



North Sound Behavioral Health
Administrative Services Organization

Board of Directors

Meeting Agenda

March 14th, 2024

**Board of Directors Members Present
in Person:**

Members Present via MS Teams:

**North Sound Behavioral Health
Administrative Services Organization
(North Sound BH-ASO) Staff Present:**

Guests Present:

- 1. Call to Order and Introductions** – Chair
- 2. Tribal Acknowledgement** – Chair
[Tribal Behavioral Health | North Sound BH-ASO \(nsbhaso.org\)](https://www.nsbhaso.org)
- 3. Revisions to the Agenda** – Chair
- 4. Approval of the February 8th, 2024, Minutes, Motion #24-08** – Chair.... Attachment
- 5. Comments & Announcements from the Chair**
- 6. Reports from Members** - Chair
- 7. Comments from the Public** - Chair
- 8. NS BH-ASO Annual Compliance Report**Attachment
Charles DeElena, Compliance Officer
- 9. Report from the Advisory Board** Attachment
Kara Allen, Advisory Board Chair
- 10. Report from the Finance Officer** Attachment
Margaret Rojas, Assistant Director

11. Report from the Governance Operations Committee - Chair

All matters listed with the Consent Agenda have been distributed to each Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, the item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Member.

Consent Agenda – Chair Attachment

Motion #24-09

- To review and approve the North Sound Behavioral Health Administrative Services Organization claims paid from February 1st, 2024 through February 29th, 2024, in the amount of \$2,990,839.01.
- Payroll for the month of February in the amount of \$196,835.30 and associated employer benefits in the amount of \$99,640.40.

12. Action Items – Margaret Rojas, Assistant Director

For Board Approval

Signatory Authority

This motion will authorize the Executive Director, JanRose Ottaway Martin as a signatory on behalf of the North Sound BH-ASO. Other authorized signors remain the same: Margaret Rojas, Deputy Director/ HR Manager, Darren Martin, IS/IT Manager, Michael McAuley, Clinical Director.

Motion #24-10

- To approve adding JanRose Ottaway Martin, Executive Director, as signing authority (replacing Joe Valentine) on North Sound BH-ASO's accounts at Skagit County Auditors' office and the accounts at Banner Bank for: Petty Cash, Advanced Travel, and the employee Flexible Spending Account. The North Sound BH-ASO signatories shall have authorization privileges for disbursements over Perry Cash, Advance Travel, Flexible Spending accounts, vouchers, payroll and investing.

Didgwalic Wellness Center

Didgwalic Wellness Center was the successful bidder for the expansion of Medication Assisted Treatment (MAT) in Skagit County, specifically east county. This service will be available to all individuals regardless of their ability to pay. Didgwalic will bill Medicaid, Indican Health providers and private insurance. The annual allocation is \$50,000.

Motion #24-11

- To approve North Sound BH-ASO-Didgwalic Wellness Center-ICN-24 for the purpose of providing Medication Assisted Treatment in eastern Skagit County. The contract term is

March 1, 2024, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.

City of Mount Vernon Co-Responder Program

We are providing an additional \$40,000 in funding, \$20,000 is a carryover from their previous contract cycle and \$20,000 in ongoing cost for an increase in wages for this contract period.

Motion # 24-12

- To approve NS BH-ASO-City of Mount Vernon-Interlocal-23 Amendment 2 to provide funding for the integrated co-responder team with the City of Mount Vernon Police Department. The contract term is July 1, 2022, through December 31, 2024, with an automatic one-year renewal on January 1, 2025, based on continued compliance with the terms of the contract.

13. Introduction Items – Margaret Rojas, Assistant Director

Health Care Authority (HCA)

HCA is renewing their expansion contract for Housing and Recovery through Peer Services (HARPS) for an annual amount of \$109,996. This funding is specifically for a Substance Use Disorder Peer on the HARPS team.

Lifeline Connections

This is the downstream contract for the SUD Peer on the Lifeline Connections HARPS team. The funding of \$109,996 pays for the full-time SUD Peer on the Lifeline HARPS team.

Jail Transition Services

Proviso reserve funds are being allocated to jail transition programs for one-time expenditures. Total funds available: \$183,768 of Jail Transition and \$66,628 will be allocated from General Funds-State reserves.

- Island County \$21,000
- Skagit County \$127,500
- Whatcom County \$101,896

Dedicated Cannabis Account

Proviso reserve funds are being allocated to Snohomish County Human Services. Total funds available: \$287,275 in Dedicate Cannabis Account and \$32,725 will be allocated in General Fund-State reserves.

- Snohomish County \$320,000

Opioid Outreach

Community Action of Skagit County provides opioid outreach in Skagit County and will receive an increase of \$66,086 annually. The funding will add an additional outreach specialist to the team. The funding is ARPA Substance Abuse Block Grant funds, sustainability of the position will be evaluated during the next 12-months.

Consejo Counseling and Referral Service

Consejo requested one-time funds for BIPOC recruitment in the amount of \$50,000 and funding to support an annual youth behavioral health and leadership conference in Skagit County. Skagit County Public Health is providing additional support. The amount for conference support is \$5,000. The fund allocation is from General Fund-State reserves.

- 14. Report from the Executive Director** Attachment
JanRose Ottaway Martin, Executive Director

- 15. Adjourn** - Chair

Next Meeting: April 11th, 2024



Board of Directors

Meeting Minutes

February 8th, 2024

Board of Directors Members Present in Person:

- o **Barry Buchanan**, County Council; Whatcom County
- o **Peter Browning**, Commissioner; Skagit County, North Sound BH-ASO Board Chair
- o **George Kosovich**, Public Health, Designated Alternate for Peter Browning, Commissioner; Skagit County
- o **Anji Jorstad**, Human Services, Designated Alternate for Dave Somers, County Executive, Snohomish County

Members Present via MS Teams:

- **Nicole Gorle**, Legislative Analyst, Designated Alternate for Nate Nehring, County Council; Snohomish County
- **Jami Mitchell**, Human Services Manager, Designated Alternate for Jane Fuller, County Council; San Juan County
- **Darcy Cheesman**, Legislative Aid, Designated Alternate for Sam Low, County Council; Snohomish County
- **Cynthia Foley**, Sr. Legislative Analyst, Designated Alternate for Strom Peterson, County Council; Snohomish County
- **Kara Allen**, Advisory Board Chair
- **Chris Garden**, Advisory Board Vice-Chair
- **Malora Christensen**, Response Systems Division Manager, Designated Alternate for Satpal Sidhu, County Executive; Whatcom County

North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Staff Present:

- **JanRose Ottaway-Martin**, Executive Director
- **Margaret Rojas**, Assistant Executive Director
- **Darrell Heiner**, Senior Accountant
- **Kimberly Nakatani**, Accountant
- **Maria Arreola**, Senior Admin Assistant
- **Michael McAuley**, Clinical Director
- **Charles DeElena**, Business Improvement Manager/Compliance Officer
- **Joanie Wenzl**, Administrative Manager, Clerk of the Board

Guests Present:

There were no guests present

Call to Order and Introductions – Chair

The Chair called the meeting to order and asked the board members to introduce themselves.

Tribal Acknowledgement – Chair

[Tribal Behavioral Health | North Sound BH-ASO \(nsbhaso.org\)](https://nsbhaso.org)

The chair read the Tribal Acknowledgement.

Revisions to the Agenda – Chair

The Chair asked if there were any revisions to the agenda. No revisions were requested.

Approval of the January 11th, 2024, Minutes, Motion #24-05 – Chair

Jami Mitchell noted the minutes from January needed amended. She represents San Juan, but the minutes show her as representing Snohomish County.

The Clerk of the Board will amend the minutes.

Peter moved a motion for approval of the January Minutes upon the edit listed above, all in favor, none opposed, motion #24-05 carried.

Comments & Announcements from the Chair

Whatcom has two resolutions regarding the fentanyl crisis. Barry will be going to Washington DC and will speak about the crisis.

Reports from Members

- Members gave behavioral health updates from their respective counties.
- Jami Mitchell noted that Jane Fuller is now the Chair for the San Juan County Council and asked that Cindy Wolf take her place on the NS BH-ASO Board of Directors. Jami Mitchell and Mark Tompkins are the designated alternates for Cindy Wolf.

Comments from the Public

There were no members from the public in attendance, so no comments were made.

Report from the Advisory Board

Kara Allen (Advisory Board Chair) gave the Report from the Advisory Board and upcoming activities to include their upcoming Legislative Forum, which is taking place at the McIntyre Hall in September. Brad Banks will be assisting (the ASO's lobbyist).

Report from the Finance Officer

Margaret Rojas and JanRose Ottaway Martin gave the report from the Finance Officer.

Report from the Governance Operations Committee

Vice Chair

The Chair spoke about the newly open Vice Chair position for 2024. The Board will re-run the election, he added.

Board Retreat

It was determined that June 13th would be the best day for the Retreat. The Clerk of the Board will send out the invitation.

It was also decided that one County Coordinator per county could participate in the Board Retreat.

JanRose will be part of the Agenda Planning Workgroup which will take place in March.

The Clerk of the Board will send out an email to see which members would like to take part in the agenda planning session.

All matters listed with the Consent Agenda have been distributed to each Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, the item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a member.

Motion #24-06

- To review and approve the North Sound Behavioral Health Administrative Services Organization claims paid from January 1, 2024, through January 31, 2024, in the amount of \$5,887,585.13.
- Payroll for the month of January in the amount of \$196,921.90 and associated employer benefits in the amount of \$95,364.24.

Peter Browning moved the motion for approval, Anji Jorstad seconded, all in favor, none opposed, all in favor, motion #24-06 carried.

Action Items

For Board Approval

Community Behavioral Health Rental Assistance - Proviso 86 Program Enhancement Funding

- The Proviso 86 funding was a competitive process with Health Care Authority (HCA) to provide funding for individuals involved in the criminal justice system who need behavioral health services and/or housing. The North Sound BH-ASO will receive \$739,000 annually for this project.
- HCA requested the ASO provide a match for the Proviso 86 funding, there was no indication of the level of match, we provided 33%, consistent with federal match requirements. Due to the funding requests coming in above the \$739,000 we used the match to increase two of the providers for equity in the allocations.

- The amendments below are allocating the funds to our Community Behavioral Health Rental Assistance Programs.
 - The allocations are as follows:
 - Snohomish County-Bridgeways \$161,000
 - Snohomish County-Compass Health-\$150,000
 - Island, Snohomish, Skagit & Whatcom County-Pioneer Human Services-\$61,000 + North Sound BH-ASO General Funds-State 33% match of \$121,935
 - Whatcom & Skagit County-Lifeline Connections-\$61,000 + North Sound BH-ASO General Funds-State 33% match of \$121,935
 - Whatcom County-Lake Whatcom Center-\$150,000
 - Whatcom County-Opportunity Council-\$156,000

Motion #24-07

- NS BH-ASO-Bridgeways-CBRA-23 Amendment 1 for the purpose of adding Proviso 86 funds to the CBRA rental assistance in Snohomish County. The contract term is July 1, 2023, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.
- NS BH-ASO-Compass Health-CBRA-23 Amendment 1 for the purpose of adding Proviso 86 funds to the CBRA rental assistance in Snohomish County. The contract term is July 1, 2023, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.
- NS BH-ASO-Lifeline Connections-CBRA-23 Amendment 1 for the purpose of adding Proviso 86 funds to the CBRA rental assistance in Skagit and Whatcom County. The contract term is July 1, 2023, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.
- NS BH-ASO-Lake Whatcom Center-CBRA-23 Amendment 1 for the purpose of adding Proviso 86 funds to the CBRA rental assistance in Whatcom County. The contract term is July 1, 2023, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.
- NS BH-ASO-Pioneer Human Services-CBRA-23 Amendment 1 for the purpose of adding Proviso 86 funds to the CBRA rental assistance in Island, Skagit, Snohomish, and Whatcom County. The contract term is July 1, 2023, through June 30, 2024, with an automatic one-year renewal on July 1, 2024, based on continued compliance with the terms of the contract.

Peter Browning moved the motion for approval, Anji Jorstad seconded, all in favor, none opposed, motion #24-07 carried.

Introduction Items

Didgwalic Wellness Center

Didgwalic Wellness Center was the successful bidder for the expansion of Medication Assisted Treatment (MAT) in Skagit County, specifically east county. This service will be available to all

individuals regardless of their ability to pay. Didgwalic will bill Medicaid, Indican Health providers and private insurance.

Motion# (next month)

City of Mount Vernon Co-Responder Program

We will be providing an additional \$40,000 in funding, \$20,000 is a carryover from their previous contract cycle and \$20,000 in ongoing costs for an increase in wages for this contract period.

Motion# (next month)

Margaret Rojas spoke about the Introduction Items and answered questions.

Report from the Executive Director

JanRose gave the Report from the Executive Director. She covered the topics below and answered questions.

- Weekly Crisis Metrics Report
- Update on the Skagit County Prosecuting Attorney's Office (regarding court hearings)
- Managed Care Organization (MCO) Contract Negotiations
- Crisis Stabilization Services-Delegation
- Behavioral Health Department of Commerce Applications
- Lynwood Jail and 23-Hour Crisis Facility
- Olympic Heritage

Adjourn: 2:30 p.m.

Next Meeting: March 14th, 2024



North Sound BH-ASO Annual Compliance Report

2023

Program Integrity

Prepared by Charles DeElena 3/12/2024

NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION

2021 East College Way, Suite 101 Mount Vernon, WA 98273
360.416.7013|800.864.3555|F: 360.899.4754

www.nsbhaso.org

North Sound Annual Compliance Report

2023

Table of Contents

Executive Summary	3
Data and Analysis	3
Compliance Training	3
Compliance Cases	4
Compliance Case Trend	4
Compliance Case Reported By	4
Compliance Case Reason	5
Compliance Hotline and Email Use	6
2023 Program Updates	6
Policies, Procedures, and Standards of Conduct	6
Compliance Officer and Compliance Committee	6
Compliance Training and Education	6
Effective Lines of Communication	7
Monitoring and Auditing	7
Discipline Guidelines	7
Investigation Process	7

North Sound Annual Compliance Report

2023

Executive Summary

The North Sound Behavioral Health Administrative Services Organization (BH-ASO) Program Integrity Plan serves as the guiding document for all compliance and program integrity activities overseen by the North Sound BH-ASO Compliance Officer. The Compliance Officer is responsible for ensuring that each activity outlined in the plan is carried out in an efficient and effective manner. The Program Integrity Plan outlines the seven (7) elements of an effective compliance program and how North Sound BH-ASO operationalizes achieving each element. These seven elements are not only a standard at North Sound BH-ASO but are also required for each North Sound BH-ASO contractor. The seven elements are:

1. The program must implement policies, procedures, and standards of conduct.
2. The program must have a designated compliance officer and compliance committee.
3. The program must provide compliance training and education to staff and subcontractors.
4. The program must provide effective lines of communication for reporting compliance issues.
5. The program must continually monitor risk through an effective monitoring and auditing plan.
6. The program must develop and publicize discipline guidelines.
7. The program must have a process to detect, track, and respond to potential compliance offenses.

North Sound BH-ASO's Program Integrity program prides itself on having a transparent process whereby issues of concern can be brought to the attention of the Compliance Officer and dealt with according to the processes outlined in policy and the Program Integrity Plan.

2023 represented the fourth full calendar year in which North Sound BH-ASO operated as an administrative services organization. Since beginning operations as an ASO there has been a substantial decrease in network oversight for the organization. All concerns regarding Medicaid funded services are to be sent to the Managed Care Organization (MCO) responsible for providing the funding. The responsibilities of North Sound BH-ASO are outlined in contract with the Health Care Authority (HCA) and represent the updated responsibilities of an ASO in an integrated system.

Data and Analysis

Compliance Training

North Sound BH-ASO requires all staff, providers, and Board of Directors members to participate in annual compliance training. This training goes through the basic elements of a compliance program and the laws associated with fraud, waste, and abuse and HIPAA regulations.

2023 Compliance Training

	North Sound BH-ASO Staff	Provider Agencies	North Sound BH-ASO BOD
Number to be Trained	24	33	22
Number Trained	24	32	12
Percentage Trained	100%	97%	55%

The expectation for conducting compliance training is 100% compliance annually. North Sound BH-ASO staff are at 100% compliance and will therefore need no action to be taken. 2023 represented the largest provider engagement in training since becoming an ASO. Only 1 provider did not attest to having completed staff wide compliance training. Only 55% of the North Sound BH-ASO BOD completed their annual compliance training. The remaining ten (10) members of the North Sound BH-ASO BOD will need to receive training as soon as possible to ensure compliance.

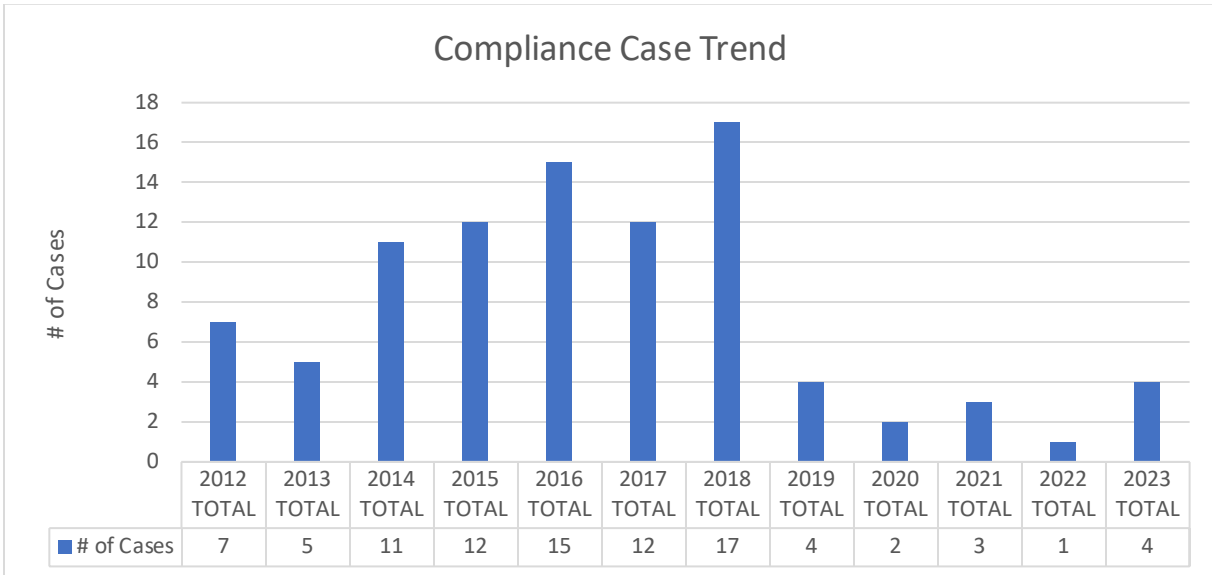
North Sound Annual Compliance Report

2023

Compliance Cases

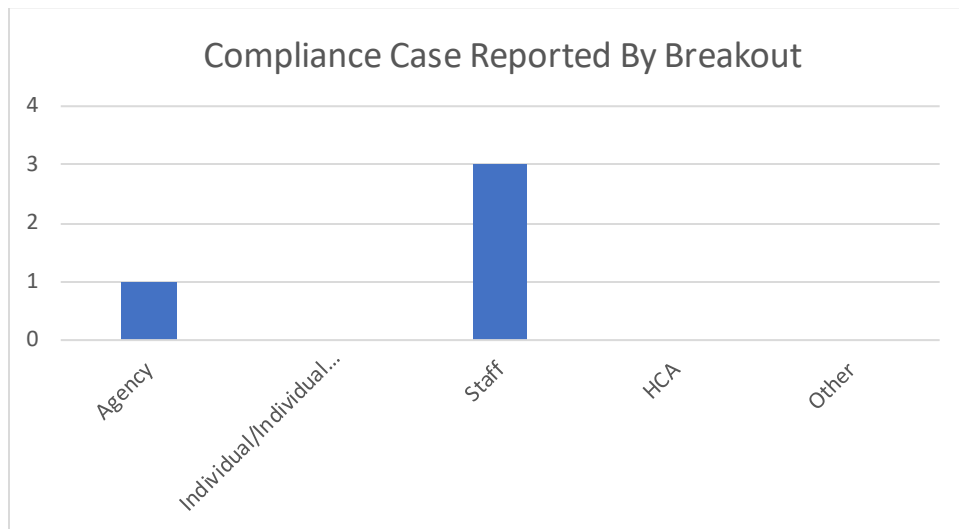
North Sound BH-ASO has a database process that has been tracking compliance concerns since 2012. This allows us to track trends and conduct individual case analysis on previous issues if necessary. There are multiple data points that allow the Compliance Officer to identify opportunities for training and steps in the process that may need updating.

Compliance Case Trend



The graph above shows the compliance case trend from 2012 through 2023. In the previous four (4) years there had been a significant decrease in the number of cases reported or investigated by the North Sound BH-ASO Compliance Officer. The number of cases reported increased in 2023 without any real trend noticed for the cause of the increase.

Compliance Case Reported By



North Sound BH-ASO received four (4) reported compliance concerns in 2023. The majority of the cases were reported by staff members with one (1) case being a self-report from an agency.

North Sound Annual Compliance Report

2023

Compliance Case Reason

TYPE OF ALLEGED

FRAUD

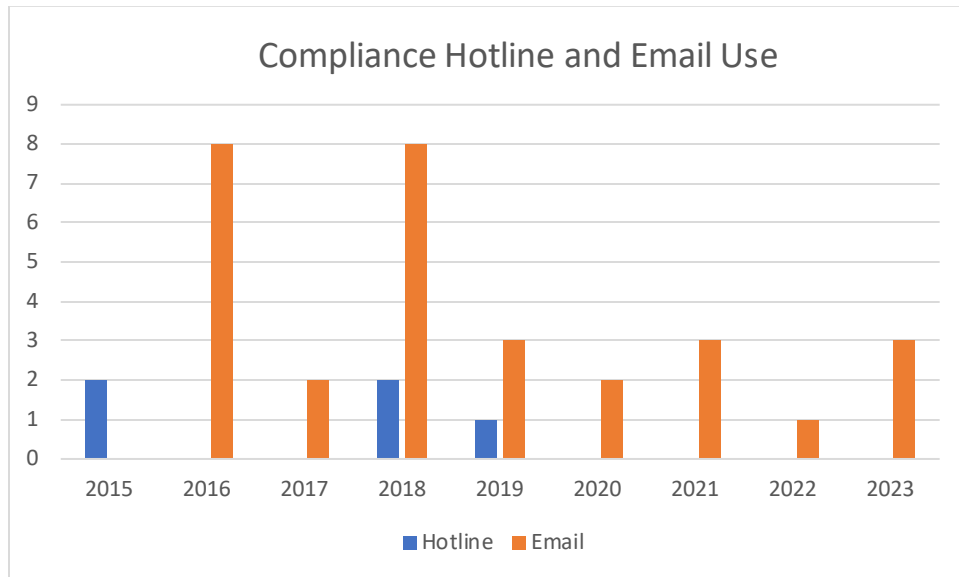
	2017	2018	2019	2020	2021	2022	2023
Funding Source Conflict	0	0	0	0	0	0	0
Misuse of Public Funds	0	0	1	0	0	0	0
Other-Determined Not to Be a Compliance Case	3	2	0	0	3	1	0
Abuse-Questionable Business Practice	1	0	1	0	0	0	4
Referred to Home BHO/BHA	0	0	0	0	0	0	0
Referred to Grievance System	0	1	0	1	0	0	0
Physician Self-Referral OR Federal Anti-Kickback Statute or Stark Law	0	0	0	0	0	0	0
Service Covered by Other Claim	0	0	0	0	0	0	0
Service Duplicate Billing	1	0	0	0	0	0	0
Service Miscoded	1	1	2	1	0	0	0
Service Not Provided	4	4	0	0	0	0	0
Service Not Supported by Patient Medical Record	2	3	0	0	0	0	0
Service Time Inflated	0	6	0	0	0	0	0
Total	12	17	4	2	3	1	4

The table above outlines the compliance case reasons for the past seven (7) years. In 2023 there were four (4) cases that fell under the purview of Abuse-Questionable Business Practices. The reporting of these cases allowed us to find opportunities for improvement at the agency level and provide technical assistance around the reported areas of concern. In all instances the appropriate follow-up actions were taken and the cases were resolved.

North Sound Annual Compliance Report

2023

Compliance Hotline and Email Use



The graph above outlines how reports are made to the Compliance Officer. The Compliance Program advertises two (2) main reporting streams for individuals, providers, and staff to use to report compliance concerns. The Compliance Hotline and Compliance Officer Email are the two (2) main avenues for reporting compliance concerns. The Compliance Officer will also receive concerns in person, through fax, or through written mail. Three (3) of the four (4) cases reported in 2023 were reported through the Compliance Officer Email while the remaining case was identified by the Compliance Officer through a contract review. Having the ability to report through multiple mediums allows for an open-door approach to receiving compliance concerns.

2023 Program Updates

Policies, Procedures, and Standards of Conduct

North Sound BH-ASO had no policy changes during 2023. North Sound BH-ASO did not institute any new policies regarding Program Integrity in 2023.

North Sound BH-ASO will review and update, as necessary, the North Sound BH-ASO Program Integrity Plan and standards of conduct in 2024.

Compliance Officer and Compliance Committee

In an effort to better align with the operations of the organization there was a shift in the reporting of the Compliance Committee. The BH-ASO Compliance Committee now reports to the North Sound BH-ASO Leadership Team which serves as the Ethics and Compliance Committee. There was no change in the North Sound BH-ASO Compliance Officer.

Compliance Training and Education

North Sound BH-ASO is responsible for conducting annual compliance training to all staff and Board of Directors members to ensure they are up to date as to their role in reporting potential violations and how to identify issues of concern. There is an expectation to have 100% participation in the training annually. During 2023 it was difficult to get 100% participation by Board of Directors members due to competing priorities. North Sound BH-ASO will work with those members that did not complete the training to provide an alternative method in Quarter 1, 2024.

North Sound Annual Compliance Report

2023

North Sound BH-ASO provider agencies are required to submit an annual attestation stating they conducted compliance training with all of their staff. They are also required to keep records of the training in case an audit was to occur. Those agencies that did not submit the attestation will be placed in corrective action for non-compliance in Quarter 1, 2024.

Effective Lines of Communication

North Sound BH-ASO continues to have an open-door policy when it comes to reporting issues of concern for compliance. The North Sound BH-ASO Compliance Officer is available by phone, email, in person, or anonymous hotline. In 2023 there were three (3) cases reported through the Compliance email. Due to the low number of cases, it is difficult to determine if the multiple mediums for reporting is effective. North Sound BH-ASO continuously promotes the use of the Compliance Hotline and email through the monthly provider bulletin in addition to the North Sound BH-ASO website. In 2024 the Compliance Officer will determine if further marketing of reporting methods is necessary.

Monitoring and Auditing

North Sound BH-ASO is in between its bi-annual audit cycle and did not conduct a Program Integrity Audit on its three (3) contracted crisis providers in 2023. North Sound BH-ASO will conduct a review of provider Compliance Program policies and procedures, the conducting of exclusionary checks, a review of training documents, and a review of adherence to the seven (7) elements of an effective compliance program in 2024.

North Sound BH-ASO conducted an updated risk assessment in 2023 and is working on developing the risk mitigation plan.

Discipline Guidelines

North Sound BH-ASO has not updated its discipline guidelines regarding Program Integrity. All enforcement and discipline guidelines can be found in the North Sound BH-ASO Program Integrity Plan.

Investigation Process

The investigation process is outlined in the Program Integrity Plan and Policy 2001.00. These processes delineate the role of the North Sound BH-ASO Compliance Officer, Ethics and Compliance Committee, and HCA. The process in 2023 has not changed from previous years. The overall process will continue to be reviewed as updates come through North Sound BH-ASO contracts with HCA.



