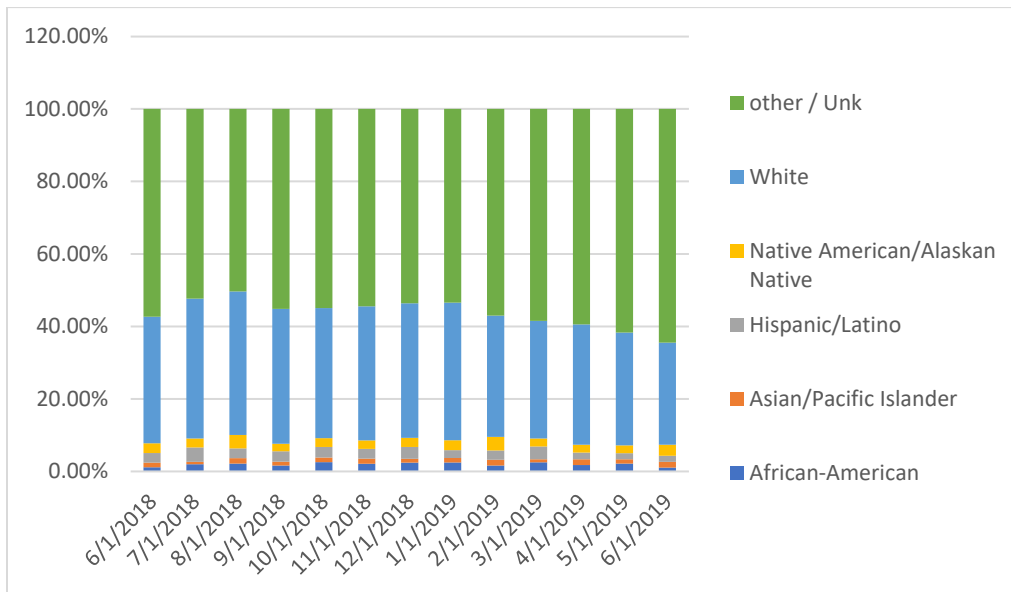
Funding Source

Med = people in the North Sound BHO payment file.



Ethnicity

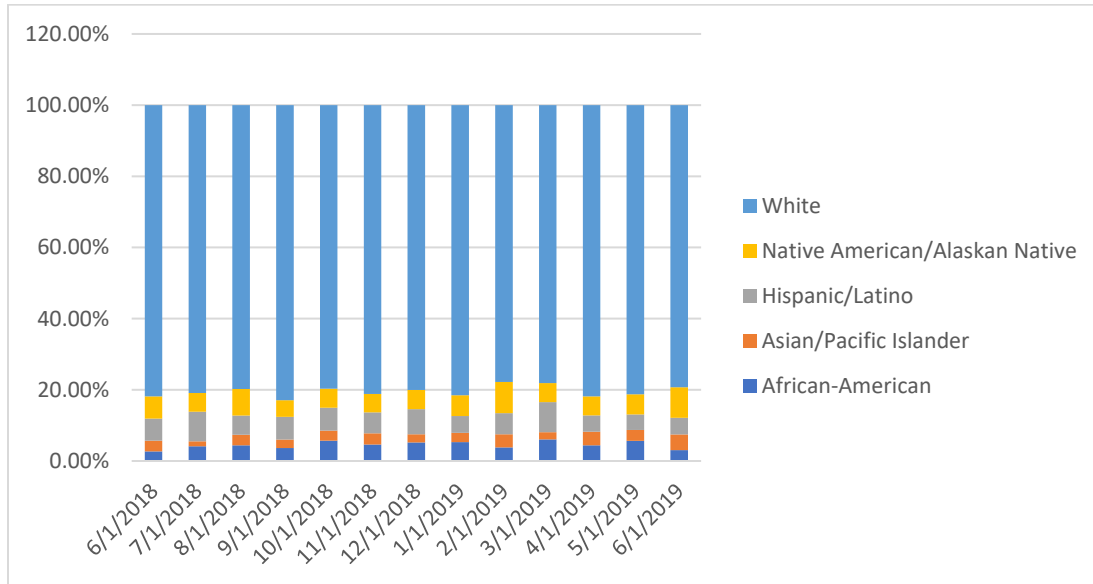
The largest group in ethnicity is other / unknown because often the ethnicity is not provided.



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Taking out the other / unknown group

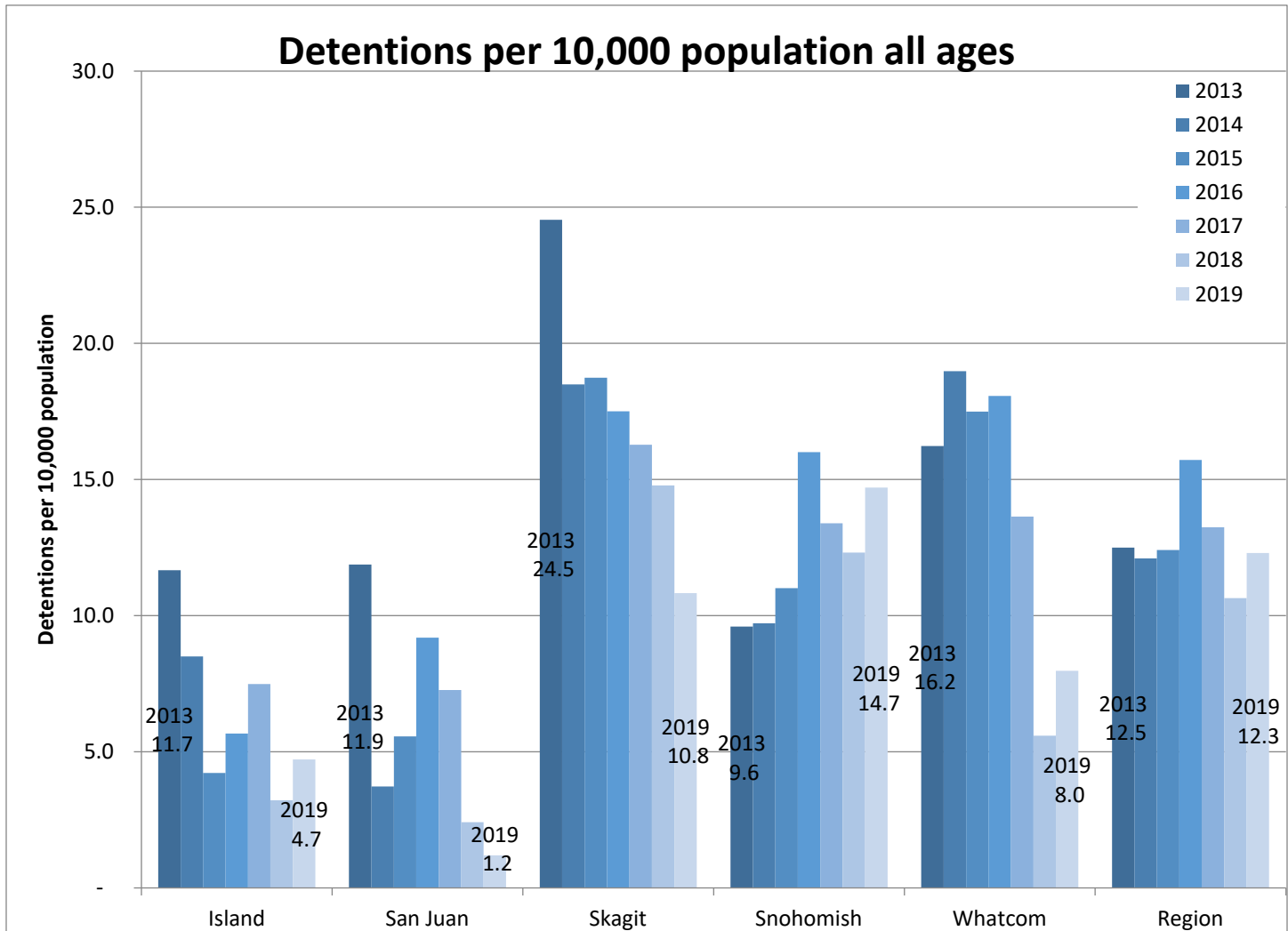


North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Dispatches, Detentions and Detention Rates

Per Capita Detention Rates

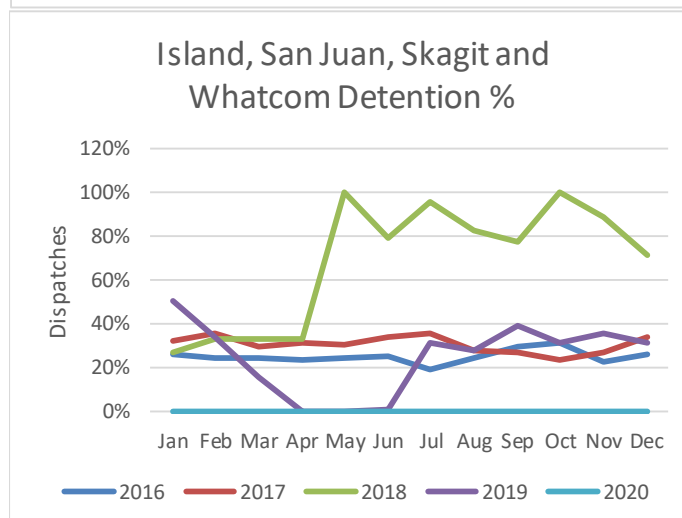
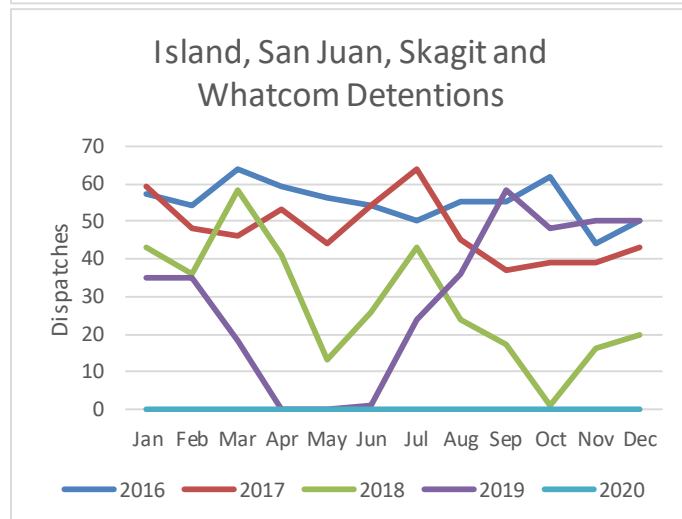
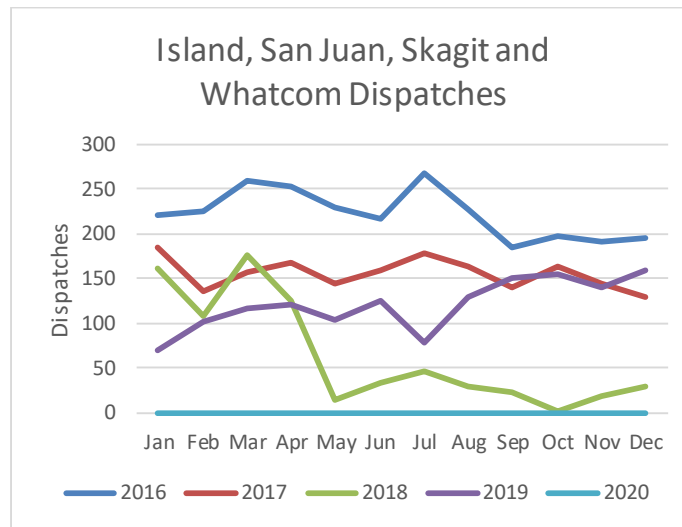


2019 is imputed based on current data available

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

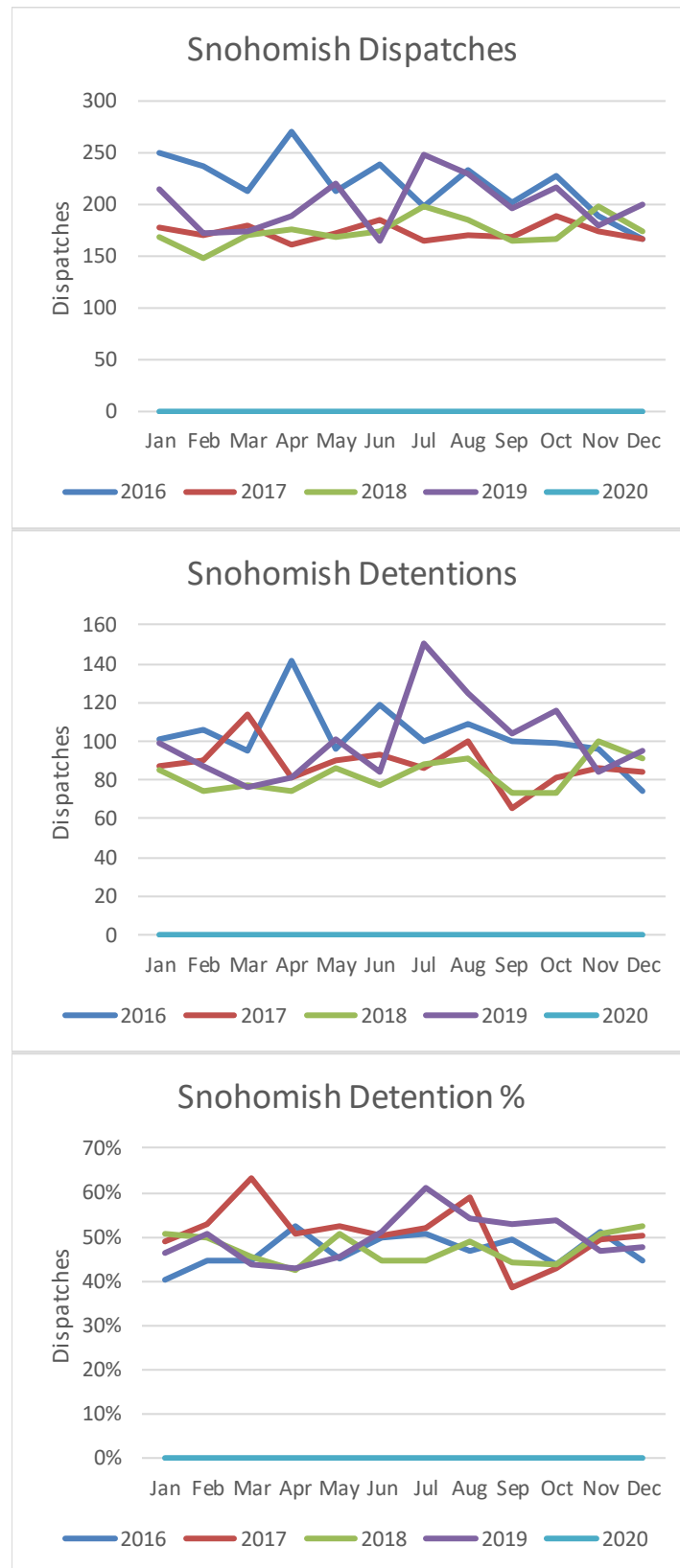
Island, San Juan, Skagit and Whatcom



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						Snohomish					
Count of dispatches month	Yea					Count of dispatches month	Yea				
	2016	2017	2018	2019	2020		2016	2017	2018	2019	2020
Jan	220	185	161	70	8	Jan	250	177	168	214	27
Feb	225	135	108	102		Feb	237	170	148	172	
Mar	259	157	175	117		Mar	213	180	170	173	
Apr	253	168	124	121		Apr	271	160	175	188	
May	230	145	13	104		May	213	171	169	221	
Jun	216	158	33	124		Jun	238	185	173	164	
Jul	267	179	45	77		Jul	198	165	198	248	
Aug	228	163	29	128		Aug	233	170	185	230	
Sep	184	139	22	150		Sep	202	168	165	196	
Oct	198	164	1	154		Oct	227	189	167	216	
Nov	191	145	18	140		Nov	188	174	197	179	
Dec	194	128	28	158		Dec	166	167	173	199	
Grand Total	2,665	1,866	757	1,445	8	Grand Total	2,636	2,076	2,088	2,400	27
Count of Detentions											
Island, San Juan, Skagit and Whatcom						Snohomish					
Sum of detention month	Yea					Sum of detention month	Yea				
	2016	2017	2018	2019	2020		2016	2017	2018	2019	2020
Jan	57	59	43	35	4	Jan	101	87	85	99	15
Feb	54	48	36	35		Feb	106	90	74	87	
Mar	64	46	58	18		Mar	95	114	77	76	
Apr	59	53	41	0		Apr	142	81	74	81	
May	56	44	13	0		May	96	90	86	101	
Jun	54	54	26	1		Jun	119	93	77	84	
Jul	50	64	43	24		Jul	100	86	88	151	
Aug	55	45	24	36		Aug	109	100	91	125	
Sep	55	37	17	58		Sep	100	65	73	104	
Oct	62	39	1	48		Oct	99	81	73	116	
Nov	44	39	16	50		Nov	96	86	100	84	
Dec	50	43	20	50		Dec	74	84	91	95	
Grand Total	660	571	338	355	4	Grand Total	1237	1057	989	1203	15
Detention Percents											
Island, San Juan, Skagit and Whatcom						Snohomish					
detentions / dispatches						detentions / dispatches					
	2016	2017	2018	2019	2020		2016	2017	2018	2019	2020
Jan	26%	32%	27%	50%	50%	Jan	40%	49%	51%	46%	56%
Feb	24%	36%	33%	34%		Feb	45%	53%	50%	51%	
Mar	25%	29%	33%	15%		Mar	45%	63%	45%	44%	
Apr	23%	32%	33%	0%		Apr	52%	51%	42%	43%	
May	24%	30%	100%	0%		May	45%	53%	51%	46%	
Jun	25%	34%	79%	1%		Jun	50%	50%	45%	51%	
Jul	19%	36%	96%	31%		Jul	51%	52%	44%	61%	
Aug	24%	28%	83%	28%		Aug	47%	59%	49%	54%	
Sep	30%	27%	77%	39%		Sep	50%	39%	44%	53%	
Oct	31%	24%	100%	31%		Oct	44%	43%	44%	54%	
Nov	23%	27%	89%	36%		Nov	51%	49%	51%	47%	
Dec	26%	34%	71%	32%		Dec	45%	50%	53%	48%	
Grand Total	25%	31%	45%	25%	50%	Grand Total	47%	51%	47%	50%	56%

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 Agency/fund source/modality	County							Undup. Total
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	
Compass Health	164	174	185	208	199	225	23	922
Medicaid	66	81	94	111	103	115	13	444
Crisis Service	66	81	94	111	103	115	13	444
Non Medicaid	139	149	154	162	151	178	11	763
Crisis Service	78	77	83	90	77	89	7	427
Investigation	96	120	118	123	113	130	7	583
Snohomish County ICRS	227	288	319	412	337	338	51	1,553
Medicaid	109	56	137	182	152	137	25	634
Crisis Service	109	56	137	182	152	137	25	634
Non Medicaid	198	286	300	326	259	281	40	1,368
Crisis Service	180	257	267	206	167	179	19	1,116
Investigation	140	214	178	214	164	193	27	905
VOA Crisis Line	883	845	826	875	783	794	164	3,963
Medicaid	387	359	380	413	354	346	76	1,687
Crisis Call	387	359	380	413	354	346	76	1,687
Non Medicaid	498	490	453	482	449	454	89	2,415
Crisis Call	498	490	453	482	449	454	89	2,415
Undup. Total	1,273	1,307	1,330	1,495	1,319	1,357	238	6,434

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

Same Day and Follow on Summary

	Percent of investigations with Same Day service
Compass Health	81.8%
Snohomish County ICRS	58.9%

Percent of investigations with Follow-Up service - not same day
15.2%
17.5%

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	76	12	282		507	877
No Same Day	12	2	111		35	160
Same day Crisis Service	64	10	171		472	717
Snohomish County ICRS				1,991		1,991
No Same Day				818		818
Same day Crisis Service				1,173		1,173

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%	30.58%
Same day Crisis Service	84.21%	83.33%	60.64%		93.10%	81.76%
No Same Day	15.79%	16.67%	39.36%		6.90%	18.24%
Snohomish County ICRS	0.00%	0.00%	0.00%	100.00%	0.00%	69.42%
Same day Crisis Service				58.92%		58.92%
No Same Day				41.08%		41.08%

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	76	12	282		507	877
Follow up - not same day	10	2	26		95	133
No Follow-up	66	10	256		412	744
Snohomish County ICRS				1,991		1,991
Follow up - not same day				349		349
No Follow-up				1,642		1,642

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%	30.58%
Follow up - not same day	13.16%	16.67%	9.22%		18.74%	15.17%
No Follow-up	86.84%	83.33%	90.78%		81.26%	84.83%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Services not units Beginning 7/1/2019

services	County				
Snohomish County ICRS	0.00%	0.00%	0.00%	100.00%	0.00%
Follow up - not same day				17.53%	
No Follow-up				82.47%	

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
Dec-18	199	111	1.0	15	56%
Jan-19	281	134	1.8	19	48%
Feb-19	273	123	1.3	21	45%
Mar-19	285	94	1.1	43	33%
Apr-19	306	81	1.2	35	26%
May-19	318	101	1.2	25	32%
Jun-19	285	85	1.2	29	30%
Jul-19	325	175	1.2	45	54%
Aug-19	353	161	1.4	50	46%
Sep-19	337	162	1.4	31	48%
Oct-19	363	164	1.2	29	45%
Nov-19	314	133	1.2	38	42%
Dec-19	349	145	1.3	41	42%
average	307	128	1.3	32	42%
min	199	81	1.0	15	26%
max	363	175	1.8	50	56%

Investigation Reasons

month	MH invest.	SUD invest.	MH and SUD invest.	Percent SUD related
Dec-18	124	11	64	38%
Jan-19	156	13	112	44%
Feb-19	129	7	137	53%
Mar-19	118	10	157	59%
Apr-19	129	10	167	58%
May-19	159	13	146	50%

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
Jun-19	118	5	162	59%
Jul-19	243	11	71	25%
Aug-19	232	15	106	34%
Sep-19	247	5	85	27%
Oct-19	235	20	108	35%
Nov-19	201	15	98	36%
Dec-19	224	14	111	36%
average	178	11	117	42%
min	118	5	64	25%
max	247	20	167	59%

Investigation Reason's baseline data is invalid. Reporting in 4 of the 5 counties was defaulting to investigation reason '3' (MH and SUD) for the entire baseline period. This problem was corrected for the July and August periods – making it appear that there is a large spike in investigation due to MH reasons. Corrections to the data in the baseline period data are underway but not completed at the time of this report.

