



# North Sound E&T

## Evaluation & Treatment Program



### Meeting a Vital Community Need in Skagit County

One in four adults is diagnosed with a mental illness in the United States. These individuals are **our family members, our friends, our colleagues, and our neighbors**. Without proper treatment, the severity of symptoms can increase, making it necessary for them to receive treatment in a mental health facility.

When appropriate inpatient facilities are not available, individuals experiencing a mental health crisis are often **involuntarily detained and forced to wait for treatment** in hospital emergency departments. This practice is known as “psychiatric boarding.” It has become a more prominent practice in recent years as there are not enough beds across the state yet. For people who desperately need services, psychiatric boarding can be physically and emotionally difficult.

The **North Sound Evaluation & Treatment (E&T)** program was created to provide people access to acute inpatient mental health care closer to home. The North Sound E&T incorporates an innovative recovery-oriented approach to helping people with severe mental health concerns recover in an environment that is warm, welcoming, and designed to support recovery.

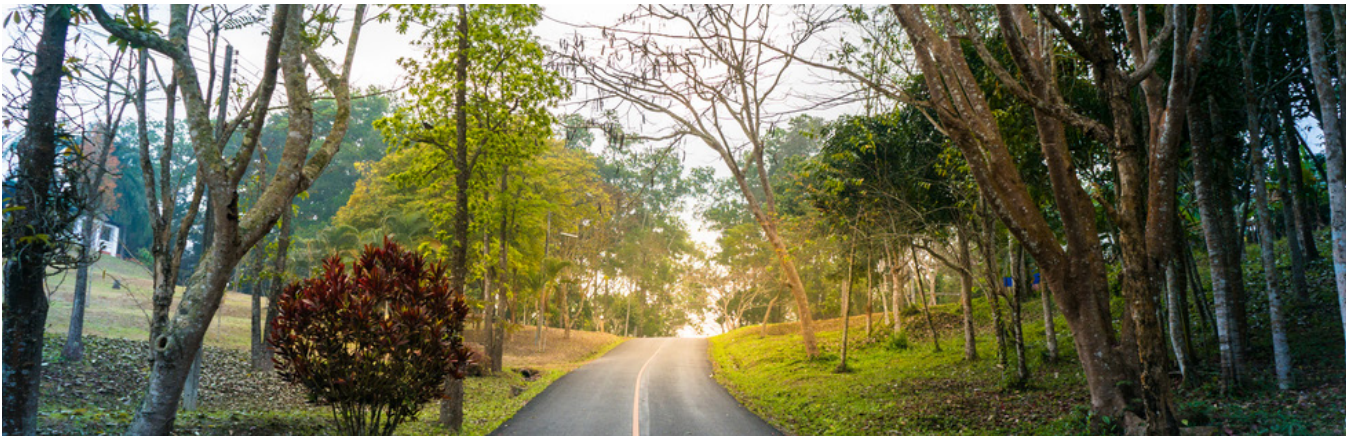
### About the Program

The North Sound E&T is a 16-bed program that provides inpatient mental health services to adults ages 18 and older who are experiencing acute psychiatric symptoms and require a secure environment and 24-hour support in order to stabilize symptoms and prepare to return home, or, to lower levels of care as appropriate.

Services at North Sound E&T includes:

- Comprehensive evaluation and risk assessment, covering mental health and substance abuse
- Psychiatric assessment and treatment
- Peer support and networking
- Social and recreational activities
- Supportive counseling on group and individual basis
- Medication administration and management
- Discharge coordination for return to home and community-based programs

The program is under contract with North Sound Behavioral Health Organization, as well as Amerigroup, Community Health Plan of WA, Molina, Coordinated Care, and United Healthcare.



## Recovery-Focused Practices

- Our services are designed using Telecare’s Recovery-Centered Clinical System (RCCS). This system incorporates evidence-based practices and innovative design components, and emphasizes choice-making skills, harm-reduction techniques and strives to awaken the hopes and dreams of the individual.
- Staff work with clients in building independence and self-responsibility in order to foster their recovery and successfully transition them back to lower levels of care.

## Staffing

- Services are provided by or under the direction of licensed psychiatrists, trained mental health nurses, and mental health professionals.
- Certified Peer Support Specialists are on staff and provide a living example of hope and recovery.

