

Pioneer Human Services
Skagit Crisis Center
Skagit Statement of Work

A. PURPOSE STATEMENT

This Agreement is for the purpose of establishing a Skagit Crisis Center in Skagit County. North Sound BHO and Pioneer Human Services shall collaborate on the development, operation and outcomes of the Center.

Skagit Crisis Center is to be an asset to the community in providing a diversion and low cost alternative to Hospital Emergency Department usage, incarceration and recidivism in the criminal justice system.

Individuals admitted to Skagit Crisis Center will be at risk of hospitalization or being booked into jail. The Center shall be a place where individuals can stabilize and be linked to ongoing services.

Contractor shall market the Crisis Center to stakeholders in Skagit County to ensure the community is aware of the resource and have the ability to refer to and consult with the facility when necessary.

Staff at the Skagit Center shall be oriented in the Mental Health Recovery Model and able to assist individuals in their ongoing recovery. The facility will be a safe milieu where individuals can stabilize and begin the engagement in community resources to further their recovery.

B. TARGET POPULATION

Services for Crisis stabilization will be available 24 hours a day, 7 days a week for individuals 18 years of age or older experiencing a mental health crisis that meet admission criteria for the Skagit Crisis Center.

Contractor shall identify those individuals entering the crisis center that are currently enrolled in North Sound services. Once identified, Contractor shall notify their current provider to begin discharge planning.

An individual who is exhibiting high risk or unusual behavior and is or is not being served by the outpatient public mental health system or the outreach is requested after regular business hours when outpatient services are unavailable. The severity and/or acuity of the behavior or the situation do not appear to meet the criteria for either emergency services or an ITA investigation.

The individual, family members, neighbors, law enforcement, or other professionals believe a brief mental health assessment and intervention is warranted. This may include people who are isolating themselves in their homes, living in cars or on the streets, engaging in high risk or unusual behavior that could be attributed to a mental disorder.

Exclusions to target population:

- a. Individuals needing immediate medical intervention for an acute or chronic condition;
- b. Individuals who present a high likelihood of violence or arson.

C. SERVICES

Contractor must provide the following Required Services to individuals in the service area:

Contractor, at a minimum, shall provide a Recovery Strength-based service delivery, Crisis Evaluation and Intervention Services, Risk Assessment, Symptom Assessment and Management, Service Coordination and Monitoring and Documentation.

Contractor shall provide Stabilization Services for 24 hours or more. The Skagit Crisis Center has 16 behavioral health beds in the facility.

In providing Stabilization Services, Contractor shall adhere to policies and procedures developed mutually by North Sound BHO and Pioneer Human Services. Contractor shall report service encounters through North Sound BHO's Consumer Information System (CIS).

Stabilization Services shall be provided as defined in the Data Dictionary:

Stabilization Services

Services provided to individuals who are experiencing a mental health crisis. These services are to be provided in the person's own home, another home-like setting, or a setting which provides safety for the individual and the mental health professional. Stabilization services shall include short-term (less than two weeks per episode) face-to-face assistance with life skills training and understanding of medication effects.

This service includes:

- a. Follow up to crisis services; and
- b. Other individuals determined by a mental health professional to need additional stabilization services. Stabilization services may be provided prior to an intake evaluation for mental health services.

D. REFERRAL PROCESS

Volunteers of America (VOA) will be the primary source of referrals through Access and Crisis services.

Self-referrals, advocates, Emergency Departments and community professionals including case managers, mental health or substance use professionals may make direct referrals to the Center or through VOA.

Law Enforcement Officers and other emergency services shall have the ability to drop off individuals that are in need of stabilization. Center staff will ensure law enforcement officers are received expeditiously and do not remain on site for more than necessary to evaluate the individual for admission.

Contractor shall conduct a brief intake and risk assessment upon an individual's presentation at the Center. Staff shall, after admission, conduct a more thorough assessment of the individual's mental health status.

E. SERVICE INTENSITY

Contractor shall provide crisis services and stabilization services 24 hours-7 days a week.

Stabilization services shall be provided in accordance with encounter reporting instructions with services being provided for 24 hours or more.

During the guest's stay at the Crisis Center staff will attempt to evaluate, stabilize and prevent further deterioration in mental health status and begin a discharge plan.

Individuals may stay in the Crisis Center for up to five (5) days, with the ability for an extension, per policy and procedure.

North Sound BHO shall coordinate with the Contractor on a case-by-case basis placing individuals in the Crisis Center when discharging from Western State Hospital (WSH) or a Community Hospital for up to 5 days.

