



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Provider Bulletin December 2023

WEBSITE LINKS:

Numbered Memorandum

<https://www.nsbhaso.org/memorandums>

Data Dictionary

<https://www.nsbhaso.org/data/dict>

Forms & Reports

<https://www.nsbhaso.org/form/reports>

Policies

<http://www.nsbhaso.org/policies>

Brochures

www.nsbhaso.org/brochures

HCA Customer Service

<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care>

Contact Us:

North Sound Behavioral Health Administrative Services Organization

2021 E. College Way, Suite 101

Mount Vernon, WA 98273

360.416.7013 1.800.684.3555

FAX: 360.899.4754

800.684.3555 x 617



compliance_officer@nsbhaso.org

NORTH SOUND BH-ASO WELCOMES NEW EXECUTIVE DIRECTOR JANROSE OTTAWAY MARTIN

Hello everyone! I wanted to take a moment to introduce myself. My name is JanRose Ottaway Martin, and I started as the new Executive Director at North Sound BHASO in September of this year. I have an extensive background in both direct behavioral health practice and behavioral health administration. I worked for several years in the mental health outpatient program at Downtown Emergency Services Center in Seattle as a case manager and then a supervisor specializing in the homeless populations with the most acute and chronic mental health and substance use disorders. After that, I worked for King County in the Department of Community and Human Services (DCHS) Behavioral Health and Recovery Division (BHRD). I held multiple positions while at BHRD, with my most recent being Business Operations Manager where I worked extensively with the Medicaid-, Mental Illness Drug Dependency tax (MIDD)-, and BHASO-funded programs. I have an undergraduate degree in Sociology from Western Washington University and a Masters in Social Work from the University of Washington.

While the majority of my work experience has been in King County, I was born and raised in the North Sound region and continue to live in Snohomish County. Additionally, I come to this work with a lived history of poverty and my own experience with rural homelessness as a youth. I am passionate about helping those with little financial resources access support and health systems when and how they need them the most. Personally, I am an avid traveler, have three dogs who keep me busy, enjoy live arts (theater, concerts), hiking, and volunteer extensively in the community.

I have focused heavily in my first few months on meeting and making new connections in the North Sound region with providers, stakeholders, government officials and local politicians, as well as getting to know the staff, workflow, and processes at North Sound BHASO. Please reach out to me if you would like to schedule any individual or organizational meetings and I am happy to do so. Call me at (360) 416-7013 Ext 654 or email

JR_OttawayMartin@nsbhaso.org



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NORTH SOUND BH-ASO WELCOMES NEW MEDICAL DIRECTOR

North Sound BH-ASO is excited to announce that Dr. Bret Bellard has joined our team as our new Medical Director. Dr. Bellard is Board Certified in Addiction and Family Medicine and serves as the Rural Section Chief Primary Care/Addictionologist in Nevada. He has significant accomplishments within Substance Use Disorder (SUD) education and research, and has held several pivotal positions within the Nevada, Idaho and Texas treatment and education systems. Please join us in welcoming Dr. Bret Bellard to our organization and Washington State!

UPCOMING TRAINING AVAILABLE: TRAUMA-INFORMED CARE WITH HIGH RISK POPULATIONS

North Sound BH-ASO is pleased to announce that it will be hosting a free training regarding *Trauma-Informed Care with High-Risk Populations* on Friday, January 26, 2024, from 9:00 am – 4:00 pm. The training will be held in Mount Vernon, WA and will be led by Janet Brodksy (LICSW), a therapist and educator with over 40 years of experience in trauma assessment and treatment.

Please see the attached flyer for more information, including information on how to register. Please note that registration will be open from December 4th – January 11th. This training is open to our provider network, but space is limited so we encourage you to sign up early. Please contact James Dixon (james_dixon@nsbhaso.org) if you have any questions.

PROVIDER PROGRAM INTEGRITY TRAINING ATTESTATION

Please see the attached letter about the Provider Program Integrity Training Attestation, which was due on December 1st. Providers who have not yet completed their training please do so and submit as per the letter.

