REPORT TO THE COMMUNITY

SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH ORGANIZATION
7/1/2017 TO 12/31/2018 (18 MONTHS)
For thirty years Spokane County was responsible for administering managed health care funding and services with our dedicated service providers for adults, children, and elderly individuals who suffer from severe and persistent mental illness. In 2015, over 580,000 mental health services were provided to approximately 30,000 people. Through Spokane County’s Regional Support Network (RSN), Medicaid and low-income populations from Spokane, Pend Oreille, Okanogan, Ferry, Adams, Lincoln, Stevens and Grant counties were evaluated, stabilized and provided mental health services.

In April 2016, the Spokane County RSN transitioned to a Behavioral Health Organization (BHO) and integrated mental health and substance use disorder services for all counties (except Grant) under a managed health care model. This transition supported enhanced care coordination, improved health outcomes, and reduction of unnecessary costs. From 2016-2018, over 1 million behavioral health services were provided to approximately 55,000 people on an annual basis.

On December 31, 2018, the Spokane County Regional BHO (SCRBHO) ended its operations in accordance with a governing board decision and Senate Bill 6312 which stipulated that each of the state’s nine regions implement the fully integrated managed care (IMC) model by December 31, 2020. County commissioners from all counties that made up the Spokane County Regional Service Area (RSA) voted unanimously on October 16, 2017 to become a mid-adopter region and implement IMC by December 31, 2018.

During 2018, the Spokane Board of County Commissioners (BoCC) and the SCRBHO staff and leadership were incredibly busy. In January of 2018, the BoCC made the decision to become the Spokane region’s county-operated Behavioral Health-Administrative Services Organization (SCRBH-ASO) effective January 1, 2019. The Spokane Regional BHO and the Spokane County Regional Interlocal Leadership Structure (SCRILS) participated in providing feedback to the Washington State Health Care Authority (HCA) on their Request for Proposal (RFP) for selecting the Managed Care Organizations (MCOs) in the Spokane RSA. The health plans of Amerigroup, Molina Health Care, and Community Health Plan of Washington were selected by HCA.
Additional activities, beyond operating and closing the SCRBHO during 2018, included preparing and being assessed by HCA and the MCOs for SCRBH-ASO readiness as of January 1, 2019, as well as executing contracts with HCA, the MCOs, and all network providers for the SCRBH-ASO, implementing a regional crisis hotline, implementing major business application and technology changes, and implementing policy and procedural changes to meet the MCO’s National Committee for Quality Assurance (NCQA) contract requirements. As the SCRBH-ASO, Spokane County operates the behavioral health crisis system for all individuals needing crisis services in our region, including Medicaid and non-Medicaid individuals. The SCRBH-ASO is also responsible for services required for individuals ordered by courts to be on a Least Restrictive Alternative (LRA). Lastly, SCRBH-ASO is allowed to provide non-crisis behavioral health services for eligible individuals at or below the 220% Federal Poverty Level within the available resources.

Spokane County would like to thank our amazing and dedicated staff, regional contracted service providers, and all stakeholders from across the region and state who have joined us in this accelerated one year effort to implement whole person care in our region. This was an incredible undertaking. Moving forward, Spokane County CSHCD’s priorities will continue to focus on being an important strategic community partner in our region, and to focus on serving the most vulnerable members of our multi-county region of care.

All the best,

KATHLEEN TORELLA

Director
The Spokane County Regional Behavioral Health Organization, a division of Spokane County Community Services, Housing, and Community Development Department, administers funding for behavioral health services in seven counties of north-eastern Washington State.

**The Governing Board** is the Spokane Board of County Commissioners in conjunction with northeast county commissioners in Adams, Ferry, Lincoln, Okanogan, Pend Oreille and Stevens Counties through an inter-local agreement.

**Josh Kerns, District 1, 2018 Chair**
**Al French, District 3, 2018 Vice-Chair**
**Mary Kuney, District 2, 2018 Commissioner**

**The Behavioral Health Advisory Board** consist of members representative of the community who are appointed for their demonstrated concern for behavioral health issues. Board members of minority groups and individuals in recovery are encouraged to participate and 51% or members are required to be individuals with lived behavioral health experience.
It is the Mission of the Spokane County Regional Behavioral Health Organization (SCRBHO) to help those seeking to recover from mental illness and/or substance use disorder (SUD) live safer, healthier, and more independent lives. We ensure that our range of care, resources, and services are person-driven, build on strengths and opportunities, and are available and accessible to individuals and their families.