Contractor shall make every attempt to ensure guest's discharging from the facility have a follow up contact with the center within three (3) days of discharge. This can be in person or by telephone.

F. GUEST RECORDS

Contractor shall keep current guest records on site that adhere to the policies and procedures of the Crisis Center and North Sound BHO. At a minimum, the chart shall contain a risk assessment, brief intake and evaluation and an abbreviated mental health assessment.

Contractor shall keep one guest record that is inclusive of mental health and subacute detoxification documentation. The record shall be in accordance with CFR 42, WAC 3880-865 and 388-877 and North Sound BHO Policies.

Contractor shall ensure physical health care is addressed in the guest record and the nursing staff has access and participates in the development of guest's recovery plan
The guest record shall be in compliance with WAC 388-865 and 388-877.

At a minimum, Contractor shall provide an abbreviated mental health and/or Chemical Dependency assessment to include the following:

- a. A presenting statement with age, sex, ethnicity and home community;
- b. A concise statement of the presenting problem to include, but not limited to:
 - i. Reason for presentation at Crisis Center (in their own words), cognitive ability, behavioral presentation, level of functional impairment, stressors, risk factors and protective factors, baseline functioning, ability to stay safe;
 - ii. Current and/or past CD or psychiatric treatment to include medications;
 - iii. Ensure physical health care is addressed in the guest record and the nursing staff has access and participates in the development of guest's recovery plan
 - iv. Any co-occurring issues, legal involvement, less restrictive options;
 - v. Diagnostic impression;
 - vi. Initial Care Plan with intended interventions to include strengths and barriers;
 - vii. Initial Discharge planning statement.

Said records shall be available for review by North Sound BHO and/or DBHR when requested.

G. DATA COLLECTION

Contractor shall provide data in the CIS for Stabilization Encounters. In addition, the Contractor shall develop a tracking system for the following elements:

- a. Admission denials with reason documented;
- b. Referral source;
- c. Criteria used to determine presentation of primary concern of Mental Health and/or Chemical Dependency;
- d. Documentation of current prescribed medications.

If the individual has ever served in the military:

- a. Is the individual receiving Veteran Benefits;
- b. Is the individual interested in applying for Veteran's Benefits;

H. FACILITY AND STAFFING

Contractor shall comply with all licensing and certification requirements for the facility under WAC 388-865 and 388-877 or any successor.

Contractor shall provide a facility with the capacity for 6.5 stabilization beds. The facility will be in operation 24 hours a day-7 days a week for the purpose of an integrated mental health crisis and substance use sub-acute detox service.

Contractor shall make available a bed for guests being admitted from Island County. Best efforts shall be made to accommodate referrals and admissions in an efficient and responsive way to Island County referents and guests.

Contractor shall provide sufficient staffing to operate the facility to maximum capacity with a minimum of 2 staff, 24 hours a day/7 days a week.

Contractor shall enhance staffing by employing Registered Nurses (RN), Licensed Practical Nurses (LPN) or a combination of both during peak hours during any one 24 hour period. Nursing staff shall conduct brief admission assessments, medical assessments and risk assessments as it relates to acute/chronic health conditions.

Lab and Pharmaceutical services shall be made available on an as needed basis for continuity of care and medical clearance concerns.

Contractor shall have medical consultation provided by an MD, PA, or ARNP available 24 hours a day, 7 days a week for consultation with Nurses and/or other staff as appropriate.

Contractor shall ensure all staff is awake and alert during their shift and periodically assessing all individual's status and safety.

Contractor shall have Peer Counselors integrated into the services provided in the facility. Peer Counselors shall be included in all Center staff meetings.

I. STABILIZATION OUTCOMES MEASURES

Contractor shall develop in collaboration with North Sound BHO outcome measures that promote recovery and provide services that ensure the safety and wellbeing of individuals and the community at large.

Contractor shall track and report on the following data elements:

- a. 100% of guests will have a risk assessment at intake;
- b. Law Enforcement usage of the Triage Center shall increase by 10%;
- c. 50% of guests leaving the Triage Center stabilization service will have information on Wellness Recovery Action Plan (WRAP) and a referral to the Peer Center to initiate the development of a WRAP;

- d. 90% of guests leaving the Triage Center have a safe place to stay/live (such as shelter, hotel, friend/family and/or independent housing);
- e. 90% of enrolled guests will have an outpatient appointment scheduled at the time of discharge;
- f. 90% of guests discharging from the Crisis Center will have follow up contact within three (3) days;
- g. Contractor shall monitor the readmission rate of the Center during the term of this Agreement.