## Family Engagement

- With the consent of the individual served, family and significant others are also included in treatment and discharge planning.

## Integration of Care

- Telecare ensures channels of communication and service coordination strategies are established between the E&T facility and other community resources, as well as the Consumer Warm Line, inpatient and outpatient community providers, law enforcement, hospital emergency departments, county courts, and other allied service providers.

## Relationship with Police & ERs

- At the E&T, we make every effort to manage mental health-related incidents clinically and avoid having police presence within the client areas of our E&T.
- If police presence is necessary, they utilize a protocol for responding to secure mental health facilities—this means that more than one officer will respond to the call.
- If we call 911 for a medical reason and the issue meets certain criteria as identified at emergency dispatch, emergency protocol includes having police respond along with medical personnel. In these situations, police will enter the facility.

## Client Admission Requirements

- Adults ages 18 and older diagnosed with a serious mental illness who reside primarily in the North Sound Region of Washington.
- Referrals can come from any designated crisis responder within the state of Washington.

## Facility Security

- While we strive to create a recovery-oriented environment and take a partnership-based approach to care, we also take steps to ensure the facility is secure. Telecare’s acute inpatient facilities are designed with secure locks on all doors and windows.
- The client recreation area is secured with a high fence specifically designed for anti-climbing.



# Telecare's Acute Inpatient Program Services

## Overview: Acute Services

Telecare's acute programs—including Evaluation and Treatment (E&T) Centers in Washington and Psychiatric Health Facilities (PHF) in California—provide a safe, therapeutic, short-term secure inpatient environment for people experiencing a mental health emergency. Acute inpatient programs can include both voluntary and involuntary components.

## Program Services

Acute programs are staffed by multi-disciplinary teams providing assessments, medication services, discharge planning, and support to help people reduce their acute psychiatric symptoms and prepare them to return to the community or lower levels of care. Along with being licensed by the state, a number of Telecare's inpatient acute facilities are Joint Commission accredited and Medicare certified.

Teams include administrative and clinical staff, including psychiatrists, registered nurses, licensed clinicians, certified peer specialists, and social workers who provide wrap-around support 24-hours a day for the individuals they serve. Specific therapies and activities are incorporated into individual treatment plans based on the needs of clients and their families. Services at Telecare's acute programs include, but are not limited to:

- Comprehensive evaluation and risk assessment, covering mental health and substance abuse
- Psychiatric assessment and treatment
- Peer support and community group meetings
- Social and recreational activities
- Supportive counseling on a group and individual basis
- Medication administration and management
- Discharge planning, including linkage with community supports and services

## Population Served

- Adults with serious mental illness, ages 18 and above.
- Individuals must meet involuntary treatment criteria: individuals may be gravely disabled and unable to provide for their basic needs, or, may be a danger to themselves or others.
- Co-occurring alcohol and/or substance use issues are commonly present.

## Recovery Model

Telecare’s Recovery Centered Clinical System (RCCS) is at the foundation of all Telecare services. The RCCS is a comprehensive wellness and resilience approach that focuses on transforming the treatment environment, program culture, and interpersonal interactions with the goal of awakening hope and enlivening recovery. The RCCS is a framework to inspire individuals to identify their unique hopes and dreams and make choices that move them toward those hopes and dreams. The RCCS increases staff awareness of interpersonal relationships, attitudes, and behaviors to create an environment where people can take steps forward in their recovery.

## Program Culture

The program culture in acute settings is very important for the people served. Culture is one of the most significant components of the RCCS. It addresses losses brought on by years of living in and being served in systems that have often focused on control and exerting “power over” people to ensure their safety and wellbeing. The goal of creating a recovery culture is to create increased awareness and behaviors that reverse the loss of power, motivation, individual uniqueness, and respect and dignity—what we call the “five awarenesses.” Specifically, the RCCS culture emphasizes:

- **Power Awareness:** Using partnership rather than control-oriented power
- **Non-Judgment:** Creating an environment that is supportive versus judgmental
- **Individual Uniqueness:** Avoiding labeling, while recognizing and valuing the uniqueness of others
- **Motivational Awareness:** Understanding each person’s internal motivations and readiness for change
- **Respect and Dignity:** Conveying respect and providing a welcoming environment in all aspects of a program

Using these five RCCS awarenesses, we are able to foster trusting, supportive, interpersonal relationships, including those that are staff-to-client and staff-to-staff. Staff and leaders are systematically trained on how to identify, implement, and measure current program culture.





