

# Resources

In an Emergency Call  
**9-1-1**

Toll-Free Crisis Line  
**1-800-584-3578**

Volunteers of America Crisis Chat  
[www.voawww.org/behavioralhealth](http://www.voawww.org/behavioralhealth)

National Suicide Prevention Lifeline  
**1-800-273-8255**

Washington Recovery Helpline  
(24-Hour Help for Substance Use,  
Gambling & Mental Health)  
**1-866-789-1511**

Ombuds (Help With Behavioral  
Health Services Grievances)  
**1-888-684-3555**

North Sound 211 (Regional  
Social Services Information)  
**2-1-1**

WA Relay (Service for deaf, hard of hearing,  
deaf-blind, and speech disabled)  
**1-800-833-6384 or 7-1-1**

Provider One (Apple Health [Medicaid]  
Insurance and Eligibility)  
**1-800-562-3022**

## Interpreter Services

Persons who need help from an interpreter or need informational materials translated into their own language can get help free of charge by calling **1-800-684-3555**.

Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame a **1-800-684-3555**.



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

2021 E. College Way, Suite 101  
Mt. Vernon, WA 98273

Customer Service: **800.684.3555**  
Business Line: **800.684.3555**

[www.nsbhaso.org](http://www.nsbhaso.org)

Washington State  
Health Care Authority

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# We Are Here to Help



Welcome to the

## North Sound Behavioral Health Administrative Services Organization

Serving Island, San Juan, Skagit,  
Snohomish, and Whatcom Counties

## About Us

The Washington State Health Care Authority contracts with the North Sound Behavioral Health Administrative Services Organization to provide help to persons in the North Sound region. Help is available to those experiencing a crisis due to mental illness and/or substance use issues. We may also offer other services to those who need help due to mental illness and/or substance use issues, including those who are low income, do not have insurance, and are not eligible for Medicaid.

## A Crisis Can Affect Anyone at Anytime

Support or help with a referral is something that most people need at some time in their lives. The North Sound Toll-Free Crisis Line is available to anyone 24 hours a day, 7 days a week for mental health and drug or alcohol related crises. The toll-free number is **1-800-584-3578**.

## Our Services

We provide funding to local behavioral health agencies to deliver the following services.

### Mobile Crisis Outreach Services

Mobile Crisis Outreach Teams are available to everyone in Island, San Juan, Skagit, Snohomish and Whatcom Counties. Services are available to those facing a mental health and/or drug or alcohol crisis. The Mobile Crisis Outreach Team will help a person in crisis to stabilize and help them create a personal recovery

plan. The plan may help them avoid going to the hospital or jail, and will connect them with other available services. The toll-free number is **1-800-584-3578**.

### Ombuds Services

Ombuds services are available to help people with concerns and complaints about their behavioral health services. Call Toll Free **1-888-684-3555** or locally at **360-416-7013**.

### The Program for Assertive Community Treatment (PACT)

PACT offers personalized support to people with mental health needs who require more intensive services. This program is available to patients being discharged from Western State Hospital who do not have Medicaid coverage.

### Projects for Assistance in Transition from Homelessness (PATH)

PATH is a homeless outreach project in Snohomish and Whatcom Counties. PATH connects homeless individuals and families to community resources such as housing, Veterans benefits, and behavioral health treatment.

### Peer Bridger Program

The Peer Bridger program serves people who are currently at Western or Eastern State Hospital. The Peer Bridgers act as a role model, peer support, mentor, teacher, advocate, and ally as they communicate hope and encouragement before and after the person's discharge.

### Opiate Outreach Services

Opiate Outreach workers provide outreach and screening. They facilitate and help people to access treatment services and housing. They help with services needed for those who experience an opiate overdose reversal, and who are admitted to the hospital due to an opioid overdose. They also help individuals referred by law enforcement and other first responders.

### Housing Support Services

Pregnant, post-partum, or parenting women with children in Snohomish and Whatcom Counties can access housing support services. The goal of the program is to help women move into transitional or permanent housing.

### Jail Transition Services

Jail Transition Services help persons in local jails successfully return to the community.

### In Person and Telephonic Interpreter

Everyone receiving Crisis Services and non-Medicaid Behavioral Health Services funded by our organization has a right to and will have equal access to interpreter services free of charge in their preferred language other than English. For more information call **1-800-684-3555**.

Services for people who are deaf, hearing impaired, deaf-blind, or speech disabled are available at **1-800-833-6384** or **7-1-1**.