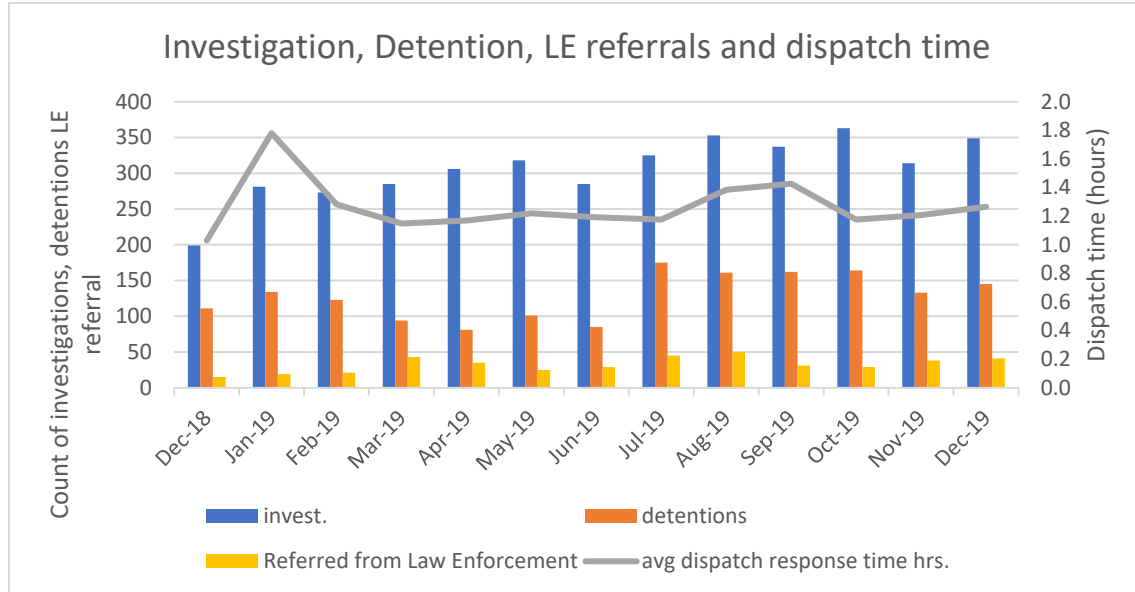
Investigation Outcomes

month	Detentions and Commitments	Voluntary MH Treatment	Less Restrictive Options MH	No Detention Due to Issues	Other
Dec-18	124	42	2	0	31
Jan-19	145	72	2	2	60
Feb-19	129	69	6	6	63
Mar-19	103	117	0	0	65
Apr-19	91	143	3	4	65
May-19	117	139	4	1	57
Jun-19	94	133	4	1	53
Jul-19	192	70	4	4	55
Aug-19	171	95	6	5	76
Sep-19	167	91	3	12	64
Oct-19	180	98	2	9	74
Nov-19	147	99	5	2	61
Dec-19	163	110	4	6	66
average	140	98	3	4	61
min	91	42	0	0	31
max	192	143	6	12	76

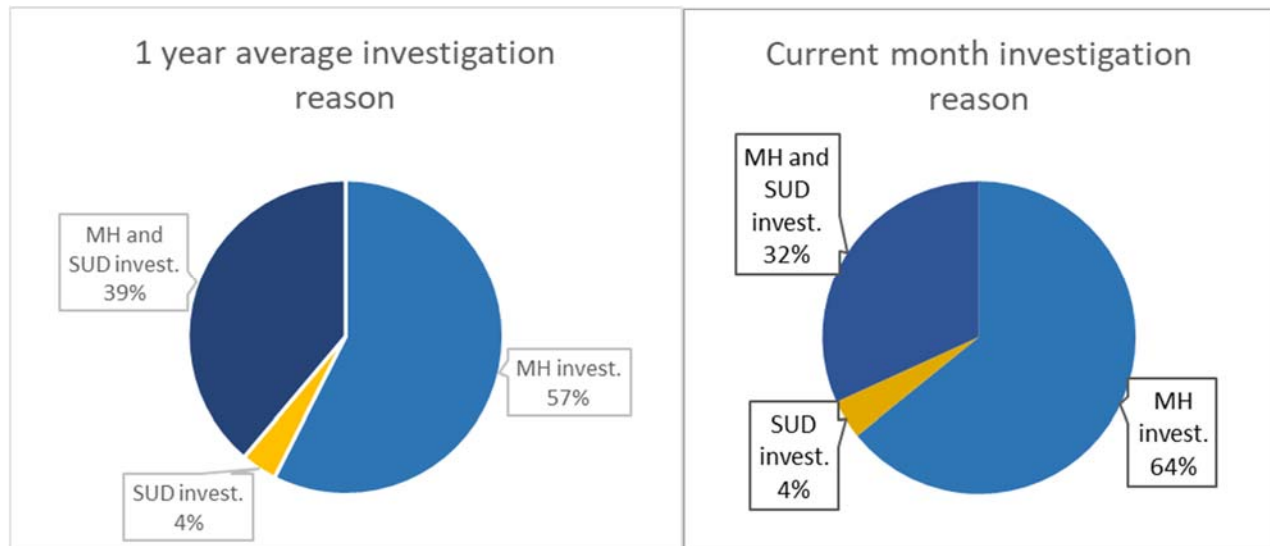
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

North Sound Investigation Metrics over Time graph



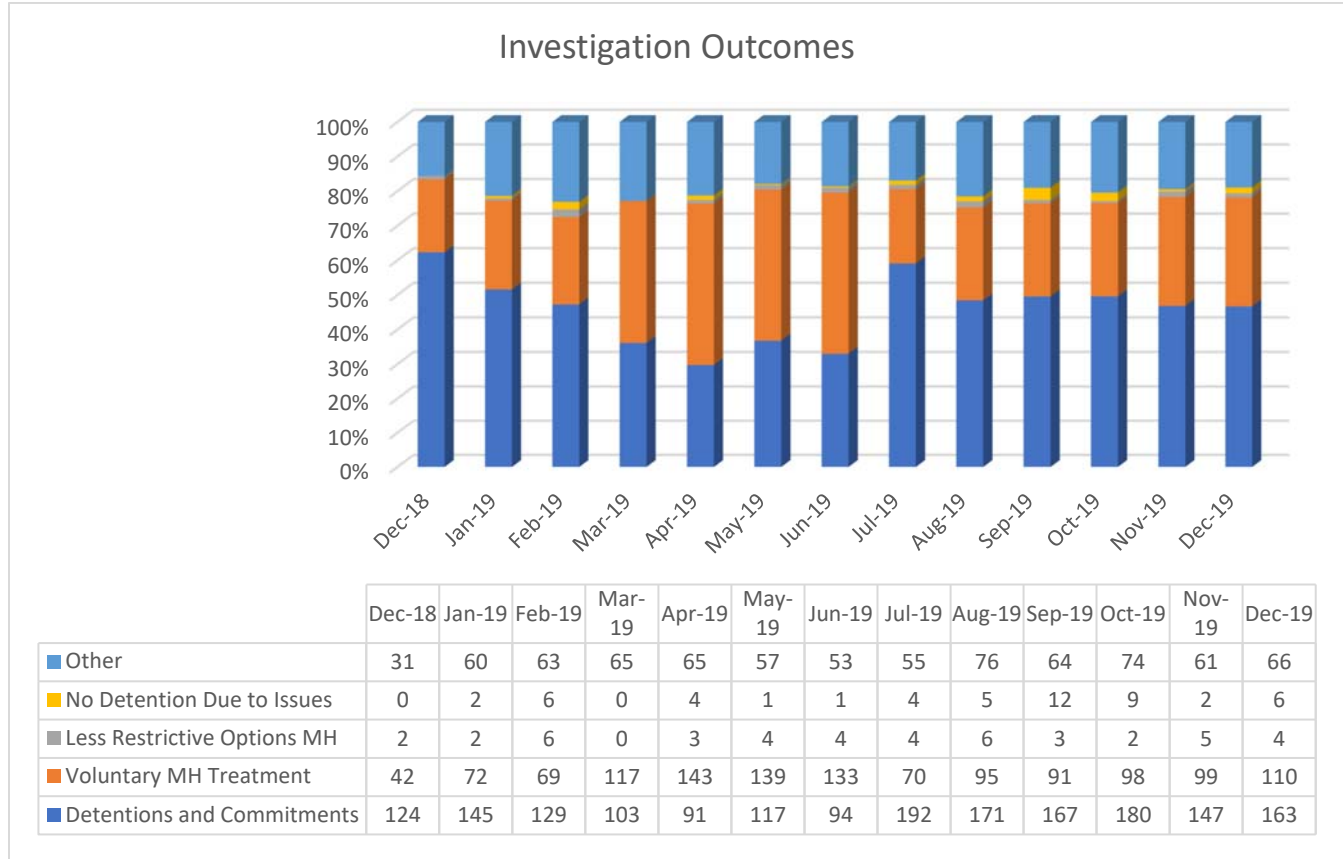
Investigation Reason Percentages Pie Charts



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.

State Group	Investigation Outcome	all invest. in period
Detentions and Commitments	Detention (72 hours as identified under RCW 71.05).	1,648
Detentions and Commitments	Detention to Secure Detox facility (72 hours as identified under 71.05)	15
Detentions and Commitments	Returned to inpatient facility/filed revocation petition.	156
Detentions and Commitments	Non-emergent detention petition filed	4
Less Restrictive Options MH	Filed petition - recommending LRA extension.	45
No Detention Due to Issues	No detention - E&T provisional acceptance did not occur within statutory timeframes	11
No Detention Due to Issues	No detention – Secure Detox provisional acceptance did not occur within statutory timeframes	1
No Detention Due to Issues	No detention - Unresolved medical issues	40

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 crisis triage	51
Voluntary MH Treatment	Referred to voluntary inpatient mental health services.	156
Voluntary MH Treatment	Referred to voluntary outpatient mental health services.	1,068
Voluntary MH Treatment	Referred to chemical dependency inpatient program	1
Voluntary MH Treatment	Referred to chemical dependency intensive outpatient program	1
Voluntary MH Treatment	Referred to acute detox	1
Other	Referred to non-mental health community resources.	40
Other	Other	750
	Grand Total	3,988

People with Dispatches and Detain history

Detained prior 6 months

unduplicated people				
DCR Dispatches to people that were:				
dispatch month	Detained in last 6 months	not detained in last 6 months	Grand Total	% of dispatches to people detained in prior 6 months
2018	288	1,928	1,983	15%
Jan	37	232	261	14%
Feb	34	179	209	16%
Mar	48	231	270	18%
Apr	53	214	259	20%
May	26	144	166	16%
Jun	36	155	188	19%
Jul	32	196	224	14%
Aug	31	159	188	16%
Sep	24	148	171	14%
Oct	26	133	157	17%
Nov	35	166	196	18%
Dec	26	161	183	14%
2019	322	2,689	2,754	12%
Jan	35	207	236	15%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

unduplicated people	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		
dispatch month				
Feb	24	210	232	10%
Mar	37	221	254	15%
Apr	41	225	265	15%
May	38	253	288	13%
Jun	45	221	264	17%
Jul	35	259	290	12%
Aug	28	297	319	9%
Sep	31	263	286	11%
Oct	37	279	309	12%
Nov	45	224	265	17%
Dec	46	261	302	15%
Grand Total	563	4,421	4,463	13%

Detained prior year

unduplicated people	DCR Dispatches to people that were:		Grand Total	% of dispatches to people detained in prior year
	Detained in prior year	not detained in prior year		
dispatch month				
2018	379	1,808	1,983	19%
Jan	55	214	261	26%
Feb	48	165	209	29%
Mar	72	205	270	35%
Apr	68	198	259	34%
May	38	132	166	29%
Jun	46	145	188	32%
Jul	46	182	224	25%
Aug	47	143	188	33%
Sep	33	138	171	24%
Oct	39	120	157	33%
Nov	49	150	196	33%
Dec	38	149	183	26%
2019	403	2,588	2,754	16%
Jan	55	186	236	30%
Feb	43	190	232	23%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

unduplicated people	DCR Dispatches to people that were:			
dispatch month	Detained in prior year	not detained in prior year	Grand Total	% of dispatches to people detained in prior year
Mar	47	210	254	22%
Apr	65	200	265	33%
May	53	238	288	22%
Jun	53	213	264	25%
Jul	50	244	290	20%
Aug	33	292	319	11%
Sep	31	263	286	12%
Oct	37	279	309	13%
Nov	45	224	265	20%
Dec	46	261	302	18%
Grand Total	684	4,311	4,463	16%

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:

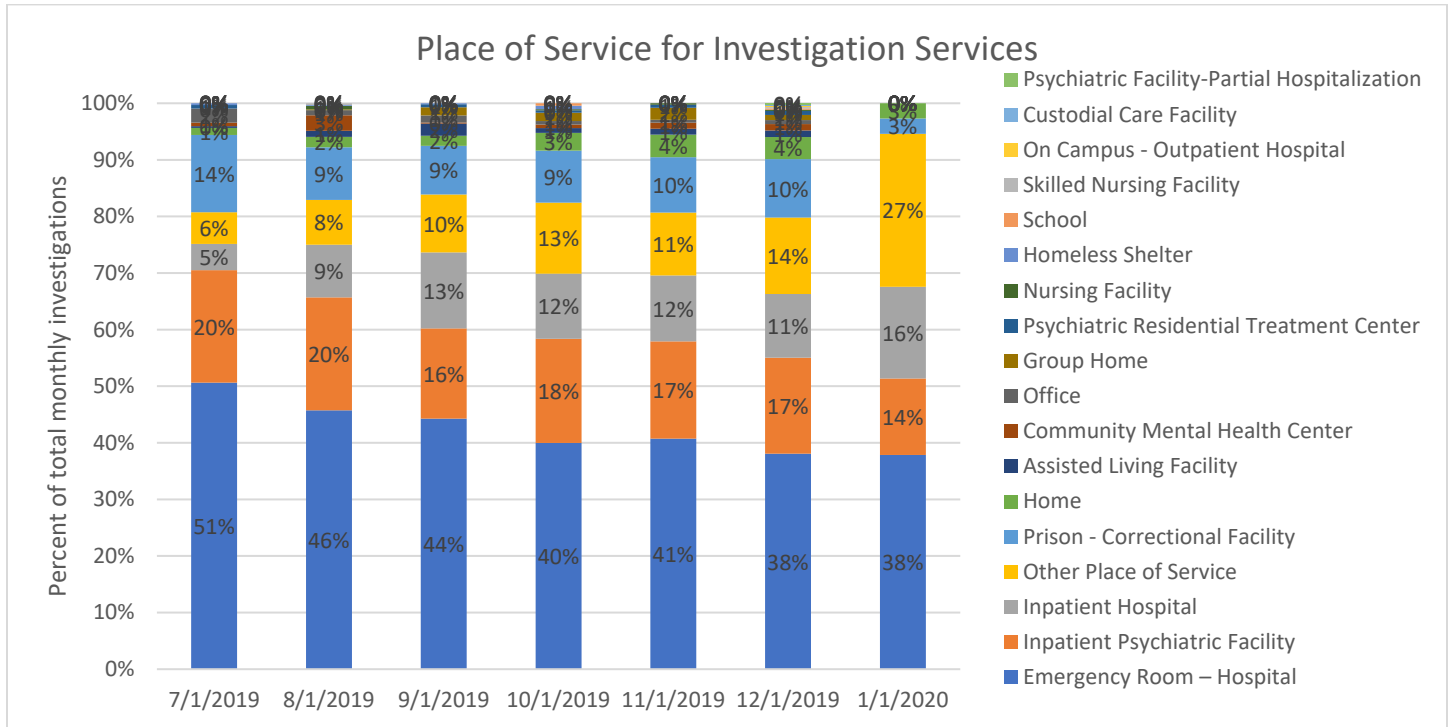
“Activities performed by a DCR that are determined not to be an investigation, include but are not limited to, crisis services and community support. These activities are reported under the appropriate service type.”

North Sound Crisis Metric and Reporting

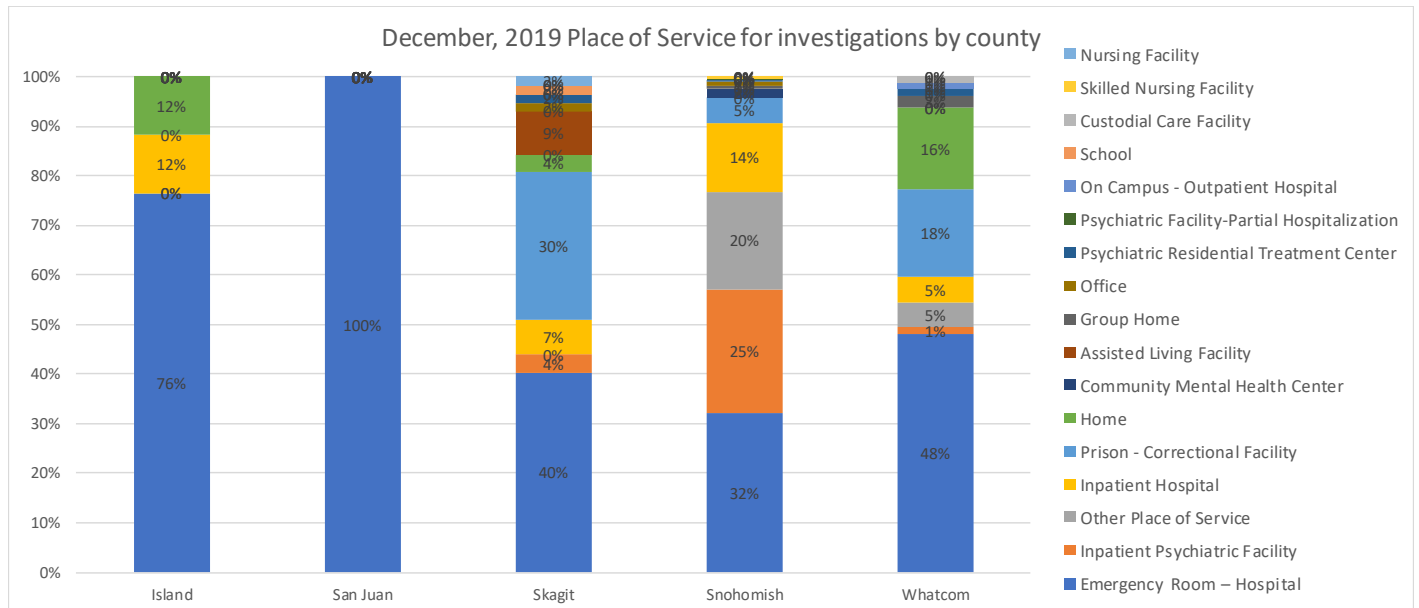
Call Center, DCR dispatch and Crisis Services

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	county					Grand Total
Place of Service and month	Island	San Juan	Skagit	Snohomish	Whatcom	
Emergency Room – Hospital	54	7	152	772	250	1,235
7/1/2019	10		30	87	36	163
8/1/2019	3		18	234	45	300
9/1/2019	6	1	35	167	38	247
10/1/2019	9	2	27	105	48	191
11/1/2019	12	2	17	79	44	154
12/1/2019	13	2	23	90	38	166
1/1/2020	1		2	10	1	14
Inpatient Psychiatric Facility			13	499	3	515
7/1/2019			1	63		64
8/1/2019			3	128		131
9/1/2019			1	88		89
10/1/2019			1	86	1	88
11/1/2019			4	60	1	65
12/1/2019			2	70	1	73
1/1/2020			1	4		5
Inpatient Hospital	5		15	262	23	305
7/1/2019			1	10	4	15
8/1/2019			4	52	5	61
9/1/2019			1	71	3	75
10/1/2019	2		1	48	4	55
11/1/2019	1		4	36	3	44
12/1/2019	2		4	39	4	49
1/1/2020				6		6
Other Place of Service	3	1	2	269	23	298
7/1/2019			1	15	2	18
8/1/2019			1	49	2	52
9/1/2019	1			52	4	57
10/1/2019	2			52	6	60
11/1/2019		1		37	4	42
12/1/2019				55	4	59
1/1/2020				9	1	10
Prison - Correctional Facility	6	2	63	96	113	280
7/1/2019			11	12	21	44
8/1/2019	1		14	22	24	61
9/1/2019		2	11	18	17	48