Advisory Board Brief

March 7, 2024

The Advisory Board met on March 5, and the following items were discussed:

— Advisory Board

- The Ad Hoc Committee determined the Legislative Forum time to be 10:00 – 2:00 on September 19, 2024, at McIntyre Hall in Mount Vernon. The committee will continue to meet.
- The Advisory Board annual retreat will be held June 4, at the Skagit Resort in Bow. Ad Hoc planning committee was formed.
- Members expressed interest in attending the WA Behavioral Healthcare Conference June 12-14.

— Executive Director

- The Executive Director provided a report.
- The Action Items were passed and recommended to the Board of Directors.

— Finance/Executive Committee

- The February Expenditures were passed and recommended to the Board of Directors for approval.

North Sound Behavioral Health Administrative Services Organization March 14th, 2024, Board of Directors Financial Notes

HIGHLIGHTS

1. The Budget to Actuals revenue is looking pretty good. Revenues are ahead of budget due mainly to some new Proviso funding and some six-month proviso payments. The Crisis Services appears to be slightly increasing with most of the variance due to late billings received in January, most of the other negative variances are due mostly to late billings. Our expenses are currently running \$529,643 under budget.
2. The Revenue and Expense statement looks good at the end of February, showing an income of \$3,447,110 mainly due to receiving new Proviso dollars and six-month proviso funds. The SABG negative fund balance has increased significantly. Our revenues are covering our expenses. I updated the fund balances as of 12/31/23, our general fund balance was \$8,772,415 on 12/31/23, our maximum allowed is \$6,130,213.
3. The one thing to note is the Medicaid fund balance, I shifted \$578,534 of MCO expense to GFS and am estimating a need to shift another \$520,877 of Medicaid shortfall on the next R&E reporting, this should bring us in line with resetting the MCO balance to zero for 1/1/24. The MCOs pay at the beginning of the month but our expenses don't appear until the following month. Going forward we are going to implement the six-month reconciliation process to avoid this situation.

NOTES

1. We are presenting the financial statements for February 2024 for the Behavioral Health Administrative Services Organization (ASO).
2. These monthly statements are prepared for the Board's use only. They provide a snapshot of expenses and revenue for a single calendar month compared with a hypothetical "year to date" projection. However, neither revenues nor expenditures occur on an equal 1/12 amount each month.
3. The North Sound BH-ASO adopts "calendar year" budgets, but the allocations from the state are done on a state fiscal year basis [with adjustments every 6 months]. The exceptions are Federal Block Grant Funds which are allocated for the entire fiscal year.
4. Revenues and expenses are managed independently within each of the major fund categories: Medicaid, State General Fund, Mental Health Block Grant, Substance Abuse

Block Grant, and SAMHSA [a direct grant we receive from the federal government for our rural Medication Assistance Treatment program].

5. Within 'State General Funds', allocations are further subdivided between general state funds, and the multiple "Proviso" funds allocated for specific services.

6. We have added two new lines at the bottom of the "Revenue and Expense" tab which shows the beginning and ending fund balance within each fund category for the state fiscal year. I also added some additional lines at the bottom to show the Net Income from Operations before the transfer of funds to the BHO.

7. The Budget to Actuals statement includes notes on areas where there is a variance between the hypothetical year to date budget and actual revenues and expenditures. I also added additional lines at the bottom to show the transfer of funds separate from the normal operations.

NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICE ORGANIZATION
PRELIMINARY REVENUE and EXPENSE STATEMENT for FEBRUARY 2024*

REVENUES	YTD 2024 Totals	YTD 2024 Medicaid	YTD 2024 State	YTD 2024 MHBG	YTD 2024 SABG	YTD 2024 HRSA
Intergovernmental Revenues						
HRSA	0					-
MHBG	364,096			372,709		
SABG	629,398				620,785	
State Funds	8,337,527		8,337,527			
Medicaid (MCO)	2,174,832	2,174,832				
Total Intergovernmental Revenues	11,505,853	2,174,832	8,337,527	372,709	620,785	0
Misc. Revenue **	0		0			
Interest Revenue	88,010		88,010			
TOTAL REVENUES	\$ 11,593,863	\$ 2,174,832	\$ 8,425,537	\$ 372,709	\$ 620,785	\$ -

EXPENDITURES						
Inpatient Treatment	\$ 129,728		\$ 129,728			
ITA Judicial	(216,595)		(216,595)			
Crisis Services	3,772,425	1,929,661	1,454,945	115,353	272,467	
Crisis Teams - Children & Youth	141,294		141,294			
Co-Responder	239,153		0	122,398	116,754	
MH Crisis Stabilization	63,390		0	63,390		
E&T Services	61,108		61,108			
E&T Discharge Planner	77,953		77,953			
Jail Services	53,234		53,234			
PACT Services	249,877		249,877			
Assisted Outpatient Treatment	74,249		74,249			
Trueblood	41,137		41,137			
BH Enhancement Funds	24,500		24,500			
HOST	206,661		206,661			
Peer Bridger	25,220			25,220		
MHBG Expenditures ***	127,499			127,499		
HARPS Housing	239,152		239,152			
DOC Housing	299,953		299,953			
DMA County Contracts	105,798		105,798			
Recovery Navigator	445,330		445,330			
Opiate Dependency Outreach	165,088				165,088	
PPW Housing Support Services	54,094				54,094	
SABG Expenditures ****	157,706				157,706	
Withdrawal Management	487,825		246,612		241,213	
HRSA	82,522					82,522
Juvenile Drug Court	29,593		29,593			
Other MH Services *****	207,953		207,953			
Other SUD Services	60,927		60,927			
Advisory Board	413		413			
Subtotal - Services	7,407,186	1,929,661	3,933,821	453,860	1,007,323	82,522
Administration	739,567	192,666	538,662			8,239
TOTAL EXPENDITURES	\$ 8,146,754	\$ 2,122,327	\$ 4,472,483	\$ 453,860	\$ 1,007,323	\$ 90,761
Net Income	\$ 3,447,110	\$ 52,505	\$ 3,953,055	\$ (81,151)	\$ (386,538)	\$ (90,761)

Beginning Fund Balance 12/31/23	18,470,938	0	19,390,820	(151,342)	(628,260)	(140,280)
Ending Fund Balance	21,918,048	52,505	23,343,875	(232,493)	(1,014,798)	(231,041)
Flexible GFS balance at 12/31/23			8,772,415			

Note: State Fund Balance also includes Proviso Fund Balances which are designated for specific expenditures

* THIS IS AN UNAUDITED STATEMENT

* Medicaid and State revenue are paid in advance. MHBG, SABG and SAMHSA revenue are paid on an expense reimbursement method. Expenses are recognized when the bill is received.

** Room Rental Fees, Tribal Conference, Salish Contract

*** Includes COVID, PATH and other FBG services. Does not include Crisis or E&T

**** Includes Peer Pathfinder and other SABG expenses. Does not include Crisis

***** Includes CORS, FYSPT, Outpatient Services, PATH match

NORTH SOUND BH-ASO**Warrants Paid****February 2024**

Type	Date	Num	Name	Amount
Bill Pmt -Check	02/02/2024	575745	Brigid Collins	-12,521.43
Bill Pmt -Check	02/02/2024	575764	Collective Medical Technologies	-2,856.01
Bill Pmt -Check	02/02/2024	575816	Island County Human Services	-158,908.77
Bill Pmt -Check	02/02/2024	575840	Lake Whatcom Center	-17,073.76
Bill Pmt -Check	02/02/2024	575880	Opportunity Council	-14,389.67
Bill Pmt -Check	02/02/2024	575886	Pioneer Center	-109,792.82
Bill Pmt -Check	02/02/2024	575900	San Juan County Health & Comm. S	-20,091.69
Bill Pmt -Check	02/02/2024	575902	Sea Mar	-2,416.83
Bill Pmt -Check	02/02/2024	575920	Snohomish Co Human Services	-165,770.22
Bill Pmt -Check	02/02/2024	575935	Tulalip Tribes	-5,907.08
Bill Pmt -Check	02/02/2024	575725	US Bank	-3,527.26
Bill Pmt -Check	02/02/2024	575781	Wai, Eddie-Reim	-34.98
Bill Pmt -Check	02/09/2024	576015	City of Mt Vernon	-61,032.91
Bill Pmt -Check	02/09/2024	576028	Consejo Counseling	-4,972.33
Bill Pmt -Check	02/09/2024	576061	Greater Columbia BH-ASO	-937.59
Bill Pmt -Check	02/09/2024	576100	Lake Whatcom Center	-4,474.90
Bill Pmt -Check	02/09/2024	576105	Lifeline Connections	-1,295.26
Bill Pmt -Check	02/09/2024	576153	Office Depot	-16.31
Bill Pmt -Check	02/09/2024	576199	Skagit County Public Health	-47,151.80
Bill Pmt -Check	02/09/2024	576245	Smokey Point Behavioral Hospital	-1,940.38
Bill Pmt -Check	02/09/2024	576210	Snohomish Co Juvenile	-13,143.10
Bill Pmt -Check	02/09/2024	576209	Snohomish Co Prosecutor	-54,564.49
Bill Pmt -Check	02/09/2024	576076	South Bay Counseling	-3,043.00
Bill Pmt -Check	02/09/2024	576212	Spokane County BHO	-1,730.00
Bill Pmt -Check	02/09/2024	576225	Telecare Corporation	-11,870.08
Bill Pmt -Check	02/09/2024	576229	Tulalip Tribes	-10.00
Bill Pmt -Check	02/09/2024	576267	Whatcom Co Superior Court	-67,024.00
Bill Pmt -Check	02/16/2024	576289	Access	-458.33
Bill Pmt -Check	02/16/2024	576344	Bellard, Bret MD	-2,880.00
Bill Pmt -Check	02/16/2024	576328	Bellingham School Dist #501	-19,993.38
Bill Pmt -Check	02/16/2024	576401	Davenport Group Inc	-4,150.73
Bill Pmt -Check	02/16/2024	576432	Evergreen Recovery	-12,336.92
Bill Pmt -Check	02/16/2024	576438	Firstline Communications (All Phase)	-1,144.02
Bill Pmt -Check	02/16/2024	576443	Frontline Cleaning Services LLC	-445.00
Bill Pmt -Check	02/16/2024	576541	Lake Whatcom Center	-17,073.76
Bill Pmt -Check	02/16/2024	576556	Lifeline Connections	-37,083.17
Bill Pmt -Check	02/16/2024	576722	Maharaj-Lewis, Starleen	-375.00

NORTH SOUND BH-ASO
Warrants Paid
February 2024

Bill Pmt -Check	02/16/2024	576633	Morris Consulting	-700.00
Bill Pmt -Check	02/16/2024	576625	Office Depot	-191.66
Bill Pmt -Check	02/16/2024	576627	OnSolve LLC	-716.00
Bill Pmt -Check	02/16/2024	576649	Skagit Valley Hospital	-30,636.85
Bill Pmt -Check	02/16/2024	576714	Snohomish Co Human Services	-472,538.80
Bill Pmt -Check	02/16/2024	576715	Snohomish Co Juvenile	-16,450.18
Bill Pmt -Check	02/16/2024	576720	SRS Property Management	-11,618.98
Bill Pmt -Check	02/16/2024	576738	T-Mobil	-936.92
Bill Pmt -Check	02/16/2024	576743	Telecare Corporation	-5,872.54
Bill Pmt -Check	02/16/2024	576780	Wave Business	-601.20
Bill Pmt -Check	02/16/2024	576788	Whatcom County Health Department	-81,654.42
Bill Pmt -Check	02/23/2024	576858	Bridgeways	-54,118.61
Bill Pmt -Check	02/23/2024	576859	Buri Funston Mumford Furlong	-570.00
Bill Pmt -Check	02/23/2024	576883	Comcast	-228.31
Bill Pmt -Check	02/23/2024	576884	Community Action of Skagit Co	-60,510.23
Bill Pmt -Check	02/23/2024	56886	Compass Health	-1,177,806.02
Bill Pmt -Check	02/23/2024	576888	Consejo Counseling	-5,940.00
Bill Pmt -Check	02/23/2024	577164	Culligan NW	-13.97
Bill Pmt -Check	02/23/2024	576925	Evergreen Recovery	-131,020.56
Bill Pmt -Check	02/23/2024	577026	Mount Baker Presbyterian Church	-10,105.06
Bill Pmt -Check	02/23/2024	577010	Pederson, Mark, J	-321.75
Bill Pmt -Check	02/23/2024	577065	Providence-Everett	-5,427.92
Bill Pmt -Check	02/23/2024	577073	Richoh USA - 31001	-764.81
Bill Pmt -Check	02/23/2024	577083	Sea Mar	-1,718.58
Bill Pmt -Check	02/23/2024	577170	Whatcom Co Superior Court	-16,472.00
Bill Pmt -Check	02/23/2024	577172	Whatcom County Health Department	-17,966.66
Bill Pmt -Check	02/27/2024	IGT	Skagit County Auditor	-3,500.00
				-2,990,839.01
				-2,990,839.01
				-2,990,839.01

Weekly Crisis Metrics Report:

See attached.

ITA Courts in WA state:

Beyond the known ITA Court issues in Skagit, we recently found out that two counties in WA state have received notice that Public Defenders cannot service more than a certain amount of ITA cases. In one situation, it seems like the Public Defenders have indicated they can only represent 80 ITA cases due to staffing issues. The county is currently averaging 95+ cases.

Proviso Language

North Sound has been identified in the budget under a proviso to start a pilot program regarding Proviso funding. While North Sound will be required to meet the intention and manage programs as identified in Provisos, we are being allowed an up-front (i.e. not requiring HCA pre-approval) flexibility on 30% of our total proviso funding to be utilized for other programs in the North Sound region. Presuming approval of the budget, we will be required to provide an update to the legislature on how those funds were used. The idea is to create a mechanism to more flexibly use funds in our region when they are available versus sending them back to the state.

Crisis Stabilization Services – Delegation:

HCA has indicated to BHASOs that they will be delegating Crisis Stabilization Services to BHASOs. HCA is working to include this delegation in the next HCA and MCO contracts. In our current MCO negotiations, North Sound ASO has already started working with MCOs to add the language to our existing MCO contracts. For example, one requirement will be the following:

- (1) For urban and suburban areas transport **occurs** within 1-hour.
- (2) For rural areas transport teams **leave** within 20 minutes of transport being arranged.

Skagit County:

North Sound ASO continues to work in partnership with Skagit County on a Crisis Coordination meeting meant to identify gaps and potential for improving crisis services in Skagit County. One effort currently underway is to create a High Utilizer Group and/or case consult space where various entities (law enforcement, first responders, BHAs) can coordinate care for known individuals. North Sound ASO is working to help develop a universal Release of Information that can be used for those purposes.

Opiate Abatement Council:

Washington state has recently met with OACs and community partners to share the data dashboard they are working to develop that will include spending information, settlement dollar disbursements and some basic programmatic information on a state-wide platform for the Opioid settlement funds. This will likely take the place of the OAC's responsibility of creating a dashboard. Most participating governments will likely enter data themselves. North Sound will likely make ourselves available if some struggle with capacity/staffing to enter data. This will allow for much more state-wide transparency and sharing of information across the state.

Western State Hospital:

We have recently seen an increase in problematic discharges from Western State Hospital for forensic cases. Where possible, North Sound ASO is partnering with local providers, Crisis System and Managed Care Organizations on those cases to make sure clients have the most support possible on release. We are also making a request through HCA to meet with Western on a recent discharge and how it was managed. We are advocating for Western State sharing two documents with Western State Liaisons that could assist in making clinically appropriate discharge plans for high profile clients. Those requests have gone to HCA.



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 3/13/2024

**NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION**

2021 East College Way, Suite 101 Mount Vernon, WA 98273

360.416.7013 | 800.864.3555 | F: 360.416.7017

www.nsbhaso.org

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Table of Contents

Executive Summary.....	5
Crisis System Metric Dashboards.....	5
Areas outside limits.....	5
Crisis Calls metrics outside limits	5
Investigation metrics outside limits	5
Crisis Calls, Triage Calls and DCR Dispatches	6
Crisis Call Center	7
Monthly Crisis Call metrics.....	7
Crisis Calls monthly comparison	8
Crisis Service and VOA Call Center report comparison.....	8
Comparison of Crisis Call and Triage Call Length	9
Triage Call Center	10
Monthly Triage Call metrics	10
Triage Calls monthly comparison.....	11
Call Center Demographics.....	11
Age Group	11
Funding Source.....	12
Ethnicity	13
Primary Language.....	14
Gender	14
Sexual Orientation	15
Dispatches, Detentions and Detention Rates	16
Per Capita Detention Rates.....	16
Detentions.....	17
Population	17
Per Capita Detention rate	17
Island, San Juan, Skagit, and Whatcom.....	18
Snohomish.....	19
Dispatch, Detention and Detention Rate Values	20
Crisis System Overview	21
Unduplicated people served in the crisis system	21

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Services in conjunction with investigation services	22
Same Day and Follow on Summary.....	22
Same Day Crisis Services by County	22
Follow On Crisis Services by County	22
North Sound Crisis Dispatch Metrics	23
Current Investigation Data Used.....	23
North Sound Investigation Metrics over Time graph.....	25
Investigation Reason Percentages Pie Charts	26
Investigation Outcomes over time percent of total chart	26
Investigation Place of Service Jail – Correctional facility	27
Dispatch Time Metrics	27
Investigation Outcome Grouping.....	30
Investigation Walk-Away Data	30
People with Dispatches and Detain history	32
Detained prior 6 months.....	32
Detained prior year	33
Investigation Services	33
Place of Service for Investigation Services.....	34
Place of Service for Investigation compared monthly	34
Place of Service for Investigation compared by County for the most recent month	35
Count of place of Service by month and County	35
Crisis Services – not Hotline	42
Count of Crisis Services by County	42
Crisis Services by County - All Ages	42
Crisis Services by County – Child.....	43
Comparison of Crisis Service Place of Service by Month	44
Comparison of Crisis Service Place of Service by County.....	45
Count of Crisis Services by month and Place of Service	46
Count of Crisis Services by County and Place of Service	46
Telehealth Place of Service – Crisis and Investigation Services	53
North Sound Community Triage Centers (Crisis Stabilization)	54
Region	54

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Region Bed Day Deliverable	54
Island	55
Skagit Triage	56
Snohomish Triage.....	56
Whatcom Triage.....	57
Other Triage Information Available	59
North Sound Child and Family Youth Team (CFYT).....	60
CYFT Overview in the North Sound Region.....	60
CFYT Services.....	60
CFYT Units of Service.....	60
CFYT County and MCO distribution of Services	60
Contract Crisis Metric Summary and Report Cross Reference	62
Crisis System Metrics Report deliverable to HCA	62
Current Quarter Crisis System Metrics Report	65
Last Submitted Crisis System Metrics Report	66
Other Highlighted Metrics	67
Data Files and Locations used for report preparation	68

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Executive Summary

Crisis System Metric Dashboards

North Sound Crisis Calls Period From Mar-23 To Feb-24

	crisis calls	Calls Answered	Calls LT 30 sec	Average answer time (sec)	Calls Abandoned
Prior 12 mo. Avg	3,975	3,955	3,769	0:00:15	20
Min	3,710	3,691	3,499	0:00:12	4
Max	4,337	4,333	4,203	0:00:24	62
St dev	175	178	212	0:00:03	20
Feb-24	4,126	4,122	4,027	0:00:12	4
Current Month	✓	✓	✓	✓	✓

North Sound Investigations Period From Mar-23 To Feb-24

	invest.	detentions	MH invest.	SUD invest.	MH and SUD invest.	Referred from Law Enforcement	avg dispatch response time hrs.
Prior 12 mo. Avg.	402	149	245	22	131	40	1.42
Min	361	131	210	13	110	27	1.05
Max	451	165	272	33	149	53	1.83
Standard dev.	27	11	20	6	13	8	0.28
Feb-24	361	131	210	13	137	27	1.06
Current Month	✓	✓	✓	✓	✓	✓	✓

	Detentions and Commitments	Less Restrictive Options MH	Voluntary MH Treatment	Other	No Detention Due to Issues	Place of Service Prison - Correctional	
Prior 12 mo. Avg.	161	6	142	89	4	66	
Min	143	1	120	72	2	56	
Max	179	10	161	100	9	88	
Standard dev.	11	2	13	8	3	8	✓ Inside 2 stdev
Feb-24	143	8	136	72	2	69	⚠ at 2 stdev
Current Month	✓	✓	✓	✗	✓	✓	✗ outside 2 std

Areas outside limits

Crisis Calls metrics outside limits

No measures changed beyond the 2 standard deviation limit.

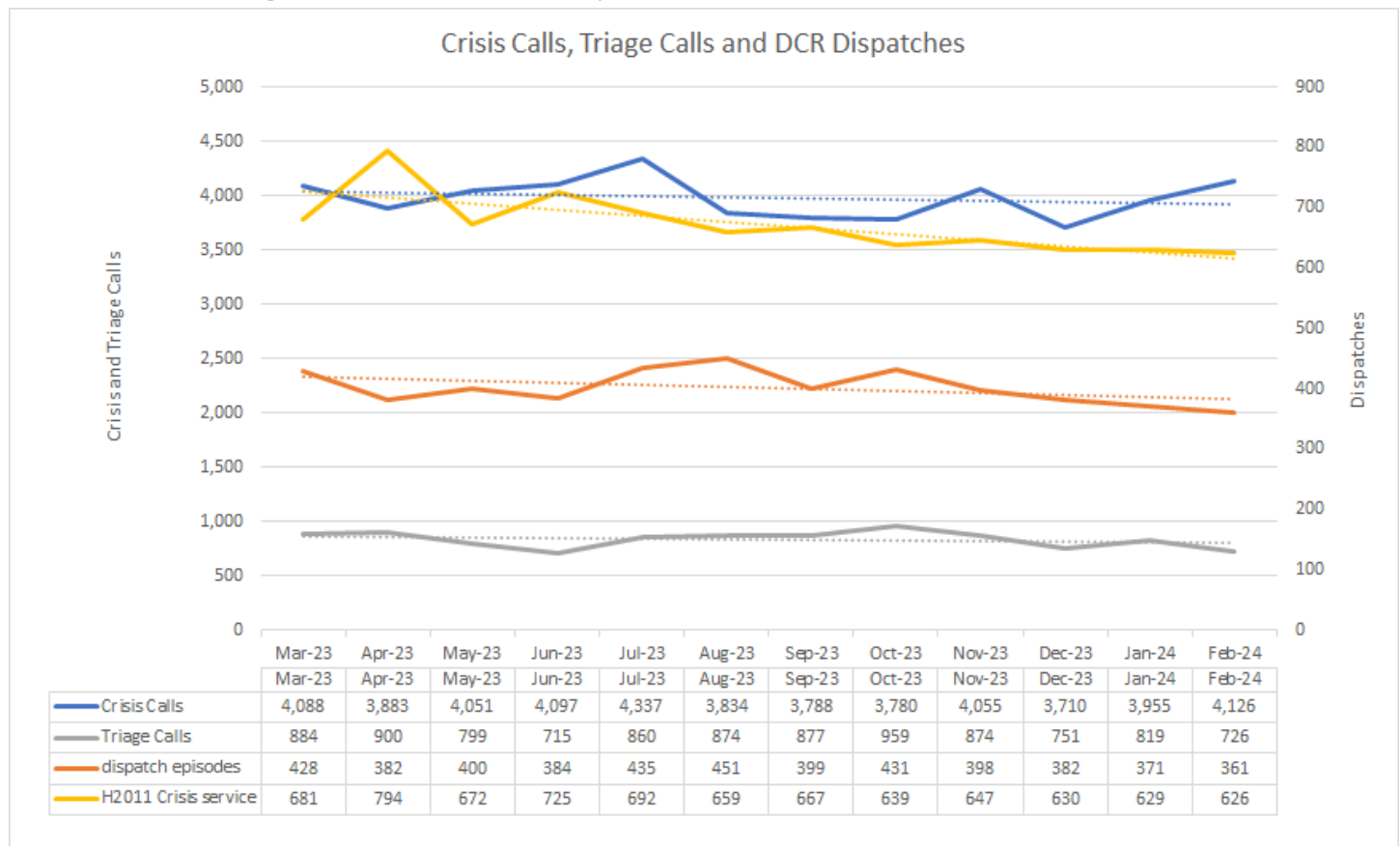
Investigation metrics outside limits

The 'Other' investigation outcome has decrease beyond the 2 standard deviation limit. This is a positive result and likely the result of training to better characterize outcomes.

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 Outreaches 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 (94.8%). The current month is 98.6%, above the goal.

The Crisis Call Center one year average is meeting the contract required 5.0% Call Abandonment rate, the one year average is (0.5%) . The current month is meeting the goal (0.1%).

