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LETTER FROM THE DIRECTOR

YEAR IN REVIEW

The Spokane County Community Services Department (CSD) has had the proud honor of serving the residents of Spokane County and the Spokane region for over three decades, providing a dedicated array of critically vital behavioral health, developmental disability, housing, and community services necessary to ensure a healthier, more resilient, and more vibrant community. Although our region has experienced many challenges and changes over the last thirty years, our unwavering commitment to serving the residents of Spokane County and the region has remained the core of our mission.

As we look back at 2022, we are both amazed and humbled by all we have achieved. Despite the many challenges and obstacles endured, our successful accomplishments in providing critical services to our region tell the story of a merry band of dedicated individuals committed to improving our community, and ensuring the most vulnerable residents achieve and maintain healthier and more independent lives.

As the last couple of years have abundantly demonstrated, our need to adapt and innovate is imperative to ensuring a successful response to new and emerging challenges. As we endeavor to complete the vital work before us, we remain committed to the future and ensuring our region continues to receive the resources it needs, while working to strategically plan for the ongoing sustainability of essential services to build long-term viability and efficacy, promote wellness, enhance individual health, and provide for a more robust community. The Spokane County CSD is grateful for the partnership and support of the community we have received, and we eagerly look forward to continuing the amazing work of serving the people of Spokane County and the Spokane Regional Service Area.

Justin Johnson, Interim Director
DEPARTMENT OVERVIEW
The Community Services (CS) Department of Spokane County is responsible for regional funding and administrative oversight for dedicated programs benefiting Spokane County and the Spokane Regional Service Area (RSA) residents. Services are provided to those in need of mental health and substance use disorder treatment services; preventative engagement and brief behavioral health intervention services for children, youth, and families; employment services for those with developmental disabilities; and community development, housing, and homelessness resources.

PROGRAMS AND SERVICES
The CS Department strategically oversees programs and services that focus on the following areas:

- Integration of physical health, mental health, and substance use disorder services
- Behavioral health crisis system services
- Early intervention, prevention, and treatment services, within available resources
- Reducing homelessness and providing supportive living services
- Increasing affordable housing
- Promoting employment and education services for Individuals with developmental disabilities
- Supporting criminal justice diversion services as alternatives to incarceration

The CS Department is entrusted with the oversight of many state-mandated programs that provide these critical services. In addition to state and federal funds, the CSD receives 12.6% of its funding from local sources, including Spokane County Sales Tax and Property Tax.
COMMUNITY SERVICES DEPARTMENT DIVISIONS

COUNSELING AND RECOVERY SERVICES (CARES)

ABOUT
The CARES Division is a Behavioral Health Agency that was formed in January 2019 to meet the growing behavioral health and housing support needs in Spokane County. CARES strives to provide an array of behavioral health and supportive living services to adults who are 18 years of age or older.

CARES consists of four (4) programs designed to meet the varying needs of our community:
- Therapeutic Services
- Supportive Living Program (SLP)
- Housing and Recovery Through Peer Services (HARPS)
- Community Integration

SERVICES
- Mental Health Assessments
- Individual, Group, and Family Therapy
- Case Management
- Comprehensive Community Support Services
- Supportive Housing
- Community Integration
- Peer Counseling

DEVELOPMENTAL DISABILITIES (DD)

ABOUT
The DD Division, in partnership with the Washington State Department of Social and Health Services (DSHS), Developmental Disabilities Administration (DDA), administers a range of specific programs by subcontracting with local agencies to provide support and services, birth through life, to people with developmental disabilities and their families.

SERVICES
- Child development services for ages birth to 3 with developmental delays/disabilities.
- School To Work and Job Foundation programs to students in second-to-last and last eligible year of high school.
- Services to assist adults in finding and maintaining employment and living full, participating, and contributing lives within the community.
- Community education and information services designed to increase public awareness and build community capacity for including people with developmental disabilities.

SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION (ASO)

ABOUT
The SCRBH (ASO) Division’s mission is to assist Individuals experiencing mental illness and/or substance use challenges achieve success in their recovery journey, through the provision of a high quality, culturally responsive array of services dedicated to empowering Individuals and their families to achieve safer, healthier, and more independent lives.

The SCRBH (ASO) is responsible for contracting and funding the following services for Individuals in Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens Counties.