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations	county					
10/1/2019	2		7	13	22	44
11/1/2019	3		3	16	15	37
12/1/2019			17	14	14	45
1/1/2020				1		1
Home	4	1	10		59	74
7/1/2019					4	4
8/1/2019	1		3		8	12
9/1/2019		1	3		6	10
10/1/2019	1				14	15
11/1/2019			1		14	15
12/1/2019	2		2		13	17
1/1/2020			1			1
Assisted Living Facility	1	1	22	9		33
7/1/2019				1		1
8/1/2019			5	2		7
9/1/2019			8	4		12
10/1/2019		1	1	2		4
11/1/2019	1		3			4
12/1/2019			5			5
Community Mental Health Center				33		33
7/1/2019				2		2
8/1/2019				18		18
9/1/2019				1		1
10/1/2019				3		3
11/1/2019				4		4
12/1/2019				5		5
Office	2		2	17	8	29
7/1/2019				6	2	8
8/1/2019				4	2	6
9/1/2019	2			2	3	7
10/1/2019			1	2		3
11/1/2019				1	1	2
12/1/2019			1	2		3
Group Home	1			17	10	28
8/1/2019					1	1
9/1/2019	1			6	1	8
10/1/2019				5	2	7
11/1/2019				4	4	8
12/1/2019				2	2	4

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations	county					
Psychiatric Residential Treatment Center			1	5	6	12
7/1/2019				1	1	2
9/1/2019				2	1	3
10/1/2019					2	2
11/1/2019				1	1	2
12/1/2019			1	1	1	3
Nursing Facility			1	3	3	7
8/1/2019				3	1	4
10/1/2019					1	1
11/1/2019					1	1
12/1/2019			1			1
Homeless Shelter					6	6
7/1/2019					1	1
8/1/2019					1	1
9/1/2019					1	1
10/1/2019					3	3
School			2	1		3
10/1/2019			1	1		2
12/1/2019			1			1
Skilled Nursing Facility				3		3
8/1/2019				2		2
12/1/2019				1		1
On Campus - Outpatient Hospital					1	1
12/1/2019					1	1
Custodial Care Facility					1	1
12/1/2019					1	1
Psychiatric Facility-Partial Hospitalization				1		1
12/1/2019				1		1
Grand Total	76	12	283	1,987	506	2,864

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

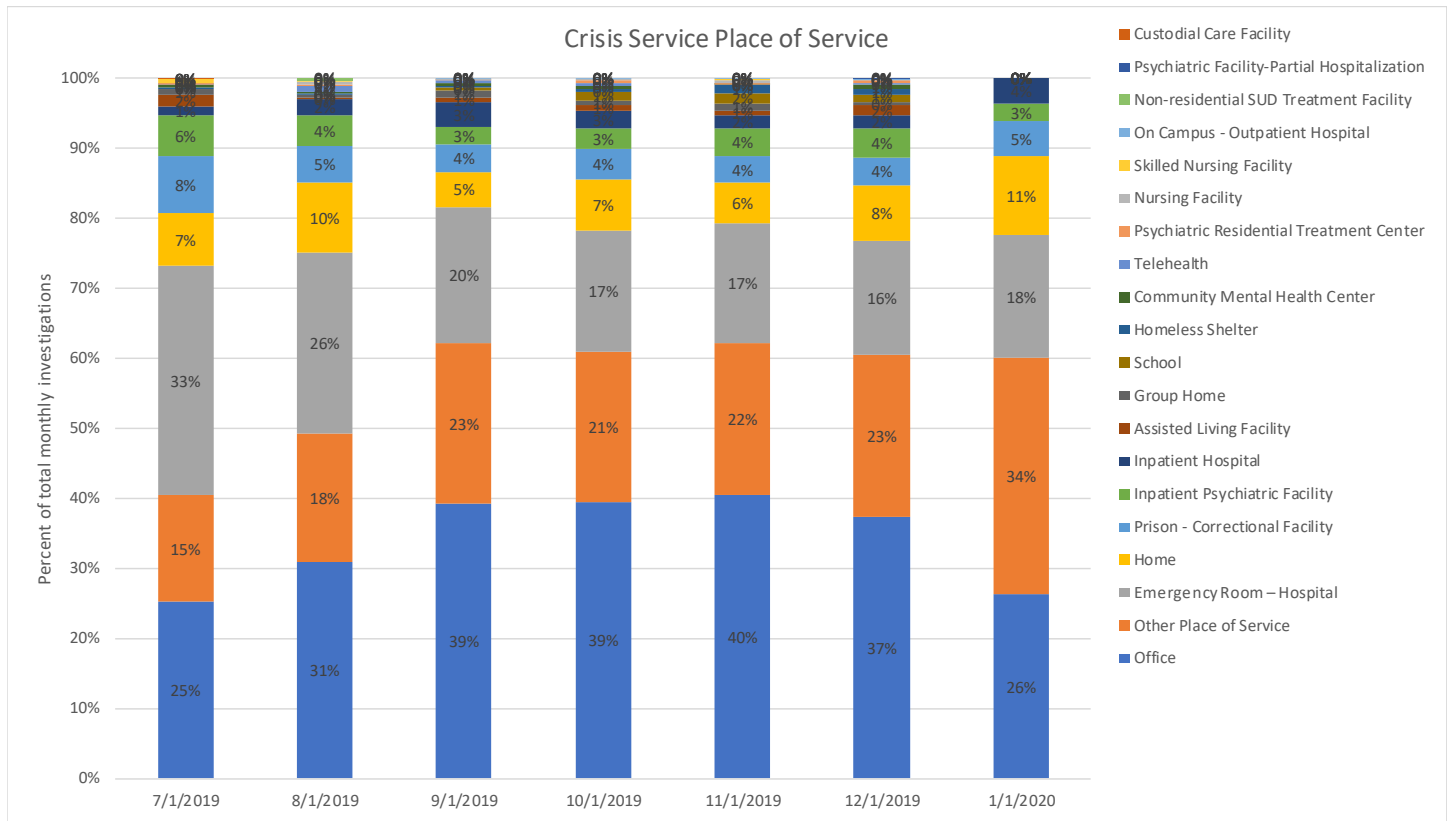
Crisis Services – not Hotline

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

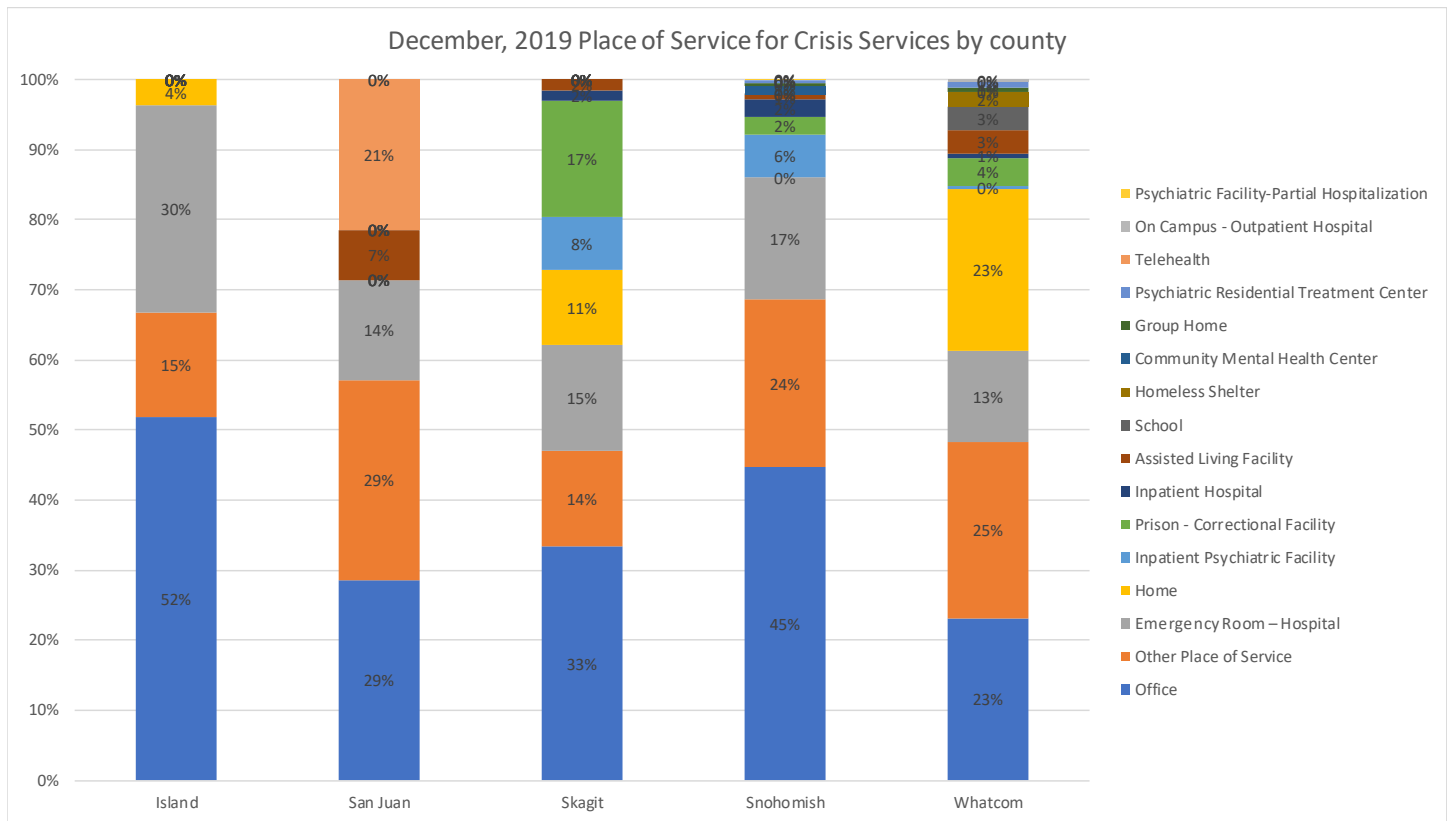
Comparison of Crisis Service Place of Service by Month



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
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	
Office	170	243	442	408	346	337	21	1,967
Other Place of Service	103	145	258	221	187	210	27	1,151
Emergency Room – Hospital	222	203	220	180	146	147	14	1,132
Home	50	80	56	75	50	72	9	392
Prison - Correctional Facility	56	41	44	45	32	35	4	257
Inpatient Psychiatric Facility	39	34	29	30	35	38	2	207
Inpatient Hospital	8	18	38	27	15	16	3	125
Assisted Living Facility	12	2	8	8	6	14		50
Group Home	6	3	12	7	9	4		41
School			5	12	13	10		40
Homeless Shelter	1	1	2	5	9	6		24
Community Mental Health Center	2	3	4	5	1	6		21
Telehealth	1	6	5	3		3		18

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of services place of service	Month*							Grand Total
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	
Psychiatric Residential Treatment Center	1	2	1	5	2	4		15
Nursing Facility		2	2	2	4			10
Skilled Nursing Facility	4	2			1			7
On Campus - Outpatient Hospital		1	1	1	1	1		5
Non-residential SUD Treatment Facility		2						2
Psychiatric Facility-Partial Hospitalization						1		1
Custodial Care Facility	1							1
Grand Total	676	788	1,127	1,034	857	904	80	5,466

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	45	5	279	1,401	237	1,967
7/1/2019	4		40	113	13	170
8/1/2019	3		67	149	24	243
9/1/2019	6	1	45	358	32	442
10/1/2019	9		61	294	44	408
11/1/2019	9		40	238	59	346
12/1/2019	14	4	22	233	64	337
1/1/2020			4	16	1	21
Other Place of Service	24	9	85	688	345	1,151
7/1/2019	3		12	55	33	103
8/1/2019	5		12	89	39	145
9/1/2019	6	3	16	162	71	258
10/1/2019	2	1	20	138	60	221
11/1/2019	2	1	15	102	67	187
12/1/2019	4	4	9	124	69	210
1/1/2020	2		1	18	6	27
Emergency Room – Hospital	54	6	86	742	244	1,132
7/1/2019	9		23	156	34	222
8/1/2019	6		8	145	44	203
9/1/2019	14	1	20	150	35	220

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	
10/1/2019	9	1	16	105	49	180
11/1/2019	8	2	9	84	43	146
12/1/2019	8	2	10	91	36	147
1/1/2020				11	3	14
Home	7	6	71		308	392
7/1/2019	5		10		35	50
8/1/2019		1	23		56	80
9/1/2019		4	11		41	56
10/1/2019		1	11		63	75
11/1/2019	1		7		42	50
12/1/2019	1		7		64	72
1/1/2020			2		7	9
Prison - Correctional Facility	4	3	50	95	105	257
7/1/2019			8	27	21	56
8/1/2019			6	13	22	41
9/1/2019	2	2	12	12	16	44
10/1/2019	2		6	16	21	45
11/1/2019		1	5	13	13	32
12/1/2019			11	13	11	35
1/1/2020			2	1	1	4
Inpatient Psychiatric Facility			14	185	8	207
7/1/2019			1	37	1	39
8/1/2019			2	32		34
9/1/2019			2	27		29
10/1/2019			1	26	3	30
11/1/2019			3	29	3	35
12/1/2019			5	32	1	38
1/1/2020				2		2
Inpatient Hospital	2		9	97	17	125
7/1/2019				6	2	8
8/1/2019			3	11	4	18
9/1/2019			1	34	3	38
10/1/2019	2		2	19	4	27
11/1/2019			2	11	2	15
12/1/2019			1	13	2	16
1/1/2020				3		3
Assisted Living Facility	3	4	5	14	24	50

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	
7/1/2019	2	1	4	4	1	12
8/1/2019					2	2
9/1/2019				3	5	8
10/1/2019		2		4	2	8
11/1/2019	1				5	6
12/1/2019		1	1	3	9	14
Group Home	1			31	9	41
7/1/2019				5	1	6
8/1/2019				3		3
9/1/2019	1			10	1	12
10/1/2019				6	1	7
11/1/2019				5	4	9
12/1/2019				2	2	4
School			7	10	23	40
9/1/2019			3		2	5
10/1/2019			2	1	9	12
11/1/2019			2	8	3	13
12/1/2019				1	9	10
Homeless Shelter					24	24
7/1/2019					1	1
8/1/2019					1	1
9/1/2019					2	2
10/1/2019					5	5
11/1/2019					9	9
12/1/2019					6	6
Community Mental Health Center				21		21
7/1/2019				2		2
8/1/2019				3		3
9/1/2019				4		4
10/1/2019				5		5
11/1/2019				1		1
12/1/2019				6		6
Telehealth	1	7			10	18
7/1/2019					1	1
8/1/2019					6	6
9/1/2019		4			1	5
10/1/2019	1				2	3

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	
12/1/2019		3				3
Psychiatric Residential Treatment Center				7	8	15
7/1/2019					1	1
8/1/2019				2		2
9/1/2019				1		1
10/1/2019				1	4	5
11/1/2019				1	1	2
12/1/2019				2	2	4
Nursing Facility			3		7	10
8/1/2019					2	2
9/1/2019			2			2
10/1/2019			1		1	2
11/1/2019					4	4
Skilled Nursing Facility				7		7
7/1/2019				4		4
8/1/2019				2		2
11/1/2019				1		1
On Campus - Outpatient Hospital			1		4	5
8/1/2019					1	1
9/1/2019					1	1
10/1/2019					1	1
11/1/2019			1			1
12/1/2019					1	1
Non-residential SUD Treatment Facility				2		2
8/1/2019				2		2
Psychiatric Facility-Partial Hospitalization				1		1
12/1/2019				1		1
Custodial Care Facility					1	1
7/1/2019					1	1
Grand Total	141	40	610	3,301	1,374	5,466

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Contract Crisis Metric Summary and Report Cross Reference

Exhibit E

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 5.
 - 92.9%
 - B. Call abandonment rate of less than three percent for the crisis line.
 - See page 5.
 - 1.7%
 - 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 7.
 - 89.9%
2. Crisis Reporting
 - A. Call Center Reports
 - See page 8 for demographic information.
 - See page 17 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 14
 - ii. The number and percentage of persons successfully diverted from Emergency Rooms and/or ITA commitments, monitored quarterly.
 - See Dispatches on page 14
 - C. Other
 - i. Mobile crisis outreach dispatch, time of arrival, and disposition of response.
 - See page 17 for dispatch time
 - See page 18 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 15
 - 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 21

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_20200109.xlsx

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

\\w2k16-file\departments\Fiscal_DA\Payment_Computation\ASO_Crisis\ASO_Crisis_20200107.xlsx

Call Center, Triage Center and Outpatient Service data

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\CrisisData_20200101.xlsx

PDF copy of this report

\\w2k16-file\Shared\Reports\DataRequests\Inpatient_Reports\NorthSound_CrisisMetrics_20200108.pdf

Word working document

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\NorthSound_CrisisMetrics_20200108.docx



North Sound Early Warning Report

Crisis Calls and Investigations

Behavioral Health System Indicators generated by North Sound BH ASO

Prepared By Dennis Regan 01/07/2020

NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION

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North Sound Early Warning Report

Crisis Calls and Investigations

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North Sound Early Warning Report

Crisis Calls and Investigations

Executive Summary

The North Sound Interlocal Leadership Structure developed the Early Warning System Workgroup to bring local and state stakeholders together to develop a system of metrics that will provide early warning about significant changes associated with the change to integrated care. This report contains the data North Sound BH ASO provides to the state monthly to be incorporated into the state's monthly report on the larger set of Early Warning Metrics.

Early Warning Metric Dashboards

North Sound Crisis Calls Period From Dec-18 To Dec-19

	crisis calls	Calls Answered	Calls LT 30 sec	Average answer time (sec)	Calls Abandoned
Average	2,215	2,179	2,054	0:00:10	36
Min	1,880	1,825	1,778	0:00:09	22
Max	2,491	2,465	2,353	0:00:20	55
St dev	181	186	178	0:00:03	10
Dec-19	2,173	2,114	2,060	0:00:16	59

Current Month



North Sound Investigations Period From Dec-18 To Dec-19

	invest.	detentions	MH invest.	SUD invest.	MH and SUD invest.	Referred from Law Enforcement	avg dispatch response time hrs.
Average	303	127	174	11	118	32	1.3
Min	199	81	118	5	64	15	1.0
Max	363	175	247	20	167	50	1.8
Standard dev.	42	32	51	4	34	10	0.2
Dec-19	349	145	224	14	111	41	1.3




Current Month



	Detentions and Commitments	Less Restrictive Options MH	No Detention Due to Issues	Voluntary MH Treatment	Other
Average	138	3	4	97	60
Min	91	0	0	42	31
Max	192	6	12	143	76
Standard dev.	32	2	4	30	11
Dec-19	161	4	6	109	66

Current Month



 Inside 2 stdev
 at 2 stdev
 outside 2 stdev

Areas outside limits

Crisis Calls metrics outside limits

Calls Abandoned – The has increased outside of the 2 standard deviation limit. The Abandoned Call percent is still below the 5% contract goal. The abandoned perpercent is down to 2.7% from 2.9%, an encouraging trend.

Investigation metrics outside limits

None

North Sound Early Warning Report

Crisis Calls and Investigations

Detailed Data Discussion

North Sound Crisis Call Metrics

North Sound Crisis call data is captured by Volunteers of America (VOA) and submitted to North Sound ASO.

