



North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2018-014

Date: June 26, 2018

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Jenny Billings, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest
Claudia D'Allegrì, Sea Mar
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager
Phil Smith, Volunteers of America
Shanon Hardie, Unity Care NW
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services
Beratta Gomillion, Center for Human Services
Corky Hundahl, Phoenix Recovery Services
Julie Lord, Pioneer Human Services
Linda Grant, Evergreen Recovery Services
Marli Bricker, Therapeutic Health Services

From: Sandy Whitcutt, Crisis Manager and Alexandra Urban, Quality Specialist

Subject: Memorandum Regarding Access Changes

Greetings BHA Providers:

Attached is the memorandum regarding changes to the Access Line effective August 1st.

Please review the memorandum and follow any instructions provided.

Please ensure all appropriate staff receives this information.

The NM contains **the memorandum** below for your convenience.

Full implementation of the changes **is effective August 1, 2018**.

cc: Cindy Ferraro, Bridgeways
Becky Olson-Hernandez, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Richard Sprague, Unity Care NW
Danae Bergman, Center for Human Services
Jackie Henderson, Island County Coordinator
Barbara LaBrash, San Juan County Coordinator
Rebecca Clark, Mental Health Program Coordinator
Skagit County
Anji Jorstad, Snohomish County Coordinator
Anne Deacon, Whatcom County Coordinator

Marsh Kellegrew, Evergreen Recovery Services
Rowell Dela Cruz, Pioneer Human Services
Perry Mowery, Whatcom County
Contract File



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INTEROFFICE MEMORANDUM

TO: QMOC PROVIDERS
FROM: SANDY WHITCUTT, CRISIS MANAGER AND ALEXANDRA URBAN, QUALITY SPECIALIST
SUBJECT: VOA CHANGES EFFECTIVE AUGUST 1ST
DATE: JUNE 22, 2018

A change to Volunteer of America's Access Line will be put into effect as of August 1st. As you know, the VOA Access Line has been taking calls from individuals seeking services and connecting them to BHA's screeners for open access and/or scheduled intakes. Starting August 1st, VOA's Access Line will no longer have a live person answering calls and will no longer be creating and transmitting files to providers for individuals seeking services in the way that they have been. The Access Line will *support* individuals' requests for Access to Services through an automated phone and online systems, but Access will no longer directly field and transfer incoming Access calls. VOA will continue to triage callers requiring immediate attention, directed from the Access Line.

Specific changes include the following:

- The only documentation that will be transmitted to BHA's will be the online forms. No records or clinical information will be routinely sent to BHA's.
- Access/VOA will no longer be initiating requests for service (RFS).

What this means for providers is that you will need to have a plan in place for how you will move forward with incoming calls from individuals seeking services, and how you will initiate the RFS within your agencies. North Sound BHO is requesting behavioral health providers communicate your plans to North Sound, no later than July 15, 2018, for the following:

Screening process

- How you will handle emergent cases?
- Plan for opening RFS and timeline for the RFS to intake.
- How you want to have VOA online forms faxed to you (and where to fax the forms).

This might be a huge shift for some of you, and for others it might not have as big of an impact. A follow-up meeting is being scheduled to further discuss details of this change. A doodle poll has been sent to work through any questions you may have. If you have any question, please feel free to email Alexandra Urban at: alexandra_urban@northsoundbho.org or sandy_whitcutt@northsoundbho.org.

Sandy Whitcutt, Crisis Manager
Alexandra Urban, Quality Specialist