Crisis Calls

Period From Mar-23 To Feb-24

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Feb-24	4,126	97.6%	0.1%
Average	3,975	94.8%	0.5%
Min	3,710	90.1%	0.1%
Max	4,337	97.6%	1.6%

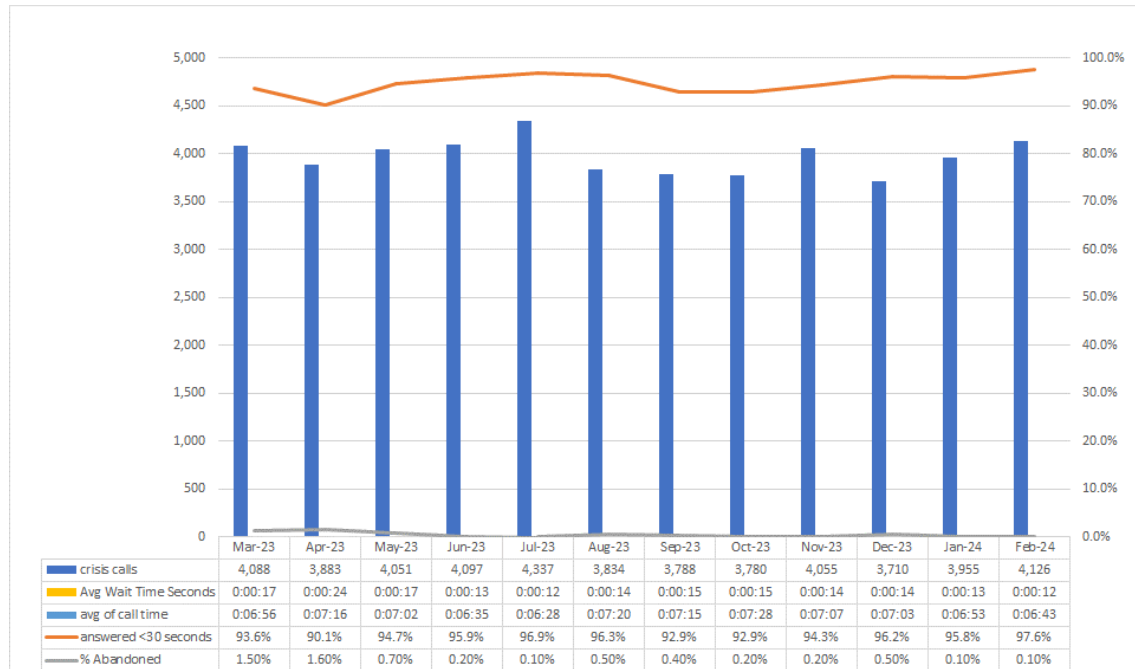
Monthly Crisis Call metrics

Month	crisis calls	answered <30 seconds	% Abandoned	Avg Wait Time Seconds	avg of call time
Mar-23	4,088	93.6%	1.50%	0:00:17	0:06:56
Apr-23	3,883	90.1%	1.60%	0:00:24	0:07:16
May-23	4,051	94.7%	0.70%	0:00:17	0:07:02
Jun-23	4,097	95.9%	0.20%	0:00:13	0:06:35
Jul-23	4,337	96.9%	0.10%	0:00:12	0:06:28
Aug-23	3,834	96.3%	0.50%	0:00:14	0:07:20
Sep-23	3,788	92.9%	0.40%	0:00:15	0:07:15
Oct-23	3,780	92.9%	0.20%	0:00:15	0:07:28
Nov-23	4,055	94.3%	0.20%	0:00:14	0:07:07
Dec-23	3,710	96.2%	0.50%	0:00:14	0:07:03
Jan-24	3,955	95.8%	0.10%	0:00:13	0:06:53
Feb-24	4,126	97.6%	0.10%	0:00:12	0:06:43

North Sound Crisis Metric and Reporting

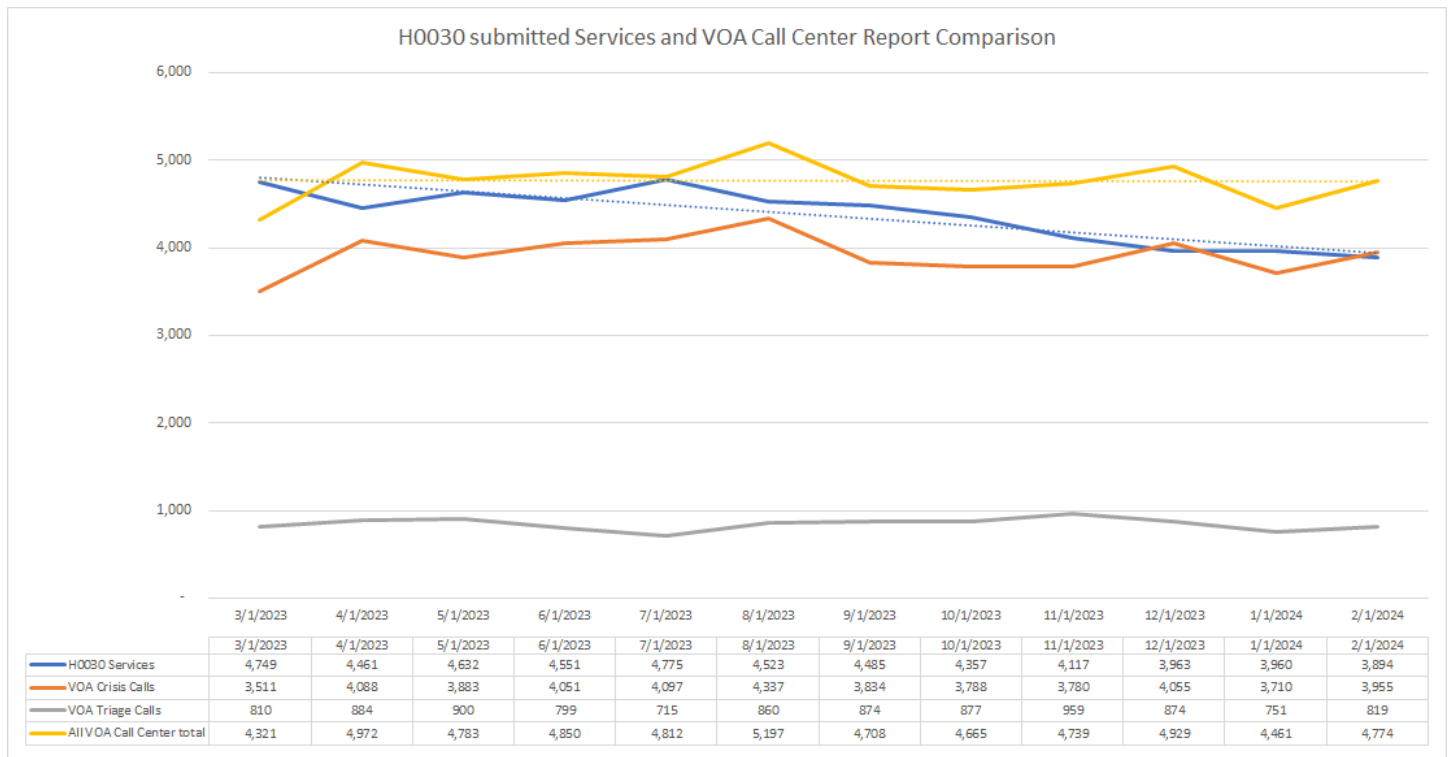
Call Center, DCR dispatch and Crisis Services

Crisis Calls monthly comparison



Crisis Service and VOA Call Center report comparison

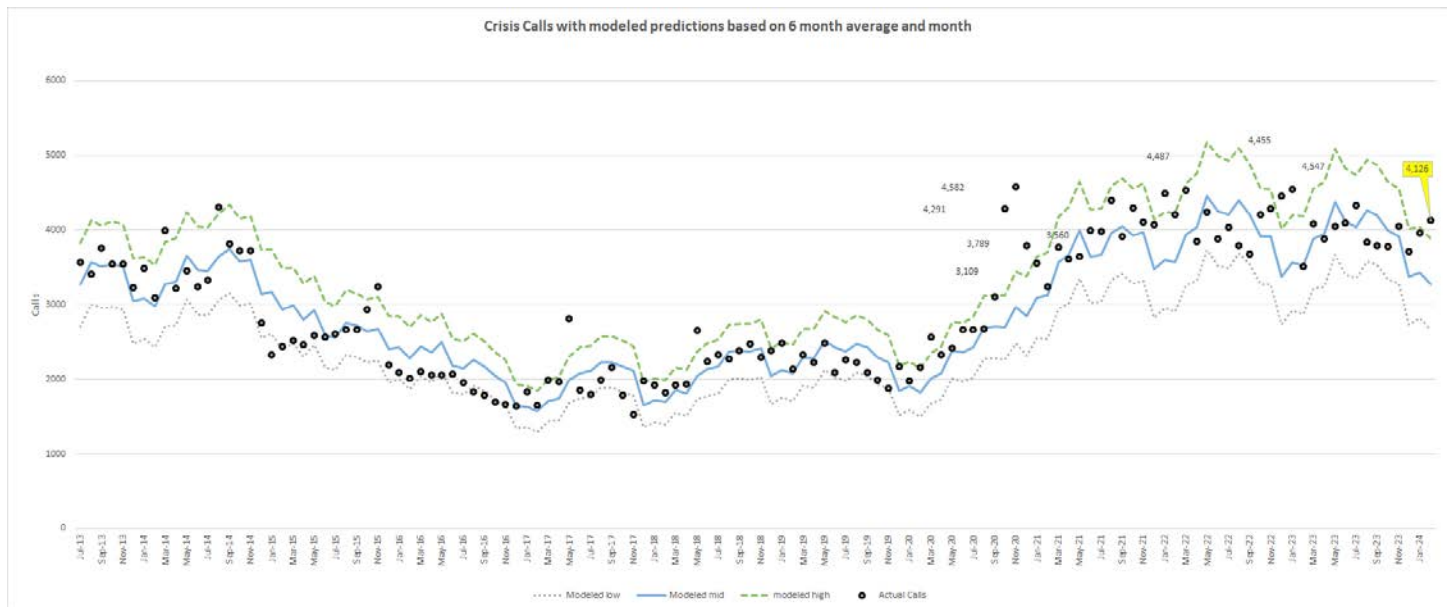
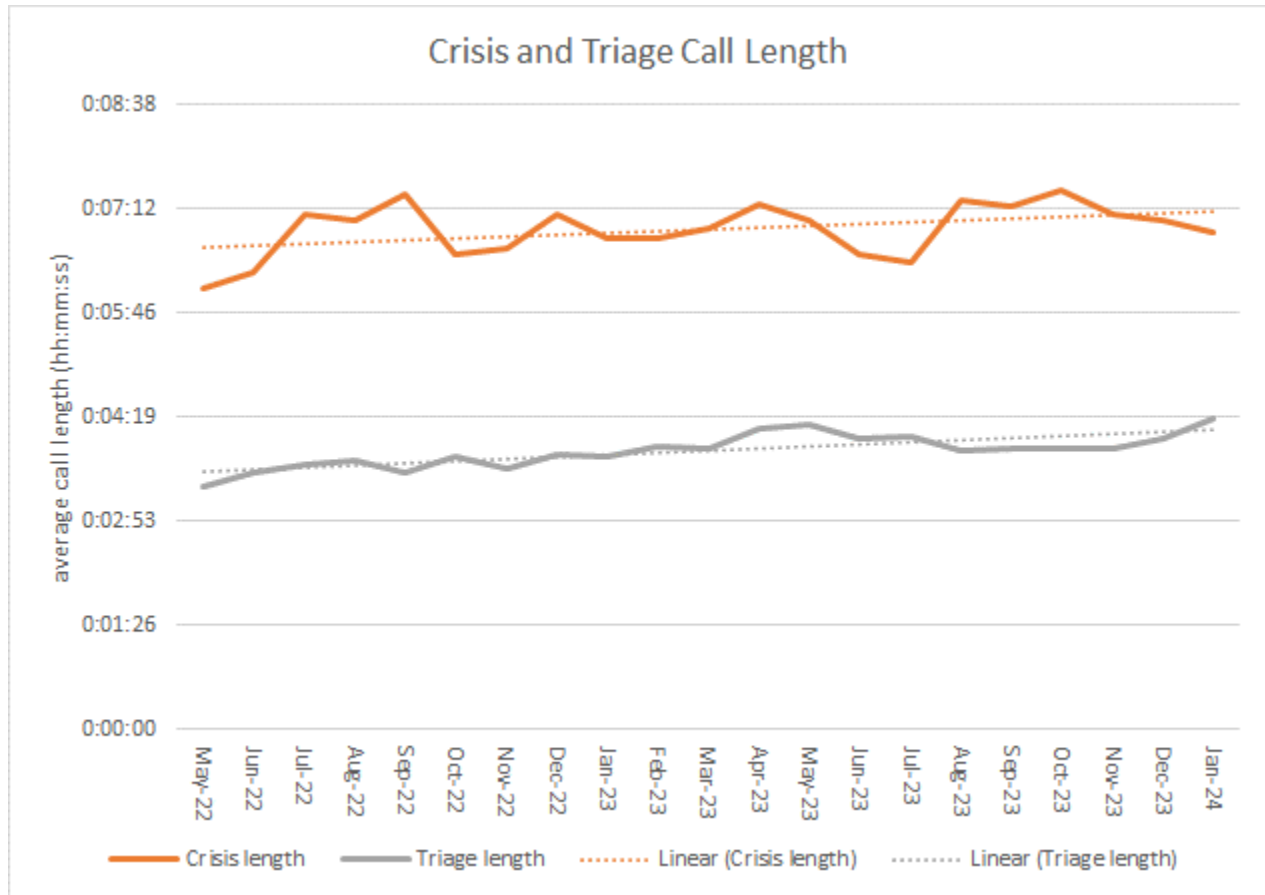
VOA submits a call center report monthly. H0030 services are also submitted – these are different counts, this comparison is presented to understand the difference.



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Comparison of Crisis Call and Triage Call Length



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Triage Call Center

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

The Triage Call Center is meeting the 90% goal for calls answered in less than 30 seconds. The one year average is 93.5%. The most recent month is 96.5%, meeting the goal.

The Triage Call Center is meeting the 95% goal for calls not abandoned in the current month. The one year average is 99.3%, meeting the 95% goal.

Triage Calls

Period From Mar-23 To Feb-24

	Avg Monthly calls	Avg % answered < 30	Avg % abandoned
Feb-24	726	96.8%	0.4%
Average	837	93.7%	0.7%
Min	715	90.4%	0.1%
Max	959	96.8%	1.4%

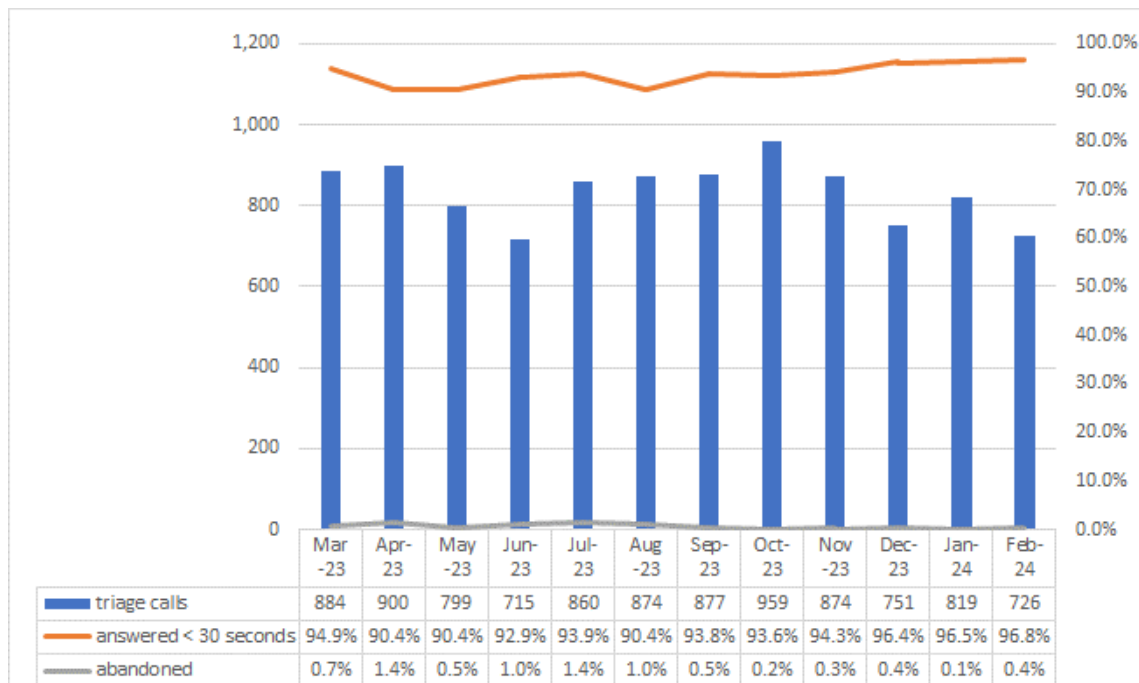
Monthly Triage Call metrics

Month	triage calls	answered < 30 seconds	abandoned
Mar-23	884	94.9%	0.7%
Apr-23	900	90.4%	1.4%
May-23	799	90.4%	0.5%
Jun-23	715	92.9%	1.0%
Jul-23	860	93.9%	1.4%
Aug-23	874	90.4%	1.0%
Sep-23	877	93.8%	0.5%
Oct-23	959	93.6%	0.2%
Nov-23	874	94.3%	0.3%
Dec-23	751	96.4%	0.4%
Jan-24	819	96.5%	0.1%
Feb-24	726	96.8%	0.4%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

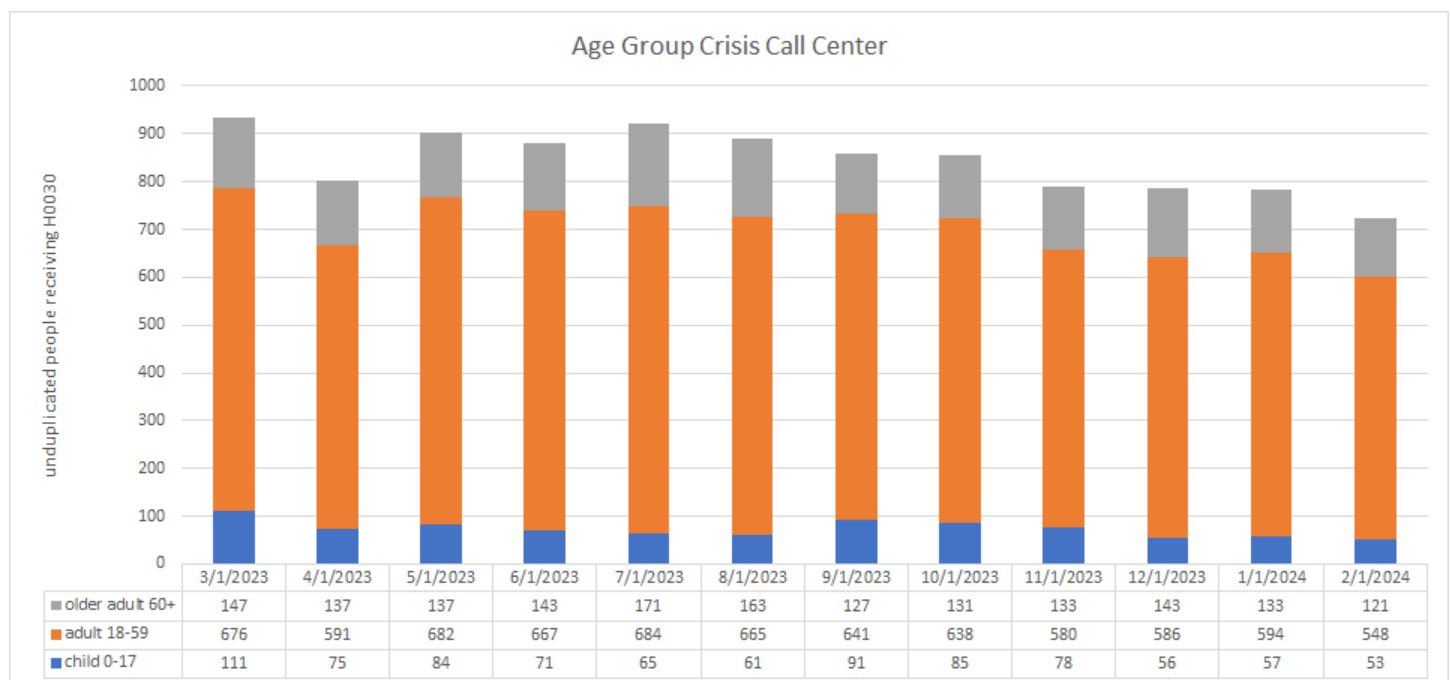
Triage Calls monthly comparison



Call Center Demographics

Age Group

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

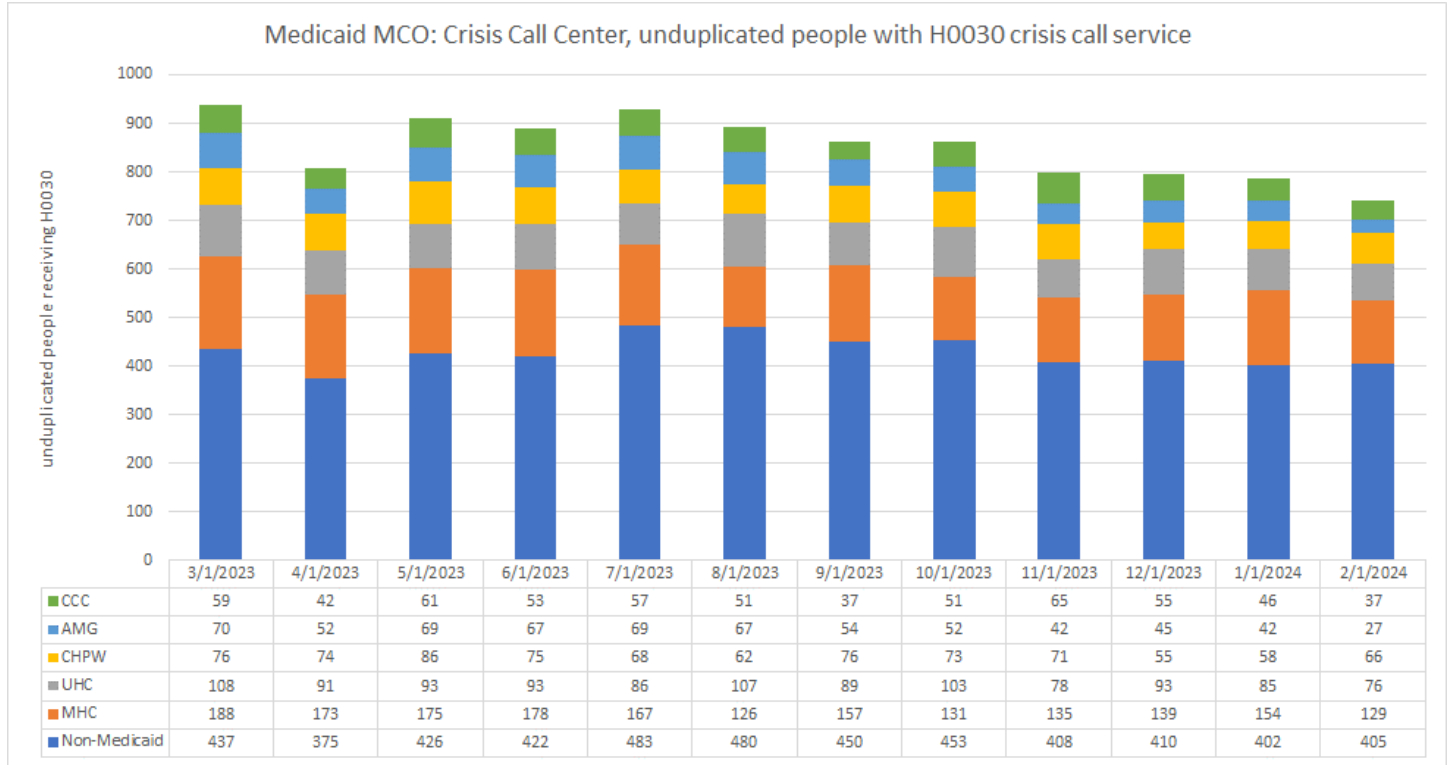


North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Funding Source

Med = people in the North Sound BHO payment file.

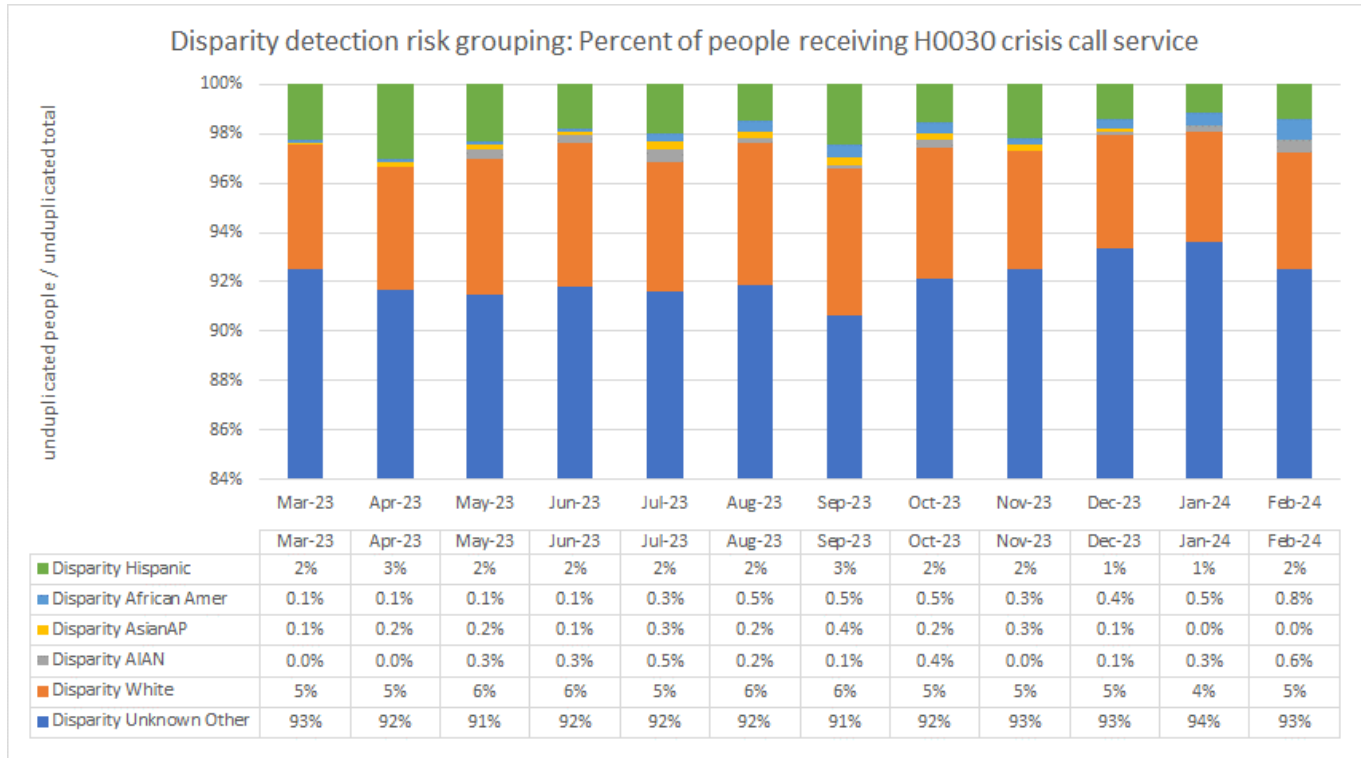


North Sound Crisis Metric and Reporting

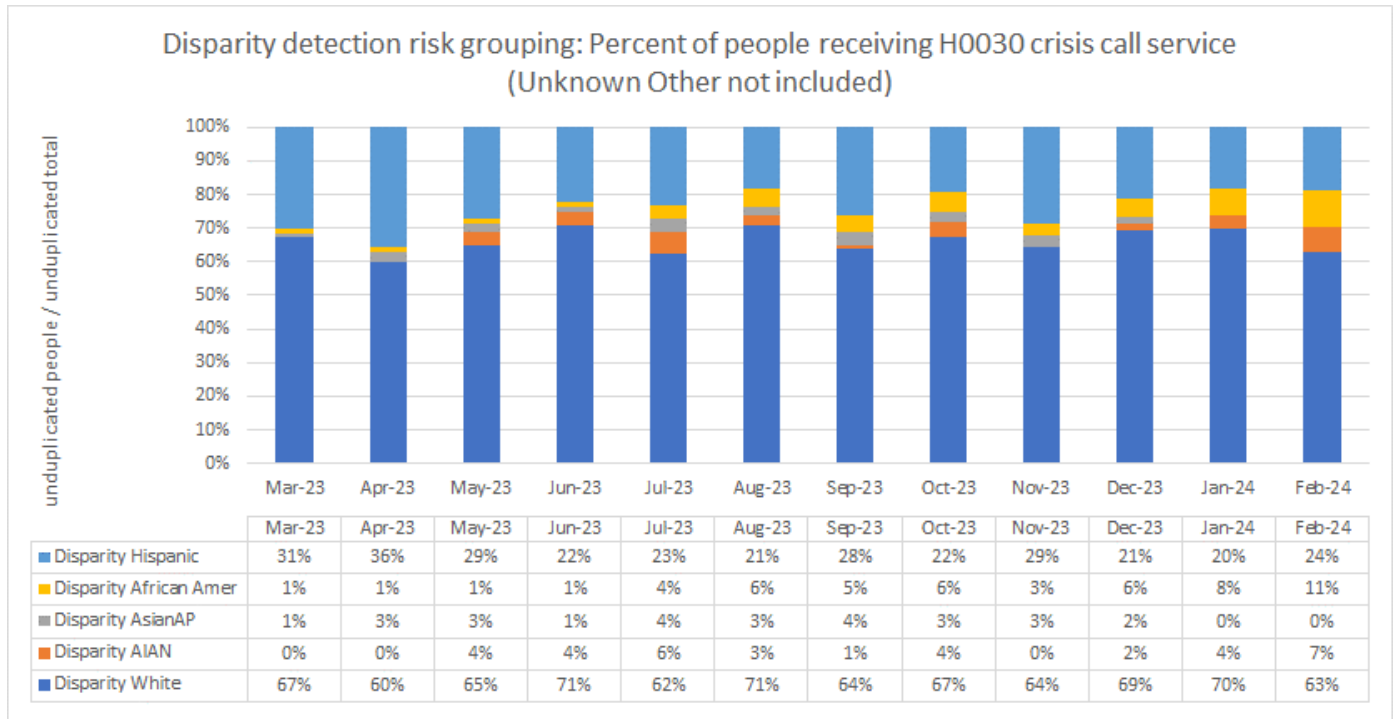
Call Center, DCR dispatch and Crisis Services