Current Crisis Call Data Used

The current data used for the dashboard is below:

Month	crisis calls	Calls Answered	Calls LT 30 sec	Average answer time (sec)	Calls Abandoned	Abandoned percent
Dec-18	2,379	2,341	2,196	0:00:20	38	1.6%
Jan-19	2,491	2,446	2,309	0:00:10	45	1.8%
Feb-19	2,133	2,110	1,990	0:00:09	23	1.1%
Mar-19	2,330	2,297	2,165	0:00:10	33	1.4%
Apr-19	2,225	2,201	2,096	0:00:09	24	1.1%
May-19	2,487	2,465	2,353	0:00:09	22	0.9%
Jun-19	2,092	2,052	1,943	0:00:09	40	1.9%
Jul-19	2,264	2,235	2,094	0:00:09	29	1.3%
Aug-19	2,223	2,194	2,058	0:00:10	29	1.3%
Sep-19	2,091	2,045	1,865	0:00:10	46	2.2%
Oct-19	1,989	1,943	1,802	0:00:10	46	2.3%
Nov-19	1,880	1,825	1,778	0:00:10	55	2.9%
Dec-19	2,173	2,114	2,060	0:00:16	59	2.7%
average	2,215	2,179	2,054	0:00:10	36	1.7%
min	1,880	1,825	1,778	0:00:09	22	0.9%
max	2,491	2,465	2,353	0:00:20	55	2.9%

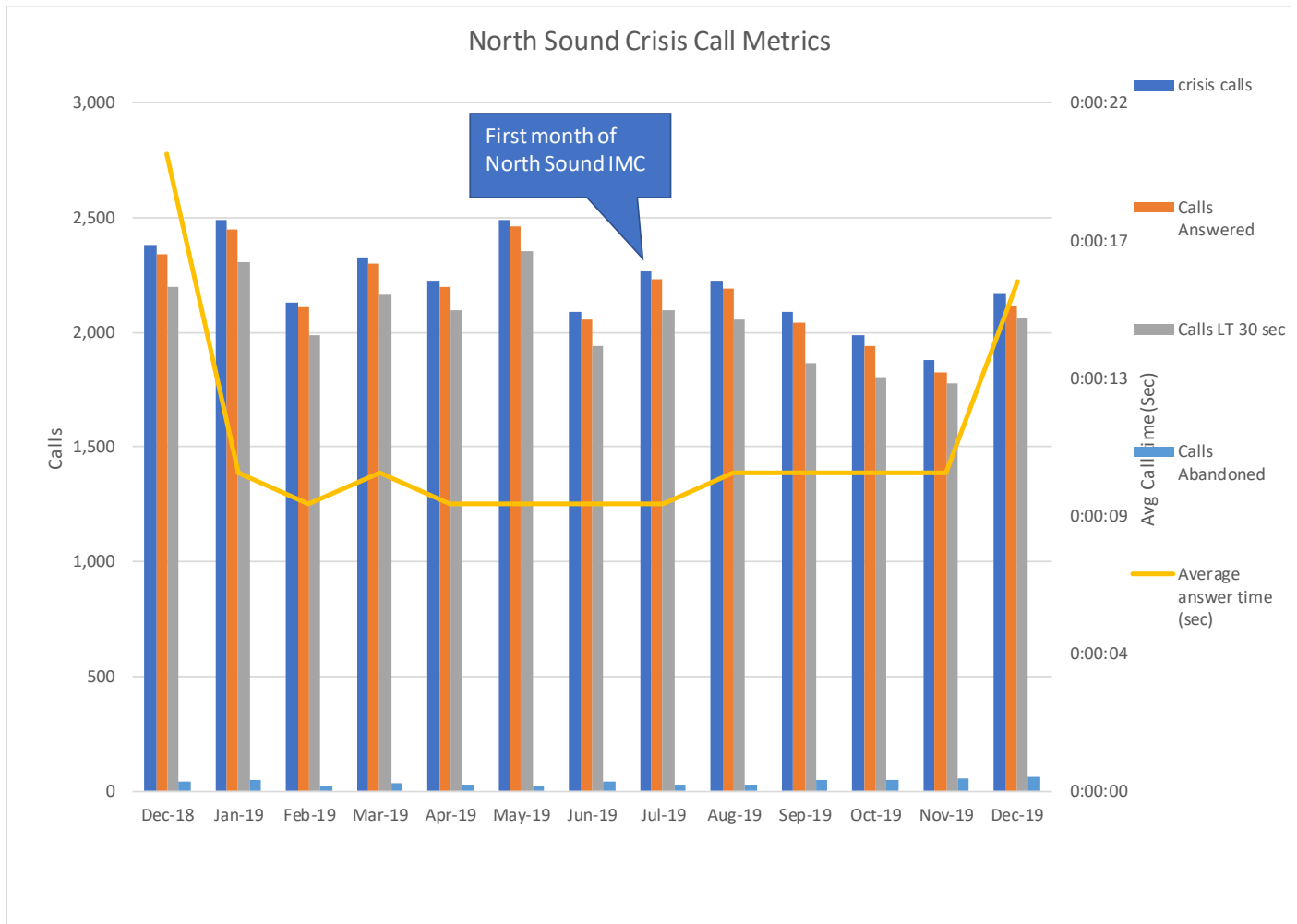
Current monthly data is highlighted for further review if it is outside 2 standard deviations of the 1 year period prior to the month. Currently, Calls Abandoned is outside of limits. The 2.7% call abandonment rate has decreased from the high of 2.9% the previous month. This continues to meet the 5% contract standard.

North Sound Call Center Metrics over time Graph

North Sound Crisis call metrics are presented below with answer time plotted as a line on top

North Sound Early Warning Report

Crisis Calls and Investigations



Long term Call Center model

The graph below models the previous 6 months of data with a regression based on the 12 months to model the predicted total of calls. This is presented to allow for controlling some variability in the particular month and is not included in the more basic dashboard values. High and Low values are at the 95-percentile range. The adjust R-squared of the model used was .77 and all monthly variable had a p value far smaller than .05.

North Sound Early Warning Report

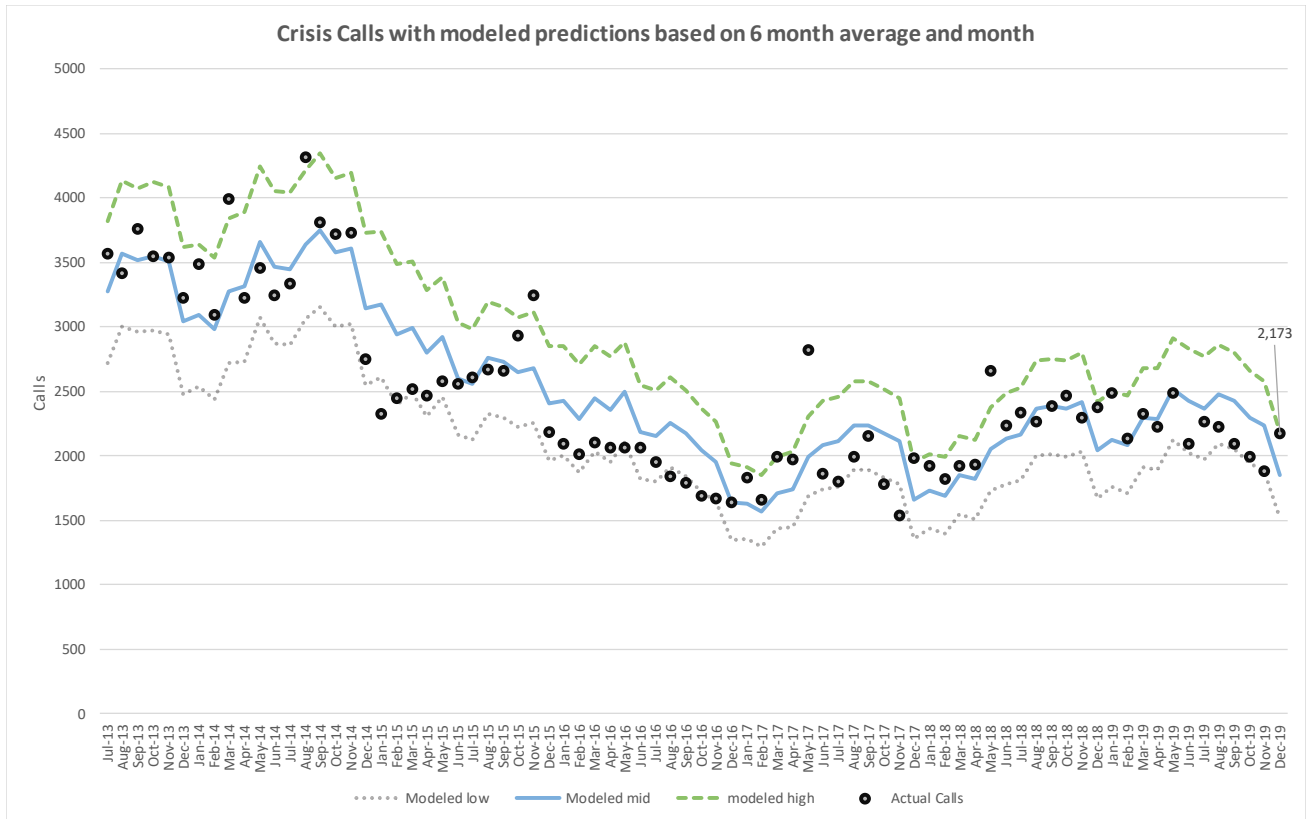
Crisis Calls and Investigations

SUMMARY OUTPUT

Regression Statistics	
Multiple R	0.882476441
R Square	0.778764669
Adjusted R Square	0.735944927
Standard Error	356.9969644
Observations	75

ANOVA					
	df	SS	MS	F	Significance F
Regression	12	27814579	2317882	18.18705	5.54E-16
Residual	62	7901704	127446.8		
Total	74	35716283			

	Coefficients	Standard Error	t Stat	P-value	Lower 95%	Upper 95%
Intercept	162.5109422	175.0512	0.928362	0.35682	-187.411	512.4333
X Variable 1	0.833670174	0.077884	10.70395	1.01E-15	0.677982	0.989359
X Variable 2	0.807583011	0.079085	10.21163	6.6E-15	0.649495	0.965671
X Variable 3	0.904219852	0.081431	11.10409	2.23E-16	0.741441	1.066999
X Variable 4	0.90457982	0.083888	10.78323	7.47E-16	0.736891	1.072269
X Variable 5	1.020314029	0.085977	11.86729	1.33E-17	0.848448	1.19218
X Variable 6	0.967657273	0.08668	11.16353	1.79E-16	0.794386	1.140929
X Variable 7	0.962987621	0.086001	11.19746	1.58E-16	0.791075	1.1349
X Variable 8	1.02618902	0.085152	12.05132	6.79E-18	0.855973	1.196405
X Variable 9	0.99776255	0.082737	12.05939	6.6E-18	0.832373	1.163152
X Variable 10	0.958410516	0.081445	11.76762	1.91E-17	0.795605	1.121216
X Variable 11	0.9436368	0.080305	11.75072	2.03E-17	0.78311	1.104163
X Variable 12	0.806632062	0.080172	10.06127	1.18E-14	0.646371	0.966894



2,173 calls halts the 6 month of consecutively decreased calls. December's departure from the trend puts on the high side of the model's predicted value due to incorporating the 6 month average in the model.

North Sound Investigation 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.

North Sound Early Warning Report

Crisis Calls and Investigations

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
Dec-18	199	111	1.0	15	56%
Jan-19	281	134	1.8	19	48%
Feb-19	273	123	1.3	21	45%
Mar-19	285	94	1.1	43	33%
Apr-19	306	81	1.2	35	26%
May-19	318	101	1.2	25	32%
Jun-19	285	85	1.2	29	30%
Jul-19	325	175	1.2	45	54%
Aug-19	353	161	1.4	50	46%
Sep-19	337	162	1.4	31	48%
Oct-19	363	164	1.2	29	45%
Nov-19	314	133	1.2	38	42%
Dec-19	349	145	1.3	41	42%
average	307	128	1.3	32	42%
min	199	81	1.0	15	26%
max	363	175	1.8	50	56%

Investigation Reasons

month	MH invest.	SUD invest.	MH and SUD invest.	Percent SUD related
Dec-18	124	11	64	38%
Jan-19	156	13	112	44%
Feb-19	129	7	137	53%
Mar-19	118	10	157	59%
Apr-19	129	10	167	58%
May-19	159	13	146	50%
Jun-19	118	5	162	59%
Jul-19	243	11	71	25%
Aug-19	232	15	106	34%
Sep-19	247	5	85	27%
Oct-19	235	20	108	35%
Nov-19	201	15	98	36%
Dec-19	224	14	111	36%
average	178	11	117	42%
min	118	5	64	25%
max	247	20	167	59%

North Sound Early Warning Report

Crisis Calls and Investigations

Investigation Reason's baseline data is invalid. Reporting in 4 of the 5 counties was defaulting to investigation reason '3' (MH and SUD) for the entire baseline period. This problem was corrected for the July and August periods – making it appear that there is a large spike in investigation due to MH reasons. Corrections to the data in the baseline period data are underway but not completed at the time of this report.

The total investigations are valid.

Investigation Outcomes

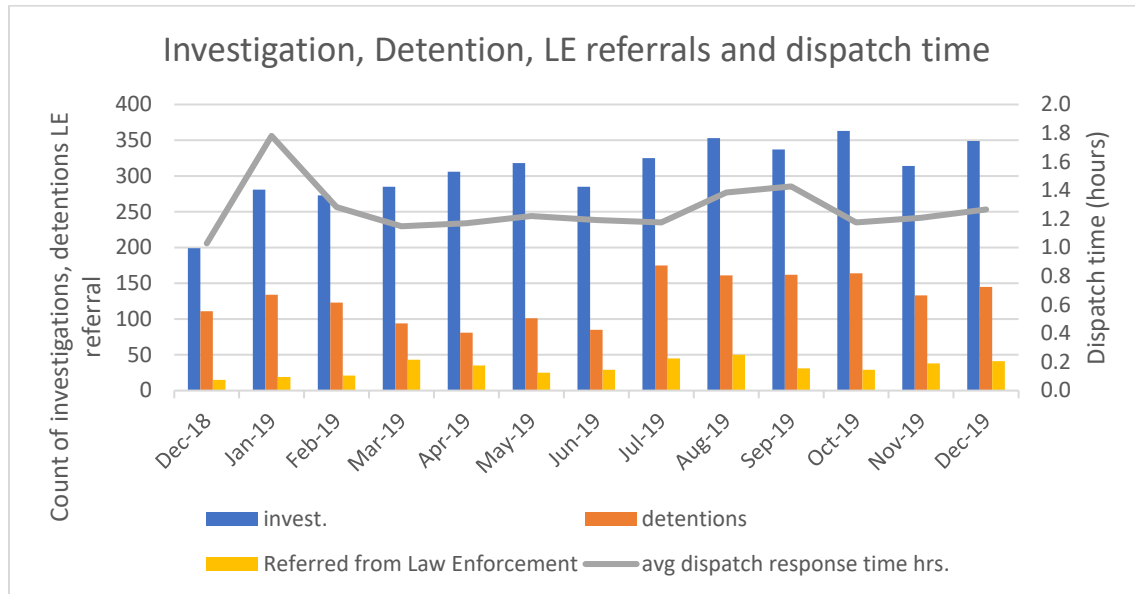
month	Detentions and Commitments	Voluntary MH Treatment	Less Restrictive Options MH	No Detention Due to Issues	Other
Dec-18	124	42	2	0	31
Jan-19	145	72	2	2	60
Feb-19	129	69	6	6	63
Mar-19	103	117	0	0	65
Apr-19	91	143	3	4	65
May-19	117	139	4	1	57
Jun-19	94	133	4	1	53
Jul-19	192	70	4	4	55
Aug-19	171	95	6	5	76
Sep-19	167	91	3	12	64
Oct-19	180	98	2	9	74
Nov-19	147	99	5	2	61
Dec-19	163	110	4	6	66
average	140	98	3	4	61
min	91	42	0	0	31
max	192	143	6	12	76

Current monthly data would be highlighted for review if it was outside 2 standard deviations of the data in the period 1 year prior, no category in the current month is.

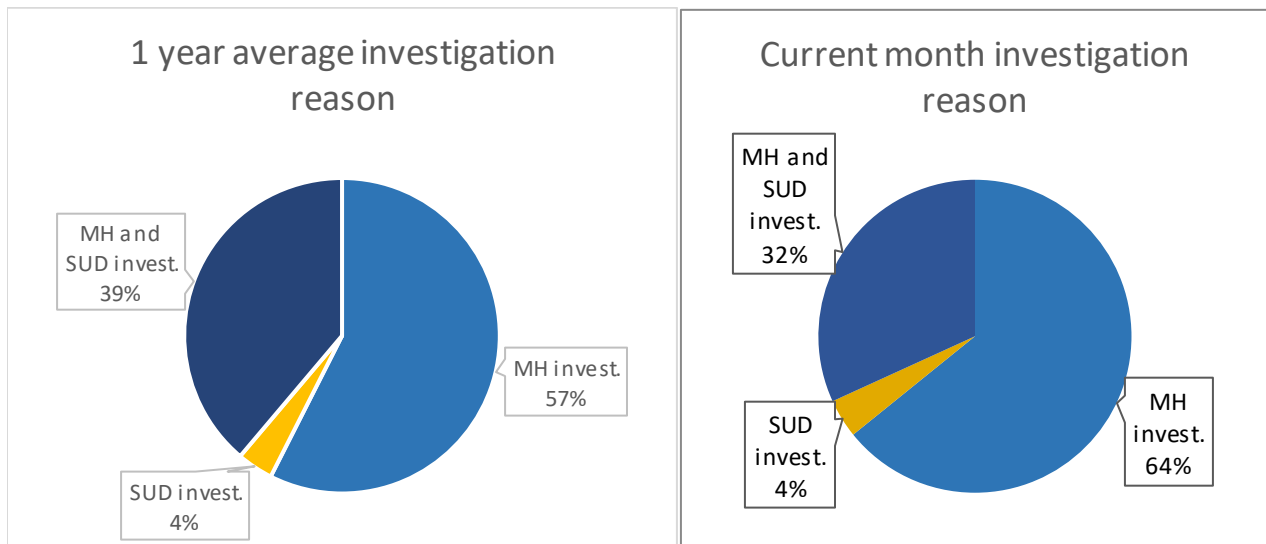
North Sound Early Warning Report

Crisis Calls and Investigations

North Sound Investigation Metrics over Time graph



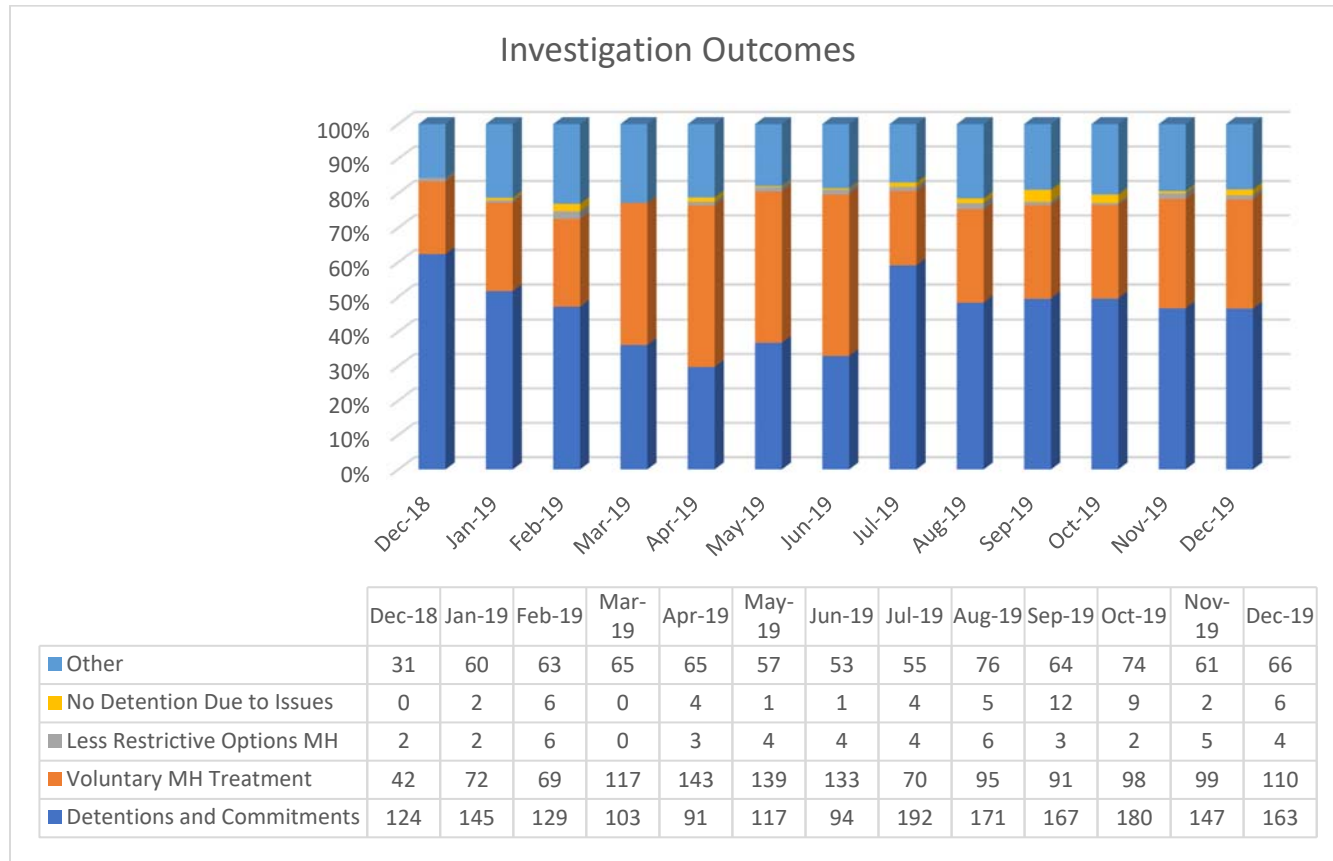
Investigation Reason Percentages Pie Charts



North Sound Early Warning Report

Crisis Calls and Investigations

Investigation Outcomes over time percent of total chart



Investigation Outcome Grouping

Investigation outcomes are grouped to duplicate the investigation outcomes published by the state. The table below includes all dispatches for the period included in the report.