NEW CHILD, YOUTH AND FAMILY MOBILE OUTREACH TEAM SERVES WHATCOM AND SKAGIT COUNTIES

The Child, Youth, and Family Crisis Team (CYFCT) is a voluntary outreach team with the ability to respond and provide crisis and stabilization services in the community (e.g., homes, schools, shelters, juvenile courts, etc.). The team serves children, youth, and families who are navigating a behavioral health (mental health and/or substance use) crisis regardless of what type of health insurance they have. CYFCT offers short term crisis intervention and stabilization services for up to eight weeks utilizing strengths-based, solution-focused, culturally sensitive, trauma-informed, and recovery-oriented interventions.

CYFCT is made up of a group of behavioral health professionals who collaborate with the family to develop a strategy for getting through the current distress and helping them find tools and connections to resources that will help them manage future crises and move towards recovery. Peer counselors draw on their own experiences to help youth and families find hope and support their recovery. The peer's own life experience uniquely equips them to provide support, encouragement, and resources in ways other professionals cannot. Care coordinators work to create connections



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between families and system partners so that the family is supported in their efforts to find stability and the resources they need to manage future events. Finally, mental health professionals help children, youth, and families better understand and cope with thoughts, feelings, and behaviors that cause distress.

Anyone under 21 years old who is physically located in Skagit or Whatcom County is eligible. Whether the situation is a full-blown crisis, or the youth or family is trying to keep a situation from getting more unmanageable, CYFCT provides an intervention that is designed to help young people and their families navigate behavioral health challenges so that they can move toward recovery and a sense of overall well-being.

- Care coordination and safety planning
- Care planning services and stabilization for up to 8 weeks
- Community outreach; meeting children, youth, and families where they are
- Referrals to community resources
- Identification of natural supports
- Peer support for both young people and family members

Currently, the team's hours of operation are 9-5, Monday – Friday. If the team is needed outside of those hours, the Mobile Crisis Outreach Team (MCOT) will respond and transfer the case over to CYFCT as soon as possible. That way, children, youth, and families can receive the benefit of CYFCT's specialized services regardless of when they initially reached out. Services may be accessed by calling (800) 584-3578 anytime, night or day.

HOMELESS OUTREACH STABLIZATION AND TRANSITION (HOST) PROGRAM CELEBRATES ONE YEAR

Evergreen Recovery Centers HOST program celebrated one year of service in Snohomish County, serving over 100 clients since November 2022, there have been 1644 encounters with an average time spent with a client during an encounter of 90 minutes. 318 Naloxone kits were distributed between May and October of 2023.

RECOVERY NAVIGATOR PROGRAM CELEBRATES ONE YEAR

The Recovery Navigator Program in the North Sound Region has reached the one-year mark since implementation. In collaboration with law enforcement, co-responders, service providers, social contacts, housing programs, and community-based programs we've helped to stabilize and assist hundreds of individuals in the community. With ongoing outreach and engagement, the plan for this coming year is to broaden our network of resources and connections throughout the North Sound Region.



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OPIOID ABATEMENT COUNCIL (OAC) UPDATE

As part of the One Washington Memorandum of Understanding (MOU) between Washington Municipalities, local governments participating in the Opioid settlement fund allocation process had to establish local Opioid Abatement Councils. Our region selected North Sound BHASO to oversee the North Sound Regional OAC. The purpose of the regional OAC is to provide public accountability and transparency, monitor distribution of Opioid Funds to programs and services within the region for “Approved Purposes” (as identified in the One Washington MOU), develop a centralized public dashboard or other repository for the publication of expenditure data of Opioid Funds, require and collect additional outcome-related data to evaluate use of Opioid funds if necessary, and hear complaints by Participating Local Governments. While North Sound oversees the North Sound Regional OAC, other members of the OAC include one representative from each of the 5 counties, and one representative per county for all cities in that county. We have held two meetings so far (October 5th and December 8th). Regionally, most participating governments are just starting to receive funds and are identifying how they will utilize those funds. We look forward to bringing further updates in the future as this body of work moves forward.