Ethnicity

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



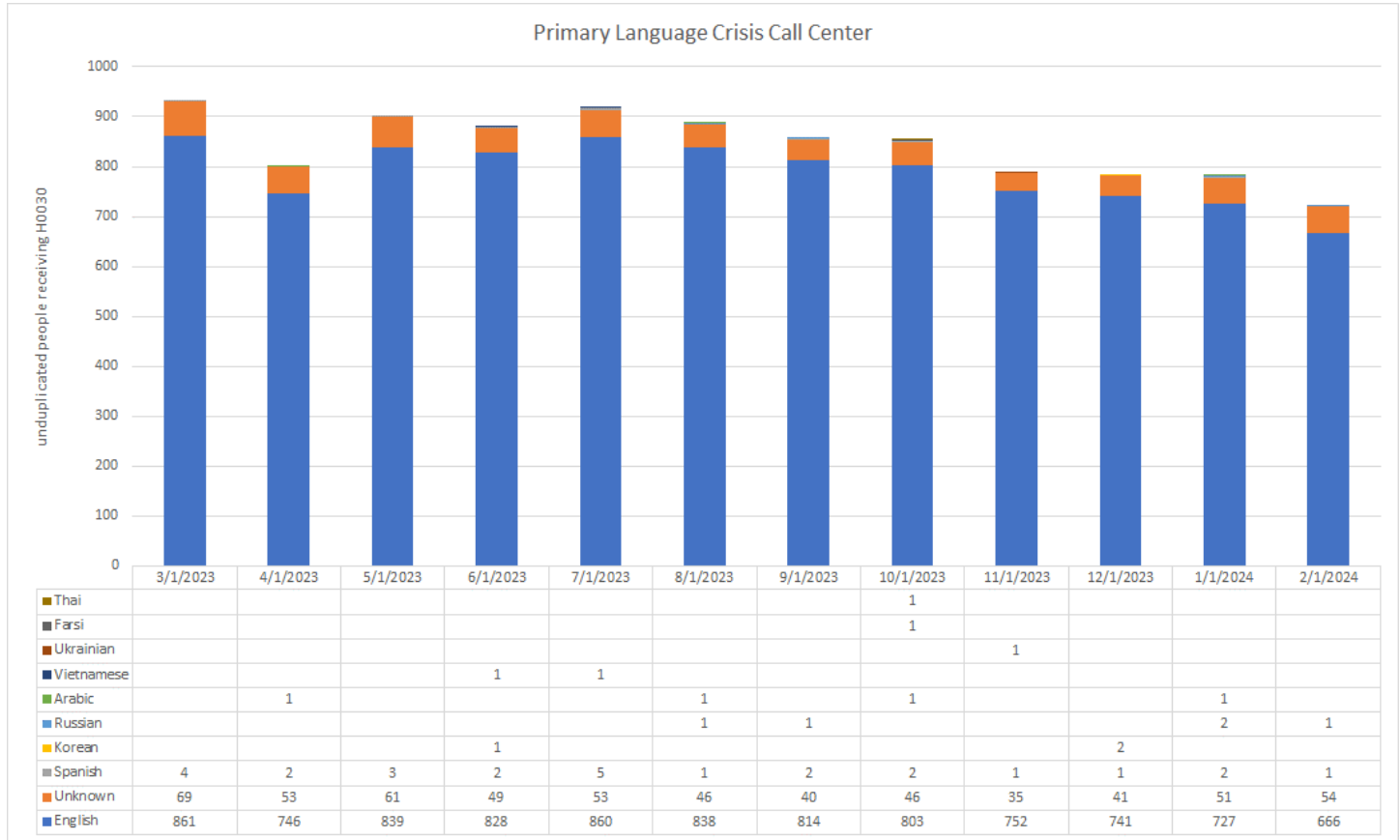
Taking out the other / unknown group



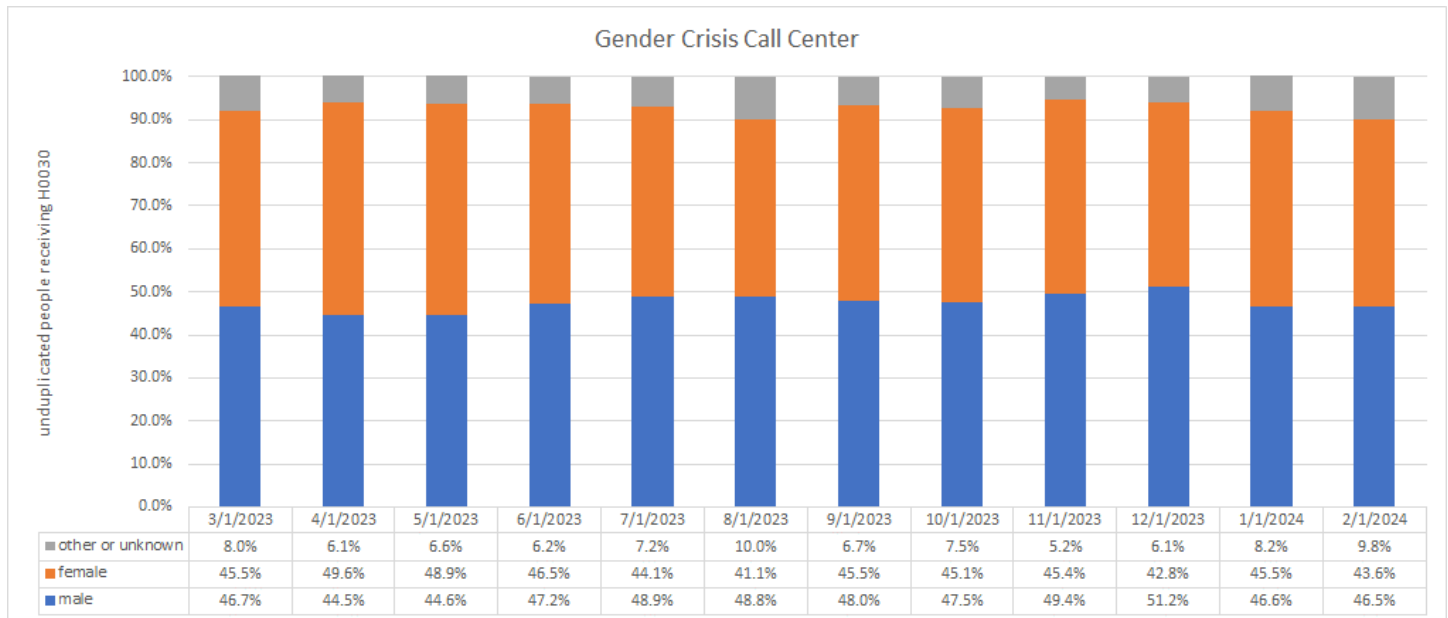
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Primary Language



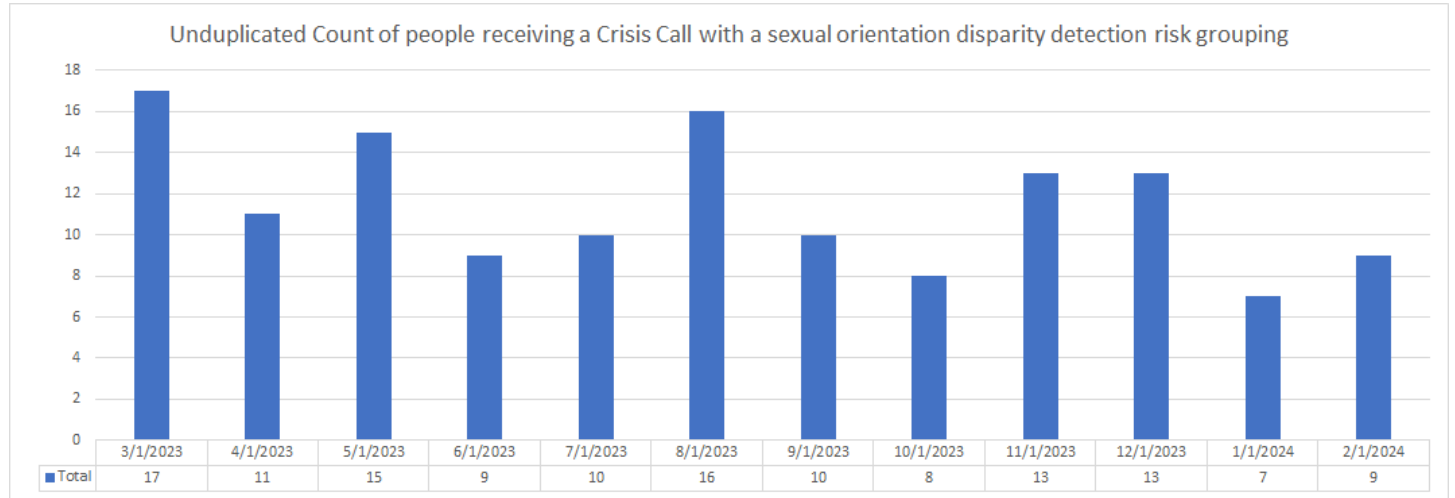
Gender



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Sexual Orientation

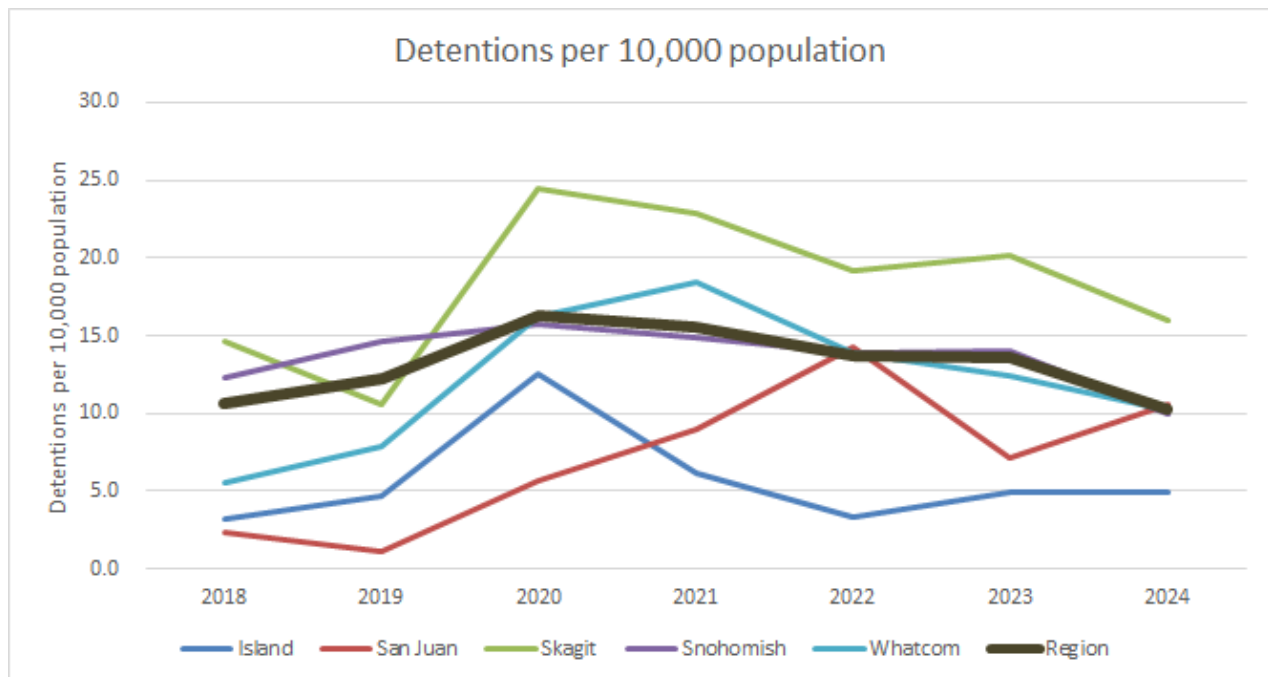
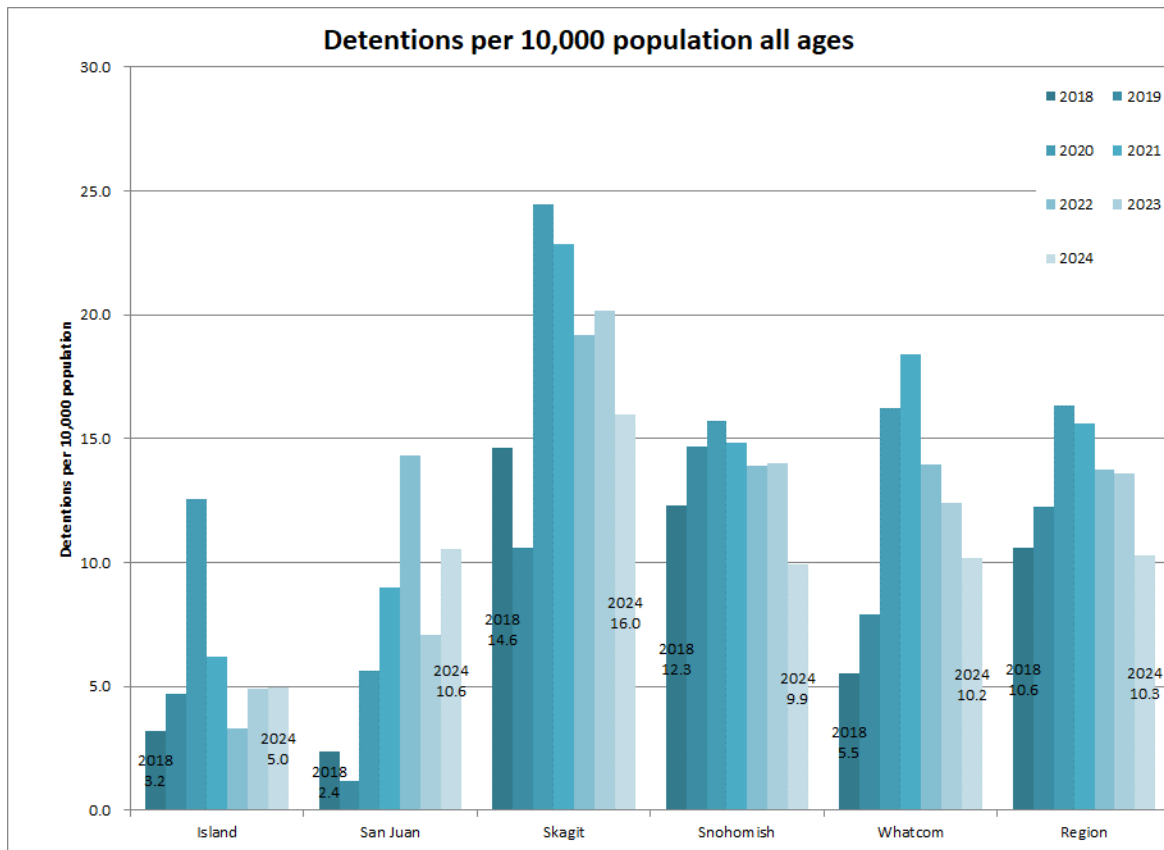


North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Dispatches, Detentions and Detention Rates

Per Capita Detention Rates



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

2023 is imputed based on current data available

Detentions

72 hour
detentions

as of 3/13/2024

detention count	year of detention							Proj.
County	2018	2019	2020	2021	2022	2023	2024	2024
Island	27	40	109	54	29	43	9	44
San Juan	4	2	10	16	26	13	4	20
Skagit	185	137	317	297	252	266	43	212
Snohomish	989	1,203	1,303	1,244	1,178	1,202	175	863
Whatcom	122	178	368	417	323	292	49	242
Grand Total	1,327	1,560	2,107	2,028	1,808	1,816	280	1,381

Population

County	2018	2019	2020	2021	2022	2023	2024
Island	83,860	84,820	86,857	87,100	87,700	88,150	89,176
San Juan	16,810	17,150	17,788	17,850	18,150	18,350	18,686
Skagit	126,520	129,200	129,523	130,000	131,250	132,000	132,593
Snohomish	805,120	818,700	827,957	837,800	847,300	859,800	868,774
Whatcom	220,350	225,300	226,847	226,300	231,650	235,800	236,920
Grand Total	1,252,660	1,275,170	1,288,972	1,299,050	1,316,050	1,334,100	1,346,150

Per Capita Detention rate

Detention Rates per 10,000 Population

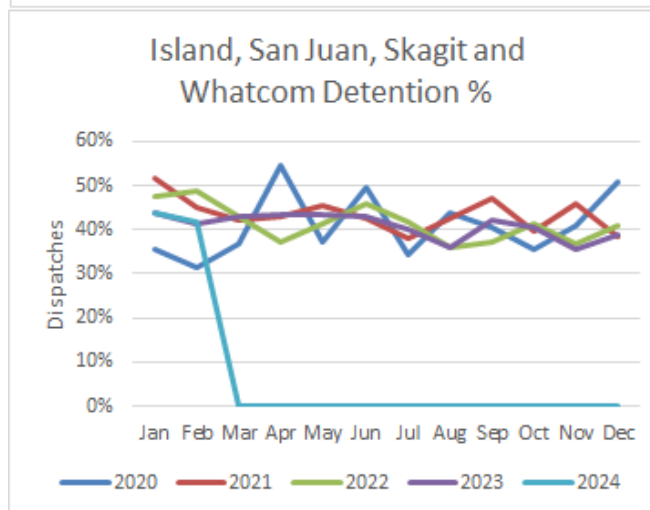
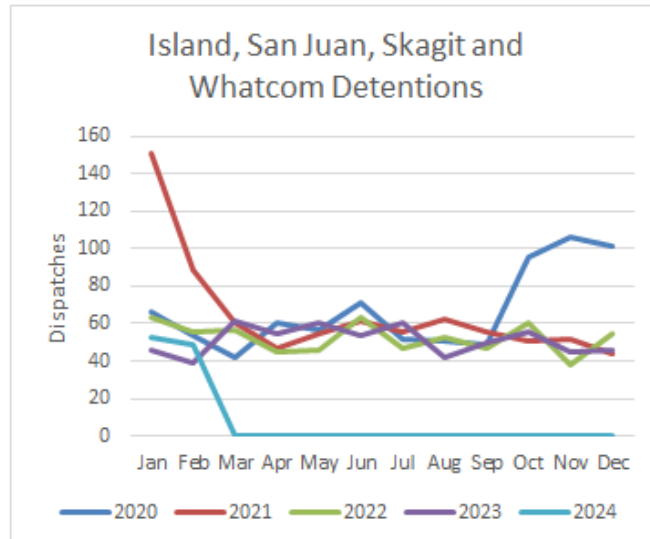
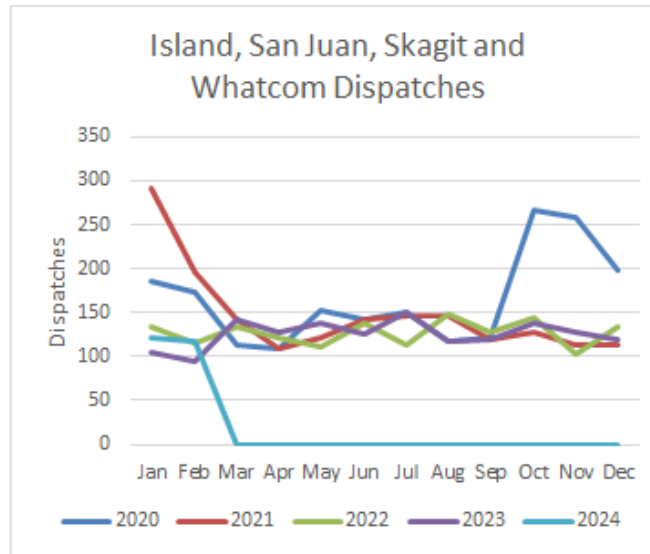
Projected

county	2018	2019	2020	2021	2022	2023	2024
Island	3.2	4.7	12.5	6.2	3.3	4.9	5.0
San Juan	2.4	1.2	5.6	9.0	14.3	7.1	10.6
Skagit	14.6	10.6	24.5	22.8	19.2	20.2	16.0
Snohomish	12.3	14.7	15.7	14.8	13.9	14.0	9.9
Whatcom	5.5	7.9	16.2	18.4	13.9	12.4	10.2
Region	10.6	12.2	16.3	15.6	13.7	13.6	10.3

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

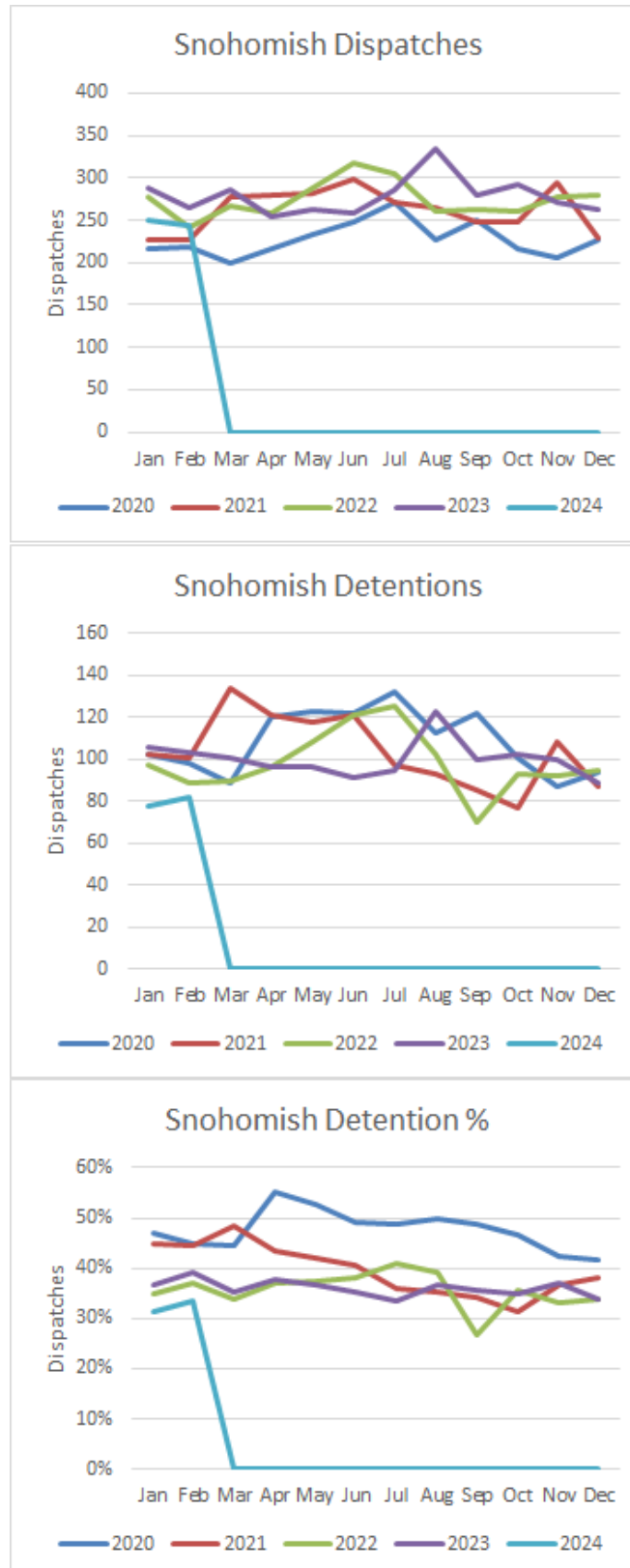
Island, San Juan, Skagit, and Whatcom



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Snohomish



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Dispatch, Detention and Detention Rate Values

Count of Dispatches

Island, San Juan, Skagit and Whatcom

Count of dispatches month	Year	2020	2021	2022	2023	2024
Jan		185	292	133	105	121
Feb		173	197	115	94	117
Mar		114	142	133	142	10
Apr		110	109	121	127	
May		153	121	111	138	
Jun		143	143	137	126	
Jul		151	147	113	150	
Aug		117	146	148	117	
Sep		121	119	127	119	
Oct		266	128	145	139	
Nov		258	113	103	127	
Dec		198	114	134	119	
Grand Total		1,989	1,771	1,520	1,503	248

Snohomish

Count of dispatches month	Year	2020	2021	2022	2023	2024
Jan		217	227	278	288	250
Feb		219	227	241	264	244
Mar		200	277	266	286	41
Apr		217	279	258	255	
May		234	281	288	262	
Jun		248	298	317	258	
Jul		271	271	306	285	
Aug		226	265	260	334	
Sep		251	249	262	280	
Oct		217	247	261	292	
Nov		205	295	277	271	
Dec		226	228	280	263	
Grand Total		2,731	3,144	3,294	3,338	535

Count of Detentions

Island, San Juan, Skagit and Whatcom

Sum of detention month	Year	2020	2021	2022	2023	2024
Jan		66	151	63	46	53
Feb		54	89	56	39	49
Mar		42	60	57	61	3
Apr		60	47	45	55	
May		57	55	46	60	
Jun		71	61	63	54	
Jul		52	56	47	60	
Aug		51	62	53	42	
Sep		49	56	47	50	
Oct		95	51	60	56	
Nov		106	52	38	45	
Dec		101	44	55	46	
Grand Total		804	784	630	614	105

Snohomish

Sum of detention month	Year	2020	2021	2022	2023	2024
Jan		102	102	97	106	78
Feb		98	101	89	103	82
Mar		89	134	90	101	15
Apr		120	121	96	96	
May		123	118	108	96	
Jun		122	121	121	91	
Jul		132	97	125	95	
Aug		113	93	102	123	
Sep		122	85	70	100	
Oct		101	77	93	102	
Nov		87	108	92	100	
Dec		94	87	95	89	
Grand Total		1303	1244	1178	1202	175

Detention Percents

Island, San Juan, Skagit and Whatcom

detentions / dispatches	2020	2021	2022	2023	2024
Jan	36%	52%	47%	44%	44%
Feb	31%	45%	49%	41%	42%
Mar	37%	42%	43%	43%	30%
Apr	55%	43%	37%	43%	
May	37%	45%	41%	43%	
Jun	50%	43%	46%	43%	
Jul	34%	38%	42%	40%	
Aug	44%	42%	36%	36%	
Sep	40%	47%	37%	42%	
Oct	36%	40%	41%	40%	
Nov	41%	46%	37%	35%	
Dec	51%	39%	41%	39%	
Grand Total	40%	44%	41%	41%	42%

Snohomish

detentions / dispatches	2020	2021	2022	2023	2024
Jan	47%	45%	35%	37%	31%
Feb	45%	44%	37%	39%	34%
Mar	45%	48%	34%	35%	37%
Apr	55%	43%	37%	38%	
May	53%	42%	38%	37%	
Jun	49%	41%	38%	35%	
Jul	49%	36%	41%	33%	
Aug	50%	35%	39%	37%	
Sep	49%	34%	27%	36%	
Oct	47%	31%	36%	35%	
Nov	42%	37%	33%	37%	
Dec	42%	38%	34%	34%	
Grand Total	48%	40%	36%	36%	33%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis System Overview

Unduplicated people served in the 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.