# Telecare at a Glance

## Serving People With Serious Mental Illness & Complex Needs Since 1965

### About Telecare

Telecare is a family- and employee-owned company founded in 1965 by Art Gladman, a psychiatrist, Lida Hahn, a psychiatric nurse, and Morton Bakar, a businessman—three individuals who were committed to a belief in the rehabilitation potential of people with serious mental illness.

Our founders believed that clients could achieve better results when they received services that were individualized, focused, and provided in a more home-like setting. They placed the client at the center of the organization and created a culture where employees and clients were supported in reaching their full potential.

Our mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes and dreams.



Anne Bakar, President and CEO of Telecare Corporation



The 1965 construction of Everett A. Gladman Memorial Hospital in Oakland, CA. Today, the site is home to both Gladman MHRC and Heritage PHF.

### Our Programs



#### Community-Based

Case Management  
Early Intervention  
ACT/FSP



#### Acute

Short-Term  
Inpatient



#### Crisis

23-Hour Crisis  
Stabilization  
Urgent Care Walk-In  
Crisis Residential



#### Sub-Acute

Longer-Term  
Inpatient  
Skilled Nursing



#### Residential

Transitional  
Longer-Term

### Telecare Addresses...

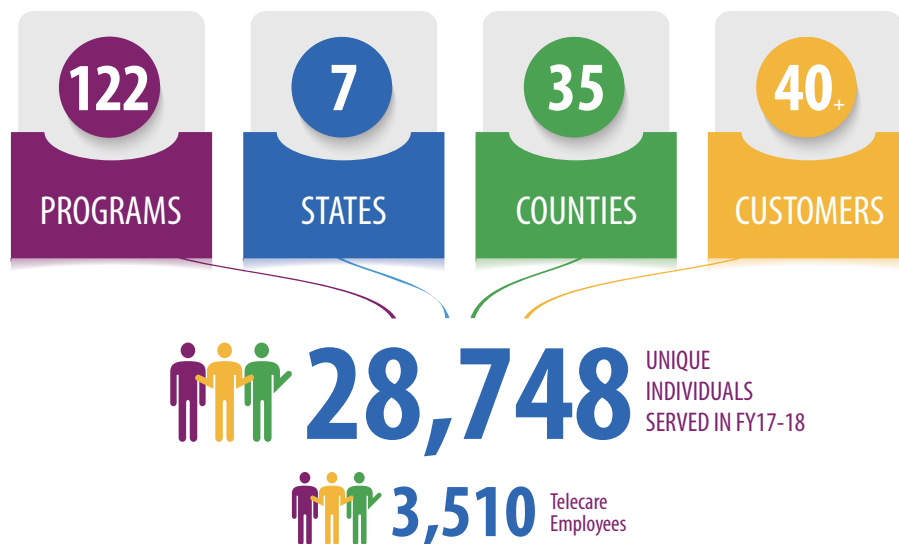
- Serious Mental Illness (SMI)
- Developmental Disorders & Co-Occurring Mental Illness
- Criminal Justice Involvement
- Older Adults experiencing SMI
- Transitional-Aged Youth/Adolescent
- SMI & Co-Occurring Substance Use Disorders

## Making a Difference

“I believe that Telecare is an ideal place for people who are recovering from mental illness and addictions. It has helped me find my identity and medications, goals, and has made me feel like I belong.”

— Member, Orange County STEPS

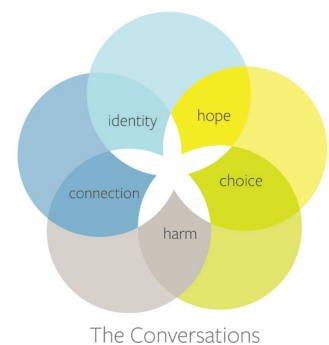
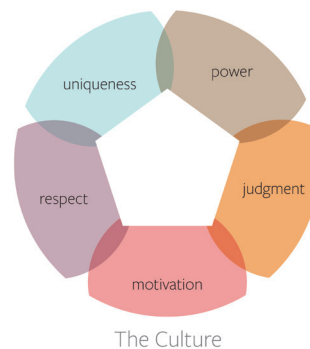
To hear more from our staff and members on how Telecare has impacted those we serve, visit:  
<http://www.telecarecorp.com/recovery-stories/>



## Our Services

### Recovery-Oriented

- Recovery-Centered Clinical System: RCCS has been developed and refined over the last 16 years based on learning from programs to continually improve its effectiveness.
- Recovery-Focused Programs: Interventions support the individual’s own journey of recovery.