State Group	Investigation Outcome	all invest. in period
Detentions and Commitments	Detention (72 hours as identified under RCW 71.05).	1,648
Detentions and Commitments	Detention to Secure Detox facility (72 hours as identified under 71.05)	15
Detentions and Commitments	Returned to inpatient facility/filed revocation petition.	156
Detentions and Commitments	Non-emergent detention petition filed	4
Less Restrictive Options MH	Filed petition - recommending LRA extension.	45
No Detention Due to Issues	No detention - E&T provisional acceptance did not occur within statutory timeframes	11
No Detention Due to Issues	No detention – Secure Detox provisional acceptance did not occur within statutory timeframes	1
No Detention Due to Issues	No detention - Unresolved medical issues	40

North Sound Early Warning Report

Crisis Calls and Investigations

State Group	Investigation Outcome	all invest. in period
Voluntary MH Treatment	Referred to crisis triage	51
Voluntary MH Treatment	Referred to voluntary inpatient mental health services.	156
Voluntary MH Treatment	Referred to voluntary outpatient mental health services.	1,068
Voluntary MH Treatment	Referred to chemical dependency inpatient program	1
Voluntary MH Treatment	Referred to chemical dependency intensive outpatient program	1
Voluntary MH Treatment	Referred to acute detox	1
Other	Referred to non-mental health community resources.	40
Other	Other	750
	Grand Total	3,988

Definitions

○ crisis calls	Count of crisis calls received by VOA
○ Calls Answered	Count of crisis calls answered by VOA
○ Calls LT 30 sec	Count of crisis calls answered in less than 30 seconds
○ Average answer time (sec)	Sum of time to answer divided by total calls answered
○ Calls Abandoned	Count of calls not answered
○ Abandoned percent	Count of calls abandoned divided by total calls
○ invest.	Count of DCR dispatches where the rights are read
○ detentions	Count of investigations where the outcome is 72 hr detention to
inpatient or secure detox	
○ avg dispatch response time hrs.	Time of DCR contact minus dispatch time expressed in hours - from the
ICRS contact sheet	
○ Referred from Law Enforcement	Dispatch referred by Law Enforcement as recorded by VOA
○ detention percent	Count of detentions divided by count of investigations
○ MH invest.	Investigation primarily mental health
○ SUD invest.	Investigation primarily substance use
○ MH and SUD invest.	Investigation having mental health and substance use
○ Percent SUD related	SUD investigation plus
○ Detentions and Commitments	Investigation outcome is detention or LRO revocation
○ Voluntary MH Treatment	Investigation outcome is voluntary outpatient treatment
○ Less Restrictive Options MH	Investigation outcome is LRO extension

North Sound Early Warning Report

Crisis Calls and Investigations

- No Detention Due to Issues acceptance by inpatient facility
- Other other.

Investigation outcome is not detention due to medical or non-

Investigation outcome is referred to non-mental health resources or

The North Sound Behavioral Health Administrative Services Organization ADVISORY BOARD BY-LAWS

ARTICLE I: PURPOSE

The purpose of the **North Sound Behavioral Health Administrative Services Organization, LLC** (North Sound BH-ASO) Advisory Board (AB) is to provide independent and objective advice to the North Sound BH-ASO Board of Directors, and local jurisdictions, county advisory boards and service providers.

Additionally, it is the purpose of the AB to advocate for a system of care that is shaped by the voices of our communities and people using behavioral health services.

Further, it is the AB's objective to promote the mission of the North Sound BH-ASO: "Empowering individuals and families to improve their health and well-being."

The North Sound BH-ASO AB is established in compliance with Interlocal *Joint Operating Agreement Establishing A Behavioral Health Administrative Services Organization for Island, San Juan, Skagit, Snohomish and Whatcom Counties* executed in July 2019, and in compliance with the provisions of *RCW, Chapter 71.24.300*, *WAC 182-538D-0252*, Washington Health Care Authority Contract

ARTICLE II: SCOPE

The responsibilities of the North Sound BH-ASO AB shall be:

1. To provide oversight activities in order to advise the North Sound BH-ASO Board of Directors concerning the planning, delivery, and evaluation of those behavioral health services which promote recovery and resilience, and which are the responsibility of the North Sound BH-ASO.
2. To provide a medium for public testimony regarding behavioral health concerns which are the responsibility of the North Sound BH-ASO. The AB will, upon request, cover the cost of an individual's transportation to appear before the AB to give testimony.
3. To review and provide comment on all North Sound BH-ASO Strategic Plans, Quality Assurance Plans, and Service Delivery Plans and Budgets, which relate to behavioral health and contracted services, before such plans and budgets are acted on by the North Sound BH-ASO Board of Directors.

4. To advocate that the needs of all individuals within the region are met (including, but not limited to, the needs of people with special needs, elderly people, disabled people, children/youth, Native Americans, people who identify as Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ), and people with low incomes, within the crisis service plans established by the North Sound BH-ASO Board of Directors.
5. To conduct site visits to service providers, hospitals and other community programs. Site visits are designed to provide North Sound BH-ASO AB members with first-hand information so that AB members might make informed recommendations to the North Sound BH-ASO Board of Directors.
6. To assist the North Sound BH-ASO with dissemination of information to the general public and the North Sound BH-ASO Board of Directors for the purpose of advocacy and education.
7. To perform such other duties as the North Sound BH-ASO Board of Directors and Washington State Health Care Authority may require.
8. To create opportunities to empower community members through participation in activities/projects to reduce stigma associated with behavioral health.
9. To encourage members to educate themselves about the changes in the behavioral health services needs and emerging practices to be an informed voice in our community.
10. To advocate for a BH-ASO regional coordinated approach to behavioral health services delivery to ensure services are meeting regional care needs.

Limitations of Responsibilities:

- a) No AB member shall give the impression they are representing the Board without express written permission. Permission must be authorized by a majority vote of the AB, and by the North Sound BH-ASO staff liaison to the AB.
- b) No AB member shall give the general public the impression they are representing North Sound BH-ASO, as all AB members serve only in an advisory capacity to North Sound BH-ASO.
- c) No AB member shall interact with regional contractors as an authoritative representative of the AB without express written permission. Permission must be authorized by a majority vote of the AB, and by the North Sound BH-ASO staff liaison to the AB.

- d) AB members shall immediately bring concerns regarding a North Sound BH-ASO contract or North Sound BH-ASO staff, or refer any individual who voices a concern regarding a North Sound BH-ASO contract or North Sound BH-ASO staff, to the Chair of the AB, and/or to the North Sound BH-ASO staff liaison to the AB.
- e) AB members shall refer any individual with questions or concerns regarding North Sound BH-ASO policies or resource management to the Executive Director of North Sound BH-ASO (or his/her designated representative) for action.
- f) Failure to adhere to these by-laws may result in administrative action to remove that member from the AB (see ARTICLE X, below).

ARTICLE III: MEMBERSHIP

1. The North Sound BH-ASO AB shall consist of twenty-six (26) members representing the five counties that make up the region, and eight (8) regional Tribal members, as follows:

Island County	Four (4)
San Juan County	Three (3)
Skagit County	Four (4)
Snohomish County	Nine (9)
Whatcom County	Six (6)
County Subtotal	Twenty-Six (26)
Tribes	Eight (8)
Advisory Board Total	Thirty-Four (34)

2. Each representative from each county and each regional tribal member shall have one vote.
3. Length of term is limited three years per term for time served, per each advisory board member. Multiple terms may be served by a member if the advisory board rules allow it *verbiage from WAC 182-538D-0252*.
4. Fifty-one percent (51%) [WAC 182-538D-0252], of the North Sound BH-ASO AB membership will be comprised ~~of people who are individuals, family and foster family members, or caregivers, including youths, older adults, or people with a disability, and/or parents of children who are emotionally disturbed, with at least one persons with lived experience and parents and guardians of persons experiencing and/or are in recovery from a behavioral health disorder, retired professionals~~ (1) representative from each

county being an individual with lived experience. A representative from law enforcement shall be a member of the board.

5. The North Sound BH-ASO AB membership will be representative of the demographic character of the region and of the ethnicity and broader cultural aspects of individuals being served.
6. In accordance with applicable local, state and federal laws, rules and/or regulations governing the operations of the North Sound BH-ASO, and in accordance with the North Sound BH-ASO Conflict of Interest Policy 4515.00 Advisory Board Representation and with the North Sound BH-ASO Conflict of Interest Policy 3010.00. The members of the North Sound BH-ASO Advisory Board (AB) may have an AB member who serves on the Board and is employed by a subcontractor agency. The person shall not be an owner nor have a controlling interest in the subcontractor's company nor be a member of a senior management of the subcontractor's company. A person who works for an agency shall recuse themselves on potential conflicts of interest. Any conflict of interest must be explicitly declared by the AB member.
7. When the BH-ASO is not a function of county government, the AB must include no more than four county elected officials.

ARTICLE IV: APPOINTMENT

- ~~1. Representatives of each county which is party to the North Sound BH-ASO AB shall be appointed according to each county's officially stipulated method of appointment.~~
1. County is to notify North Sound BH-ASO AB liaison of the counties support of the applicant.
2. North Sound BH-ASO AB liaison is to coordinate communication with applicant to attend at least 1 to 2 AB meetings. This is to ensure the Board is the appropriate platform to meet the advocacy needs of the applicant.
3. The applicant will have the opportunity to speak on their interest in serving on the AB and meet AB members.
4. After applicant has attended at least 1 to 2 AB meetings, the county or North Sound BH-ASO AB liaison is to communicate with applicant to pursue official appointment.
5. If applicant wants to pursue official appointment, applicant will be requested to attend the next AB meeting for an official AB vote. North Sound BH-ASO AB liaison will notify the county of the vote outcome to either pursue or not pursue official appointment. County will send the official appointment letter to the North Sound BH-ASO AB liaison.
6. If the AB is not in favor of applicants' membership, the Chair of the AB will write a letter to the county notifying of the AB objections.
7. North Sound BH-ASO AB liaison will notify the county of AB member ending term date. The county is to contact the AB member for re appointment confirmation. The county is to notify the North

Sound BH-ASO AB liaison of re appointment status. County is to send North Sound BH-ASO AB staff the official re appointment letter notifying re appointment of a three-year term.

~~2. Re-appointment is acceptable through each county's re-appointment process.~~

ARTICLE V: OFFICERS

1. The officers of the North Sound BH-ASO AB shall include only a Chair and a Vice- Chair.
2. The term of office held by the Chair and by the Vice-Chair shall be one (1) year, served from 1 January until 31 December, following election in the previous calendar year.
3. The Chair may be re-nominated, and re-elected, an additional two (2) times, to serve a total of no more than three (3) consecutive years. As well, the Vice-Chair may be re-nominated, and re-elected, an additional two (2) times, to serve a total of no more than three (3) consecutive years. Elections for the Chair and for the Vice-Chair shall be held concurrently during the last meeting of the AB in each calendar year. Elections will always be preceded by the nomination process noted below (see ARTICLES V:2 and V:3, and VI:4). Nominations will be opened at the third-to-last (October) AB meeting and will close at the second-to-last (November) meeting. The names of nominated candidates for the position of Chair and for the position of Vice-Chair must be submitted directly to the chair of the Nominating Committee, and not to its members, by the end of the day of the second-to-last meeting of the calendar year prior to the year in which they would assume their positions.
4. Any current member of the AB may submit their own name, or the name of another member, directly to the chair of the Nominating Committee (see Article VI:4); and the Nominating Committee may submit the name of any current member of the AB whom the Committee believes to be a suitable candidate, but who was not otherwise nominated. Nominees must be current members of the AB who has actively served on the AB for a minimum of 6 months.
5. All nominees for the offices of Chair and Vice-Chair will be voted on by the Advisory Board at the final (December) meeting of the AB. Immediately following the vote; the Nominating Committee will recuse themselves and count the votes. If there is a tie for either office, the Nominating Committee members will declare the tie and the AB will vote once again. This process will continue until the chair of the Nominating Committee is able to announce the new AB Chair and new AB Vice-Chair for the next calendar year.

ARTICLE VI: COMMITTEES

1. Standing committees of the North Sound BH-ASO AB shall be:
 - a) The Executive-Finance Committee, and
 - b) The Nominating Committee
2. The Executive-Finance Committee shall consist of the Chair, Vice-Chair, plus a maximum of three (3) other AB members appointed by the Chair. Efforts will be made to ensure that at least one member of the Executive-Finance Committee has experience and/or understanding of financial management, and at least one member has lived experience with a substance use disorder (SUD).
3. The Executive-Finance Committee shall convene to hear pressing matters of business which may arise during the interval between regularly scheduled AB meetings. The committee will review and make recommendations regarding all AB fiscal expenditures. Any decision made by the Executive Committee shall be subject to the ratification of the full Board at its next regularly scheduled meeting. The Executive-Finance Committee shall review the by-laws once each calendar year for the purpose of amending them if necessary.
4. Members of the Nominating Committee, and its chair, shall be appointed by the Executive-Finance Committee at the third-to-last (October) AB meeting of each calendar year. Membership in the Nominating Committee is to be limited to 3 or 5 people (to avoid deadlocked voting). The Nominating Committee members and chair will be announced to the full AB immediately following on the same day.
5. The Chair may establish and appoint members to Ad-Hoc Committees, as the need arises.

ARTICLE VII: MEETINGS

1. The North Sound BH-ASO AB shall meet at least ten (10) times each year at a date and time mutually agreeable to the members of that Board. Any regularly scheduled meeting may be canceled at the discretion of the Chair.
2. Special meetings may be called by the Chair, as needed, and/or as requested by a minimum of one (1) member from each of three (3) of the five (5) counties which are party to the North Sound BH-ASO, by contacting the Chair. Special meetings shall be called within five (5) working days of the request, following notice of at least forty-eight (48) hours to all members of the AB.

3. Use of Technology for Attendance

- a) Although the level of “engagement” — via social interaction, hearing and comprehension — can be limited when using the *Go To Meeting* technology (or a North Sound BH-ASO identified substitute) in lieu of *physically* attending the North Sound BH-ASO AB meetings, any or all AB members representing San Juan County are allowed to use the *Go To Meeting* technology (or a North Sound BH-ASO identified substitute) for any and all meetings of the AB, due to the difficulty of, and time required for, travel. AB members from all other counties (Whatcom, Skagit, Snohomish and Island) will be allowed to use the “Go To Meeting” technology (or a North Sound BH-ASO identified substitute) for a maximum of two (2) meetings during one (1) calendar year, and only with authorization for the AB Chair and/or the North Sound BH-ASO liaison to the AB.
 - b) Physical absences from AB meeting will be considered “excused” if the AB Chair and/or the North Sound BH-ASO liaison to the AB deem(s) the absence to be so. The AB member who intends to be absent must contact the AB Chair, and/or the North Sound BH-ASO staff liaison to the AB, prior to the meeting at which the AB member will not be in attendance.
 - c) The AB Chair may invoke the use of the *Go To Meeting* technology, (or a North Sound BH-ASO identified substitute), at any time in lieu of physical attendance by any or all AB members, only when a Special Meeting of the AB is called by the Chair as stipulated in Article VII (2) above.
4. Committee meetings shall be held at the discretion of the Committee Chair.
 5. Robert’s Rules of Order shall be used as an informal guideline for formal meetings of the North Sound BH-ASO AB and committees, insofar as the *Rules* do not conflict with, or are not inconsistent with, the provisions of these By-Laws.
 6. The Board shall comply with the *State of Washington Open Public Meetings Act (RCW 42.30)*.

ARTICLE VIII: QUORUM

1. The presence of at least fifty percent (51%) of the appointed representatives to the AB, and at least three (3) of the five (5) counties which are party to North Sound BH-ASO, shall constitute a quorum of the North Sound BH-ASO AB.

2. A quorum of the Executive Committee shall exist when a simple majority of the Executive Committee members are present.
3. Members of the AB who attend via digital conferencing (by phone or any other allowable technological means), shall be counted as *present* in determining the constitution of a quorum.

ARTICLE IX: RESIGNATION/TERMINATION

1. Following two unexcused absences of a North Sound BH-ASO Advisory Board (AB) member, from AB meetings, the Chair of the AB will *informally* contact ~~both~~ the absentee member ~~and the County Coordinator~~ to ascertain whether the member is willing and able to continue serving on the AB.

- ~~2.~~ Following (3) *unexcused* absences from the North Sound BH-ASO Advisory Board (AB) meetings in a single calendar year, whether consecutive or non-consecutive, the AB Chair will formally recommend (in writing) to both the absent member and to the County Coordinator that the absent member resign from the AB, and that another representative from the same county be appointed by the County Coordinator to represent that county as a replacement member of the AB.

- ~~2.3.~~ Resignations can be received in writing or verbally to the AB Chair, North Sound BH-ASO AB liaison or County Coordinator. The county will send North Sound BH-ASO AB liaison an official resolution letter informing of the AB members resignation.

- ~~3.4.~~ Members of the North Sound BH-ASO AB, by virtue of their appointment to the AB, agree to adhere to the *Advisory Board Guiding Principles*. AB members will adhere to the *Advisory Board Guiding Principles* in their interactions with all other AB members, with the community, and with North Sound BH-ASO staff. The AB Chair will work to ensure that all AB members will be given an opportunity to participate in discussions during AB meetings.

- ~~4.5.~~ Failure to adhere to the *Advisory Board Guiding Principles* may result in a recommendation for that member's dismissal from the AB.

ARTICLE X: DISMISSAL FROM THE ADVISORY BOARD

Dismissal from the AB will be undertaken in the following manner:

1. Any member of the AB in attendance at a Board meeting at which an alleged violation of the *Guiding Principles* occurs may bring a 'complaint' regarding another member's behavior to the AB Chair,

and/or to the North Sound BH-ASO staff liaison to the AB, who, upon discussion with the complaining member of the AB, and upon assessment of the validity of the complaint, will *then* bring the complaint to the Executive Committee of the AB, and, upon decision by the members of the Executive Committee, will *then* bring the complaint to the entire AB as a written motion.

2. A simple majority vote of the AB will be required to formally reprimand (“censure”), and/or recommended dismissal of the violating member from the AB.
3. The formal reprimand (“censure”) and/or dismissal will be presented by the AB Chair, following the meeting at which the AB voted for such, to the Executive Director of the North Sound BH-ASO (or his/her designated representative) for action.

Legislative Session Agenda

Appointment Context

1. Maria will begin introduction to the Representative/Senator/Legislative Assistant
2. Speaking point process, Pat will begin, Marie, Chris, Ron, Arlene and Joe will close the meeting.

Etiquette

Etiquette	Be kind
	Be brief
	Don't Interrupt AB peers or Legislators or AID
	Leave position paper/letter with Legislators

Wednesday, February 05, 2020

9:00 am	Arlene and Pat to meet Maria and Lisa at office to depart to pick up Marie
9:30 am	Pick up Marie from home and depart to Olympia
11:30 am to 12:30	Lunch
1:00 pm to 1:15 pm	Rep. Sutherland (R) 39 LD 405 JLOB
1:30 pm to 1:45 pm	Sen. Annette Cleveland (Meet with LA Anothony Taylor) (D) 49 LD 220 Cherberg
1:45 pm to 2:00pm	Rep. Kelly Chambers (R) 25 LD 426 JLOB
2:15 pm to 2:30 pm	Rep. Ed Orcutt (R) 20 LD 408 JLOB
2:45 pm to 3:00 pm	Rep. Jared Mead (D) (Meet with LA Gary) 44 LD 336 JLOB
3:15 pm	Hotel Check in
5:00 pm to 5:15 pm	Rep. Klippert (R) 8 LD 122 A LEG

Thursday, February 06, 2020

6:30 am to 7:15 am	Continental Breakfast/Hotel Check Out
7:45 am to 8:00 am	Rep. Carolyn Eslick (R) 39 LD 402 JLOB (Check in at 467 JLOB)
8:30 am to 8:45 am	Rep. June Robinson (D) (Meet with LA Kim) 38 LD 302 JLOB
9:00 am to 9:15 am	Sen. John McCoy (D) 38 LD 305 LEG
9:30 am to 9:45 am	Rep. Tom Dent (R) 13 LD 437 JLOB
10:00 am to 10:15 am	Sen. Bob Hasegawa (D) 11 LD 223 Cherberg.
10:30 am to 10:45 am	Sen Keith Wagoner (D) 39 LD 203 Irv Newhouse
11:00 am to 11:15 am	Rep. Alex Remeal (D) 40 LD 132D LEG (meet with LA Amanda. Then to 3 rd floor to meet Rep.
11:15 am to 12:15 pm	Lunch
12:30 pm to 12:45 pm	Rep. Caldier (R) 26 LD 122 H LEG
12:45 pm to 1:00 pm	Sen. Ron Muzzall (R) 10 LD 109 A IRV Newhouse

1:30 pm to 1:45 pm	Rep. McCaslin (R) 4 LD 425 JLOB
2:00 pm to 2:15 pm	Sen. Hans Zeiger (R) 25 LD 109 B IRV Newhouse
2:15 pm to 2:30 pm	Rep. Sharon Shewmake (D) 42 LD 310 JLOB
2:45 pm to 3:00 pm	Rep. Sherry Appleton (D) 23 LD 132 F LEG
3:00 pm to 3:15 pm	Rep. John Lovick (D) 44 LD 430 Leg
3:30 pm to 4:00 pm	Sen. Manka Dhingra (Meet with LA) (D) 239 Cherberg
5:00 pm to 5:15 pm	Rep. Debra Lekanoff (D) 40 LD 422 JLOB

Agency Complaint Data

GENDER	January-March	April-June	July-September	October-December	TOTAL
Male	n/a	n/a	4	2	6
Female	n/a	n/a	4	3	7
Transgender	n/a	n/a	0	1	1
Not Reported	n/a	n/a	0	0	0
TOTAL			8	6	14

AGE	January-March	April-June	July-September	October-December	TOTAL
0-13	n/a	n/a	0	0	0
14-21	n/a	n/a	2	0	2
22-65	n/a	n/a	6	6	12
66+	n/a	n/a	0	0	0
TOTAL			8	6	14

ETHNICITY	January-March	April-June	July-September	October-December	AVERAGE
American Indian/Native American	n/a	n/a	0%	0%	0%
Asian	n/a	n/a	0%	0%	0%
Black/African American	n/a	n/a	0%	0%	0%
East Indian	n/a	n/a	0%	0%	0%
Latino/Hispanic	n/a	n/a	12%	0%	6%
Middle Eastern	n/a	n/a	0%	0%	0%
Multiracial	n/a	n/a	0%	0%	0%
Not Reported	n/a	n/a	12%	17%	15%
Pacific Islander	n/a	n/a	0%	0%	0%
White/Caucasian	n/a	n/a	76%	83%	80%
TOTAL			100%	100%	100%

Agency Complaint Data

DESCRIPTION	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Agency Level Complaint	n/a	n/a	8	6	14
TOTAL			8	6	14

INSURANCE TYPE	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Amerigroup	n/a	n/a	1	0	1
Community Health Plan of Washington	n/a	n/a	0	0	0
Coordinated Care	n/a	n/a	0	1	1
Molina	n/a	n/a	5	3	8
United Healthcare	n/a	n/a	0	0	0
BHASO	n/a	n/a	2	0	2
Other	n/a	n/a	0	2	2
TOTAL			8	6	14

BEHAVIORAL HEALTH SERVICE TYPE	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Outpatient	n/a	n/a	5	3	8
Intensive Outpatient	n/a	n/a	0	0	0
Residential/Inpatient	n/a	n/a	0	1	1
Emergency Services	n/a	n/a	2	1	3
PACT	n/a	n/a	1	1	2
WISe	n/a	n/a	0	0	0
TOTAL			8	6	14

SERVICE TYPE	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	AVERAGE
Mental Health	n/a	n/a	100%	83%	92%
Substance Use Disorder	n/a	n/a	0%	0%	0%
Co-Occuring	n/a	n/a	0%	17%	9%
WISe	n/a	n/a	0%	0%	0%
TOTAL			100%	100%	100%

Agency Complaint Data

Note: a single complaint can be classified under multiple complaint categories depending on the nature of the complaint.