Unduplicated People	Mon	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Undup. Total
Agency/fund source/modality														
Compass Health		422	328	368	344	293	279	273	278	278	265	279	305	2,575
Medicaid		231	187	209	192	150	154	154	145	134	154	149	148	1,315
Crisis Service		231	187	209	192	150	154	154	145	134	154	149	148	1,315
Non Medicaid		259	206	236	223	200	176	169	194	196	171	197	211	1,847
Crisis Service		196	153	168	162	151	136	125	141	151	117	140	161	1,407
Investigation		125	104	123	121	127	97	97	118	107	100	114	105	1,060
Snohomish County		372	344	357	348	366	388	366	369	352	364	347	279	2,983
Medicaid		191	179	192	164	169	162	170	153	157	145	152	110	1,335
Crisis Service		191	179	192	164	169	162	170	153	157	145	152	110	1,335
Non Medicaid		301	281	283	282	307	344	313	324	299	305	292	258	2,641
Crisis Service		161	150	147	157	177	184	168	178	152	164	158	126	1,502
Investigation		236	218	230	225	245	284	232	258	242	230	210	218	2,151
VOA Crisis Line		934	802	903	881	919	887	857	854	789	785	783	722	7,189
Medicaid		501	432	484	466	447	413	413	410	391	387	385	335	3,306
Crisis Call		501	432	484	466	447	413	413	410	391	387	385	335	3,306
Non Medicaid		437	375	426	422	483	480	450	453	408	410	402	405	4,154
Crisis Call		437	375	426	422	483	480	450	453	408	410	402	405	4,154
Undup. Total		1,728	1,474	1,628	1,573	1,578	1,554	1,496	1,501	1,419	1,414	1,409	1,306	12,747

Unduplicated People	fund source/modality							Undup. Total
	Medicaid		Medicaid Total	Non Medicaid			Non Medicaid Total	
Month	Crisis Call	Crisis Service		Crisis Call	Crisis Service	Investigation		
Mar-23	501	422	923	437	357	361	997	1,728
Apr-23	432	366	798	375	303	322	862	1,474
May-23	484	401	885	426	315	353	945	1,628
Jun-23	466	356	822	422	319	346	927	1,573
Jul-23	447	319	766	483	328	372	990	1,578
Aug-23	413	316	729	480	320	381	1,000	1,554
Sep-23	413	324	737	450	293	329	932	1,496
Oct-23	410	298	708	453	319	376	971	1,501
Nov-23	391	291	682	408	303	349	903	1,419
Dec-23	387	299	686	410	281	330	886	1,414
Jan-24	385	301	686	402	298	324	891	1,409
Feb-24	335	258	593	405	287	323	874	1,306
Undup. Total	3,306	2,650	5,956	4,154	2,909	3,211	8,642	12,747

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Services in conjunction with investigation services

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

Same Day and Follow on Summary

	Percent of investigations with Same Day service	Percent of investigations with Follow-Up service - not same day
Compass Health	88.3%	24.0%
Snohomish County ICRS	70.4%	17.2%

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	695	174	2,442	1	4,279	7,591
No Same Day	82	17	400		392	891
Same day Crisis Service	613	157	2,042	1	3,887	6,700
Snohomish County ICRS				16,540		16,540
No Same Day				4,896		4,896
Same day Crisis Service				11,644		11,644

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%	0.01%	100.00%	31.46%
Same day Crisis Service	88.20%	90.23%	83.62%	100.00%	90.84%	88.26%
No Same Day	11.80%	9.77%	16.38%	0.00%	9.16%	11.74%
Snohomish County ICRS	0.00%	0.00%	0.00%	99.99%	0.00%	68.54%
Same day Crisis Service				70.40%		70.40%
No Same Day				29.60%		29.60%

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	695	174	2,442	1	4,279	7,591

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Services not units Beginning 7/1/2019

services agency	County Island	San Juan	Skagit	Snohomish	Whatcom	Grand Total
Follow up - not same day	136	56	414		1,216	1,822
No Follow-up	559	118	2,028	1	3,063	5,769
Snohomish County ICRS				16,540		16,540
Follow up - not same day				2,851		2,851
No Follow-up				13,689		13,689

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%	0.01%	100.00%	31.46%
Follow up - not same day	19.57%	32.18%	16.95%	0.00%	28.42%	24.00%
No Follow-up	80.43%	67.82%	83.05%	100.00%	71.58%	76.00%
Snohomish County ICRS	0.00%	0.00%	0.00%	99.99%	0.00%	68.54%
Follow up - not same day				17.24%		17.24%
No Follow-up				82.76%		82.76%

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	Place of Service Prison - Correctional
Mar-23	428	162	1.2	45	38%	63
Apr-23	382	151	1.3	44	40%	56
May-23	400	156	1.8	43	39%	59
Jun-23	384	145	1.6	33	38%	66
Jul-23	435	155	1.8	45	36%	67
Aug-23	451	165	1.5	53	37%	88
Sep-23	399	150	1.5	42	38%	67
Oct-23	431	158	1.1	47	37%	72
Nov-23	398	145	1.4	30	36%	63
Dec-23	382	135	1.8	30	35%	60

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

month	invest.	detentions	avg dispatch response time hrs.	Referred from Law Enforcement	detention percent	Place of Service Prison - Correctional
Jan-24	371	131	1.0	46	35%	56
Feb-24	361	131	1.1	27	36%	69
prior 12 mo.						
avg.	402	148.7	1.4	40	37%	66
min	361	131	1.0	27	35%	56
max	451	165	1.8	53	40%	88

Investigation Reasons

month	MH invest.	SUD invest.	MH and SUD invest.	Percent SUD related
Mar-23	262	24	135	38%
Apr-23	238	17	113	35%
May-23	260	27	110	35%
Jun-23	235	25	119	38%
Jul-23	272	22	138	37%
Aug-23	266	33	149	41%
Sep-23	252	29	118	37%
Oct-23	257	24	147	40%
Nov-23	256	18	123	36%
Dec-23	219	16	146	43%
Jan-24	218	16	136	41%
Feb-24	210	13	137	42%
prior 12 mo.				
avg.	245	22	131	38%
min	210	13	110	35%
max	272	33	149	43%

Investigation Outcomes

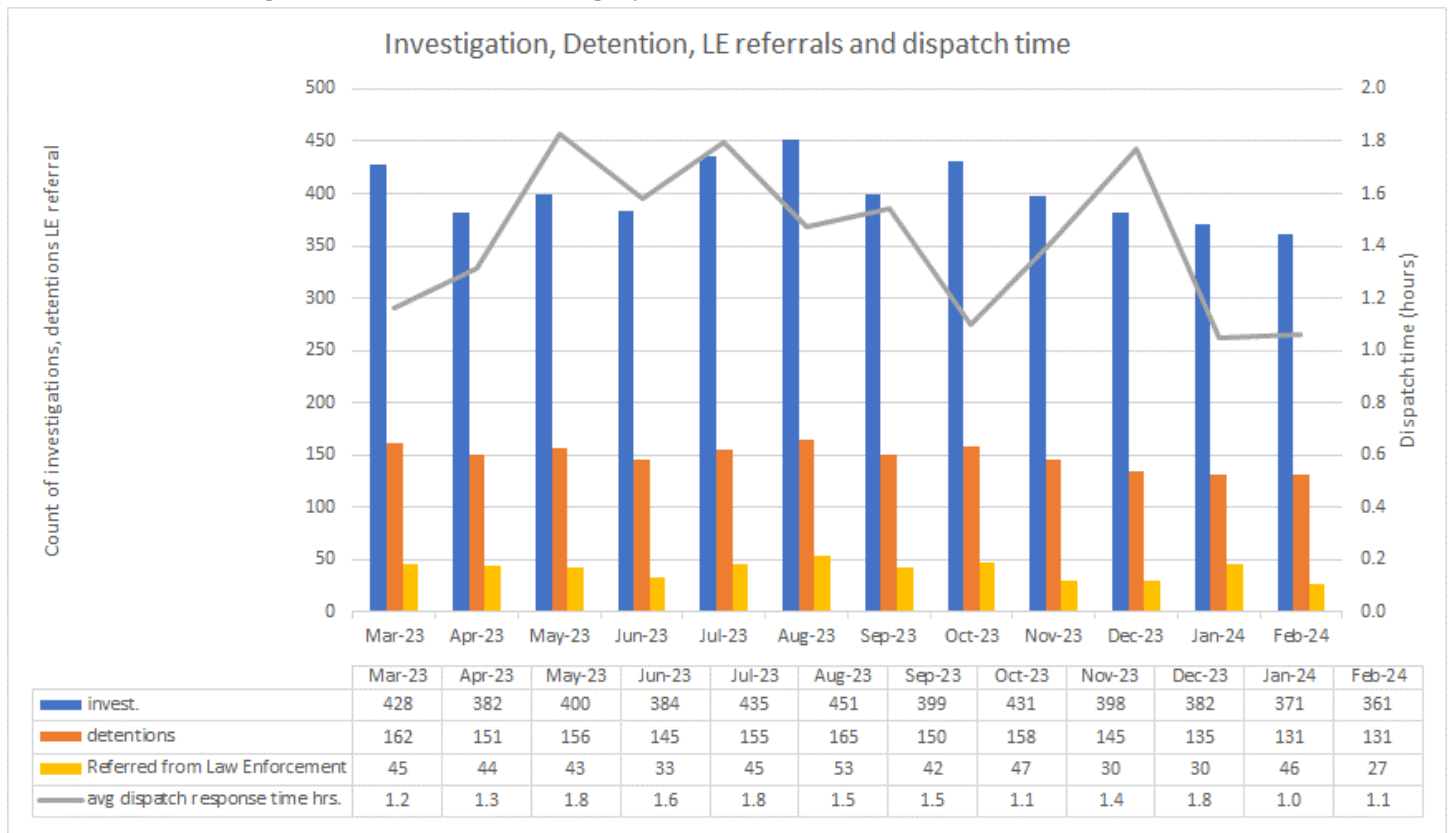
month	Detentions and Commitments	Other	Less Restrictive Options MH	Voluntary MH Treatment	No Detention Due to Issues
Mar-23	170	90	5	157	6
Apr-23	163	92	5	120	2

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

month	Detentions and Commitments	Other	Less Restrictive Options MH	Voluntary MH Treatment	No Detention Due to Issues
May-23	166	86	5	136	7
Jun-23	156	80	5	141	2
Jul-23	173	95	7	151	9
Aug-23	179	100	10	160	2
Sep-23	163	99	4	129	4
Oct-23	171	96	1	161	2
Nov-23	155	93	3	145	2
Dec-23	148	80	8	138	8
Jan-24	145	89	6	129	2
Feb-24	143	72	8	136	2
prior 12 mo. avg.	161	89	6	142	4
min	143	72	1	120	2
max	179	100	10	161	9

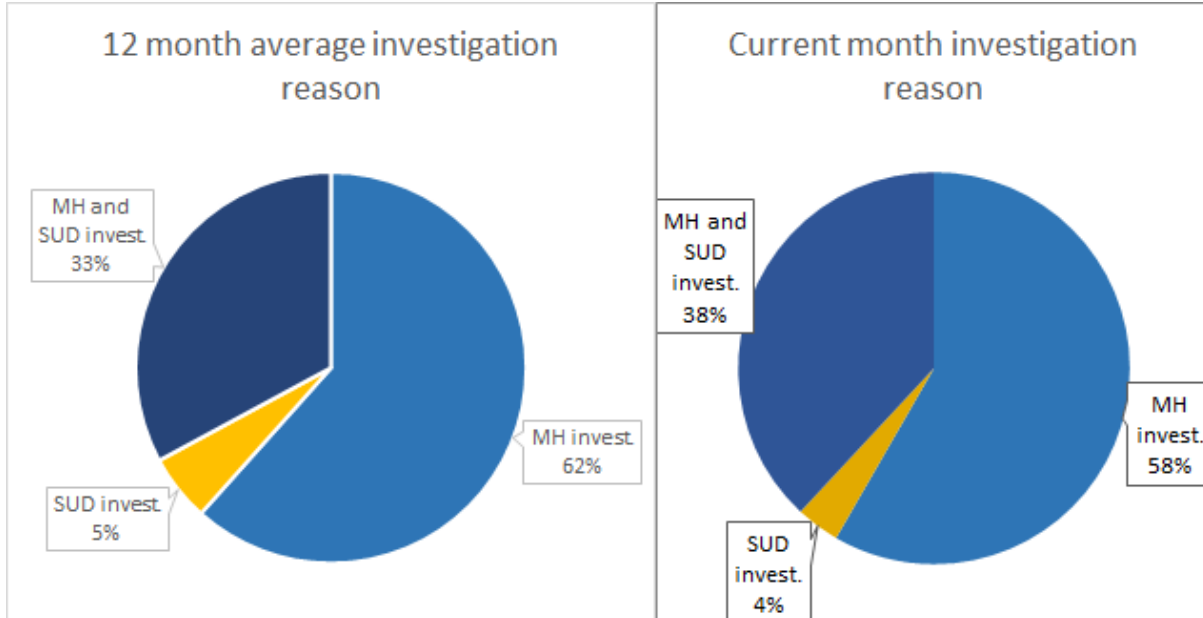
North Sound Investigation Metrics over Time graph



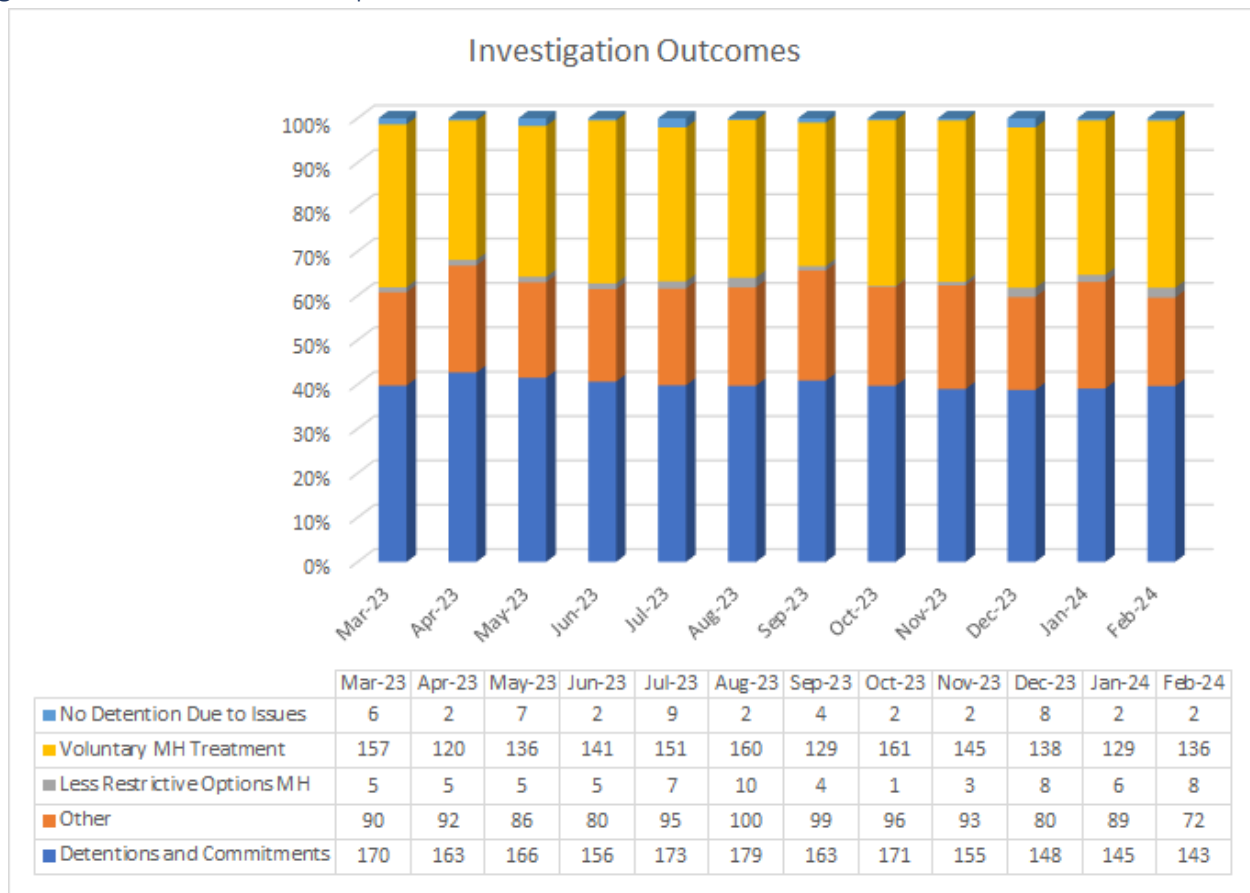
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Reason Percentages Pie Charts



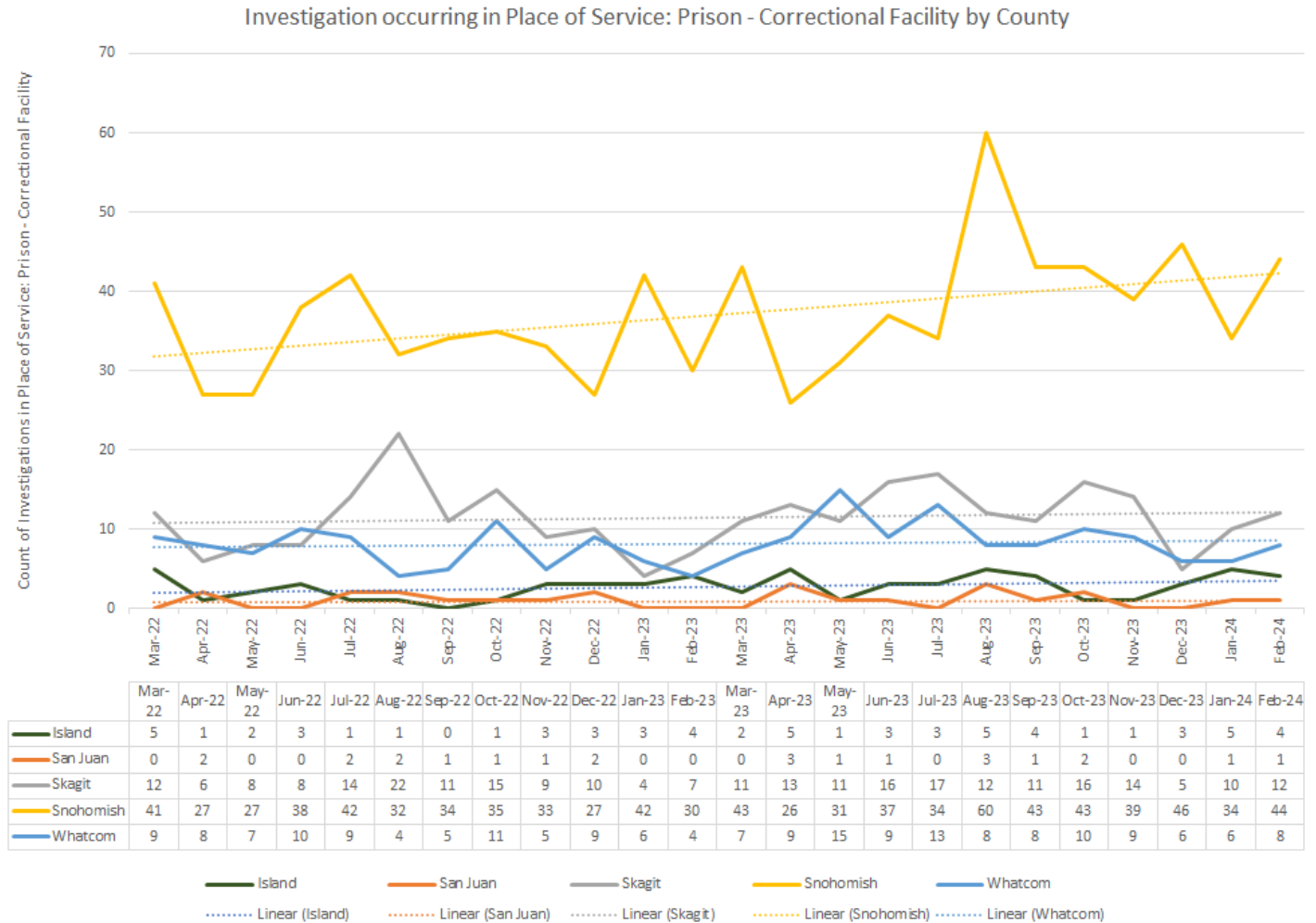
Investigation Outcomes over time percent of total chart



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Place of Service Jail – Correctional facility



Dispatch Time Metrics

Emergent/Urgent Split

Period From Mar-23 To Feb-24

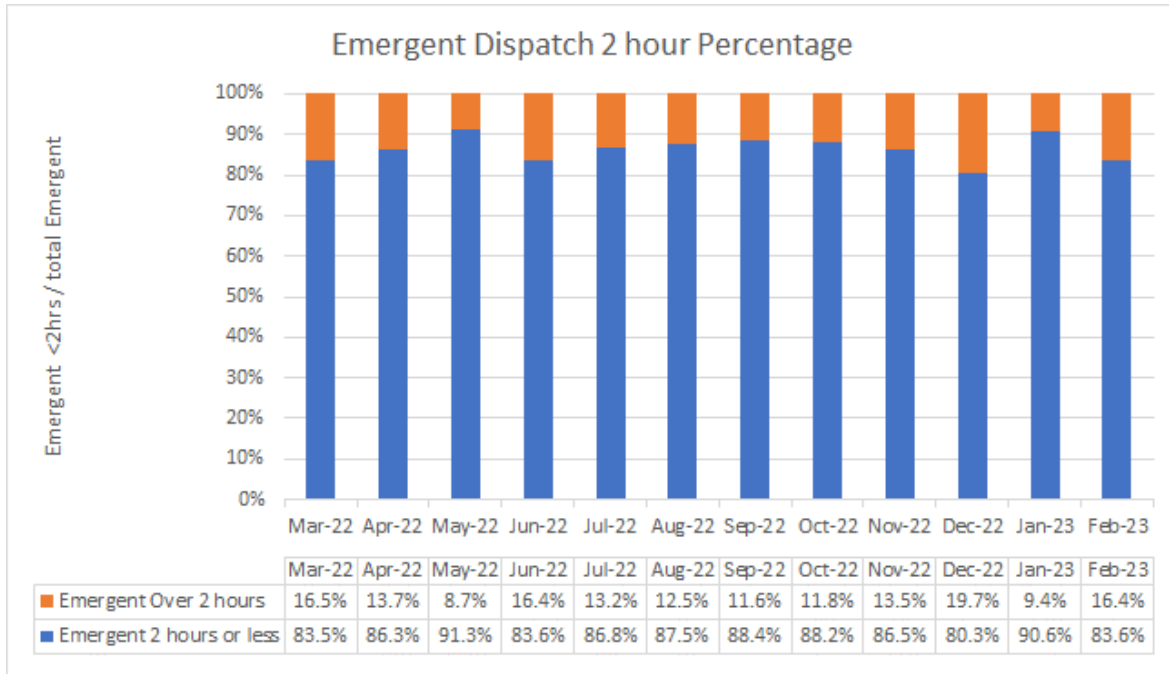
DCR dispatches category	County					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
emergent	17		23	1,149	174	1,363
urgent	111	33	435	2,126	608	3,313
Grand Total	128	33	458	3,275	782	4,676
Emergent Percent	13.3%	0.0%	5.0%	35.1%	22.3%	29.1%

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

1 Mar-23 To Feb-24												
County		San Juan										
Category and place of service	Island		San Juan		Skagit		Snohomish		Whatcom		Total DCR dispatch #	Total Average of dispatch time
	DCR dispatch #	Average of dispatch time	DCR dispatch #	Average of dispatch time	DCR dispatch #	Average of dispatch time	DCR dispatch #	Average of dispatch time	DCR dispatch #	Average of dispatch time		
Emergency	17	1.5			23	1.4	1,149	1.4	174	1.9	1,363	1.4
Living Facility							32	1.1	5	3.0	37	1.3
County Mental Health Center							16	0.7	1	1.2	17	0.8
Comprehensive Inpatient Rehabilitation Facility							1	1.3			1	1.3
Home					2	1.1	79	0.8	11	1.5	92	0.9
	12	1.7			15	1.7	858	1.5	76	2.0	961	1.6
Shelter	3	1.3			3	0.9			5	1.7	11	1.4
Indian Health Service Provider-based Facility							1	1.5			1	1.5
Non-residential Substance Abuse Treatment Facility							2	0.8	1	1.5	3	1.0
Facility	1	1.0					2	0.9	3	1.6	6	1.3
	1	0.6			1	0.0	12	0.6	4	1.2	18	0.7
Place of Service							76	0.8	55	1.9	131	1.2
Psychiatric Facility-Partial Hospitalization									1	1.4	1	1.4
Psychiatric Residential Treatment Center							7	1.4	11	1.9	18	1.7
Health Clinic							2	1.1			2	1.1
Treatment Facility							3	1.6			3	1.6
							9	1.0			9	1.0
Nursing Facility							2	3.0			2	3.0
:							11	0.7			11	0.7
Telehealth							1	0.0			1	0.0
Residential Lodging					2	1.0	1	0.4	1	2.5	4	1.2
Bed							33	0.7			33	0.7
Long-term Care Facility							1	0.7			1	0.7
	111	1.7	33	1.6	435	1.4	2,126	1.4	608	1.8	3,313	1.5
Emergency Room Hospital	77	1.4	21	2.1	256	1.4	1,041	1.4	391	1.8	1,786	1.5
Emergency Hospital	3	1.7			20	1.9	147	1.8	56	2.0	226	1.9
Emergency Psychiatric Facility	1	1.0			32	1.2	460	1.8	54	1.9	547	1.7
Correctional Facility	30	2.4	12	0.7	127	1.4	478	0.8	107	1.6	754	1.1
	128	1.7	33	1.6	458	1.4	3,275	1.4	782	1.8	4,676	1.5

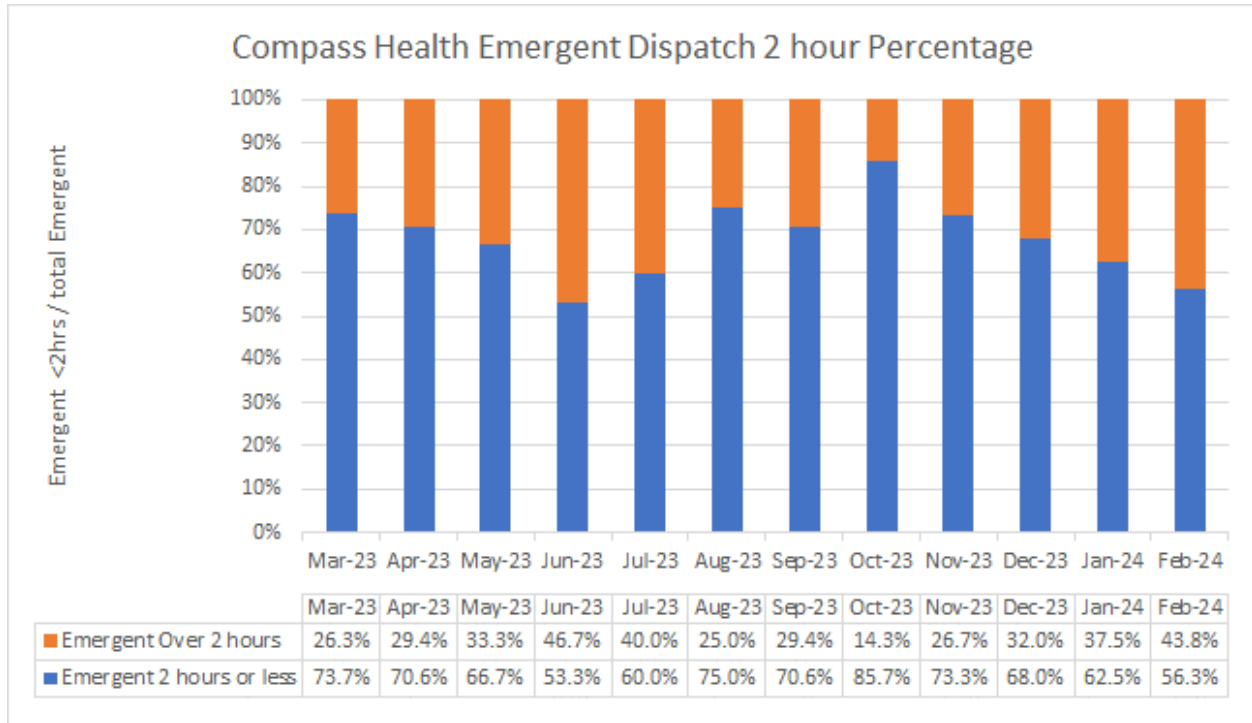
Region Emergent < 2 hour dispatch time percentage



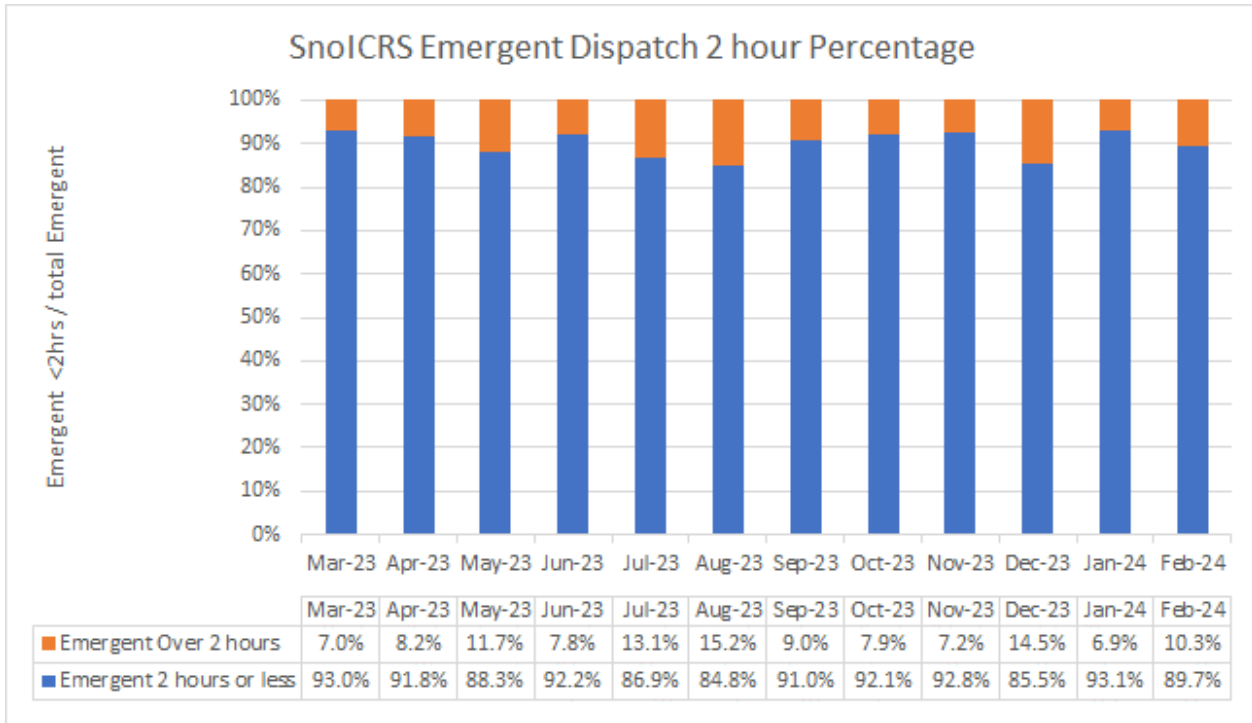
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Compass Health Emergent < 2 hour dispatch time percentage



SnoICRS Emergent < 2 hour dispatch time percentage



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Investigation Outcome Grouping

Investigation outcomes are grouped to duplicate the investigation outcomes published by the state.