### Innovation-Oriented

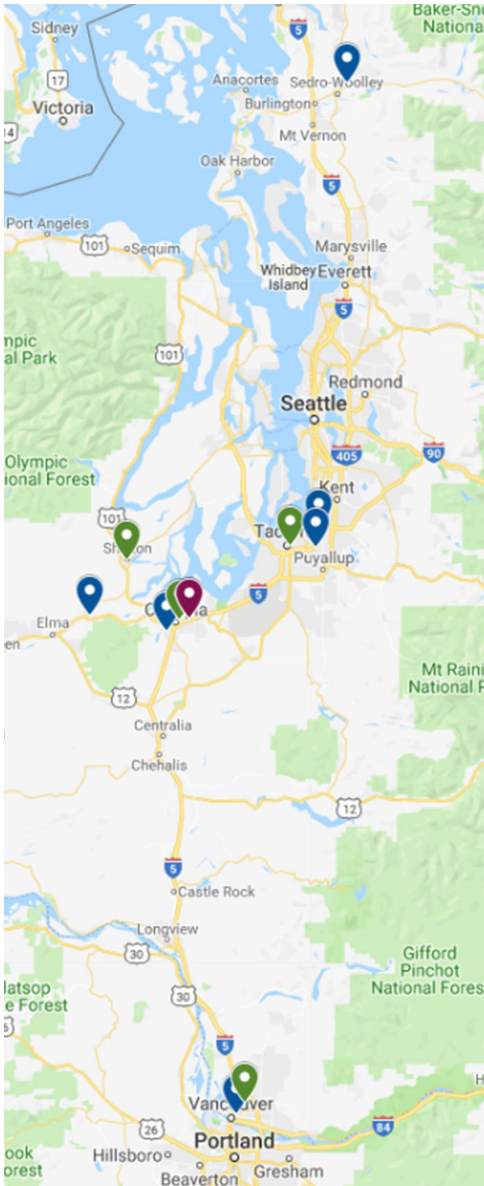
- Shared Decision Making
- CommonGround—Pat Deegan
- WRAP—Wellness Recovery Action Plan
- Early Intervention for Psychosis
- Care Coordination
- Evidence-Based and Promising Practices
- Motivational Interviewing, Stages of Change, SBIRT

## Learn More About Telecare

Please visit [www.telecarecorp.com](http://www.telecarecorp.com) to explore our current programs, initiatives, current news, and more.



# Telecare's Washington State Programs



## TELECARE COMMUNITY ALTERNATIVES TEAM:

**MOBILE OUTREACH (MOT)**  
**TRANSITIONAL CASE MGMT**  
 Community-Based ACT, Case Management  
 Capacity TBD  
 Funded by: Optum BHO

## TELECARE MASON COUNTY MOBILE OUTREACH (MOT) & INTENSIVE CASE MANAGEMENT (ICM) TEAM

Community-Based ACT, Case Management  
 Mobile team: 20-30 responses per month  
 ICM team: 20 members  
 Funded by: Thurston Mason BHO

## TELECARE THURSTON COUNTY MOBILE OUTREACH (MOT) & INTENSIVE CASE MANAGEMENT (ICM) TEAM

Community-Based ACT, Case Management  
 Mobile team: 20-30 responses per month  
 ICM team: 20 members  
 Funded by: Thurston Mason BHO

## TRANSITION CASE MANAGEMENT TEAM

Community-Based, Case Management  
 30 members  
 Funded by: Molina, CHPW

## PEER BRIDGER NORTH SOUND

Community-Based, Case Management  
 3 peer bridgers  
 Funded by: North Sound BHO

## PEER BRIDGER PIERCE COUNTY

Community-Based, Case Management  
 3 peer bridgers  
 Funded by: Optum Health Services