As the administrator of the public mental health (MH) and substance use disorder (SUD) system of care for a seven-county region, the Spokane County Regional Behavioral Health Organization (SCRBHO) offers services and resources that value:

- Safety and health
- Cultural diversity, social justice, and sensitivity
- Belief that achieving wellness is a reality
- The dignity of each individual to determine their own path
- Active partnerships with related services that also assist the individual
- Promoting a purposeful, satisfying quality of life in one’s own community
EXPANDED SERVICES

**Adult/Older Adult Programs & Services**
- Outpatient Behavioral Health Treatment
- Co-Occurring Treatment Services
- Secure Withdrawal Management & Stabilization (Secure Detox) Services
- Jail Services and Diversion Program
- Mental Health Therapeutic & Drug Court Services
- Sobering and Withdrawal Management
- Opioid Treatment Program (OTP)
- Inpatient Evaluation & Treatment Facility beds
- Crisis Stabilization Facility beds
- Substance Use Disorder Residential Treatment
- Adult Residential Treatment Facility beds
- Transitional Housing Units
- Assisted Living Facility beds
- Criminal Justice Innovative Program
- Supportive Housing Program
- The Evergreen Clubhouse
- Education and Employment through Community Colleges of Spokane

**Child/Youth Services**
- Wraparound with Intensive Services (WISe) Teams
- School-Based Behavioral Health Services
- Outpatient Behavioral Health Treatment
- Co-occurring Treatment Services
- Substance Use Disorder Residential Treatment
- Withdrawal Management
- Spokane County Juvenile Detention Services
- Respite Care Programs
- Youth Task Force
- Homebuilders
- Family Outreach Crisis Intervention
- Day Treatment
- Inpatient Evaluation & Treatment Facility beds
- LifePoint Residential Treatment Program beds
**Number of Services Provided by Age Demographic**

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth (ages 0–20)</td>
<td>306,008</td>
</tr>
<tr>
<td>Adults (ages 21–54)</td>
<td>1,096,525</td>
</tr>
<tr>
<td>Elders (ages 55+)</td>
<td>217,821</td>
</tr>
</tbody>
</table>

*Type of Behavioral Health Services Provided*

- Mental Health Services: 56.9%
- Substance Use Disorder Services: 43.1%

*Reporting Period 7/1/17 to 12/31/18*
INDIVIDUALS SERVED

17,166 Youth 0-20
9,287 Elders 55+
48,365 Adults 21-54
74,818 INDIVIDUALS SERVED

Individual Admissions

Inpatient Facilities
- Community Hospitals: 3516
- Evaluation and Treatment Centers: 2248
- Secure Detox: 102
- State Hospitals: 492
- Children's Long-Term Inpatient Program: 34
MILESTONES & HIGHLIGHTS

Wraparound with Intensive Services for Youth (WISe) teams expanded into all 7 counties serving over 400 youth.

Contracted with The Emily Program to provide Eating Disorder Services including intensive outpatient and residential treatment.

Opioid Treatment provided both in the community and in the jails.

Medicaid eligibility reviews conducted monthly to ensure timely resolution of eligibility issues.

 Prepared for changes in SUD crisis response with adding a third traveling civil commitment court and contracting for Secure Detox beds in Spokane.

Enhanced and updated the Behavioral Health Disaster Response System.

Developed Compliance Education Trainings for the Board of County Commissioners and contracted providers.

Symposiums held with Managed Care Organizations (MCOs) and providers for a seamless knowledge transfer for integrated managed care.
Providers

Adams County Integrated Health Care
ADEPT Centers
American Behavioral Health Systems (ABHS)
Catholic Charities
Children's Home Society of Washington
Community Colleges of Spokane (SEER Program)
Daybreak Youth Services
Excelsior Youth Services
Frontier Behavioral Health
Institute for Family Development
Lincoln County Drug and Alcohol
Lutheran Community Services Northwest
NATIVE Project
Northeast Washington Alliance Counseling Services
Okanogan Behavioral Health

Partners with Families and Children
Passages Family Support
Pend Oreille County Counseling Services
Pioneer Human Services
Providence Sacred Heart Medical Center (BEST)
Riverside Recovery
Specialty Services I and Specialty Services II
Spokane Addiction and Recovery Center (SPARC)
Spokane County Detention Services, Juvenile Court and Detention Center
Spokane Public Schools
Spokane Treatment and Recovery Services – Karen’s House & Cub House
Sunshine Health Facilities
Spokane County Supported Living Program
YFA Connections
The SCRBHO, through the Spokane County CSHCD Department, contracts primarily with local/regional service providers and businesses, translating to an economic multiplier effect that infuses dollars into our region and contributes greatly to regional employment, community programs, and improvements.