State Group	Investigation Outcome	all invest. in period	Percent of total
Detentions and Commitments	Detention	1,747	36.23%
Detentions and Commitments	Detention to Secure Detox facility	37	0.77%
Detentions and Commitments	Returned to inpatient facility/filed revocation petition.	63	1.31%
Detentions and Commitments	Non-emergent detention petition filed	85	1.76%
Less Restrictive Options MH	Filed petition - recommending LRA extension.	67	1.39%
Voluntary MH Treatment	Referred to voluntary inpatient mental health services.	267	5.54%
Voluntary MH Treatment	Referred to acute detox	17	0.35%
Voluntary MH Treatment	Referred to chemical dependency inpatient program	8	0.17%
Voluntary MH Treatment	Referred to chemical dependency intensive outpatient program	7	0.15%
Voluntary MH Treatment	Referred to crisis triage	29	0.60%
Voluntary MH Treatment	Referred to sub acute detox	7	0.15%
Voluntary MH Treatment	Referred to voluntary outpatient mental health services.	1,365	28.31%
Voluntary MH Treatment	Referred to sobering unit	1	0.02%
Voluntary MH Treatment	Referred to chemical dependency residential program	1	0.02%
Voluntary MH Treatment	Referred for hold under RCW 70.96A	1	0.02%
Other	Other	890	18.46%
Other	Did not require MH or CD services	118	2.45%
Other	Referred to non-mental health community resources.	64	1.33%
No Detention Due to Issues	No detention - E&T provisional acceptance did not occur within statutory timeframes	11	0.23%
No Detention Due to Issues	No detention - Unresolved medical issues	34	0.71%
No Detention Due to Issues	No detention – Secure Detox provisional acceptance did not occur within statutory timeframes	3	0.06%
Grand Total	0	4,822	100.00%

Investigation Walk-Away Data

Walk Away County

walk aways	County							Grand Total
investigation	Island	San Juan	Skagit	Snohomish	Whatcom	Clallam	Island	
2022	8	1	22	19	6	1		57

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

walk aways	County							Grand Total
investigation	Island	San Juan	Skagit	Snohomish	Whatcom	Clallam	Island	
Jan	2			4	1			7
Mar	2		1		1	1		5
Apr	1		4					5
May			2		1			3
Jun	2		1	3				6
Jul		1	1	2	1			5
Aug			2	4	2			8
Sep			2	1				3
Oct	1		2	2				5
Nov			3	2				5
Dec			4	1				5
2023	1	1	16	8	8			34
Jan			2	1				3
Feb				1				1
Mar			2	1	2			5
Apr					2			2
May			3	1	2			6
Jun					1			1
Jul			3	2	1			6
Aug	1							1
Sep				1				1
Oct		1						1
Nov			4					4
Dec			2	1				3
2024					1		1	2
Jan							1	1
Feb					1			1
Grand Total	9	2	38	27	15	1	1	93

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Walk away hospital

walk aways	hosp												2023		2024		Grand Total
investigation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb			
Cascade Valley Hospital	1		1		1		2		1			1					7
Island Co Jail													1				1
Island Hospital			1		2		2										5
Peace Health United	1																1
Peace Island Medical										1							1
Providence		1															1
Skagit Valley			1								4	1					6
St Joes					1									1			2
St. Joes				1		1											2
St. Joes, Peace Health							1										1
St. Joseph Medical Center			1														1
St. Josephs				1	1												2
St. Joseph's Hospital			1														1
United General	1				1		1					1					4
Whidbey Medical Center								1									1
Grand Total	3	1	5	2	6	1	6	1	1	1	4	3	1	1			36

People with Dispatches and Detain history

Detained prior 6 months

unduplicated people DCR Dispatches to people that were:					% of dispatches to people detained in prior 6 months
year/month	Detained in last 6 months	not detained in last 6 months	Grand Total		
3/1/2023	59	309	360	16.4%	
4/1/2023	46	282	321	14.3%	
5/1/2023	51	292	339	15.0%	
6/1/2023	61	282	335	18.2%	
7/1/2023	64	320	372	17.2%	
8/1/2023	62	324	380	16.3%	
9/1/2023	57	284	332	17.2%	
10/1/2023	43	329	371	11.6%	
11/1/2023	41	310	346	11.8%	
12/1/2023	44	276	317	13.9%	
1/1/2024	42	266	305	13.8%	
2/1/2024	37	279	313	11.8%	

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

unduplicated people	DCR Dispatches to people that were:			% of dispatches to people detained in prior 6 months
year/month	Detained in last 6 months	not detained in last 6 months	Grand Total	
Grand Total	380	3,095	3,159	12.0%

Detained prior year

unduplicated people	DCR Dispatches to people that were:			% of dispatches to people detained in prior 6 months
year/month	Detained in prior year	not detained in prior year	Grand Total	
3/1/2023	80	286	360	22.2%
4/1/2023	66	263	321	20.6%
5/1/2023	63	280	339	18.6%
6/1/2023	74	266	335	22.1%
7/1/2023	85	298	372	22.8%
8/1/2023	84	301	380	22.1%
9/1/2023	78	260	332	23.5%
10/1/2023	59	314	371	15.9%
11/1/2023	66	285	346	19.1%
12/1/2023	69	250	317	21.8%
1/1/2024	67	241	305	22.0%
2/1/2024	57	258	313	18.2%
Grand Total	496	2,951	3,159	15.7%

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:

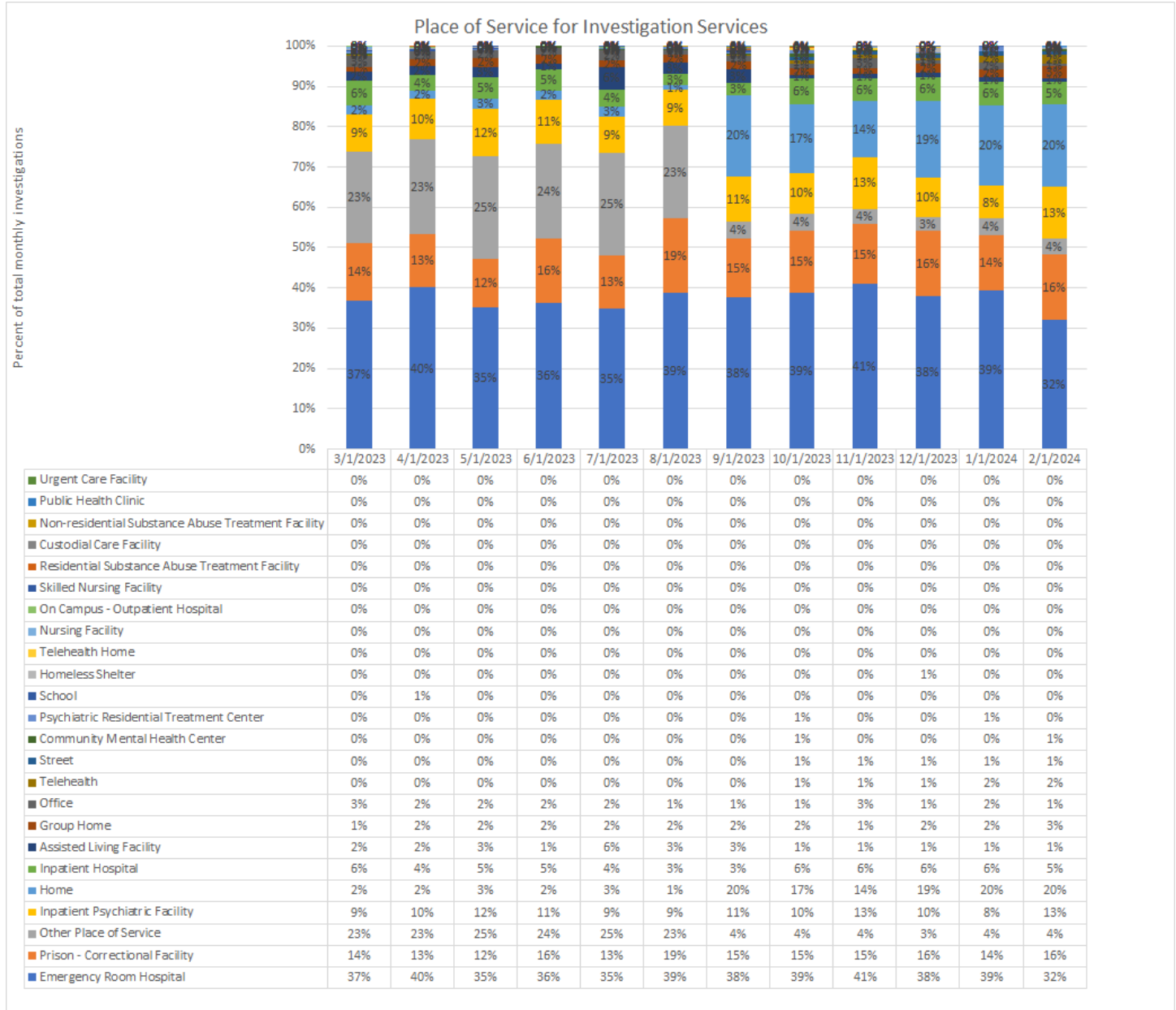
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

“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.”

Place of Service for Investigation Services

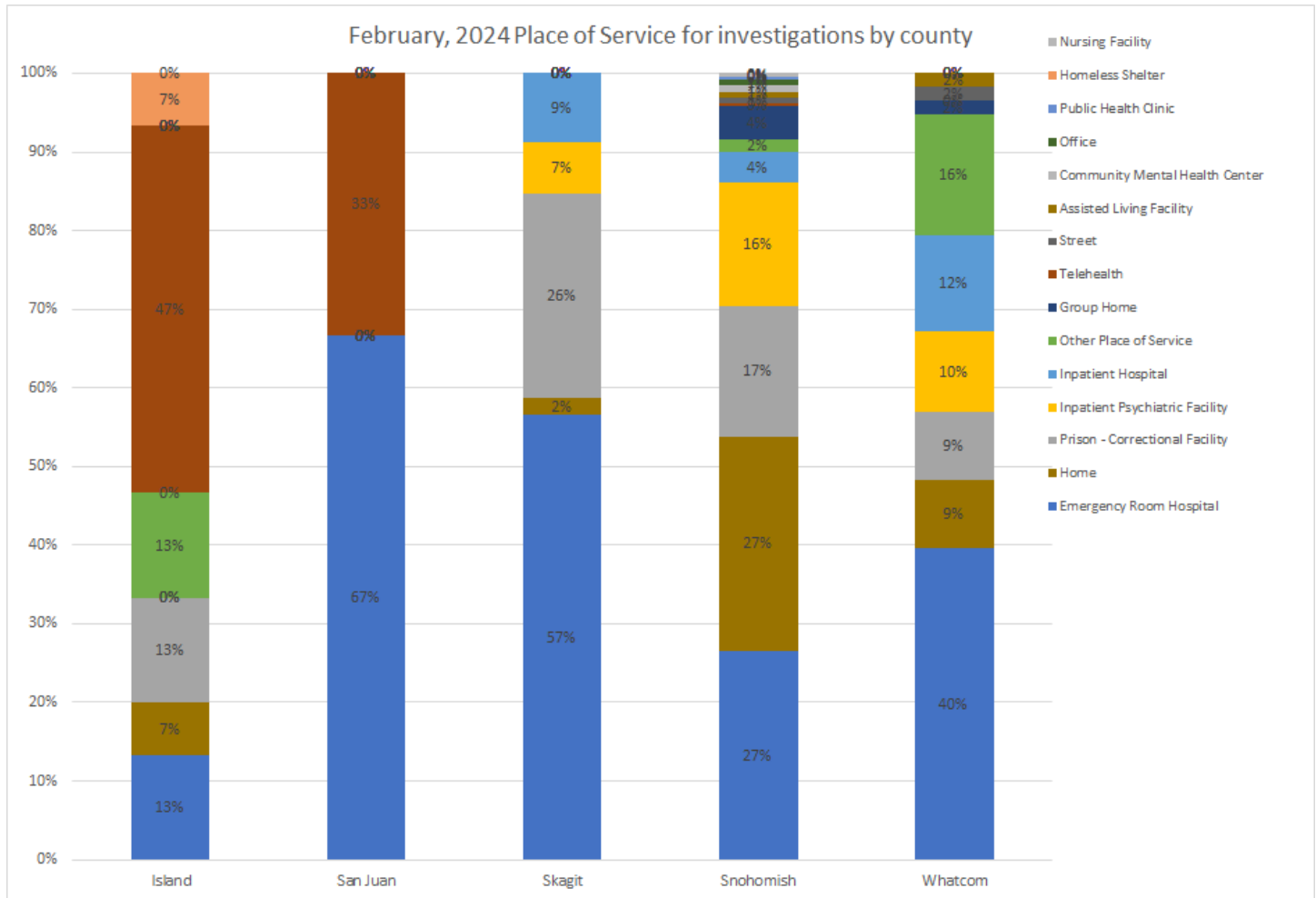
Place of Service for Investigation compared monthly



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

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



Count of place of Service by month and County

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
Emergency Room Hospital	71	20	276	1,148	369	1,884
3/1/2023	6	1	22	101	35	165
4/1/2023	5	3	27	95	29	159
5/1/2023	7	1	15	89	40	152
6/1/2023	13	2	20	90	23	148
7/1/2023	4	7	23	98	24	156
8/1/2023	8	2	17	120	26	173
9/1/2023	9		16	97	33	155
10/1/2023	8	2	29	104	30	173

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
11/1/2023	4		30	106	31	171
12/1/2023	2		25	94	35	156
1/1/2024	3		26	85	40	154
2/1/2024	2	2	26	69	23	122
Prison - Correctional Facility	32	11	137	471	97	748
3/1/2023	3		11	45	5	64
4/1/2023	5	3	9	27	8	52
5/1/2023	1	1	7	29	14	52
6/1/2023	3	1	18	36	7	65
7/1/2023	4		12	33	11	60
8/1/2023	5	3	12	56	7	83
9/1/2023	3	1	9	40	7	60
10/1/2023	1	2	13	43	9	68
11/1/2023			14	40	8	62
12/1/2023	2		9	46	9	66
1/1/2024	3		11	33	7	54
2/1/2024	2		12	43	5	62
Other Place of Service	2		20	551	141	714
3/1/2023			2	83	16	101
4/1/2023			6	79	8	93
5/1/2023			2	95	13	110
6/1/2023			3	80	13	96
7/1/2023			4	98	12	114
8/1/2023			1	91	11	103
9/1/2023				8	9	17
10/1/2023				2	17	19
11/1/2023			1	3	12	16
12/1/2023			1	3	10	14
1/1/2024				5	11	16
2/1/2024	2			4	9	15
Inpatient Psychiatric Facility			17	464	44	525
3/1/2023			3	36	3	42
4/1/2023			1	35	4	40
5/1/2023				43	8	51
6/1/2023			3	37	5	45
7/1/2023			3	35	2	40
8/1/2023			2	37		39

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
9/1/2023			1	43	3	47
10/1/2023				43	2	45
11/1/2023				50	4	54
12/1/2023			1	36	3	40
1/1/2024				28	4	32
2/1/2024			3	41	6	50
Home	12		17	396	82	507
3/1/2023	2		3		5	10
4/1/2023	2		1		5	8
5/1/2023	2		1		8	11
6/1/2023			1		8	9
7/1/2023	1		1		10	12
8/1/2023					6	6
9/1/2023			2	72	9	83
10/1/2023			4	65	7	76
11/1/2023			2	53	3	58
12/1/2023	1			66	11	78
1/1/2024	3		1	69	5	78
2/1/2024	1		1	71	5	78
Inpatient Hospital	6		18	155	69	248
3/1/2023	2		2	12	11	27
4/1/2023			1	12	2	15
5/1/2023			1	11	11	23
6/1/2023				13	8	21
7/1/2023	1		1	10	7	19
8/1/2023	1		1	8	2	12
9/1/2023			1	7	4	12
10/1/2023			2	25	1	28
11/1/2023	2		2	16	3	23
12/1/2023			3	15	6	24
1/1/2024				16	7	23
2/1/2024			4	10	7	21
Assisted Living Facility	3	2	63	30	13	111
3/1/2023	1	1	6	3		11
4/1/2023			2	6	1	9
5/1/2023			10	1		11
6/1/2023			4	1	1	6

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
7/1/2023			16	7	2	25
8/1/2023	1		9	3		13
9/1/2023	1		10	3		14
10/1/2023			3	1		4
11/1/2023		1	3	1		5
12/1/2023				1	4	5
1/1/2024				1	4	5
2/1/2024				2	1	3
Group Home	1		2	82	10	95
3/1/2023				3	2	5
4/1/2023			1	3	3	7
5/1/2023				8	1	9
6/1/2023				9		9
7/1/2023				7		7
8/1/2023				8		8
9/1/2023				7	1	8
10/1/2023	1			7		8
11/1/2023			1	5		6
12/1/2023				7	2	9
1/1/2024				7		7
2/1/2024				11	1	12
Office	7	3	2	65	9	86
3/1/2023				11	1	12
4/1/2023	2			6		8
5/1/2023				8	1	9
6/1/2023	1	1		5		7
7/1/2023	1	1	1	5	3	11
8/1/2023	1			3	1	5
9/1/2023				6		6
10/1/2023	1	1		3		5
11/1/2023	1		1	9		11
12/1/2023				2	1	3
1/1/2024				5	2	7
2/1/2024				2		2
Telehealth	17	3	6	1		27
3/1/2023			1			1
9/1/2023			1			1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
10/1/2023			3			3
11/1/2023	2		1			3
12/1/2023	3					3
1/1/2024	5	2				7
2/1/2024	7	1		1		9
Street				14	4	18
10/1/2023				3	1	4
11/1/2023				3	1	4
12/1/2023				3		3
1/1/2024				3	1	4
2/1/2024				2	1	3
Community Mental Health Center				17		17
3/1/2023				2		2
6/1/2023				2		2
7/1/2023				2		2
8/1/2023				2		2
9/1/2023				1		1
10/1/2023				4		4
11/1/2023				1		1
12/1/2023				1		1
2/1/2024				2		2
Psychiatric Residential Treatment Center				7	10	17
3/1/2023				2		2
5/1/2023				1		1
7/1/2023				1		1
8/1/2023				1	1	2
9/1/2023				1	1	2
10/1/2023				1	3	4
12/1/2023					1	1
1/1/2024					4	4
School				9		9
3/1/2023				2		2
4/1/2023				2		2
5/1/2023				1		1
9/1/2023				2		2
12/1/2023				1		1
1/1/2024				1		1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
Homeless Shelter	2		3		3	8
3/1/2023					1	1
4/1/2023					1	1
5/1/2023					1	1
12/1/2023	1		3			4
2/1/2024	1					1
Telehealth Home		3	2			5
10/1/2023		1	1			2
11/1/2023		2				2
12/1/2023			1			1
Nursing Facility				2	2	4
3/1/2023				1	1	2
11/1/2023					1	1
2/1/2024				1		1
On Campus - Outpatient Hospital			2		1	3
3/1/2023			1			1
4/1/2023			1			1
7/1/2023					1	1
Skilled Nursing Facility				2	1	3
5/1/2023					1	1
7/1/2023				1		1
12/1/2023				1		1
Residential Substance Abuse Treatment Facility				3		3
4/1/2023				1		1
9/1/2023				1		1
10/1/2023				1		1
Custodial Care Facility			1		1	2
9/1/2023			1			1
11/1/2023					1	1
Non-residential Substance Abuse Treatment Facility				2		2
8/1/2023				1		1
9/1/2023				1		1
Public Health Clinic				2		2
9/1/2023				1		1
2/1/2024				1		1
Urgent Care Facility				1		1
10/1/2023				1		1

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Investigations Place of Service and month	county					Grand Total
	Island	San Juan	Skagit	Snohomish	Whatcom	
Grand Total	153	42	566	3,422	856	5,039

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Crisis Services – not Hotline

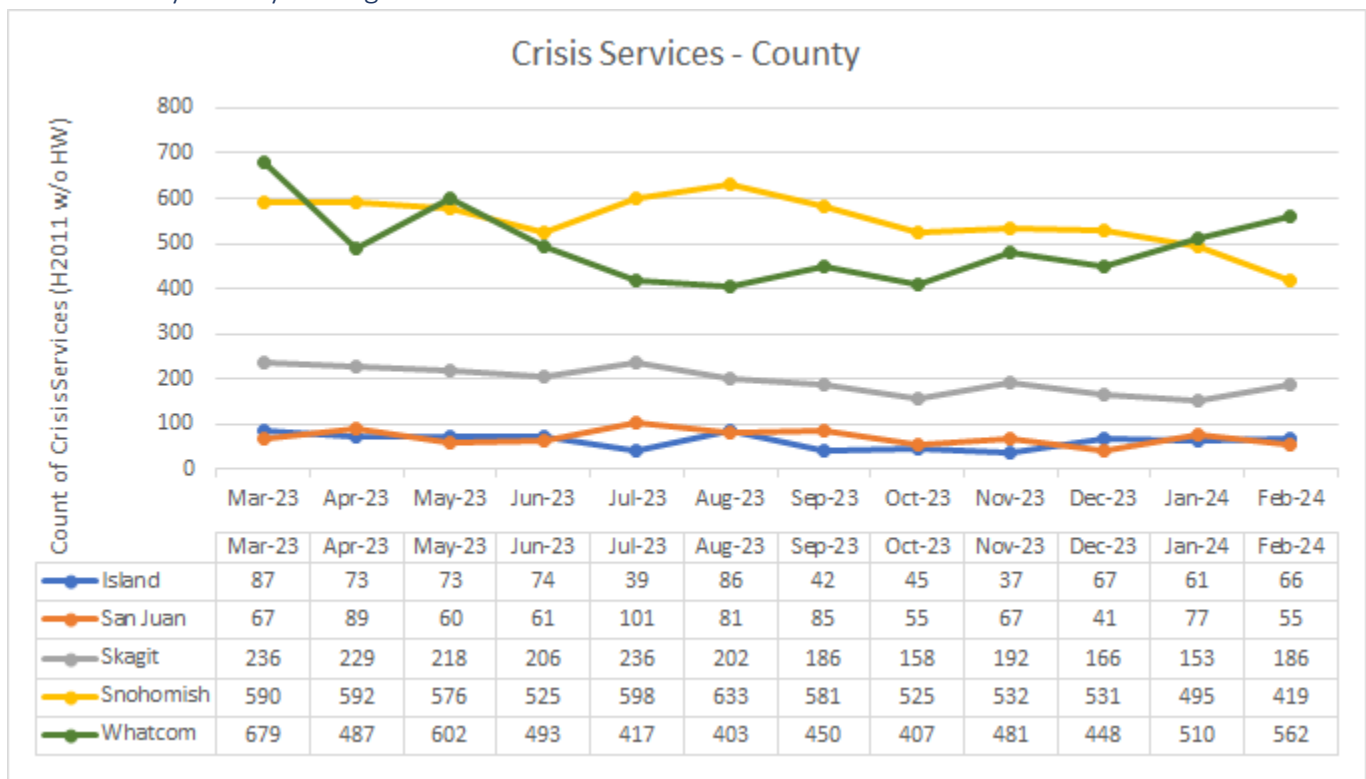
Crisis services are submitted as service per the SERI:

“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

Count of Crisis Services by County

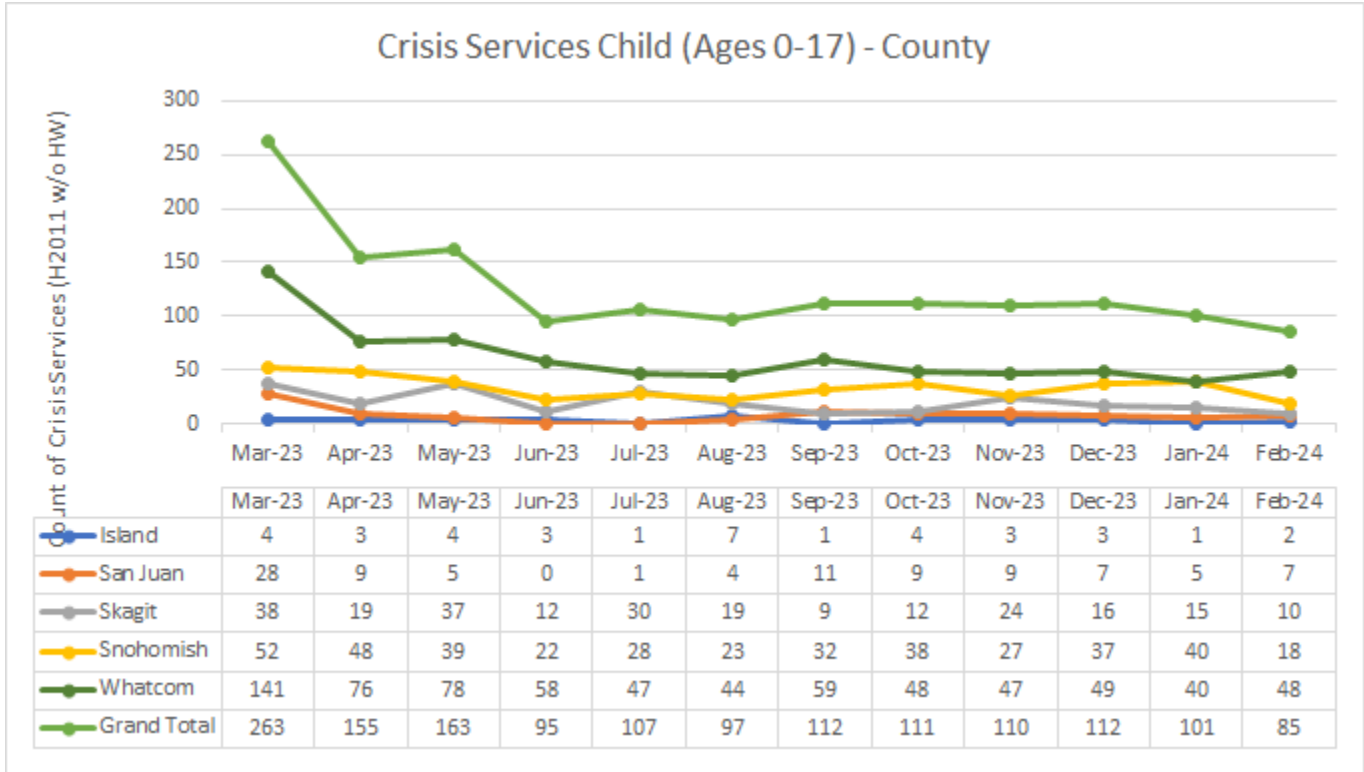
Crisis Services by County - All Ages



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

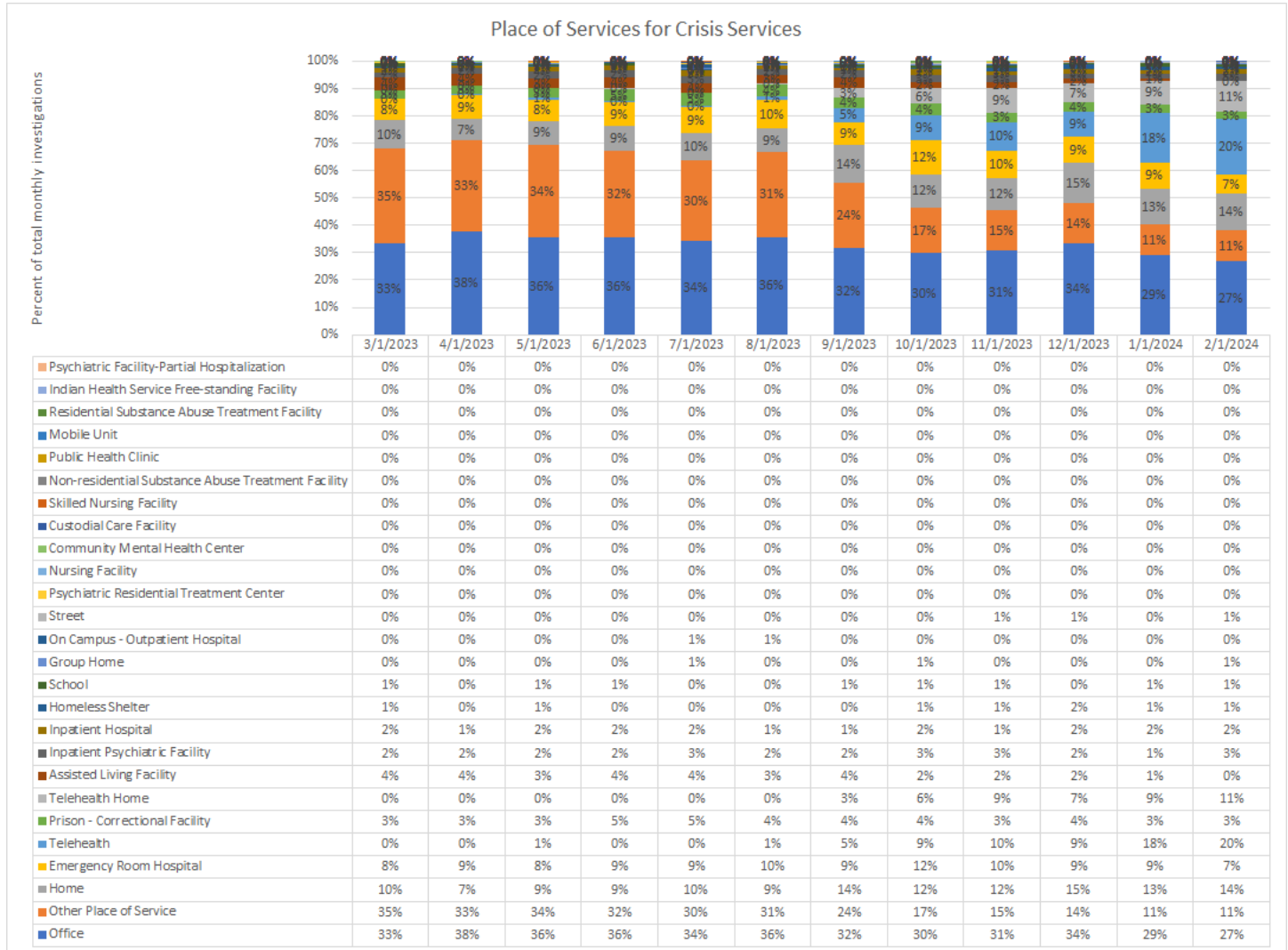
Crisis Services by County – Child



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

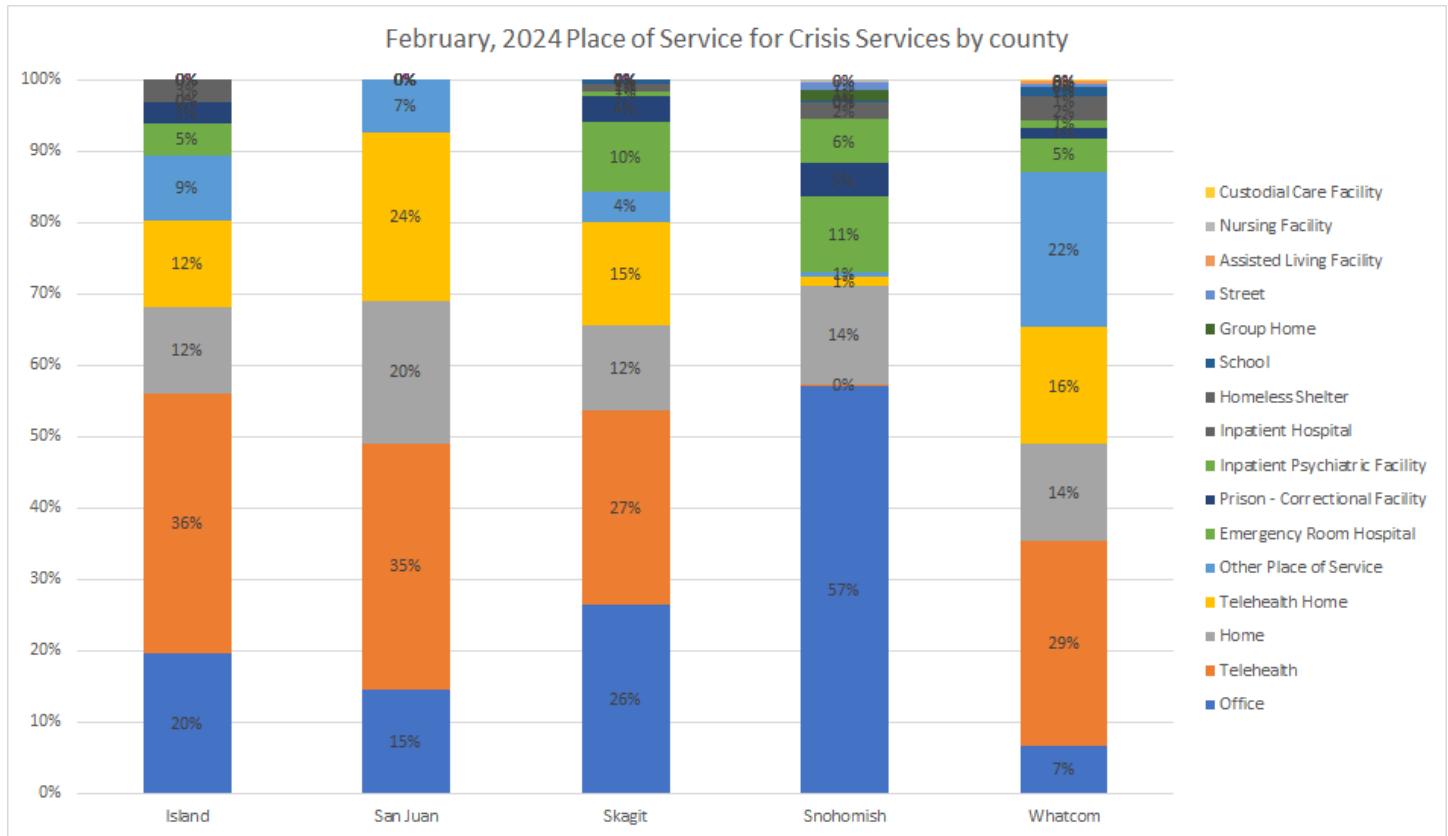
Comparison of Crisis Service Place of Service by Month



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Comparison of Crisis Service Place of Service by County



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Crisis Services by month and Place of Service

Count of services	Month												Grand Total
place of service	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	
Office	551	558	546	483	477	503	428	355	403	420	378	346	5,448
Other Place of Service	579	490	518	430	413	436	320	198	194	181	143	144	4,046
Home	173	110	134	124	138	120	184	146	151	189	173	175	1,817
Emergency Room Hospital	129	130	120	118	132	145	115	148	134	118	123	92	1,504
Telehealth	1	5	12	4	6	21	69	106	137	113	234	258	966
Prison - Correctional Facility	51	46	52	63	63	60	52	51	43	44	41	36	602
Telehealth Home	2	2		3		5	45	68	120	87	112	145	589
Assisted Living Facility	73	63	53	56	53	47	55	27	28	22	12	2	491
Inpatient Psychiatric Facility	30	30	37	33	37	31	33	30	35	21	19	33	369
Inpatient Hospital	29	12	26	22	25	13	13	27	17	20	20	23	247
Homeless Shelter	10	5	9	2	6	2	6	7	14	22	16	10	109
School	18	7	10	10	2		9	9	12	5	14	9	105
Group Home	1	7	5	2	8	5	5	6	3	3	5	7	57
On Campus - Outpatient Hospital	4	3	1	3	19	10	4	1	1				46
Street								1	10	7	1	7	26
Psychiatric Residential Treatment Center	3		2	1	1	2	2	4	2		4		21
Nursing Facility	3		3	1	2	1	2		3			1	16
Community Mental Health Center	2	2		2	2	2		3	2				15
Custodial Care Facility			1		4	1		2				1	9
Skilled Nursing Facility			2	1	4					1			8
Non-residential Substance Abuse Treatment Facility						1	1						2
Public Health Clinic							1						1
Mobile Unit							1						1
Residential Substance Abuse Treatment Facility								1					1
Indian Health Service Free-standing Facility											1		1
Psychiatric Facility-Partial Hospitalization				1									1
Grand Total	1,659	1,470	1,531	1,359	1,392	1,405	1,345	1,190	1,309	1,253	1,296	1,289	16,498

Count of Crisis Services by County and Place of Service

Count of Crisis Services	county					Grand Total
Place of Service and month	Island	San Juan	Skagit	Snohomish	Whatcom	
Office	128	123	173	4,213	811	5,448
3/1/2023	9	13	8	382	139	551
4/1/2023	22	9	6	411	110	558
5/1/2023	13	6	4	392	131	546
6/1/2023	14	15	5	337	112	483
7/1/2023	5	25	16	375	56	477
8/1/2023	33	16	2	412	40	503
9/1/2023	4	12	3	364	45	428

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

10/1/2023	10	9	7	302	27	355
11/1/2023	4	6	23	339	31	403
12/1/2023	1	2	20	345	52	420
1/1/2024		2	30	315	31	378
2/1/2024	13	8	49	239	37	346
Other Place of Service	151	406	726	489	2,273	4,045
3/1/2023	19	47	67	85	361	579
4/1/2023	18	57	93	72	250	490
5/1/2023	15	44	118	68	272	517
6/1/2023	17	38	77	67	231	430
7/1/2023	12	48	90	78	185	413
8/1/2023	20	49	86	80	201	436
9/1/2023	14	59	84	8	155	320
10/1/2023	14	37	32	5	110	198
11/1/2023	5	5	30	6	148	194
12/1/2023	8	11	34	10	118	181
1/1/2024	3	7	7	7	119	143
2/1/2024	6	4	8	3	123	144
Home	152	89	361	366	847	1,815
3/1/2023	24	3	49		97	173
4/1/2023	18	11	21		60	110
5/1/2023	24	5	26	1	77	133
6/1/2023	20	1	29	1	73	124
7/1/2023	7	11	38		81	137
8/1/2023	12	3	35		70	120
9/1/2023	7	10	21	77	69	184
10/1/2023	5	2	20	65	54	146
11/1/2023	4	12	30	53	52	151
12/1/2023	17	6	34	58	74	189
1/1/2024	6	14	36	53	64	173
2/1/2024	8	11	22	58	76	175
Emergency Room Hospital	99	31	313	694	367	1,504
3/1/2023	12	1	32	53	31	129
4/1/2023	7	4	37	55	27	130
5/1/2023	12	4	21	47	36	120
6/1/2023	16	2	25	50	25	118
7/1/2023	8	9	29	65	21	132
8/1/2023	11	4	28	75	27	145
9/1/2023	9	3	19	54	30	115
10/1/2023	11	4	32	68	33	148

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

11/1/2023	5		31	64	34	134
12/1/2023	2		25	57	34	118
1/1/2024	3		16	61	43	123
2/1/2024	3		18	45	26	92
Telehealth	76	98	137	16	637	964
3/1/2023			1			1
4/1/2023			2		3	5
5/1/2023					12	12
6/1/2023			1		3	4
7/1/2023		4			2	6
8/1/2023		4			17	21
9/1/2023			4	9	55	68
10/1/2023			19	3	84	106
11/1/2023	8	23	20	2	84	137
12/1/2023	14	12	9		78	113
1/1/2024	30	36	30	1	137	234
2/1/2024	24	19	51	1	162	257
Prison - Correctional Facility	38	15	136	271	142	602
3/1/2023	5		11	26	9	51
4/1/2023	6	6	11	14	9	46
5/1/2023	1	1	9	22	19	52
6/1/2023	3	1	20	27	12	63
7/1/2023	4	1	15	24	19	63
8/1/2023	8	3	12	26	11	60
9/1/2023	3	1	11	23	14	52
10/1/2023	1	2	14	24	10	51
11/1/2023			9	22	12	43
12/1/2023	2		9	23	10	44
1/1/2024	3		8	21	9	41
2/1/2024	2		7	19	8	36
Telehealth Home	36	61	77	13	402	589
3/1/2023	2					2
4/1/2023				1	1	2
6/1/2023		2			1	3
8/1/2023		1			4	5
9/1/2023				2	43	45
10/1/2023	1		7	1	59	68
11/1/2023	7	19	17	1	76	120
12/1/2023	10	10	10	2	55	87
1/1/2024	8	16	16	1	71	112

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

2/1/2024	8	13	27	5	92	145
Assisted Living Facility	37	4	340	21	89	491
3/1/2023	14	1	57	1		73
4/1/2023	2		53	4	4	63
5/1/2023	8		37	1	7	53
6/1/2023	4	1	45	1	5	56
7/1/2023		1	39	5	8	53
8/1/2023	1		30	3	13	47
9/1/2023	3		40	2	10	55
10/1/2023	1		12	2	12	27
11/1/2023	1	1	14	1	11	28
12/1/2023	3		12		7	22
1/1/2024			1	1	10	12
2/1/2024					2	2
Inpatient Psychiatric Facility		1	19	296	53	369
3/1/2023			3	23	4	30
4/1/2023			2	22	6	30
5/1/2023				30	7	37
6/1/2023			3	25	5	33
7/1/2023			4	30	3	37
8/1/2023		1	4	24	2	31
9/1/2023			1	28	4	33
10/1/2023				28	2	30
11/1/2023				28	7	35
12/1/2023			1	17	3	21
1/1/2024				15	4	19
2/1/2024			1	26	6	33
Inpatient Hospital	6	1	24	115	101	247
3/1/2023	2		3	12	12	29
4/1/2023			1	7	4	12
5/1/2023			2	9	15	26
6/1/2023				9	13	22
7/1/2023	1	1	2	9	12	25
8/1/2023	1		3	6	3	13
9/1/2023			2	4	7	13
10/1/2023	1		4	18	4	27
11/1/2023	1		3	9	4	17
12/1/2023			3	10	7	20
1/1/2024				13	7	20
2/1/2024			1	9	13	23

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Homeless Shelter	21	1	23	1	63	109
3/1/2023					10	10
4/1/2023					5	5
5/1/2023					9	9
6/1/2023					2	2
7/1/2023					6	6
8/1/2023					2	2
9/1/2023	1				5	6
10/1/2023	1		3		3	7
11/1/2023	1		7		6	14
12/1/2023	9		8		5	22
1/1/2024	7	1	4		4	16
2/1/2024	2		1	1	6	10
School	3	6	21	18	57	105
3/1/2023		2	4	4	8	18
4/1/2023		1		2	4	7
5/1/2023				1	9	10
6/1/2023			1	2	7	10
7/1/2023					2	2
9/1/2023	1			4	4	9
10/1/2023		1	3	1	4	9
11/1/2023	1	1	6	1	3	12
12/1/2023	1		1		3	5
1/1/2024		1	5	2	6	14
2/1/2024			1	1	7	9
Group Home	1		7	37	12	57
3/1/2023					1	1
4/1/2023			2	2	3	7
5/1/2023				4	1	5
6/1/2023				2		2
7/1/2023				7	1	8
8/1/2023			2	3		5
9/1/2023				3	2	5
10/1/2023			2	3	1	6
11/1/2023			1	2		3
12/1/2023				1	2	3
1/1/2024	1			4		5
2/1/2024				6	1	7
On Campus - Outpatient Hospital		3	3		40	46
3/1/2023			1		3	4

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

4/1/2023		1	1		1	3
5/1/2023					1	1
6/1/2023		1			2	3
7/1/2023		1			18	19
8/1/2023					10	10
9/1/2023					4	4
10/1/2023			1			1
11/1/2023					1	1
Street			1	14	11	26
10/1/2023					1	1
11/1/2023			1	2	7	10
12/1/2023				7		7
1/1/2024					1	1
2/1/2024				5	2	7
Psychiatric Residential Treatment Center	1			5	15	21
3/1/2023				1	2	3
5/1/2023				1	1	2
6/1/2023				1		1
7/1/2023	1					1
8/1/2023				1	1	2
9/1/2023					2	2
10/1/2023				1	3	4
11/1/2023					2	2
1/1/2024					4	4
Nursing Facility			1	3	12	16
3/1/2023				1	2	3
5/1/2023					3	3
6/1/2023					1	1
7/1/2023				1	1	2
8/1/2023					1	1
9/1/2023			1		1	2
11/1/2023					3	3
2/1/2024				1		1
Community Mental Health Center				15		15
3/1/2023				2		2
4/1/2023				2		2
6/1/2023				2		2
7/1/2023				2		2

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

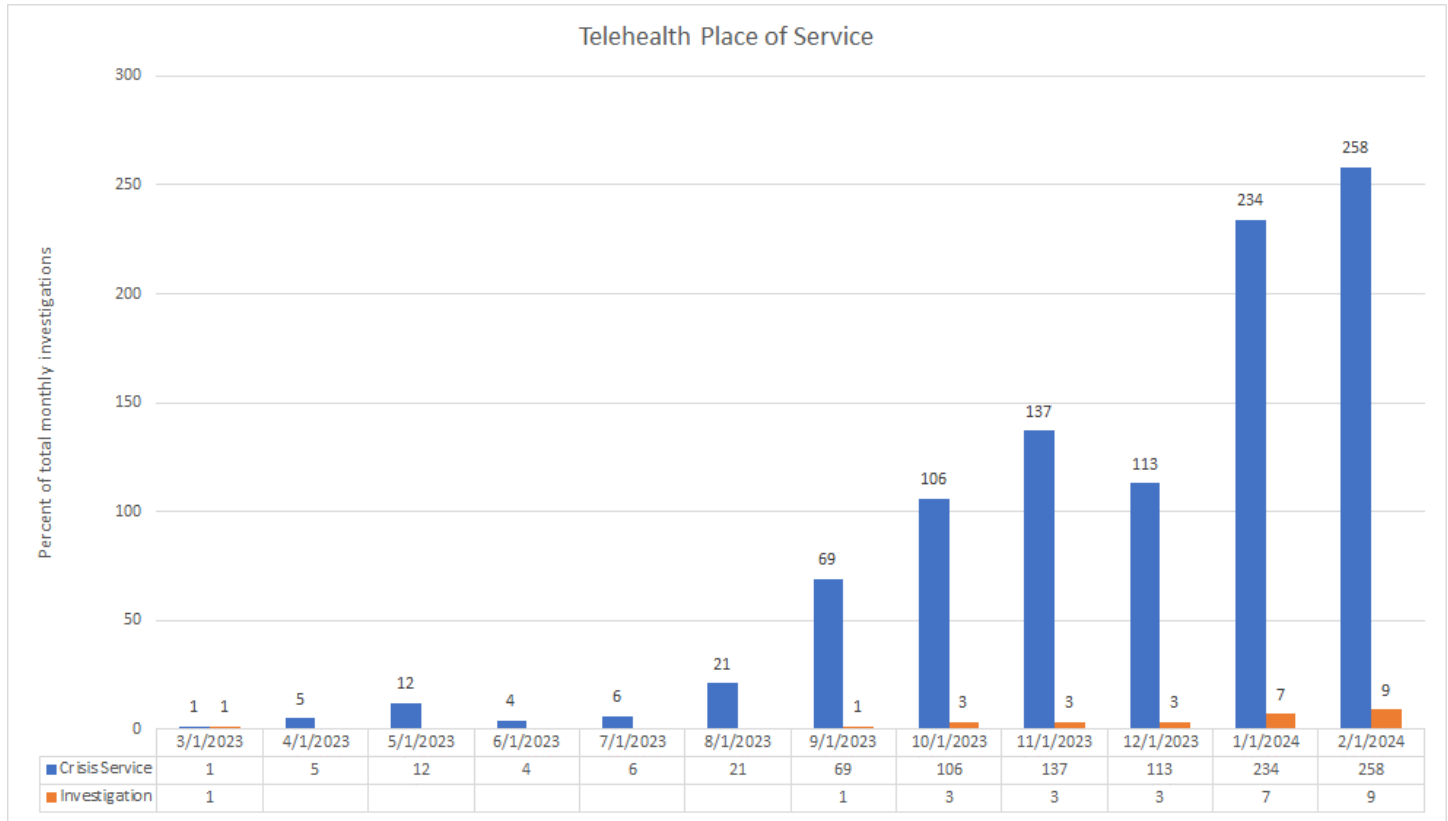
8/1/2023				2		2
10/1/2023				3		3
11/1/2023				2		2
Custodial Care Facility	1		5		3	9
5/1/2023			1			1
7/1/2023	1		2		1	4
8/1/2023					1	1
10/1/2023			2			2
2/1/2024					1	1
Skilled Nursing Facility			1	3	4	8
5/1/2023					2	2
6/1/2023					1	1
7/1/2023			1	2	1	4
12/1/2023				1		1
Non-residential Substance Abuse Treatment Facility				2		2
8/1/2023				1		1
9/1/2023				1		1
Public Health Clinic				1		1
9/1/2023				1		1
Mobile Unit				1		1
9/1/2023				1		1
Residential Substance Abuse Treatment Facility				1		1
10/1/2023				1		1
Indian Health Service Free-standing Facility				1		1
1/1/2024				1		1
Psychiatric Facility-Partial Hospitalization				1		1
6/1/2023				1		1
Grand Total	750	839	2,368	6,597	5,939	16,493

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Telehealth Place of Service – Crisis and Investigation Services

Telehealth Services utilize Place of Service code '2' and '10'. Modifier 'FQ' for audio only.



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

North Sound Community Triage Centers (Crisis Stabilization)

Region

North Sound has 4 Community Triage Centers, with one each in Island, Skagit, Snohomish and Whatcom Counties. The Snohomish Triage Center closed on 4/27/23 and anticipates reopening in 2025. The Triage Centers provide a range of services including mental health crisis stabilization and both acute and sub-acute substance use withdrawal services. The intent is to provide a less restrictive alternative to inpatient detention while providing community stakeholders with a 24/7 behavioral health treatment resource. North Sound BH-ASO has participated in capital funding of all the Triage Centers and continues to fund Non-Medicaid Services in them.

Region Bed Day Deliverable

Total Bed Day

North Sound receives a contract deliverable from the Whatcom Triage providers that includes bed days provided in total – also some information has been added from other sources

Total Bed Days	agency/county			Pioneer		Grand Total
	Compass					
Month	Snohomish	Whatcom	Island	Skagit	Whatcom	
2/1/2023		335	189	265	304	1,093
3/1/2023		305	200	302	311	1,118
4/1/2023		303	215	305	362	1,185
5/1/2023		309	203		366	878
6/1/2023		330	230	292	326	1,178
7/1/2023		256	219	300	298	1,073
8/1/2023		346	231	303	321	1,201
9/1/2023		257	223	292	314	1,086
10/1/2023		285	227	352	333	1,197
11/1/2023		261	216	314	390	1,181
12/1/2023		221	206	356	280	1,063
1/1/2024		310	240	370	401	1,321
Grand Total		3,518	2,599	3,451	4,006	13,574

ASO Bed Day

Non-Medicaid Bed days ascribed to North Sound BH-ASO in the deliverable

Sum of ASO_BedDays	agency/county					Grand Total
	Compass			Pioneer		
Month	Snohomish	Whatcom	Island	Skagit	Whatcom	
2/1/2023		139	26	21	55	241
3/1/2023		64	16	20	69	169
4/1/2023		49	27	9	53	138
5/1/2023		109	38	0	56	203

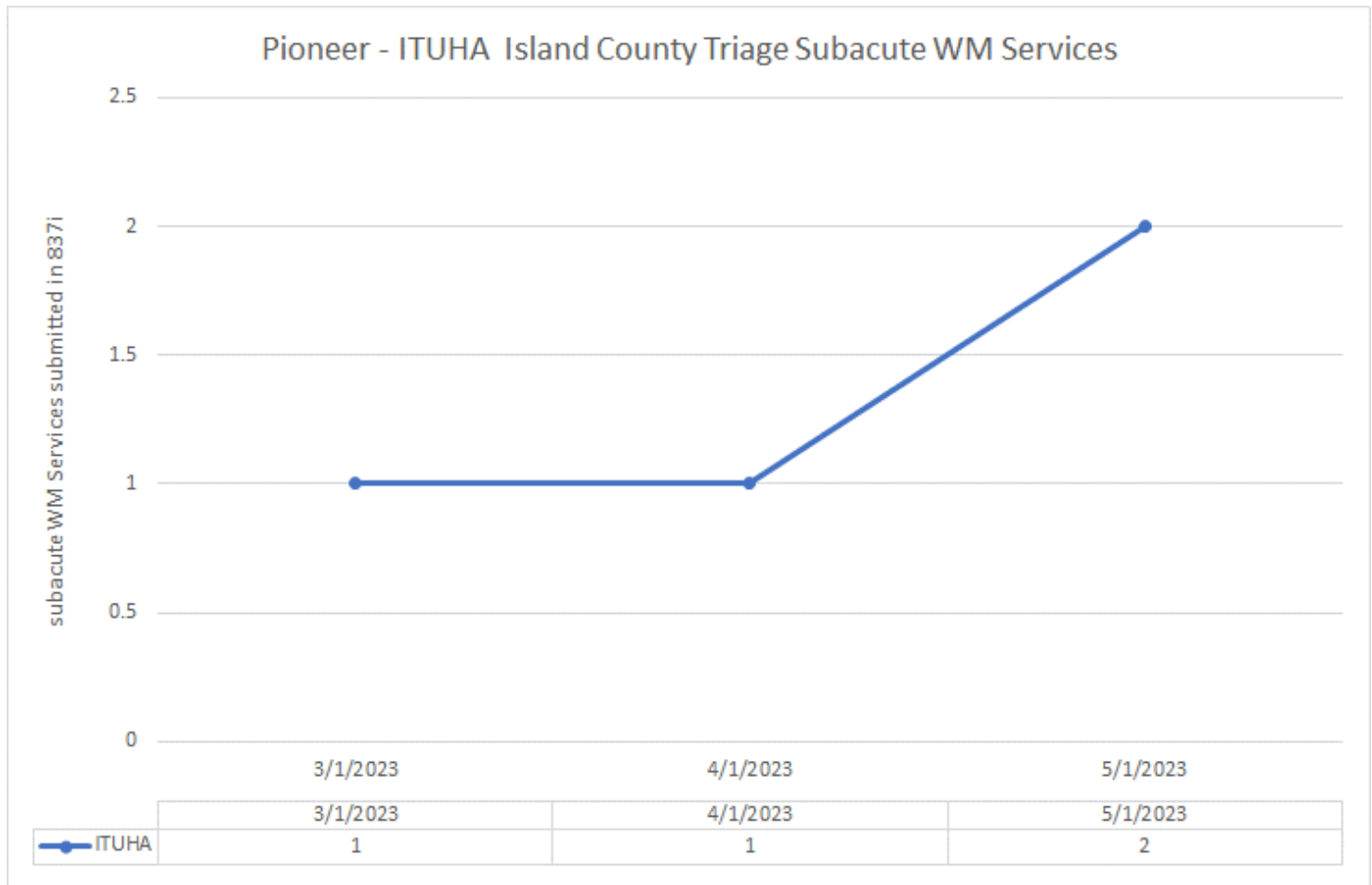
North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Sum of ASO_BedDays	agency/county					Grand Total
Month	Compass		Pioneer			
	Snohomish	Whatcom	Island	Skagit	Whatcom	
6/1/2023		53	26	15	37	131
7/1/2023		45	4	30	25	104
8/1/2023		79	31	16	49	175
9/1/2023		47	6	20	31	104
10/1/2023		66	22	25	34	147
11/1/2023		73	5	28	34	140
12/1/2023		44	24	43	34	145
1/1/2024		86	21	46	95	248
Grand Total		854	246	273	572	1,945

Island

Operated by Pioneer Human Services, the Island Triage facility has a licensed operating capacity of 10 beds. Limited encounter data is currently available.