## CLARK COUNTY E&T

Acute Inpatient  
 11 beds  
 Funded by: Beacon, Molina, CHPW

## MARK REED E&T

Opening Soon  
 Acute Inpatient  
 16 beds  
 Funded by: Great Rivers BHO

## KING COUNTY E&T

Acute Inpatient  
 16 beds  
 Funded by: King County BHO

## NORTH SOUND E&T

Acute Inpatient  
 16 beds  
 Funded by: North Sound BHO

## PIERCE COUNTY E&T

Acute Inpatient  
 16 beds  
 Funded by: United Behavioral Health

## THURSTON MASON E&T

Acute Inpatient  
 15 beds  
 Funded by: Thurston Mason BHO

## THURSTON MASON CRISIS TRIAGE

Acute Inpatient  
 10 beds  
 Funded by: Thurston Mason BHO

## TRANSITIONAL DIVERSION PROGRAM

Residential Treatment  
 10 beds  
 Funded by: Thurston Mason BHO

## About Telecare

3,510 employees  
 28,748 unique individuals served yearly  
 Located in 35 counties across the United States



COMMUNITY-BASED



ACUTE



CRISIS



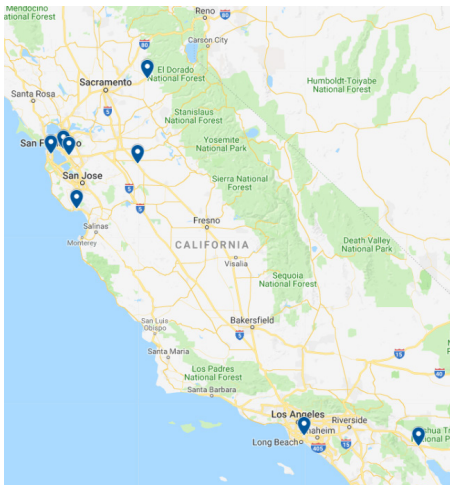
LONGER-TERM RECOVERY



RESIDENTIAL



# Telecare's Inpatient Acute Programs



## California

### EL DORADO COUNTY PHF

Acute Inpatient  
16 beds  
Funded by: El Dorado County

### HERITAGE PHF

Acute Inpatient  
26 beds  
Funded by: Kaiser Health Service

### HORIZON VIEW MHRC

Sub-Acute  
16 beds  
Funded by: Ventura County Behavioral Health

### LA CASA PHF

Acute Inpatient  
16 beds  
Funded by: Los Angeles County

### RIVERSIDE COUNTY PHF

Acute Inpatient  
16 beds  
Funded by: Riverside County

### SANTA CRUZ COUNTY PHF

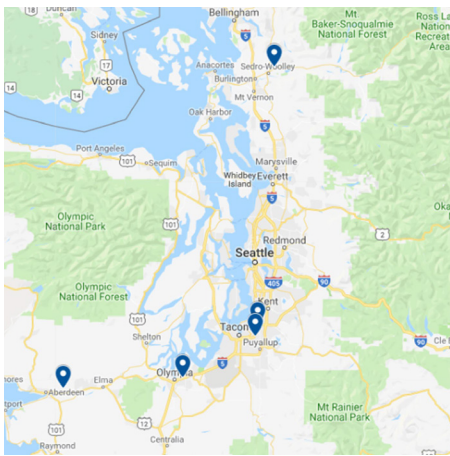
Acute Inpatient  
16 beds  
Funded by: Santa Cruz County

### STANISLAUS PHF

Acute Inpatient  
16 beds  
Funded by: Stanislaus County

### WILLOW ROCK

Acute Inpatient for Youth, 12-17  
16 beds  
Funded by: Alameda County & Kaiser Health Service



## Washington

### CLARK COUNTY E&T

Acute Inpatient  
11 beds  
Funded by: Beacon, Molina, CHPW

### MCCLEARY E&T

Opening Soon  
Acute Inpatient  
16 beds  
Funded by: Great Rivers BHO

### KING COUNTY E&T

Acute Inpatient  
16 beds  
Funded by: King County BHO

### NORTH SOUND E&T

Acute Inpatient  
16 beds  
Funded by: North Sound BHO

### THURSTON MASON E&T

Acute Inpatient  
15 beds  
Funded by: Thurston Mason BHO

### PIERCE COUNTY E&T

Acute Inpatient  
16 beds  
Funded by: United Behavioral Health



## Oregon

### MULTNOMAH CATC

Acute  
16 beds  
Funded by: Multnomah County

## About Telecare

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28,748 unique individuals served yearly  
Located in 35 counties across the United States



COMMUNITY-BASED



ACUTE



CRISIS



LONGER-TERM RECOVERY



RESIDENTIAL





# Washington Program Roundup

## An Overview of Telecare Programs Serving the State of Washington

Telecare currently partners with state and county agencies in Washington to operate an array of mental health programs covering a wide range of services. Our current program roster is included below.