J. WITHDRAWAL MANAGEMENT

1. Inpatient Withdrawal Management Services

Services are required for the care and/or treatment of individuals intoxicated or incapacitated by alcohol or other drugs while the person recovers from the transitory effects of acute or chronic intoxication or withdrawal from alcohol or other drugs. Services are provided in facilities with 16 beds or less and exclude room and board. Services include:

- a. Screening and withdrawal management; and
- b. Counseling of persons admitted to a program within a certified facility, regarding their illness in order to stimulate motivation to obtain further treatment, and referral of individuals who have completed withdrawal management to other appropriate substance use disorder service providers.

2. Service Intensity

- a. Provide for individual safety through the monitoring of vital signs, safety checks, safety contracting, and the implementation of detoxification and crisis stabilization protocols.
- b. Contractor shall provide or contract for medical consultation 24hours per day/7 days per week to assist with screening of potential admits and symptoms of concern during an individual's stay at the facility. Contractor is responsible for obtaining medical consultation or services as needed.
- c. Seek appropriate medical advice or contact 911 Emergency Services if there is an emergent medical or safety concern.
- d. Identify individuals currently enrolled in public mental health services and/or substance use services and contact their current provider to notify.
- e. Develop discharge plans with individuals to link them to the appropriate mental health and substance use treatment resources in the community.
- f. Develop relationships in the substance use and mental health treatment communities to facilitate the transfer of individuals to different levels of care as indicated.
- g. Under the supervision of Contractor staff, the Contractor shall be responsible for and provide for individual self-administration of psychiatric,

detoxification, and other prescribed medications, keeping all individual medications labeled and locked up in a secure location.

- h. Facilitate programming in the facility that nurtures stability and health of all individuals.
- i. Provide three meals a day and a minimum of two snack services for all individuals.
- j. Facilitate transportation (taxi, bus) for individuals for appointments, transportation from EDs, etc.
- k. Provide room and board for up to five (5) days with extensions as needed per policy and procedure.
- l. Facilitate and coordinate alternative residential options if available to avoid discharge to the street.
- m. Ensure follow up contact with individuals within 7 days of individuals' discharge date, by phone or in person.
- n. Provide temporary residence for individuals transferring to or from inpatient treatment.
- o. Coordinate with CPIT and DCR staff to provide efficient service.
- p. Provide capability of reporting mental health services into North Sound BHO's Client Information System (CIS) and TARGET.
- q. Maintain individual records on site that adhere to policies and procedures.
- r. Information regarding Crisis Center services, policies, and procedures shall be shared between Pioneer Human Services, North Sound BHO, and the County.

3. Reporting

- a. Number of priority populations, i.e., IV drug use, HIV/AIDS, pregnant;
- b. Number transported to Emergency Department from Crisis Center;
- c. Number and type of referrals;
- d. Number of bed days served each day of the contract period;
- e. Number of individuals rearrested;
- f. Alternate placement if not at Crisis Center;
- g. Type of charge avoided by Crisis Center placement;
- h. Zip code of law enforcement pick up;
- i. Number of previous Crisis Center visits;
- j. Number of individuals showing up for referrals;
- k. Number of individuals engaged in MH/CD treatment
- l. Duration of engagement
- m. Type of treatment
- n. Medication needs;
- o. Number of individuals turned away due to lack of availability;
- p. Discharge outcome

K. CONSIDERATION

The consideration to be paid by North Sound BHO for the work to be provided by Contractor pursuant to this Agreement shall consist of the available amount from primary funding sources as described in Exhibit Q of this Agreement.

- a. Contractor shall submit an invoice for any capacity funded/cost reimbursement portions of this agreement on a monthly basis.
- b. Contractor shall submit requests for flex funds and interpreter services in compliance with North Sound BHO Flex Fund Policy and Flex Fund Form incorporated herein by reference.
- c. Contractor shall submit an invoice to North Sound BHO 15 days after the end of the month.
- d. Contractor shall submit encounter data per the MIS section on the fee-for-service portion of this agreement.

Funds for July 1, 2017, through March 31, 2018, following the end of the annual State legislative session, North Sound BHO shall offer an Amendment with the proposed funds for the next fiscal year. If for any reason Contractor does not agree to continue to provide services using the proposed funds, Contractor must provide the appropriate notice to North Sound BHO under the termination requirements of Section G.