AGENCY	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Compass Health	n/a	n/a	3	3	6
COMPLAINT CATEGORIES	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Access	n/a	n/a	1	1	2
Dignity & Respect	n/a	n/a	1	1	2
Quality/Appropriateness	n/a	n/a	1	0	1
Phone Calls Not Returned	n/a	n/a	0	1	1
Services Intensity, Not Available or Coordi	n/a	n/a	0	1	1
Participation in Treatment	n/a	n/a	0	1	1
Emergency Services	n/a	n/a	2	1	3
TOTAL			5	6	11

AGENCY	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Lake Whatcom Center	n/a	n/a	1	2	3
COMPLAINT CATEGORIES	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Access	n/a	n/a	0	1	1
Quality/Appropriateness	n/a	n/a	0	1	1
Phone Calls Not Returned	n/a	n/a	1	0	1
Services Intensity, Not Available or Coordi	n/a	n/a	1	1	2
Participation in Treatment	n/a	n/a	1	0	1
TOTAL			3	3	6

AGENCY	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Sea Mar	n/a	n/a	1	1	2
COMPLAINT CATEGORIES	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Access	n/a	n/a	1	1	2
Quality/Appropriateness	n/a	n/a	1	0	1
Services Intensity, Not Available or Coordi	n/a	n/a	1	0	1
Physicians, ARNPs, and Medications	n/a	n/a	0	1	1
TOTAL			3	2	5

Agency Complaint Data

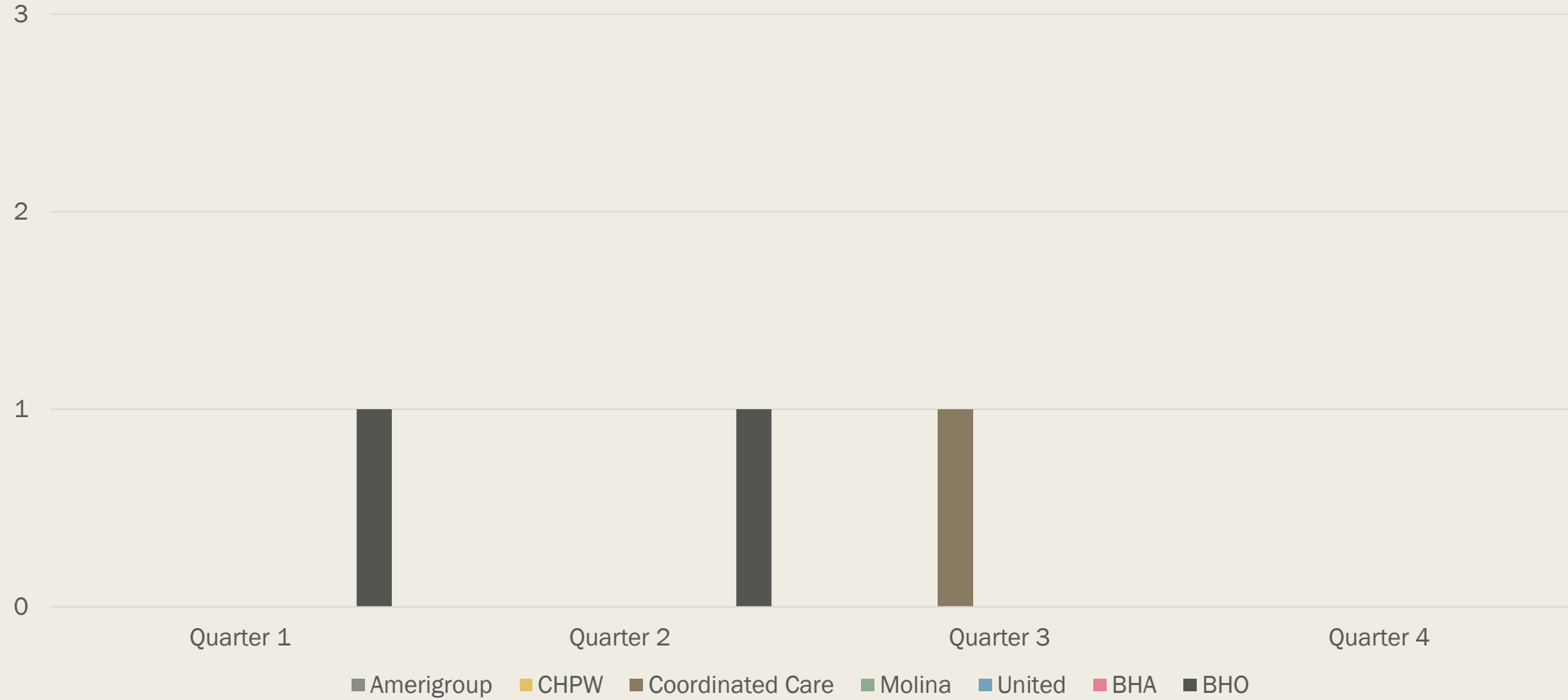
AGENCY	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Sunrise Services	n/a	n/a	3	0	3
COMPLAINT CATEGORIES	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	TOTAL
Access	n/a	n/a	3	0	3
Dignity & Respect	n/a	n/a	1	0	1
Quality/Appropriateness	n/a	n/a	1	0	1
Services Intensity, Not Available or Coordi	n/a	n/a	1	0	1
TOTAL			6	0	6

A large, thick, black L-shaped graphic that frames the text. It starts at the top left, goes right, then down, then right again, forming a partial frame around the text.

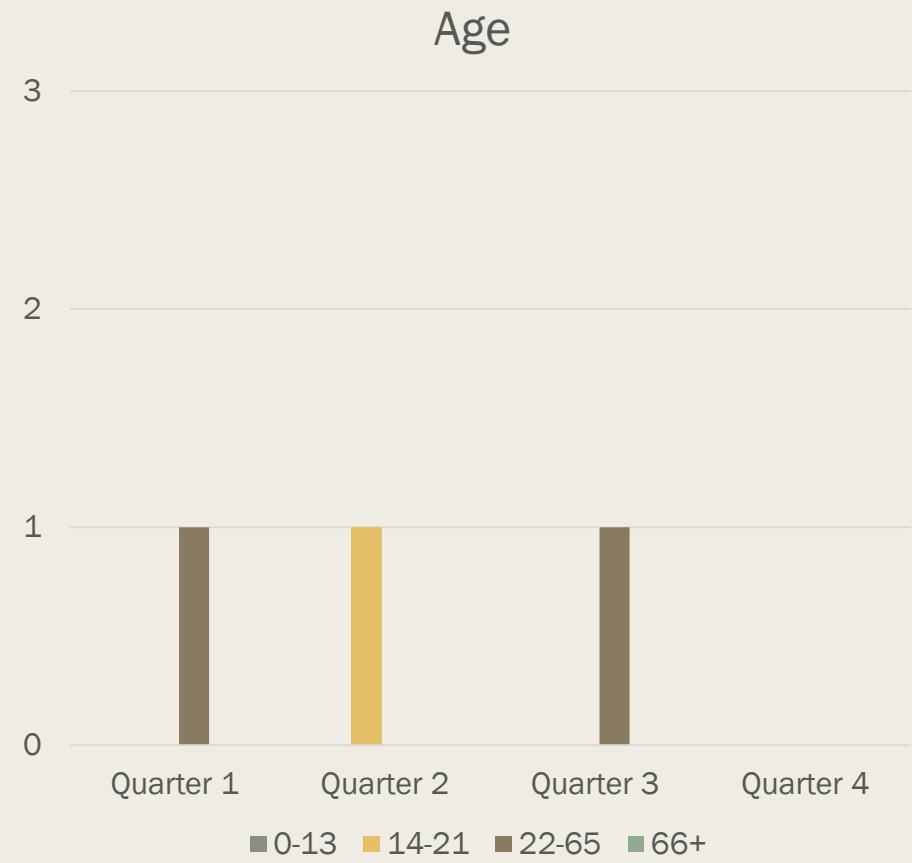
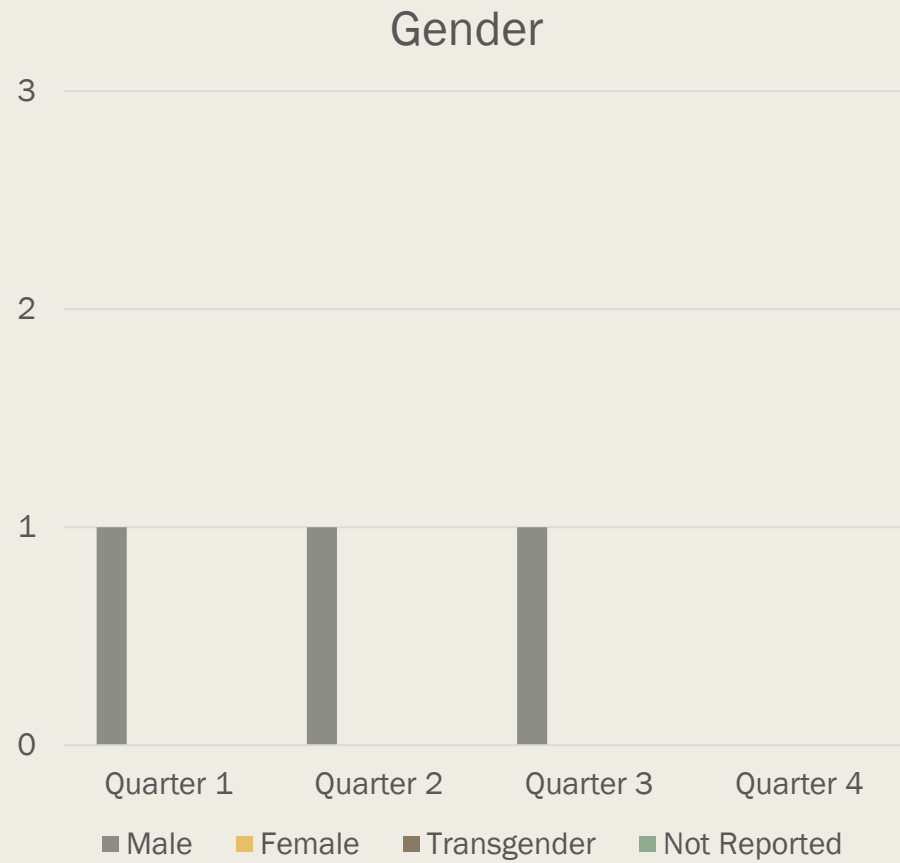
NORTH SOUND BEHAVIORAL HEALTH OMBUDS