North Sound Crisis Metric and Reporting

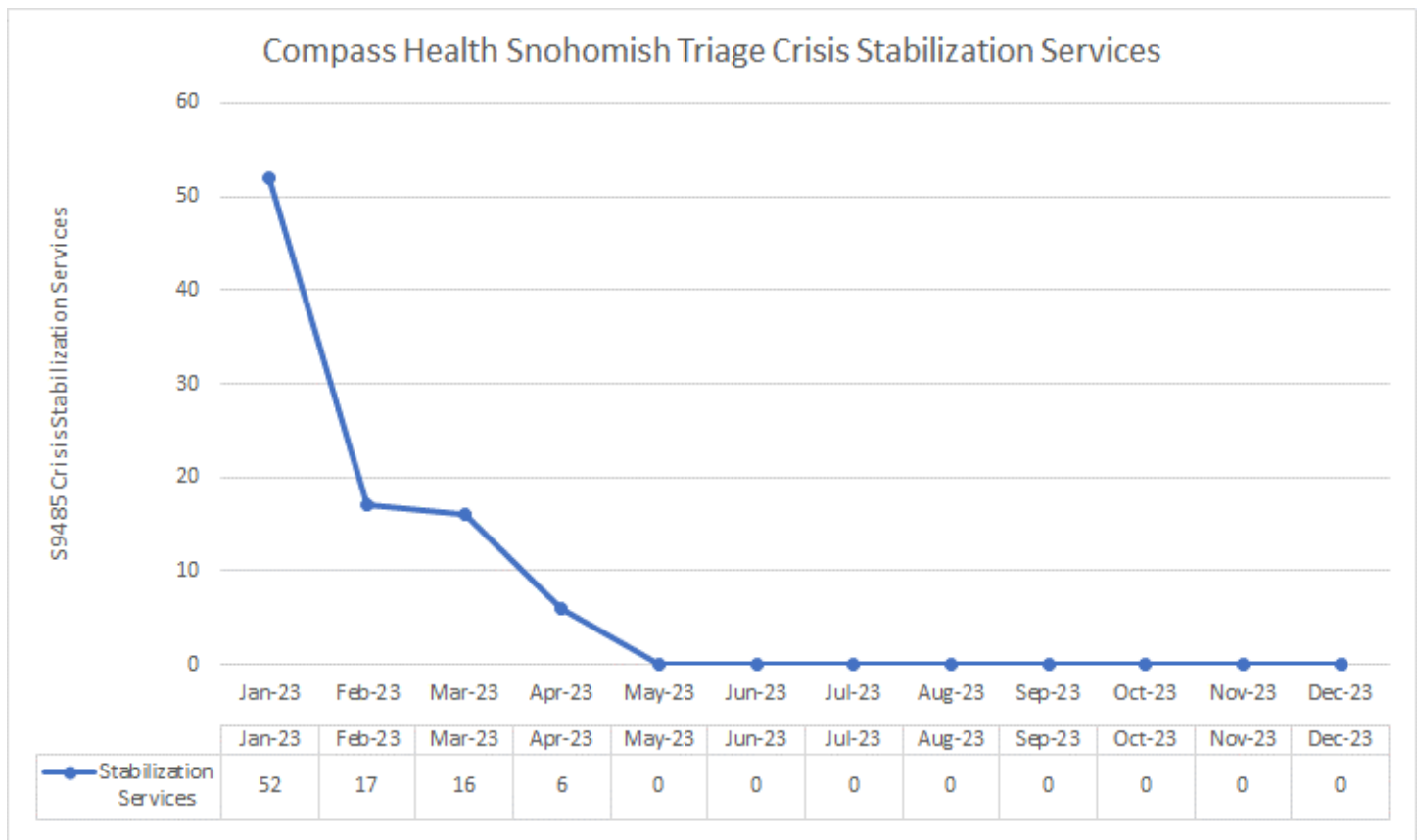
Call Center, DCR dispatch and Crisis Services

Skagit Triage

Operated by Pioneer Human Services, the Island Triage facility has an operating capacity of 16 beds providing a mixture of behavioral health services. No service encounter data is currently available.

Snohomish Triage

Compass Health operates a 16 bed facility providing a mixture of behavioral health services. Closed 4/27/23, scheduled return in 2025.



bed days	diagnosis group		
Agency/County	MH	SUD	Grand Total
Compass Health	86	5	91
Snohomish	86	5	91
1/1/2023	51	1	52
2/1/2023	13	4	17

North Sound Crisis Metric and Reporting

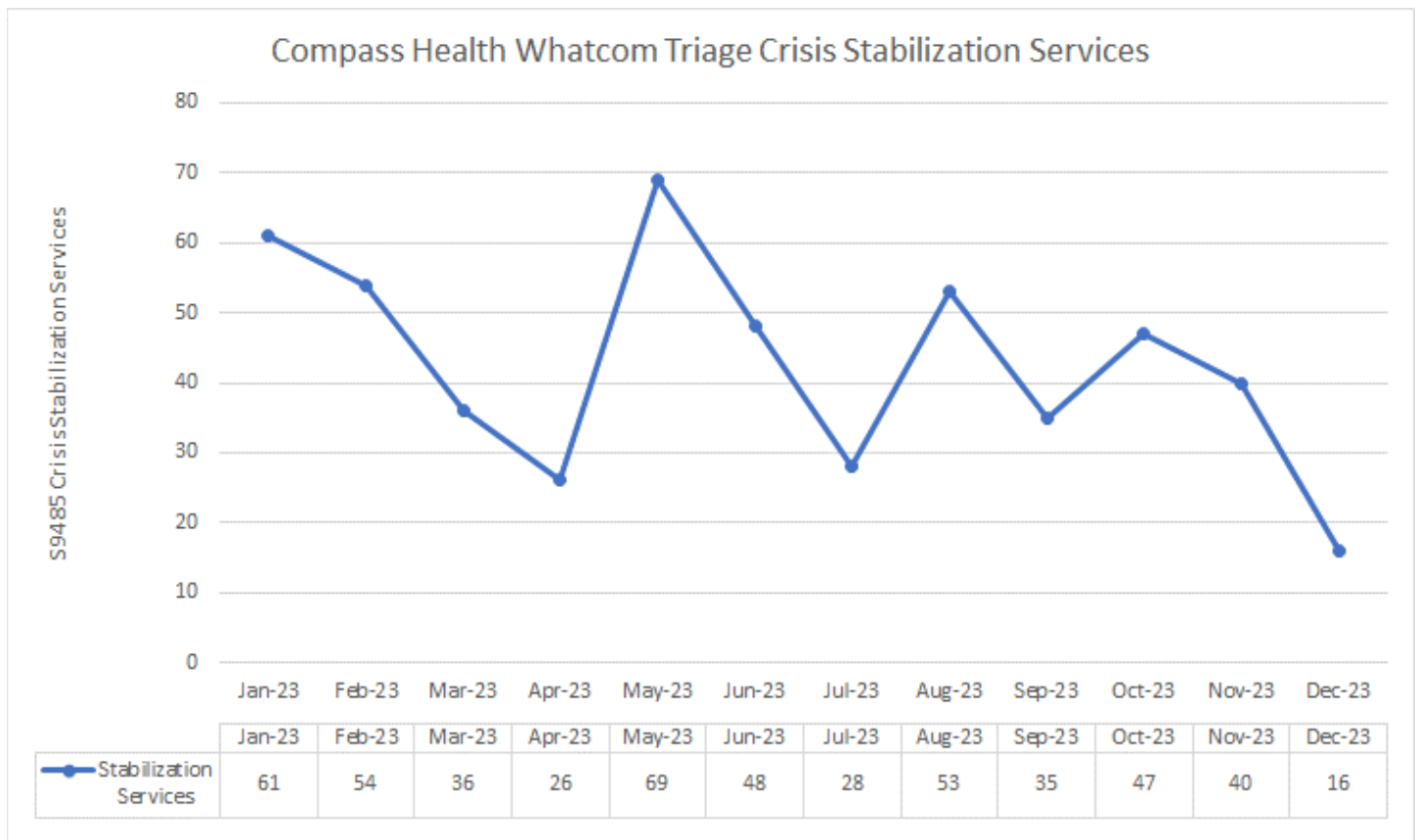
Call Center, DCR dispatch and Crisis Services

bed days Agency/County	diagnosis group		Grand Total
	MH	SUD	
3/1/2023	16		16
4/1/2023	6		6
Grand Total	86	5	91

Whatcom Triage

The Whatcom Triage facility is operated by two agencies. A substance use withdrawal treatment facility operated by Pioneer Human Services, the Whatcom Triage facility has an operating capacity of 16 beds. Limited service encounter data is currently available.

Compass Health operates between 5 and 16 beds for mental health crisis stabilization services in the Whatcom Triage.



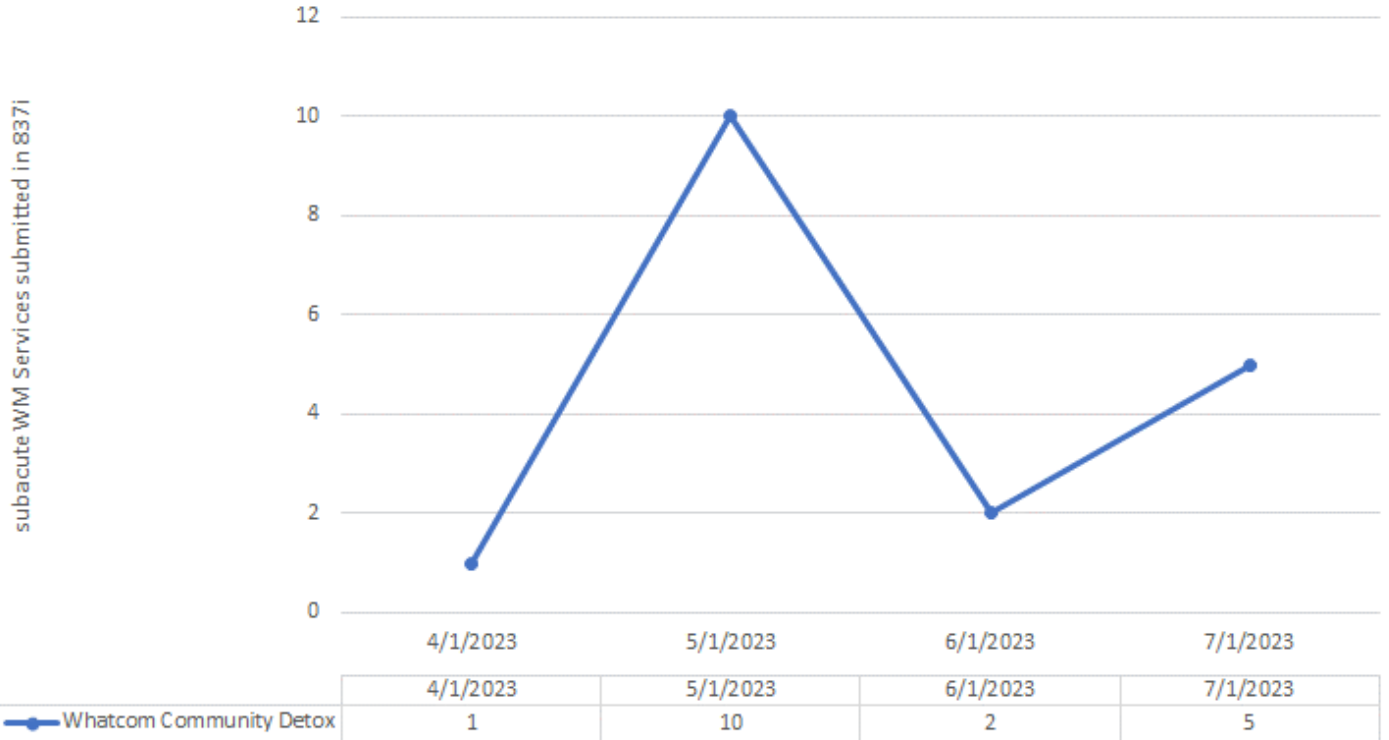
bed days Agency/County	diagnosis group		Grand Total
	MH	SUD	
Compass Health	503	10	513
Whatcom	503	10	513

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

bed days Agency/County	diagnosis group		Grand Total
	MH	SUD	
1/1/2023	57	4	61
2/1/2023	54		54
3/1/2023	36		36
4/1/2023	26		26
5/1/2023	69		69
6/1/2023	48		48
7/1/2023	28		28
8/1/2023	53		53
9/1/2023	29	6	35
10/1/2023	47		47
11/1/2023	40		40
12/1/2023	16		16
Grand Total	503	10	513

Pioneer - Whatcom Community Detox Triage Acute and Sub-acute WM Services



North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Other Triage Information Available

Island County Triage

<https://pioneerhumanservices.org/about/news-events/new-stabilization-center-whidbey-island-helps-client-mental-health-crisis>

Skagit Pioneer 16 bed triage

https://skagitcounty.net/HumanServices/Documents/Skagit%20Community%20Detox_August%202021.pdf

Whatcom Compass Triage – 5 beds

<https://www.compasshealth.org/services/crisis-triage-stabilization/>

Whatcom Triage 16 Compass – 16 Pioneer

<https://pioneerhumanservices.org/treatment/centers#0>

Snohomish Triage

16 beds plus 5 beds for 23 hour observation – Closed 4/27/23 scheduled return in 2025

https://clients.jordancrown.com/compass-health/wp-content/uploads/2018/03/Snohomish_Triage_Flyer.pdf

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

North Sound Child and Family Youth Team (CFYT)

CFYT Overview in the North Sound Region

North Sound currently has 1 Child and Family Youth Team (CFYT). The team is located in Whatcom County. Another team is in process to become operational in Snohomish County.

The Teams provide Crisis and Stabilization (H2011 and H2019 respectively) services with the HA modifier.

CFYT Services

Count of Services	CPT			Grand Total
	H2011	H2019	S9484	
2023				
Oct	26	1	5	32
Nov	19	27		46
Dec	13	13		26
2024				
Jan	19	19		38
Feb	18	22		40
Mar	2	5		7
Grand Total	97	87	5	189

CFYT Units of Service

Sum of Units of Service	CPT			Grand Total
	H2011	H2019	S9484	
2023				
Oct	84	1	5	90
Nov	78	65		143
Dec	41	29		70
2024				
Jan	68	97		165
Feb	46	37		83
Mar	2	6		8
Grand Total	319	235	5	559

CFYT County and MCO distribution of Services

Count of Services	MCO (Other is Non-Medicaid)					Grand Total
	CCC	CHPW	MHC	OTHER	UHC	
2023						
Oct						

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Count of Services		MCO (Other is Non-Medicaid)				
Month / County	CCC	CHPW	MHC	OTHER	UHC	Grand Total
Whatcom	3	1	12	16		32
Nov						
Whatcom		2	20	24		46
Dec						
Whatcom			9	17		26
2024						
Jan						
Skagit				3		3
Whatcom	3	2	16	14		35
Feb						
Skagit			1		1	2
Snohomish				1		1
Whatcom	1	10	9	17		37
Mar						
Snohomish					2	2
Whatcom		1		4		5
Grand Total	7	16	67	96	3	189

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Contract Crisis Metric Summary and Report Cross Reference

Crisis System Metrics Report deliverable to HCA

This format formerly known as the Appendix E format is submitted Quarterly to HCA. It is submitted to the North Sound BH ASO Utilization Management Committee prior to submission. The latest format is included below. A new template will be submitted for January Q1. A comparison highlighting the 5 added categories is below:

Crisis Calls		Old Fields (blue = same) or new definition
1a	Total number of calls to crisis line	Total number of calls to crisis line
1b	Total number of calls to crisis line answered	Total number of calls to crisis line answered
1c	Average answer time of calls to crisis line (seconds)	Average answer time of calls to crisis line (seconds)
1d	Total number of calls to crisis line answered live within 30 seconds	Total number of calls to crisis line answered live within 30 seconds
1e	Percentage of calls to crisis line answered live within 30 seconds	Percentage of calls to crisis line answered live within 30 seconds
1f	Total number of calls to crisis line abandoned	Total number of calls to crisis line abandoned
1g	Percentage of calls to crisis line abandoned	Percentage of calls to crisis line abandoned
Mobile Crisis Outreach Events		
2a	Total number of mobile crisis outreach events	Total number of mobile crisis outreach services
2b	Percentage of EMERGENT mobile crisis outreach events requests/referrals that were responded to within two (2) hours	Percentage of EMERGENT mobile crisis outreach service requests/referrals that were responded to within two (2) hours
2c	Percentage of URGENT mobile crisis outreach events requests/referrals that were responded to within twenty-four (24) hours	Percentage of URGENT mobile crisis outreach service requests/referrals that were responded to within twenty-four (24) hours
2d	Total number of youth mobile crisis outreach events	Definition: Total number of mobile crisis events (2a) that were provided to individuals under the age of 18 years old.
2e	Total number of adult mobile crisis outreach events	Definition: Total number of mobile crisis events (2a) that were provided to individuals over the age of 18 years old.
Involuntary Treatment Act (ITA) Investigations		
3a	Total number of ITA investigations	Total number of ITA investigations
3b	Total number of ITA court hearings	Definition: The total number of ITA court hearings. This transaction documents each hearing under the Involuntary Treatment Act (ITA) filed in a specific county. This excludes filings at a state hospital. If multiple hearings are held for the same person on the same day, record the decision of the court for the most recent hearing. If no decision is made at a hearing and the case is continued to another day, do not record the result of that hearing. Record only those hearings where a court makes a decision, such
3c	Total number of ITA investigations conducted via telehealth	Total number of ITA investigations conducted via telehealth
3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient treatment
3e	Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment	Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment
3f	Total number of ITA investigations not meeting detention criteria, resulting in referral to other community based or medical resources	Definition: The total number of ITA Investigation (3a) not meeting detention criteria, and resulting in a referral to other (non behavioral health) community or medical resources.
3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.	Definition: The total number of ITA Investigation (3a) not meeting detention criteria, resulting in a no further action (meaning no referral or other resources were provided).
3h	Total number of ITA investigations resulting in detention or revocation	Total number of ITA investigations resulting in detention or revocation
3i	Total number of ITA investigations resulting in detentions or revocations filed as SUD	Total number of ITA investigations resulting in detentions or revocations filed as SUD
3j	Total number of ITA investigations resulting in detentions or revocations filed as MH	Total number of ITA investigations resulting in detentions or revocations filed as MH

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

All ASO DCR episode outcomes have been mapped to a row – rows 3d, 3e, 3f, 3g and 3h will add up to row 3a. The table below is how they were mapped:

ASO DCR Outcome	Map Code	Report name
Detention (72 hours as identified under the Involuntary Treatment Act, RCW 71.05).	3h	Total number of ITA investigations resulting in detention or revocation
Detention to Secure Detox facility (72 hours as identified under 71.05)	3h	Total number of ITA investigations resulting in detention or revocation
Did not require MH or CD services	3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.
Filed petition - recommending LRA extension.	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
No detention - E&T provisional acceptance did not occur within statutory timeframes	3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.
No detention – Secure Detox provisional acceptance did not occur within statutory timeframes	3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.
No detention - Unresolved medical issues	3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.
Non-emergent detention petition filed	3h	Total number of ITA investigations resulting in detention or revocation
Other	3g	Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.
Petition filed for outpatient evaluation	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred for hold under RCW 70.96A	3h	Total number of ITA investigations resulting in detention or revocation
Referred to acute detox	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

ASO DCR Outcome	Map Code	Report name
Referred to chemical dependency inpatient program	3e	Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment
Referred to chemical dependency intensive outpatient program	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred to chemical dependency residential program	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred to crisis triage	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred to non-mental health community resources.	3f	Total number of ITA investigations not meeting detention criteria, resulting in referral to other community based or medical resources
Referred to sobering unit	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred to sub acute detox	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Referred to voluntary inpatient mental health services.	3e	Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment
Referred to voluntary outpatient mental health services.	3d	Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment
Returned to inpatient facility/filed revocation petition.	3h	Total number of ITA investigations resulting in detention or revocation

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Current Quarter Crisis System Metrics Report

Metric	Month 1	Month 2	Month 3	Quarter Total
Crisis Calls				
Total number of calls to crisis line	3,955	4,126	0	8,081
Total number of calls to crisis line answered	3,951	4,122	0	8,073
Average answer time of calls to crisis line (seconds)	13	12	00	12
Total number of calls to crisis line answered live within 30 seconds	3,789	4,027	0	7,816
Percentage of calls to crisis line answered live within 30 seconds	95.80%	97.60%	0.00%	96.72%
Total number of calls to crisis line abandoned	4	0	0	8
Percentage of calls to crisis line abandoned	0.10%	0.10%	0.00%	0.10%
Mobile Crisis Outreach Events				
Total number of mobile crisis outreach events	1,295	558	75	1,928
Percentage of EMERGENT mobile crisis outreach events requests/referrals that were responded to within two (2) hours	99.67%	99.21%	100.00%	99.55%
Percentage of URGENT mobile crisis outreach events requests/referrals that were responded to within twenty-four (24) hours	100.00%	100.00%	97.14%	99.90%
Total number of youth mobile crisis outreach events	27	13	2	42
Total number of adult mobile crisis outreach events	664	293	33	990
Involuntary Treatment Act (ITA) Investigations				
Total number of ITA investigations	370	361	51	782
Total number of ITA court hearings	146	154	46	346
Total number of ITA investigations conducted via telehealth	6	9	0	15
Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient behavioral health (MH/SUD) treatment	114	115	16	245
Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment	21	29	4	54
Total number of ITA investigations not meeting detention criteria, resulting in referral to other community based or medical resources	2	1	0	3
Total number of ITA investigations not meeting detention criteria, resulting in no further follow up.	88	74	10	172
Total number of ITA investigations resulting in detention or revocation	145	143	20	308
Total number of ITA investigations resulting in detentions or revocations filed as SUD	54	55	9	118
Total number of ITA investigations resulting in detentions or revocations filed as MH	91	88	11	190

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Last Submitted Crisis System Metrics Report

2023Qtr4	month 1	month 2	month 3	total
Crisis Calls				
Total number of crisis calls received	3,780	4,055	3,710	11,545
Total number of crisis calls answered	3,772	4,047	3,691	11,511
Average answer time of all crisis calls (seconds)	15	14	14	14
Total number of calls to crisis line answered live within 30 seconds	3,512	3,824	3,569	10,905
Percentage of crisis calls answered live within 30 seconds	92.9%	94.3%	96.2%	94.5%
Total number of calls to crisis line abandoned	8	8	19	34
Percentage of crisis calls abandoned	0.2%	0.2%	0.5%	0.3%
Mobile Crisis Team				
Total number of face to face crisis contacts	623	570	692	1,885
Percentage of EMERGENT mobile crisis outreach service requests/referrals that were responded to within two (2) hours	98.9%	99.0%	99.0%	99.0%
Percentage of URGENT mobile crisis outreach service requests/referrals that were responded to within twenty-four (24) hours	100.0%	99.7%	100.0%	99.9%
Designated Crisis Responder				
Total number of ITA investigations	426	394	370	1,190
Total number of ITA investigations conducted via telehealth	3	5	4	12
Total number of ITA investigations not meeting detention criteria, resulting in a referral to outpatient treatment	138	111	109	358
Total number of ITA investigations not meeting detention criteria, resulting in a referral to voluntary inpatient treatment	17	32	19	68
Total number of ITA investigations resulting in detention or revocation	156	143	130	429
Total number of ITA investigations resulting in detentions or revocations filed as SUD	6	2	1	9
Total number of ITA investigations resulting in detentions or revocations filed as MH	150	141	129	420

North Sound Crisis Metric and Reporting

Call Center, DCR dispatch and Crisis Services

Other Highlighted Metrics

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

1. Crisis System Call Center Performance Metrics (one Year average included)
 - A. Ninety percent of crisis calls are answered live within thirty seconds.
 - See page 7.
 - 94.8% Average, 97.6% in current month.
 - B. Call abandonment rate of less than five percent for the crisis line.
 - See page 7.
 - 0.5%- The current month is 0.1%
 - 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 10.
 - 93.7% Average. Current month 96.8%
2. Crisis Reporting
 - A. Call Center Reports
 - See page 11 for demographic information.
 - See page 23 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 18
 - ii. The number and percentage of persons successfully diverted from Emergency Rooms and/or ITA commitments, monitored quarterly.
 - See Dispatches on page 18
 - C. Other
 - i. Mobile crisis outreach dispatch, time of arrival, and disposition of response.
 - See page 23 for dispatch time
 - See page 24 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 21
 - 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 32

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_20240308.xlsx

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

\\w2k16-file\departments\Fiscal_DA\Payment_Computation\ASO_Crisis\ASO_Crisis_20240308.xlsx

Call Center, Triage Center and Outpatient Service data

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\CrisisData_20240308.xlsx

Past Exhibit E

\\w2k16-file\departments\Quality_Specialists\Reports\ExhibitE\ExhibitE_Data_20240108.xlsx

Current Exhibit E

\\w2k16-file\departments\Quality_Specialists\Reports\ExhibitE\ExhibitE_Data_20240308.xlsx

PDF copy of this report

\\w2k16-file\Shared\Reports\DataRequests\Crisis\NorthSound_CrisisMetrics_20240308.pdf

Word working document

\\w2k16-file\departments\Quality_Specialists\Reports\HCA\Crisis\NorthSound_CrisisMetrics_20240308.docx

Triage Data

\\w2k16-file\departments\Quality_Specialists\Reports\Triage\Triage_20240308.xlsx