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### Evaluation and Treatment (E&T) Centers

Telecare oversees multiple Evaluation and Treatment (E&T) centers in Washington. These recovery-oriented programs are designed to provide mental health services to adults ages 18 and older who are experiencing acute psychiatric symptoms. The E&Ts provide 24-hour support, psychological assessments, assistance with symptom reduction, medication services, and discharge planning with the goal of preparing individuals to return home or to lower levels of care as appropriate.

**CLARK COUNTY E&T | CLARK COUNTY.** Opened in 2010, the Clark County E&T center is an 11-bed facility, providing both voluntary and involuntary inpatient evaluation and treatment to individuals who are experiencing acute psychiatric distress. These individuals may also need acute detoxification from substances. The program's goal is to support people in stabilizing their symptoms so that they may quickly return home to the community.

**NORTH SOUND E&T | SKAGIT COUNTY.** Opened in 2015, the North Sound E&T center is a 16-bed facility, providing both voluntary and involuntary inpatient evaluation and treatment to individuals who are experiencing acute distress or an exacerbation of a chronic mental illness based in a non-hospital setting. The program is operational 24 hours a day, 7 days a week, and offers a therapeutic milieu. Individuals with mental illness who are detained under State of Washington Involuntary Treatment Act can be admitted.

**THURSTON MASON E&T | THURSTON COUNTY.** Opened in 2017, the Thurston Mason Evaluation E&T center is a 15-bed program designed to serve adults, voluntary and involuntary, with acute mental health symptoms. The E&T is co-located with the Thurston Mason Transitional Diversion Program, and the E&T provides clients with high-level, individualized mental health services from healthcare professionals who are experienced in emergency and acute psychiatric care.

**KING COUNTY E&T | KING COUNTY.** Opened in 2017, the King County E&T center is a 16-bed program that provides involuntary inpatient mental health services to adults who are experiencing acute psychiatric symptoms and require a secure environment and 24-hour support in order to stabilize symptoms and prepare to return home or to lower levels of care as appropriate.

**MARK REED E&T | LEWIS COUNTY.** Opening in 2019, the Mark Reed E&T center will be a 16-bed program that will provide inpatient mental health services in the Great Rivers region to individuals who are experiencing a severe mental health crisis and would otherwise meet hospital admission criteria.

**PIERCE COUNTY E&T | PIERCE COUNTY.** Opened in 2015 and then reopened in 2019, the Pierce County E&T center is a 16-bed program that incorporates an innovative recovery-oriented approach to helping people with severe mental health concerns. The E&T provides inpatient mental health services to adults who are experiencing acute psychiatric symptoms, and require a secure environment and 24-hour support in order to stabilize symptoms and prepare to return home, or, to lower levels of care as appropriate.

## Crisis Assessment and Treatment

These programs offer immediate individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and receive appropriate referrals to community-based resources. Services are delivered on a voluntary or involuntary basis. These programs offer screenings, medication adjustment and psychiatric services, peer support, and recovery specialist services.

**THURSTON MASON CRISIS TRIAGE | THURSTON COUNTY.** Opened in 2016, the Thurston Mason Crisis Triage is a 10-bed facility that provides involuntary and voluntary mental health evaluation and treatment to divert individuals with an acute behavioral health diagnosis from local county and city jails and local hospital emergency rooms. Evaluations for involuntary behavioral health treatment are provided on-site and in the jail by Designated Mental Health Professionals (DMHPs). Program services include crisis treatment, on-site medical screen and clearance evaluation, stabilization services, linkages to ongoing treatment services, and medication management.