2019 Quarterly Report

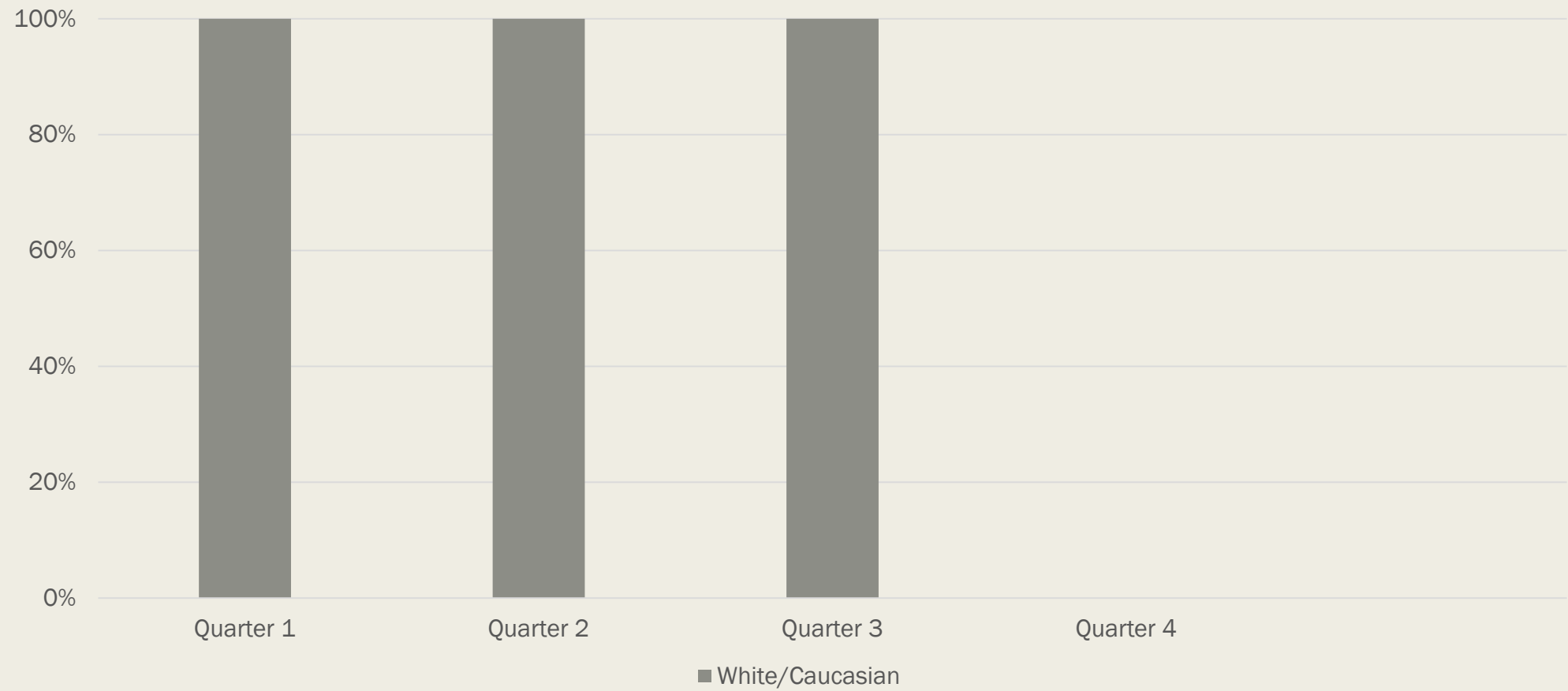
Total Grievances



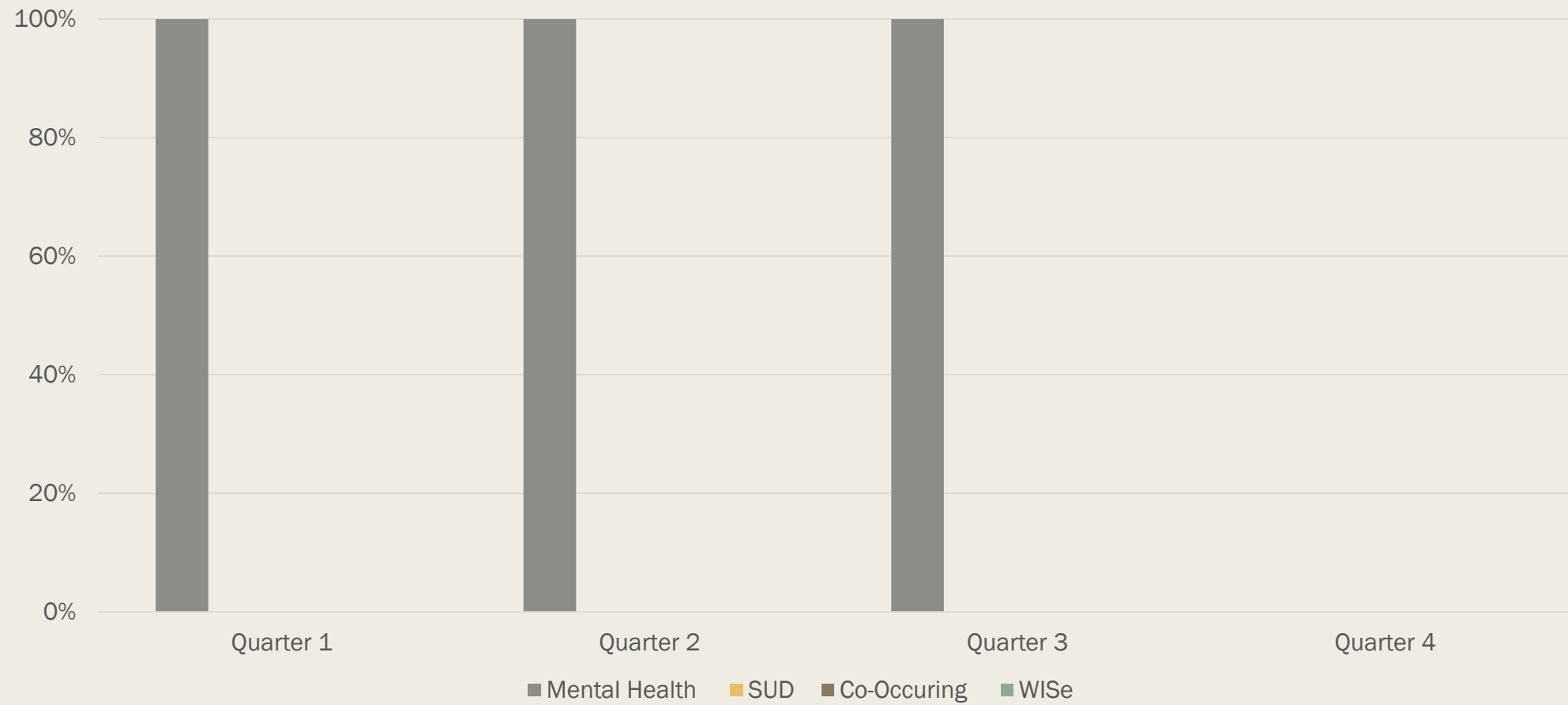
Grievance Demographics



Ethnicity



Service Type



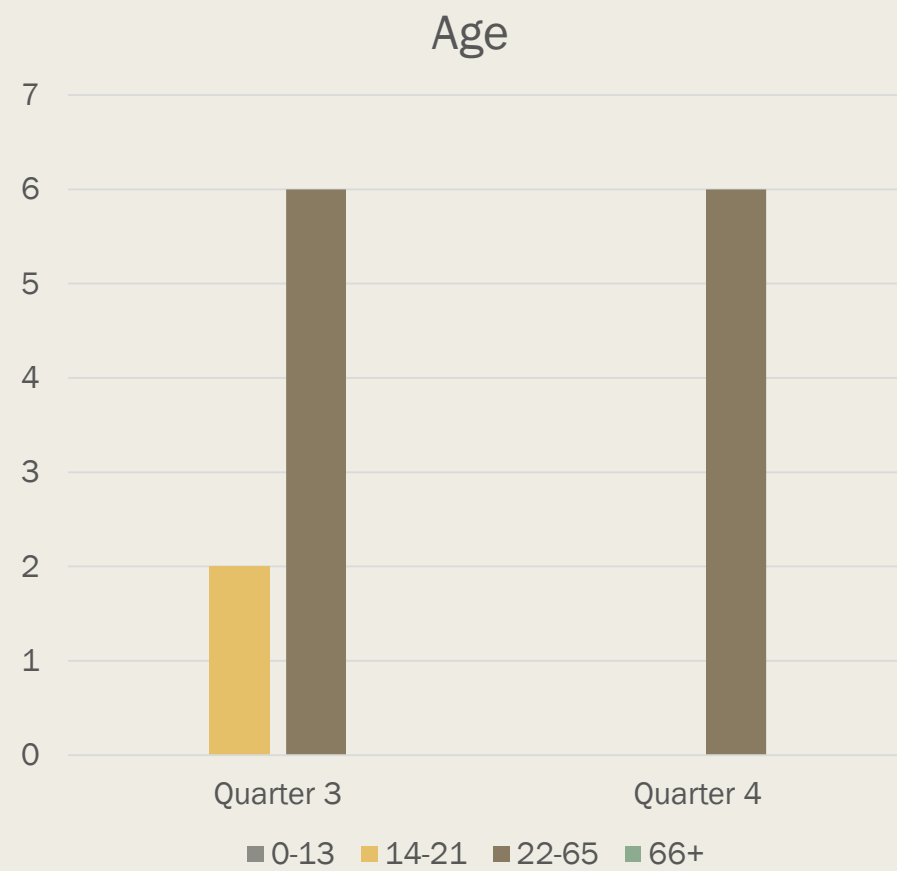
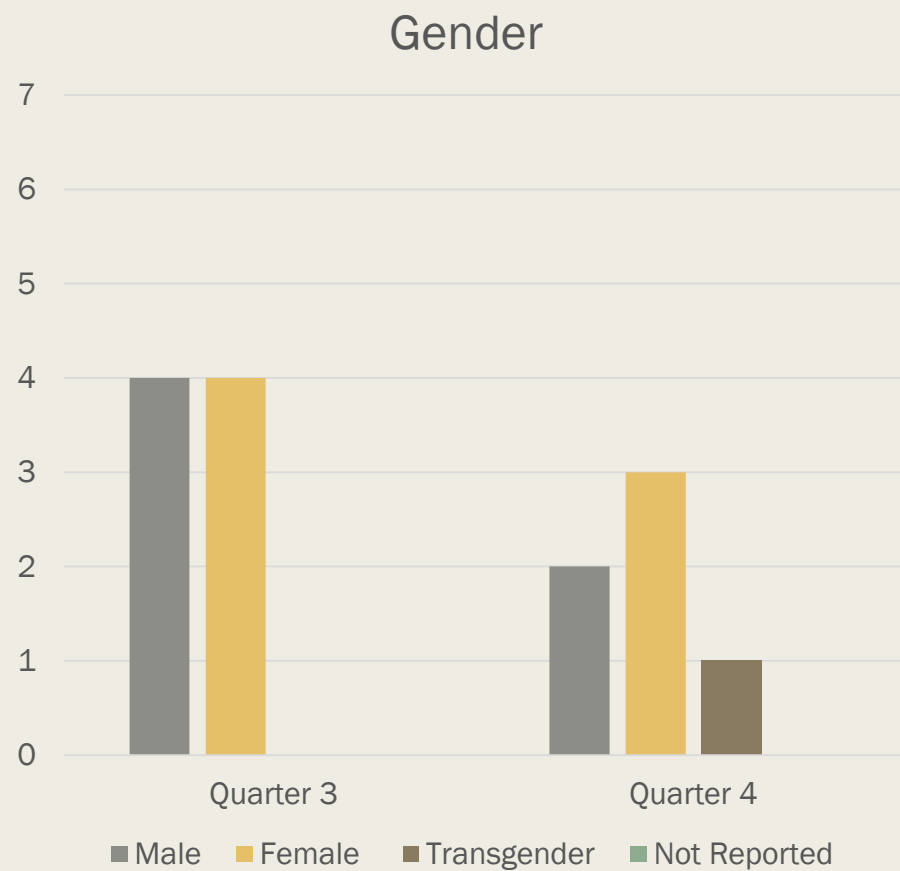
AGENCY LEVEL COMPLAINTS