SERVICES
- Crisis services and involuntary treatment evaluations
- Involuntary treatment services in psychiatric or secure withdrawal management facilities for non-Medicaid Individuals
- Treatment and monitoring of non-Medicaid Individuals with active Lesser Restrictive Alternative (LRA)/ Conditional Release Orders
- Various voluntary behavioral health services for non-Medicaid Individuals at or below the two hundred twenty percent (220%) Federal Poverty Level (FPL)
- Prevention, Engagement, and Diversion services for Spokane County Residents
- Housing support for Individuals with behavioral health disorders
2022 was a year of transition and change for CAReS (formerly the Supportive Living Program), starting the year with relocating to 211 W. Augusta Avenue in Spokane. This new location maintains the commitment to providing in-person services with ease of access and community availability with its central location. As COVID-19 risks and restrictions have decreased, Individuals have exhibited an increased desire to engage in face-to-face services, CAReS has been able to offer individual and group appointments, as well as maintain telehealth services, to offer support and treatment to all who are in need.

Throughout 2022, CAReS maintained its full service array, which includes; Therapeutic Services, Supportive Living, Community Integration, and Housing and Recovery Through Peer Services (HARPS). The demand for these services have increased, demonstrating the vital need for the CAReS comprehensive service array.

**Therapeutic Services (TS)**

CAReS’ Therapeutic Services team serves Medicaid-enrolled Individuals who are seeking behavioral healthcare services and desire to improve their quality of life.

**Supportive Living Program (SLP)**

SLP has been providing critical services to Individuals who are homeless with serious or chronic mental illness for over 33 years to help them live more stable, productive lives through a combination of behavioral health services and housing supports.

**Community Integration Program (CIP)**

The Community Integration Program provides services that support activities of daily living in the community, as well as social and independent skill development.

**Housing and Recovery Through Peer Services (HARPS)**

The HARPS Program assists Individuals transitioning from institutional settings into permanent supportive housing. Provides the basis for supportive housing services, and provides integration opportunities. HARPS services are provided by Individuals with lived experience with behavioral health challenges.

CAReS partners with many community agencies to fully utilize HARPS funds, including agencies such as Pioneer Human Services, Frontier Behavioral Health, Catholic Charities, Inland Northwest Behavioral Health, and Eastern State Hospital.

Through leveraging available resources and community partnerships, CAReS has effectively developed the tools to navigate the healthcare system and community resources to provide high quality behavioral health and community support services. Despite the workforce challenges affecting the behavioral health system, retention and recruitment has remained higher than the community average. CAReS services have been enhanced through the expansion of peer services, focusing on those with significant substance use challenges.

CAReS remains committed to utilizing programs and resources to improve our community, enhance housing outcomes, and to improve the mental health of the Individuals we serve.
COUNSELING AND RECOVERY SERVICES (CARES)

CARES BY THE NUMBERS

EXPENDITURES

Program Staff (SLP & TS) Enhancements (Stipends, Training)
Administration
Therapeutic Behavioral Health Services
Housing Subsidies
Supportive Living Housing Program Services

MCO Medicaid  HCA HARS  WA DOC

EXPENDITURES

Number of People who Received Housing Support Services Who Would Otherwise Have Been Homeless: 250
Number of Vouchers Provided to Permanently House Individuals: 55
Individuals who Received CAReS Behavioral Health Services: 638
Behavioral Health Services Provided: 14,604

FUNDING SOURCES

WA Dept. of Commerce 21.3%
HCA HARS 17.8%
MCO Medicaid 60.9%
Total: $3.82M

*Data as of February 2023
DEVELOPMENTAL DISABILITIES (DD) DIVISION

COMPASSIONATE CARE ACROSS THE LIFESPAN

In 2022, the DD Division provided a wide array of Employment and Community Inclusion services for both Spokane and Pend Oreille Counties. The DD Division also provides Early Childhood services within Spokane County. Over 900 adults and 100 children (ages birth to three) were served in our communities with employment and community inclusion and/or early childhood services during 2022.

The DD Division implements and oversees several programs, including the School-to-Work Program, the Job Foundation Program and the Bridge Project.

The School-to-Work Program supports Individuals with developmental disabilities transition to employment during their last year of high school. An average of thirty (30) students participate annually in the School-to-Work Program.

The Job Foundation Program is for students in their second to last year of school and prepares them for active job development in their last year.

The Bridge Project provides support for adults not on a Developmental Disabilities Administration (DDA) Medicaid Waiver to access employment services until they qualify for long-term funding.

Mini-grant projects are short term innovative initiatives funded to support people with developmental disabilities and their families that cannot be supported under our DDA contract.