Medicaid provides 78% of SCRBHO funding, while the remaining 22% come from the following sources:

- **State Funds**: 47.8%
- **Local 1/10 of 1% MH-SUD Sales Tax**: 34.8%
- **Federal Programs**: 13%
- **Spokane County Property Tax & Grants**: 4.3%

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QUALITY & PERFORMANCE

The SCRBHO is dedicated to providing quality services that meet the unique needs of each individual. One area in which this can be demonstrated is in the increase of individual voice and choice in treatment planning. In the months of May through July of 2018, an independent Quality Review Team (QRT) conducted a survey of individuals receiving behavioral health outpatient services from contracted providers. A high percentage (91%) of individuals stated that staff worked with them to develop a self-directed recovery focused treatment plan.

The SCRBHO works tirelessly to expand and improve services for the most vulnerable in our population. WISe (Wraparound with Intensive Services) for youth was expanded to meet State goals, doubling our capacity from 280 to 429 in 2018. In addition, performance projects were developed to reduce crisis episodes for WISe enrollees. This included crisis prevention training for WISe Teams, Crisis Prevention Resource Guides for families, Medication Lock Boxes donated by Forefront, and HOPE bags with wellness tools for over 400 youth. Follow up surveys and data suggested that the training and tools provided were helpful for youth and families.

The SCRBHO CLAS (Culturally and Linguistically Appropriate Services) Work Group organized trainings to improve care and services for all members of our community. This included a Refugee Mental Health Training and Communicating Effectively with Interpreters Training to overcome communication barriers.

Through Behavioral Health Enhancement Funding, a series of trainings were provided for employee engagement and retention.

- Introduction to Motivational Interviewing
- Advanced Motivational Interviewing
- Trauma-Informed Care
- Professional Ethics
- Assessing and Managing Suicide Risk
- Treatment Techniques for Personality Disorders
PREPARING FOR INTEGRATION

The transition to Integrated Managed Care (IMC) for the Spokane Regional Service Area (RSA), effective January 1, 2019, has brought many changes to the behavioral healthcare system. Throughout 2018, the SCRBHO, the Washington State Health Care Authority (HCA), the Managed Care Organizations (MCOs), behavioral health providers, and Better Health Together all collaborated to strategically plan and prepare for implementation of these changes.

The SCRBHO, under the direction and leadership of the Spokane County Board of County Commissioners in conjunction with the Board of County Commissioners for Adams, Ferry, Lincoln, Pend Oreille, and Steven counties, developed a Spokane County Regional Inter-local Leadership Structure (SCRILS) in alignment with state guidelines.

SCRILS provides a leadership structure for the Spokane RSA chaired by the County Authorities, jointly administered by the County Authorities of the six-county region, HCA, the Apple Health MCOs, the Behavioral Health-Administrative Service Organization (BH-ASO), regarding the vision for integrated health care in the region, which includes Medicaid purchasing for physical health, mental health, and substance use disorder treatment, to ensure the full continuum of care across all six counties. SCRILS includes representation from the Governor’s Office, the Tribes, Recognized American Indian Organizations, physical and behavioral health care providers, Eastern State Hospital, community hospitals, and other entities serving the Spokane RSA.
During 2018, while simultaneously operating the SCRBHO, the SCRBHO completed all pre-assessments and readiness reviews to transition into the region’s Behavioral Health - Administrative Services Organization (BH-ASO) named Spokane County Regional Behavioral Health (SCRBH).

The BH-ASO is responsible for the administration and oversight of crisis services and Ombuds services for all regional residents and for all non-crisis behavioral health services to Non-Medicaid individuals at or below the 220% Federal Poverty Level (FPL) in the Spokane Regional Service Area (RSA). The MCOs contract with the region’s BH-ASO, Behavioral Health Administrative Services Organization (ASO), for the crisis service system for their members.
• The SCRBH ASO Customer care representatives are available Monday through Friday, except holidays, from 8:00 am to 5:00 pm to answer questions or direct individuals to resources by calling (509) 477-4570 or toll-free at 1 (877) 304-7183.

• The SCRBH Ombuds assist and advocate for individuals and their families who have concerns, complaints, or grievances regarding their behavioral health services funded by the Washington Apple Health Managed Care Organizations or SCRBH in the Spokane Regional Service Area (RSA) system of care. Please contact the Ombuds at 1 (509) 477-4666 or Toll-Free at 1 (866) 814-3409. Interpreter services are also available at no cost.

• A list of the SCRBH ASO contracted behavioral health providers may be accessed on our website at: https://www.spokanecounty.org/4270/Behavioral-Health-Treatment-Providers.
A sincere thank you to all our community partners and contracted providers for their dedication and commitment to the most vulnerable in our community. It has been wonderful serving together!