## E&T Community Alternatives

In January 2018, Telecare established a new community-based program in Pierce County, WA that includes two new services housed at a single site. The goal of these programs is to reduce capacity strain in the three remaining Telecare E&Ts until the new Milton E&T opens in December 2018. They aim to address both the “front door” of hospital diversion as well as the “back door” of readmission reduction through support for successful care transitions. The **Mobile Crisis Team & Crisis Support Team** collaborates with Multicare’s Mobile Outreach Crisis Team (MOCT) and focuses on hospital diversion efforts in the emergency room, as well as assessment and support for single bed certification patients. The **Transitional Case Management (TCM) Team** serves individuals who have longer lengths of stay—more than 21 days—in an E&T, who could use additional support in their transition to outpatient services.

## Community-Based Programs

Telecare’s case management programs provide strength-based wraparound supports for individuals with mental illness with less intensity than the ACT/FSP level. Discharge teams provide time-limited case management for those leaving inpatient environments with the goal of preventing re-admission.

**PEER BRIDGER, NORTH SOUND | SKAGIT COUNTY.** Opened in 2017, the Peer Bridger Program in North Sound was developed to help people successfully transition from inpatient care at Western State Hospital to more independent, community-based living. The Peer Bridger program focuses on serving those who have had lengthy stays in state hospital settings or have had a history of multiple hospitalizations. The team of peer bridgers serve as role models, peer supports, mentors and advocates, while communicating hope and encouragement, helping people to establish their recovery goals, building practical life skills, and connecting with essential community linkages and natural supports. The program is staffed by three Certified Peer Specialists.

**PEER BRIDGER | PIERCE COUNTY.** Opened in 2017, the Peer Bridger Program in Pierce County was developed with the same goals, population focus, and clinical principles as the North Sound Peer Bridger above. Both programs strive to ensure that 80% of program participants will discharge out of Western State Hospital within 90 days of entry into the Peer Bridger program. The program is staffed by Certified Peer Specialists.

**TRANSITION CASE MANAGEMENT TEAM | CLARK COUNTY.** Opened in 2015, the Transitional Case Management (TCM) Team was developed as an expansion from Telecare's Clark County 11-bed Evaluation and Treatment (E&T) center. The TCM is the first program of its kind to operate out of an acute E&T, and serves clients living in Clark and Skamania counties in Southwest Washington. The TCM provides short-term (90 days or less), peer-based, intensive case management and crisis/hospital diversion services to persons recently discharged from the E&T. Staffing for the TCM includes a mental health professional, a chemical dependency professional, and peer recovery coaches.

**TELECARE THURSTON MASON MOBILE OUTREACH (MOT) AND INTENSIVE CASE MANAGEMENT (ICM) TEAMS | THURSTON AND MASON COUNTIES.** Opened in 2017, Telecare's Thurston Mason Mobile Outreach (MOT) and Intensive Case Management (ICM) Teams were developed to provide specialized, recovery-focused services to people with mental health and/or substance use issues. The intent of these programs is to help individuals during times of mental health- or substance use-related crisis, so they can regain stability, stay safe in the community, and prevent incarceration or unnecessary hospitalization.

**Mobile Outreach Essentials:** Provides support in the community for those experiencing a crisis related to mental illness and/or substance use; conducts services with first responders (police, EMS) on initial screening and triage; conducts on-site assessment, stabilization, and safety planning; and provides services in lieu of incarceration.

**Intensive Case Management Essentials:** Provides up to 90 days of case management for those who meet admission criteria; services may include assistance with Medicaid enrollment, connection with primary care provider, and housing; and assistance from Peer Recovery Coaches who can help facilitate connections to community supports.

## Residential Program

Telecare's residential program offers short-term residential support, medication services, and links to community services for adults ages 18 and older. This program provides individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and create connections to appropriate community-based resources. It can also serve as a step down for those preparing to leave the hospital and return to the community.

**TRANSITIONAL DIVERSION PROGRAM | THURSTON COUNTY.** Opened in 2017, the Transitional Diversion Program in Olympia, WA is a 10-bed program that provides voluntary, short-term psychiatric treatment for adults in crisis, and also provides voluntary transitional care for adults who require a structured, therapeutic environment. The program is a short-term program for individuals who need crisis stabilization and serves as a step-down from the E&T, Western State Hospital, or other community inpatient settings.