The DD Division advocates for those with developmental disabilities year-round by hosting and attending trainings, conferences, and community consortiums, locally and nationally.
**DEVELOPMENTAL DISABILITIES (DD) DIVISION**

**DD BY THE NUMBERS**

**EXPENDITURES**

- ITA
- School to Work Services
- Job Foundation
- Bridge Services
- Parent Coalition
- Mini Grants
- Spokane Regional Health/Guild School
- Community Information & Education
- Group Supported Employment
- COVID Infrastructure
- Child Development Services
- Training
- Administration
- Community Access
- Individual Employment

**FUNDING SOURCES**

- Local Property Tax: 3.9%
- DSHS-DDA: 96.1%

**Individuals Supported by the DD Division**

1,405

**Children who Received Development Services**

456

**Clients who Received Employment or Community Inclusion Services**

949

**Total:** $9.53M

*Data as of February 2023*
Spokane County Regional Behavioral Health (SCRBH) Administrative Services Organization (ASO)

The Spokane County Regional Behavioral Health Administrative Services Organization, or SCRBH (ASO), Division manages and oversees regional behavioral health crisis response system services, including Involuntary Treatment Act (ITA) services, and providing a full-service array of voluntary behavioral health treatment options for non-Medicaid low-income Individuals at or below 220% Federal Poverty Level (FPL). This includes programming dedicated to diversionary efforts throughout the county, and implementing services to improve the behavioral health system in the Spokane Regional Service Area (RSA), which includes Adams, Ferry, Pend Oreille, Spokane, and Stevens Counties.

Number of Services the BH-ASO Provided in 2022

94K
The SCRBH (ASO) works diligently to ensure a collaborative partnership with the Spokane Regional Service (RSA) Area Managed Care Organizations (MCOs), Community Behavioral Health Providers, First Responders, Criminal Legal System, and Tribal entities to provide innovative, responsive behavioral health and crisis system services that are attentive to the needs of the entire region. Building on the relationships and coordination efforts established over the years, the SCRBH (ASO) has continued the goal of providing effective and efficient services. We accomplish this through enhancing partnerships, improving collaborative engagements, working to resolve crisis issues equitably, providing an avenue for receiving and incorporating necessary feedback, implementing new legislative and procedural changes, and maintaining an open dialogue with all crisis system partners. The SCRBH (ASO) ensures this through a broad array of meetings and events with our region's providers, policymakers, community members, and other stakeholders.

**REGIONAL MEETINGS**
- Regional Family Youth System Partner Round Tables (FYSPRTs)
- Regional Crisis/DCR Meetings
- Opioid Abatement Council
- Regional Interlocal Leadership Structure (SCRILS)
- "Hotspotters/Homeless Huddle"
- Spokane Regional Crisis Collaborative (SRCC)
- Behavioral Health Advisory Board (BHAB)
- Regional Hospital Collaborative
- Better Health Together Behavioral Health Forum
- Care Coordination

**STATEWIDE MEETINGS**
- Washington State Family Youth System Partner Round Tables (FYSPRTs)
- Association of County Human Services
- DCR Care Coordination Meetings
- MCO-BH(ASO) Workgroups
- MCO/BH(ASO) Clinical Meetings
- MCO Credentialing
- Crisis Delegation
**OUR REGIONAL CRISIS SYSTEM SUMMARY**

**CRISIS SYSTEM SUMMARY**

The SCRBH (ASO) ensures there are Behavioral Health Crisis Response Services available 24 hours, 7 days per week, 365 days per year to all Individuals within the Spokane RSA experiencing mental health or substance use related symptoms impacting their safety, well-being, and functioning. Services include:

- The Regional Crisis Hotline, staffed by skilled professionals to assess and resolve crises by phone, make appropriate referrals, and/or dispatch mobile crises teams or Designated Crisis Responders (DCRs).
- Mobile crisis response services respond to behavioral health crises in the community (e.g., homes, schools, or hospital emergency rooms).
- Involuntary Treatment Act (ITA) services (RCW71.04).
- Short-term crisis stabilization services.
- Urgent and Emergent care services (e.g., Crisis Stabilization facilities, Evaluation and Treatment centers, Secure Withdrawal Management and Stabilization Services facilities, inpatient psychiatric admissions, single bed certification placement).

Walk-in crisis services are always available during business hours to contracted behavioral health crisis providers within the Spokane RSA.