Quarter 3 and 4 data only

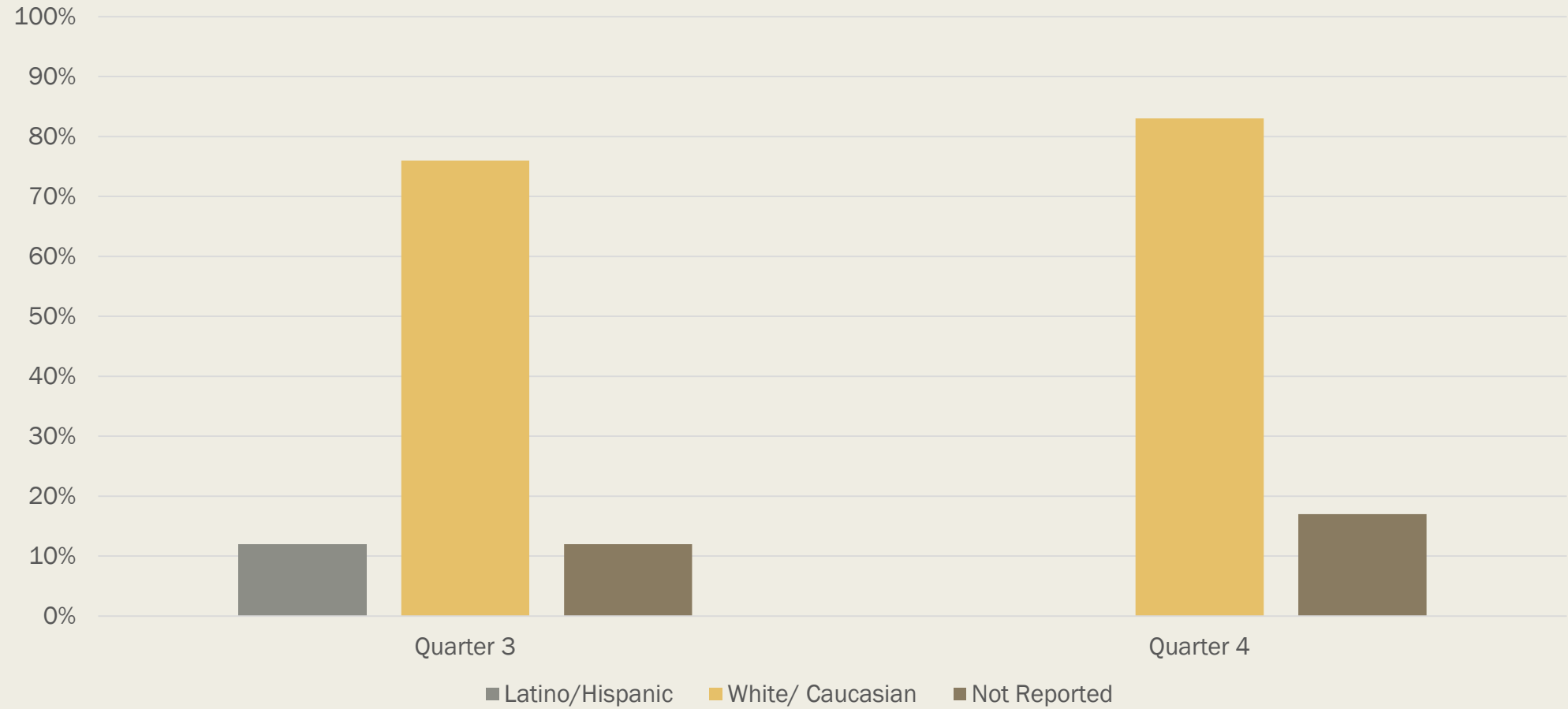
Agency Complaints



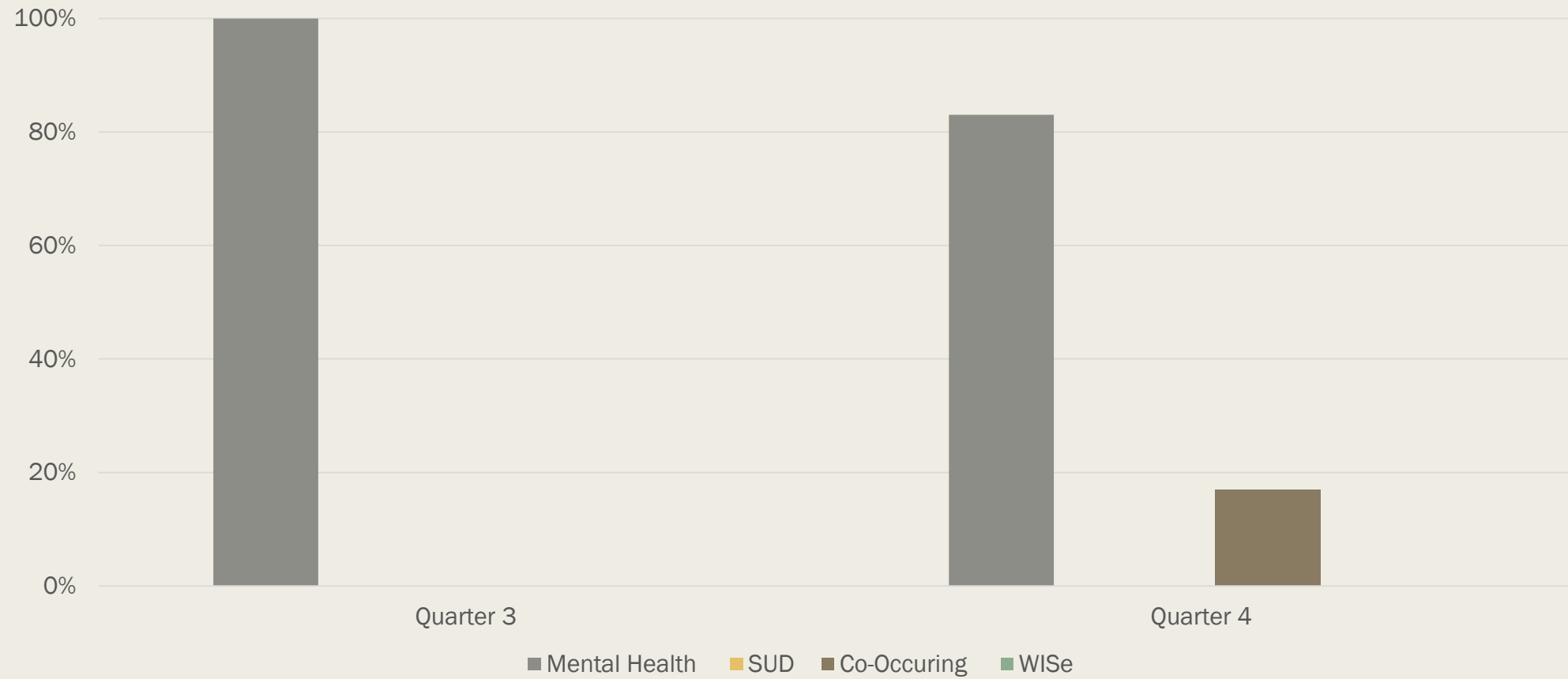
Complaint Demographics



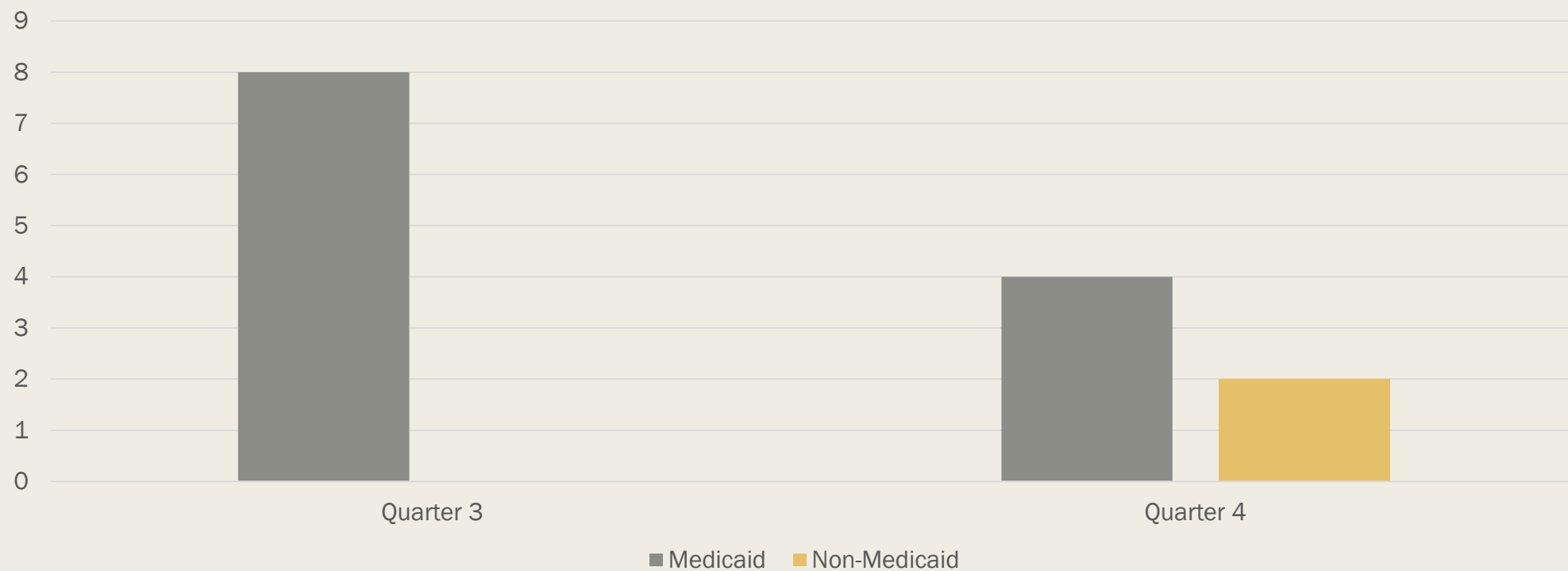
Ethnicity



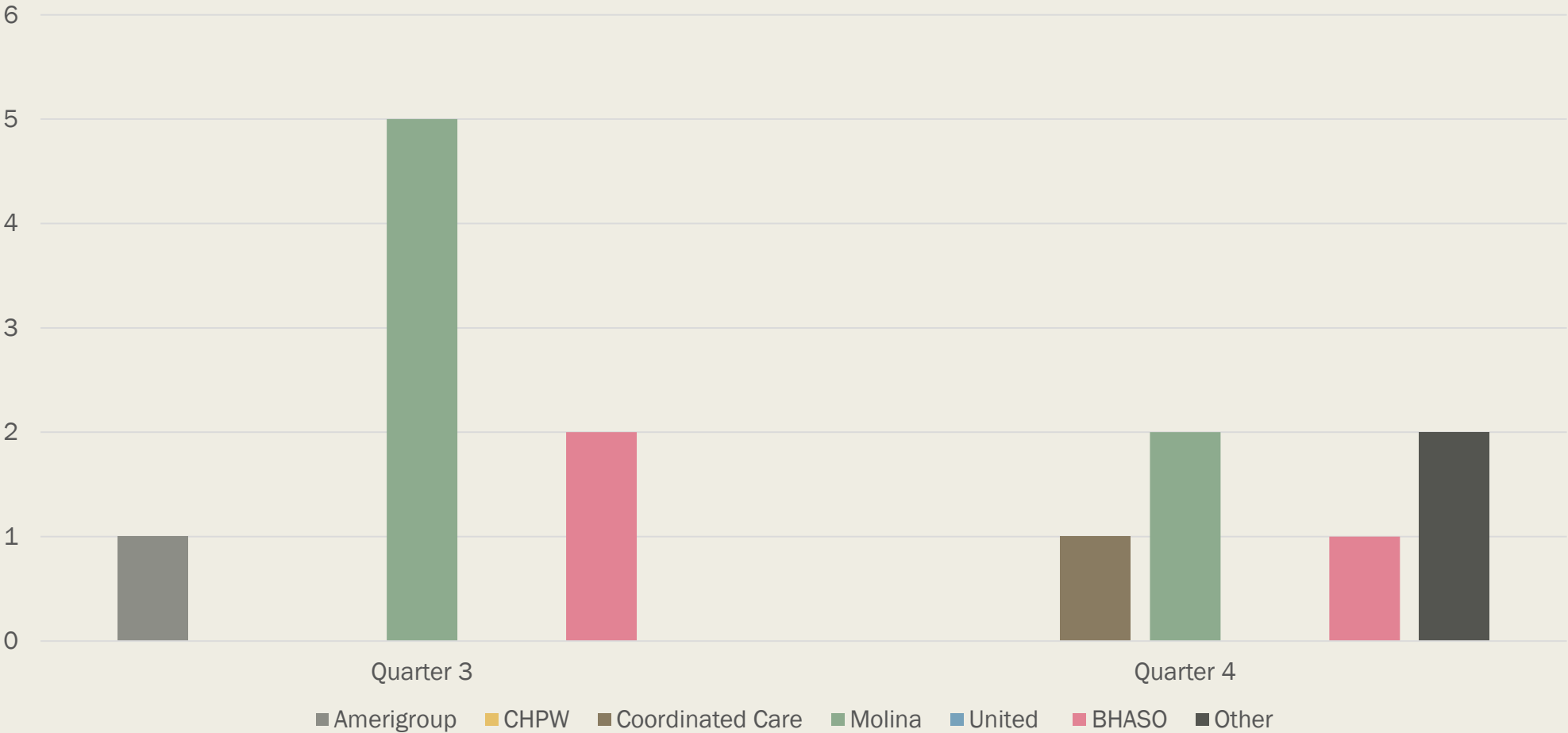
Service Type



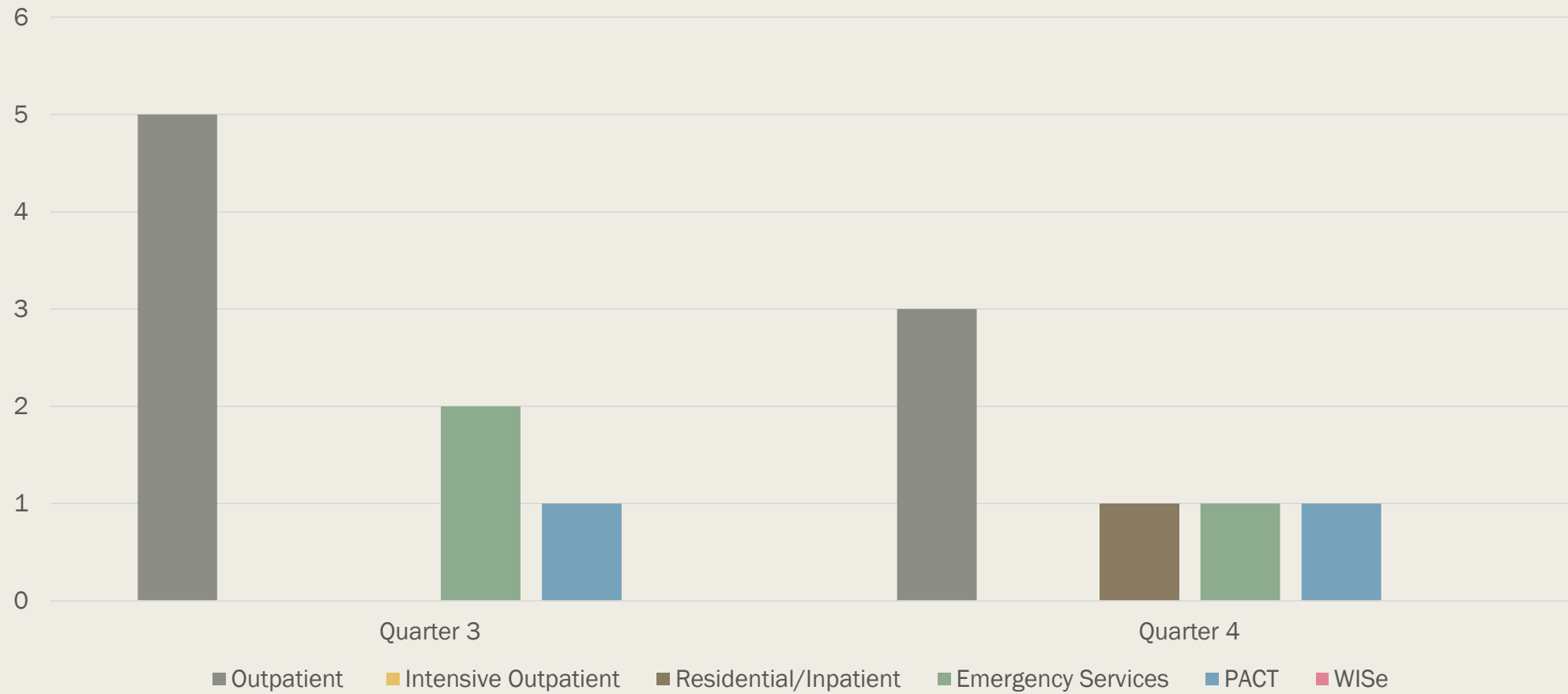
Insurance Type



Payer

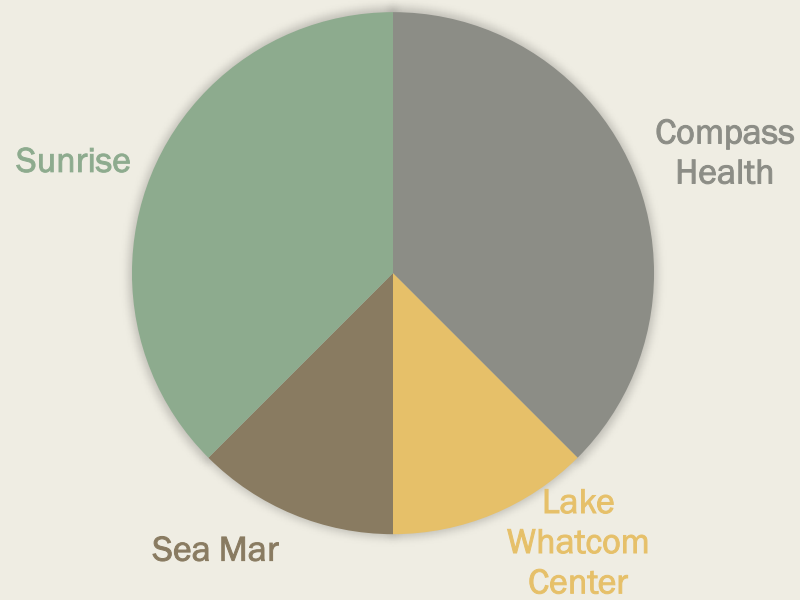


Behavioral Health Service Type

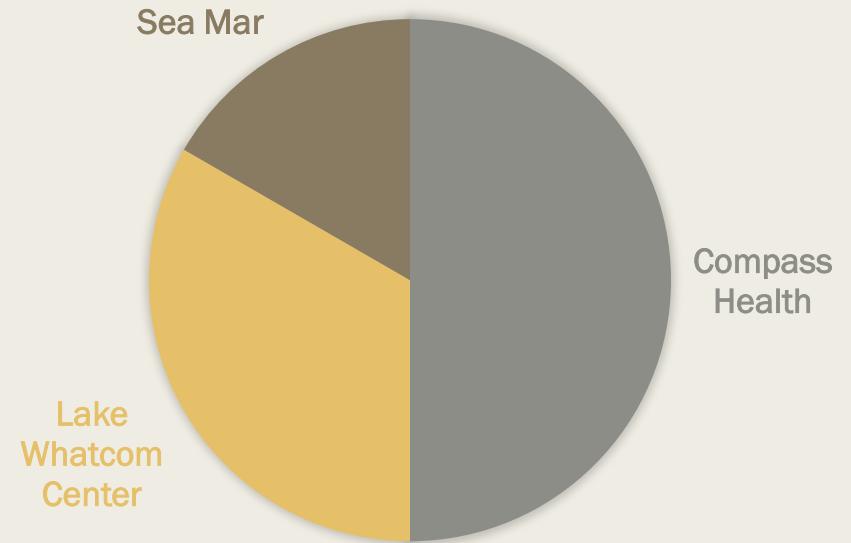


Agency Complaints

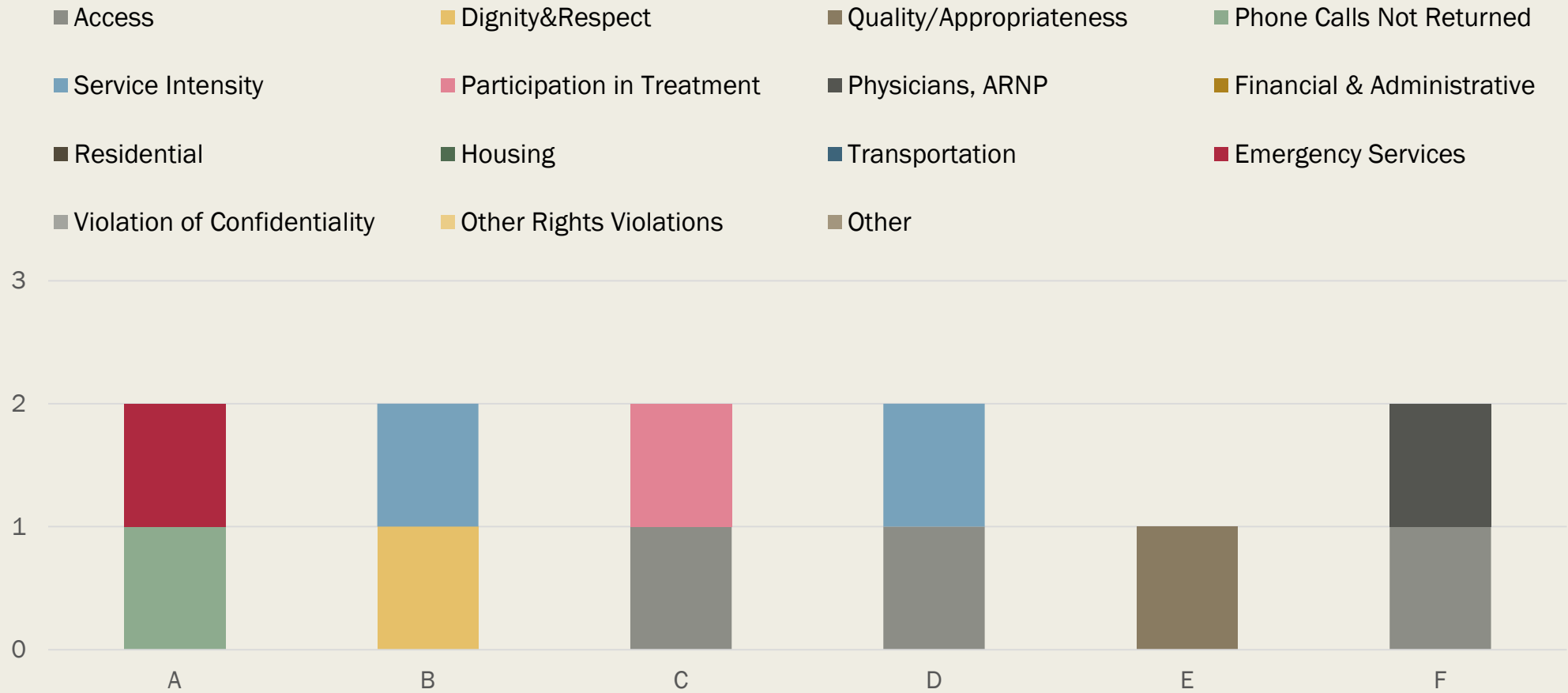
QUARTER 3



QUARTER 4



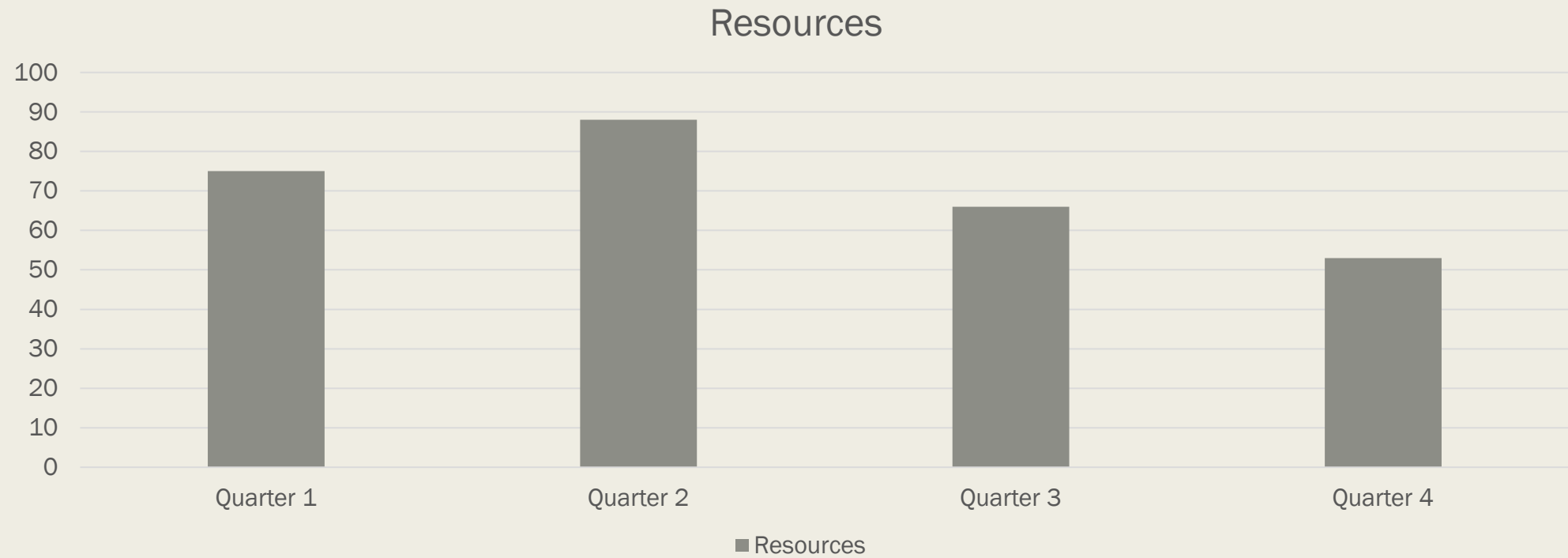
Complaint Categories



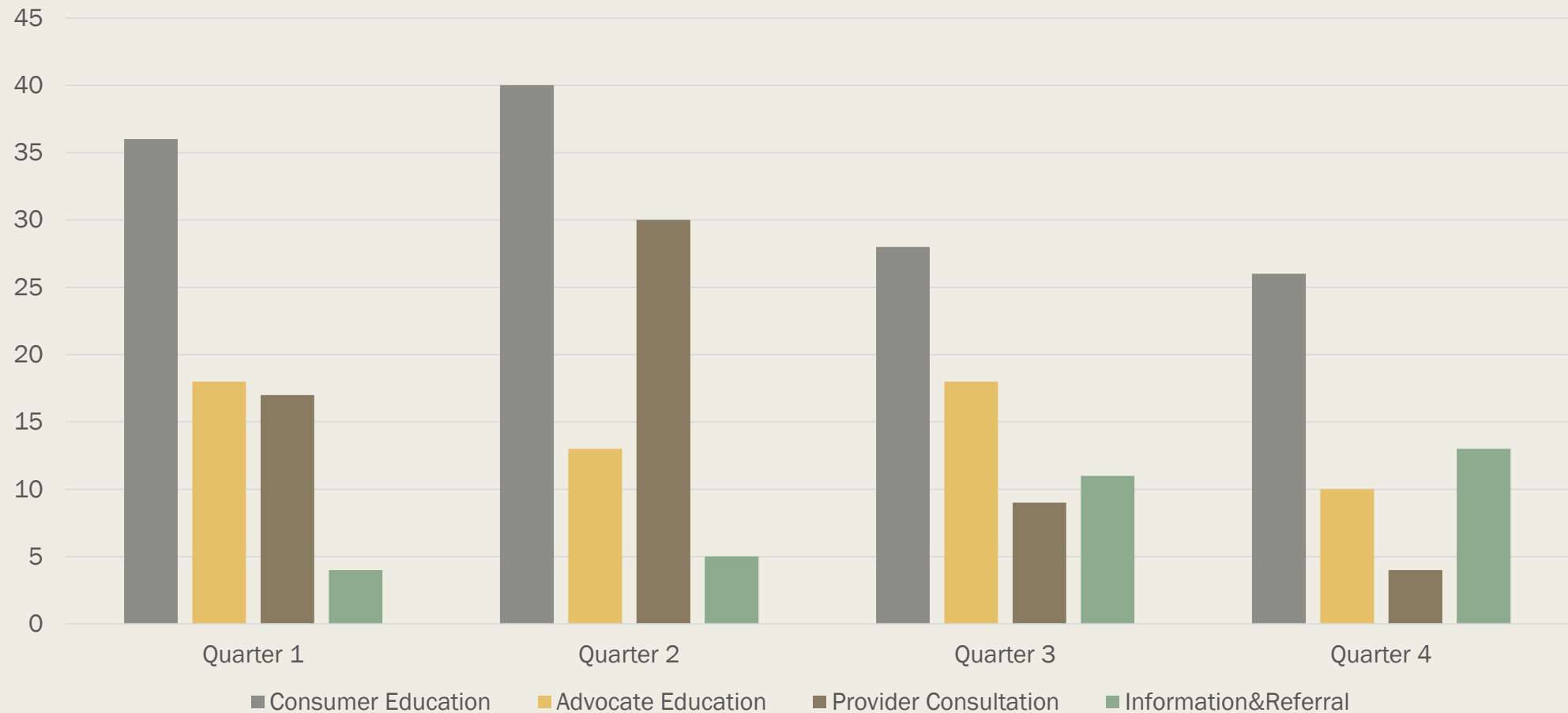
RESOURCES



Total Resources



Breakdown of Resources



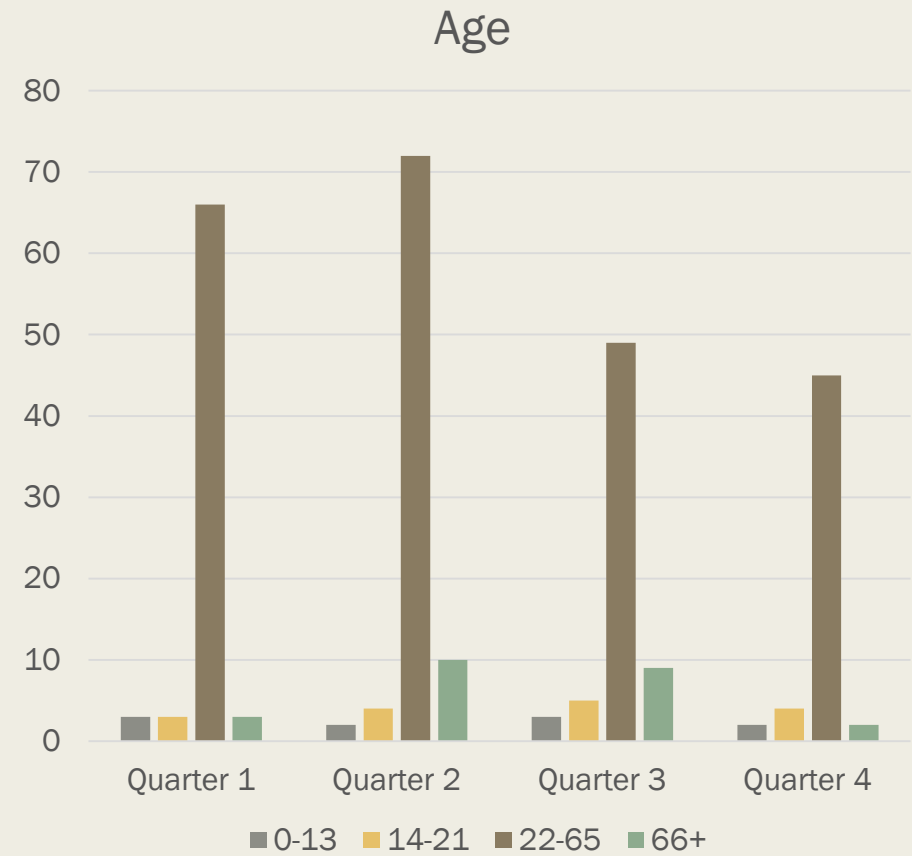
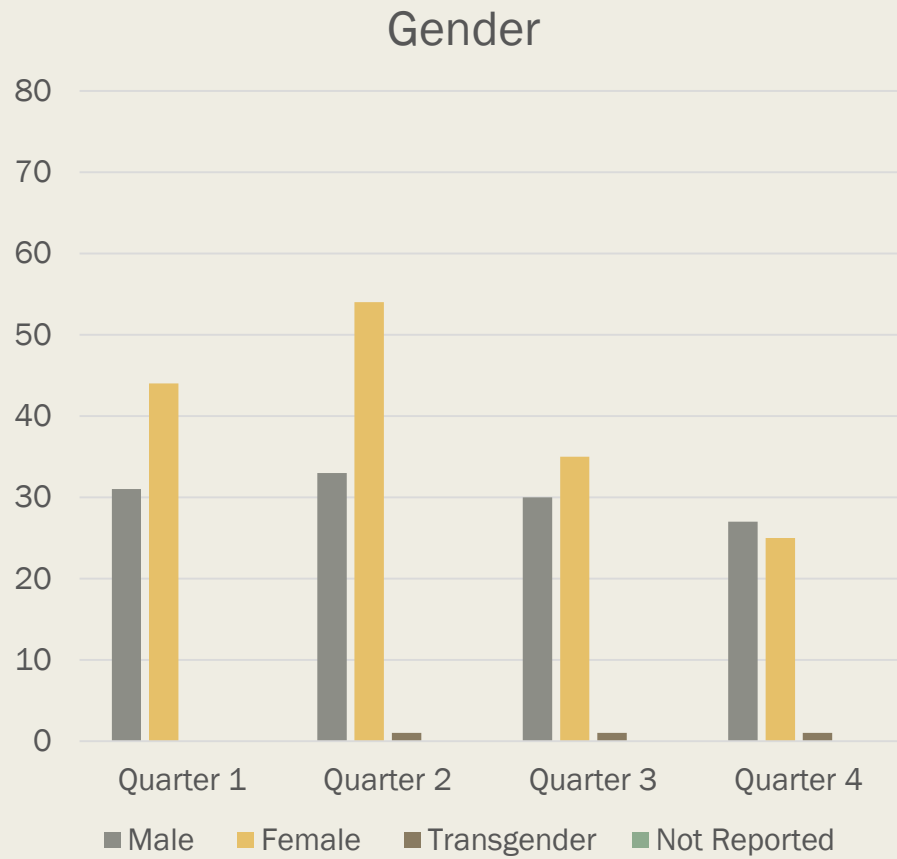
Consumer: an individual who is currently receiving services

Advocate: a family member, friend, or authorized representative of an individual

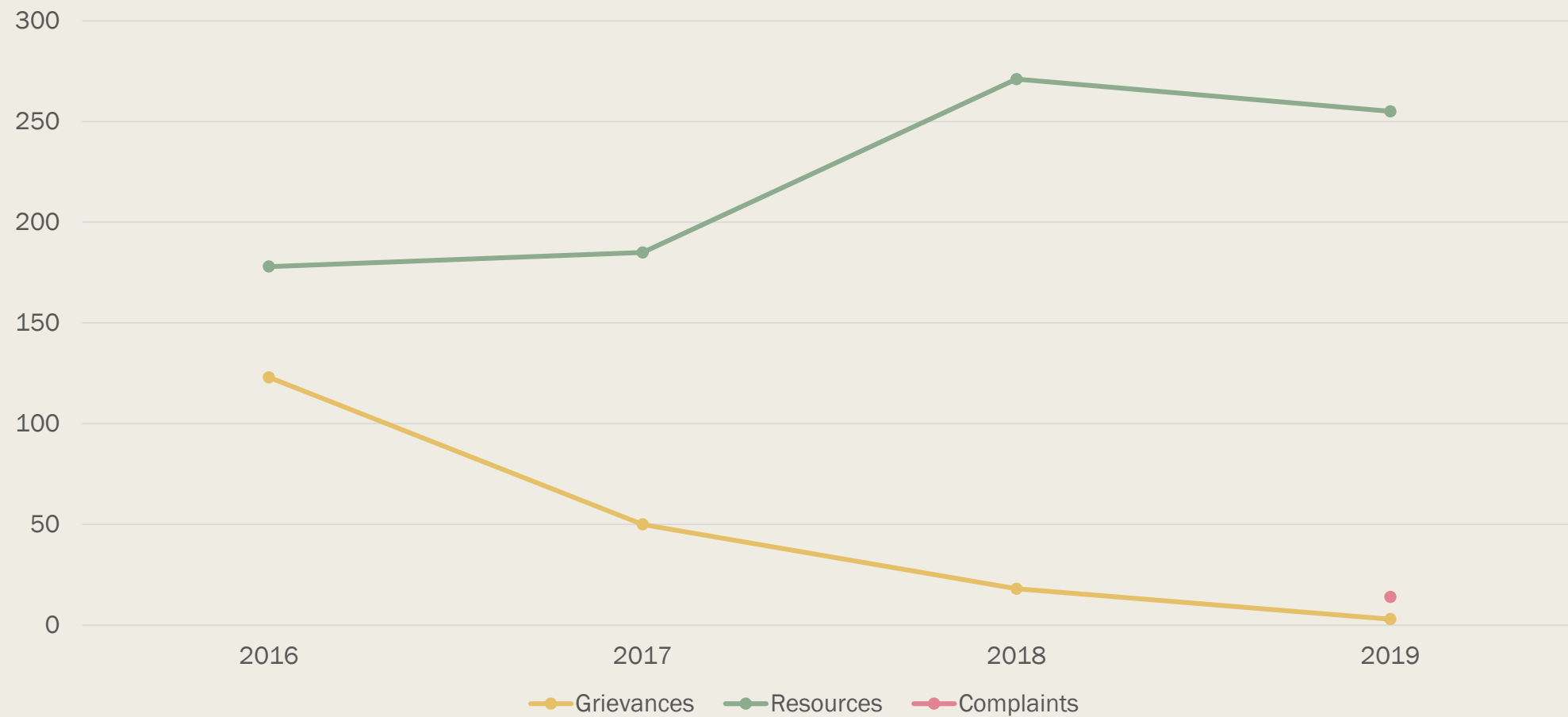
Provider: an agency or professional providing direct service to an individual

Information & Referral: a non-behavioral health related concern

Resource Demographics



Yearly Trends



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