ASSISTED OUTPATIENT TREATMENT (AOT) PROGRAM

North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) is pleased to announce that we have formally partnered with the Behavioral Health Agency, Conquer Addictions to implement an Assisted Outpatient Treatment (AOT) program in Snohomish County. The AOT program will provide court mandated Less Restrictive Alternative (LRA) treatment to high-needs individuals with necessary mental health and substance use treatment without necessitating hospitalization with an aim to better motivate an individual who struggles with voluntary treatment adherence to engage fully with their treatment plan. The program is currently in the hiring stages with a target of beginning serving AOT orders in early 2024. Snohomish County Courts as well as county stakeholders and providers have been working closely with North Sound BH-ASO and Conquer to prepare for this implementation. If you have any questions regarding the petitioning process for clients to receive AOT orders and services, or any other questions regarding AOT, please contact North Sound BH-ASO’s AOT Coordinator, Garrison Whaley-Sharp at garrison_whaley-sharp@nsbhaso.org.



North Sound BH-ASO
2021 E. College Way, Suite 101, Mt. Vernon, WA 98273
Phone: (360) 416-7013 Fax: (360) 899-4754
www.nsbhaso.org

10/2/2023

Re: Required Centers for Medicare & Medicaid Services (CMS) Trainings Due December 1, 2023

Dear North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Contracted Providers:

As stipulated in North Sound BH-ASO contracts with the five (5) managed care organizations (MCOs), all contracted providers are required to complete the following Medicaid Fraud, Waste and Abuse trainings:

- Combatting Medicare Parts C and D Fraud, Waste and Abuse Training

North Sound BH-ASO will provide information on how to access the approved web-based training provided by Centers for Medicare & Medicaid Services (CMS). **If your organization intends to use a different training, it must submit a copy of the training materials to North Sound BH-ASO for our records.** A copy of the training may be submitted via email to compliance_officer@nsbhaso.org.

Each provider will need to complete an annual attestation form that provides evidence that all employees and downstream entities (sub-contractors) that provide health care or administrative services for North Sound BH-ASO members at or on behalf of the provider organization have completed, or will complete, the above training. Completed attestations may be submitted via email to compliance_officer@nsbhaso.org.

We thank you in advance for your attention to this matter. If you have any questions about the request, please contact me at compliance_officer@nsbhaso.org or by calling 360-416-7013.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles DeElena".

Charles DeElena MBA, MHA, CHC, PMP, CPHQ
North Sound BH-ASO Business Improvement Manager/Compliance Officer

Trauma-Informed Care with High-Risk Populations

TRAINING WORKSHOP



AGENDA

- The ACE Study and What it Means for Our Work
 - Findings
 - Video: Brain Connections
 - Resilience
- Trauma-Informed Care Connection
 - Trauma is...
 - What Makes Some People Heal Naturally & Others Not
 - Case Example
 - Table Activity: Culture Affects Trauma Response
- Hallmarks of Traumatic Events vs. Trauma-Informed Care
 - Description
 - Table Activity: Hallmarks of TIC
- Examples of Replication & Solutions Toward TIC
 - Large Group Activity
- Guiding Principles of Trauma-Informed Care: 2 Versions
- **LUNCH**
- DIS-connection among Marginalized Clients
 - Importance of Contingent Relationships
 - How to Create Avenues for Connection
- Screening for Traumatic Stress in High-Risk Populations
 - Brief & Effective Screening
 - Table Activity: Case Example
- Multiple Connections Between Trauma & Substance Use
 - Research
 - Case Example
 - Table Activity: Symptoms and Treatment
- Wrap up; evaluations

TRAINER



Janet Brodsky, LICSW is a therapist and educator with over 40 years of experience in trauma assessment and treatment. Janet earned her Master's degree in social work at the University of Washington in 1986 and was a therapist at Harborview Center for Traumatic Stress from 1990 through early 2003. In the spring of 2003, she opened her own practice, where she continues to provide trauma-specific therapy, supervision, consultation, and training. Janet has a passion for assisting under-served communities, including refugees and people affected by discrimination. She keeps her balance by kayaking among the seals in the inlets of Olympia, WA.

WHERE IS THIS TRAINING TAKING PLACE?

Northwest Career & Technical Academy - Mount Vernon Campus, Quall Center 2205 West Campus Place Mount Vernon, WA 98273

Breakfast and Lunch provided on-site. A certificate of completion will be provided; however, no CEs are attached to this training.

WHEN IS THIS TRAINING TAKING PLACE?

Friday January 26th, 2024, 9:00am - 4:00pm

The training will be held in person. No virtual option is available.

Registration

<https://www.eventbrite.com/e/trauma-informed-care-with-high-risk-populations-training-workshop-tickets-760016879947?aff=oddtcreator>