**2022 CRISIS HOTLINE STATISTICS**

- **Number of Calls Made to the Regional Crisis Hotline**: 45K
- **Number of Individuals Served**: 33K
- **Non-Medicaid Eligible**: 27%
- **57% Male** *(Of Reported Gender)*
- **Age**
  - <21
  - 21-65
  - >65
  - Out of Region = 956

*Data as of February 2023*
Involuntary Treatment Act (ITA) services include all clinical and administrative functions for the implementation and evaluation for involuntary detention or involuntary treatment of Individuals in accordance with RCW 71.05 and RCW 71.34. Crisis services become ITA services when a Designated Crisis Responder (DCR) determines an Individual must be evaluated for involuntary behavioral health treatment. ITA services continue until the end of the court ordered involuntary commitment period.

The ITA process may be initiated for anyone within Washington State. An Individual is typically referred by family members, first responders, caregivers, medical providers, and care providers for an ITA investigation/evaluation. Referrals arise from concerns regarding an Individual’s safety, history, and presentation of mental disorder or substance use disorder symptoms. An ITA investigation includes examining alleged facts through reasonably available information, records and witnesses, and consists of an interview with the Individual to determine if symptoms of the Individual’s mental disorder or substance use disorder places them at risk due to the likelihood of serious harm, and/or grave disability. ITA evaluations are often conducted in hospital emergency departments, or outreach into the community.

**ITA SYSTEM SUMMARY**

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**ITA INVESTIGATION OUTCOMES**

*Data as of February 2023*
SPOTLIGHT ON INNOVATIVE NEW PROGRAMS

STRATEGIC INVENTIONS ADDRESSING REGIONAL NEEDS

The Spokane County Community Services Department (CSD) possesses a dedicated cadre of leaders and trained behavioral professionals, providing a unique understanding of the needs and challenges facing the region. Leveraging the knowledge and expertise of well-established providers, the CSD is able to effectively address the behavioral health needs of the community, while ensuring a proactive approach to addressing emerging challenges. Recognizing that unique solutions to addressing systemic community problems require creative solutions innovative thinking.

We strive to not only address the existing behavioral health challenges of Individuals to support them in their recovery, but also aims to prevent Individuals facing these challenges from experiencing a crisis through the development of innovative programs that provide early intervention, so that everyone in our community has the opportunity to live healthier, happier lives.

HOMELESS OUTREACH, STABILIZATION, AND TRANSITION (HOST)

The HOST program serves to engage and support Individuals experiencing homelessness and severe substance use and behavioral health issues to access and utilize physical and behavioral health services. The HOST team meets people on the streets, wherever they may be, to provide an intensive, tailored, whole-person approach to services from a multidisciplinary team that includes an ARNP, peer support specialists, mental health and substance use disorder professionals, and case managers.

INITIATIVE FOR STUDENT WELLNESS: SB-SBIRT

The Initiative for Student Wellness (ISW) is designed to create a supportive and environment that promotes the success of middle and high school students in their journey to improve academic performance while decreasing the frequency of disruption or challenges posed by psychological, emotional, or external stressors. A universal screening tool helps identify mental health and substance use concerns, bullying issues, resource needs, stressors, strengths, and protective factors. Based on identified needs, school-based licensed mental health professionals can provide follow-up care and referrals to resources.
SPOTLIGHT ON INNOVATIVE NEW PROGRAMS

CHILDREN, YOUTH, AND FAMILIES MOBILE CRISIS RESPONSE ENHANCEMENT CYFMC

Children, Youth, and Families Mobile Crisis (CYFMC) Enhancement of MCR Services provide rapid response, assessment services, crisis intervention, supportive counseling, linkage to requested/necessary resources and appropriate community-based mental health and substance use treatment services for ongoing treatment and follow-up. CYFMC services are primarily provided in the community such as homes, schools, parks, and anywhere that the youth and family feel most comfortable.

MOBILE RESPONSE AND STABILIZATION SERVICES (MRSS)

Mobile Response and Stabilization Services (MRSS) provide youth and their families with immediate services to prevent unnecessary hospitalization. The MRSS philosophy understands families are often in the best place to identify changes in their children’s behavior earlier than other professionals, allowing for earlier intervention and the prevention of the need for higher-level interventions. The MRSS model allows for youth and family to define their own crisis, even if it does not rise to the level of a typical crisis as defined by RCW 71.24.025.

RECOVERY NAVIGATOR PROGRAM (RNP)

The Recovery Navigator Program (RNP) provides community-based outreach, assessment, and connection to services for people who interact with law enforcement and first responders due to an untreated mental health or substance use disorder. Through recovery support services and connection to crucial services, the aim of the RNP is to decrease contact with and time spent in the criminal justice system by offering assistance before arrest, or as early on in contact with law enforcement/first responders as possible.
SCRBH (ASO) BY THE NUMBERS

The Spokane County CS SCRBH (ASO) contracts with local/regional service providers and businesses, investing in local providers to enhance community wellbeing, improve the quality of behavioral health treatment services, promote recovery support services, and improve the health and wellbeing of Individuals. All funding represents direct investments into the community.

**FUNDING SOURCES**

- **Total:** $28.6M
- **MCO Medicaid:** 31%
- **HCA State GF-S:** 43%
- **WA DOC:** 0.4%
- **DSHS/DBHR:** 1%
- **Local:** 17%
- **Federal Block Grant:** 7%

**Number of Services the BH-ASO Provided to Individuals in 2022**

94K

**Unique and specific funding sources, including legislatively mandated provisos & individually negotiated Medicaid contracts.**

44

**Local funding used to fund service supports, residential housing, special programs and administrative costs.**

$5M

**Amount of BH-ASO Services Funded by Local Property Tax**

$28K

- **Jail Services**
- **SUD Inpatient**
- **SUD Withdrawal Management Services**
- **Misc. Service Supports**
- **MH Residential Housing**
- **Community Hospital Behavioral Health Services**
- **Direct Service Supports (i.e., UM, IS, etc.)**
- **SB6032 Enhancements & Workforce Development**
- **Misc. Innovative Programs**
- **Outpatient Services**
- **Administration**
- **Recovery Navigator Program**
- **Involuntary Treatment Act (ITA) Courts**
- **E & T Services (Includes Court Evaluators)**
- **Crisis Services**

1 6
OUR CONTRACTED BEHAVIORAL HEALTH CRISIS PROVIDERS

Adams County: Adams County Integrated Health Care
425 E. Main Street, Suite 600, Othello, WA 99334

Ferry, Lincoln, and Stevens Counties: North East Washington Alliance Counseling Services
- Ferry County: 65 N. Keller, Republic, WA 99166
- Lincoln County: 1211 Merriam Street, Davenport, WA 99122
- Stevens County: 165 E. Hawthorne Avenue, Colville, WA 99114
  or 301 E. Clay, Suite 201, Chewelah, WA 99109

Pend Oreille County: Pend Oreille County Counseling Services
105 S. Garden Avenue, Newport, WA 99156

Spokane County: Frontier Behavioral Health
107 S. Division Street, Spokane, WA 99202
2023 AND FORWARD

As we look toward the future, the SCRBH (ASO) is dedicated to addressing critical regional needs through the innovative programming, system improvements, and the implementation of new program development. Some of the focus areas for the SCRBH (ASO) in 2023 include youth and family treatment services, support for individuals experiencing homelessness and behavioral health challenges, and the overall improvement of the behavioral health system of care within the Spokane RSA. A few of the planned programs and projects include:

PHASE 2 EXPANSION OF THE INITIATIVE FOR STUDENT WELLNESS (ISW)

In 2023, the SCRBH (ASO) will be implementing phase 2 of the ISW Program with NEW ESD 101. Phase 2 includes expanding the ISW Program to include service expansion to include the Riverside and Freeman School Districts. The SCRBH (ASO) will also be evaluating the expansion of the ISW program in other schools across Spokane County, determining the areas of greatest need and working to ensuring youth have the critical support they need to be successful.

YOUTH INPATIENT NAVIGATOR PROGRAM

The Youth Inpatient Navigator Program will provide identified youth and families access to a targeted group of community resource providers to develop comprehensive discharge plans that assist with safety planning, resource navigation, connection to outpatient services and resource referrals. The SCRBH (ASO) and its contracted provider will create an online portal to allow behavioral health providers and community members to make referrals to the youth and family to meet with a clinical multidisciplinary response team to identify targeted, individualized resources and services to prevent decompensation and hospitalization.

BEHAVIORAL HEALTH TRANSITIONAL SUPPORT PILOT PROGRAM (BHTSP)

The need for comprehensive transitional support services for those with behavioral health conditions experiencing homelessness has been identified as a system gap in Spokane County. The (BHTSP) Program aims to provide outreach and engagement, educational services, community support, care coordination, brief case management and relapse prevention services to individuals while they are utilizing transitional housing services.
Please reach out to us at Spokane County’s Community Services Department for more information.

WEB
https://www.spokanecounty.org/4574/Community-Services

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