



Optum Pierce
Behavioral Health Organization
Services Handbook



Finding help
Finding hope
Finding wellness
Finding your dreams!

Optum Pierce Behavioral Health Organization
3315 South 23rd Street, Suite 310
Tacoma, WA 98405
253-292-4200 ▪ 866-673-6256

Crisis Line

Available 24 hours a day, 7 days a week

1-800-576-7764

TDD: 253-798-4349

Recovery Support Line

Available 3:00 PM to 11:00 PM, 7 days a week

1-877-780-5222 or 253-942-5655

A non-emergency phone line available to individuals dealing with mental health challenges who just need a friendly and understanding person to talk to.

Washington Recovery Helpline

Available 24 hours a day, 7 days a week

1-866-789-1511

A help line for substance abuse, problem gambling and mental health that provides crisis intervention and referral services for Washington State residents.

2-1-1

Available 9-5, Monday-Friday

2-1-1 is a comprehensive information and referral line serving Pierce County that connects people with essential health and human resources.

**IN CASE OF A LIFE-THREATENING EMERGENCY
CALL 911**

My behavioral health care providers' names and phone numbers:

Other important phone numbers:

Note: The contact information in this handbook is current as of the date of publication. This document is for informational purposes and is not intended to endorse any particular service or agency. Crisis numbers are posted at the front of the publication. We encourage anyone experiencing a crisis to go directly to that resource.

WELCOME!

We want to welcome you to the Optum Pierce Behavioral Health Organization (OPBHO) network! We manage Washington State's publicly funded behavioral health system for adults, youth, children and their families in Pierce County. We oversee and fund treatment for mental health and substance use conditions. As an enrolled Medicaid member in the Optum Pierce BHO, you have access to treatment and support services throughout our provider network. We also provide crisis services to all individuals in our county, regardless of whether they have Medicaid benefits or not.

We know that people can and do recover from mental health and substance use disorder challenges. Every individual and every family has a unique path to healing, wellness, and hope. This handbook was created to help you understand the publicly funded behavioral health system in Pierce County and assist you in becoming an active participant in your recovery journey. This handbook will give you an overview of:

- Providers that make up our network,
- Services available from those providers and how to access those services,
- Resources in Pierce County
- Resources/tools that can assist you in your recovery, and
- Opportunities for you to help improve the local behavioral health system.

To help ensure that the services available are the best possible, we encourage you to join our various committees and subcommittees listed in this handbook.

Please visit our website for more in-depth information. You can access our website at www.optumpiercebho.com. We believe that education is a key part of the recovery process and we invite you to become a partner in your behavioral health care!

Sincerely,

Bea Dixon

Bea Dixon, Executive Director, Optum Pierce Behavioral Health Organization

Kate Naeseth

Kate Naeseth, Recovery and Resiliency Manager

NONDISCRIMINATION NOTICE

Effective October 16, 2016

Optum Pierce BHO does not exclude people or treat them unfairly because of their sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us. Such as, letters in other languages, or in other formats like large print. Or, you can ask for an interpreter. To ask for help, please call the telephone number 253-292-4200 or for TTY, 1-866-353-7180.

If you think you were not treated fairly because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Optum Civil Rights Coordinator
11000 Optum Circle
Eden Prairie, MN 55344

Phone: 888-445-8745, TTY 711
Fax: 855-351-5495
Email: Optum_Civil_Rights@Optum.com

If you need help with your complaint, please call the telephone number 253-292-4200 or for TTY, 1-866-353-7180.

You must send the complaint within 60 days of when you found out about the issue.

You can also file a complaint with the U.S. Dept. of Health and Human services.

Online <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free **1-800-368-1019, 800-537-7697** (TDD)

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

This information is available in other formats like large print. To ask for another format, please call the toll-free number 253-292-4200 or for TTY, please call 1-866-353-7180.

Free language assistance services are available to you. Please call 253.292.4200 or see below.

SPANISH

ATENCIÓN: Si habla **español**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 253-292-4200.

CHINESE

請注意：如果您說中文，我們免費為您提供語言協助服務。請致電：253-292-4200。

VIETNAMESE

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi 253-292-4200.

KOREAN

알림: **한국어**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 253-292-4200 번으로 전화하십시오.

RUSSIAN

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском**. Позвоните по номеру 253-292-4200.

TAGALOG

PAUNAWA: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Mangyaring tumawag sa 253-292-4200.

UKRANIAN

Вас є право отримати безкоштовну допомогу та інформацію на Вашій рідній мові. Щоб подати запит про надання послуг перекладача, задзвоніть на 253-292-4200.

KHMER

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ** សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទ ទៅលេខ 253-292-4200

JAPANESE

注意事項：日本語を話される場合、無料の言語支援サービスをご利用いただけます。253-292-4200にお電話ください。

AMHARIC

ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። አስተርጓሚ እንዲቀርብልዎ ከፈለጉ 253.292.4200 ይደውሉና ዐን ይጫኑ።

CUSHITE

Kaffaltii alla afaan keessaniin odeeffannoo fi deeggarsa argachuuf mirga ni qabdu. Nama afaan hikuu argachuuf, lakkoofsa bilbilaa 253-292-4200.

ARABIC

بل طلب. ففلكك يي ألمحت نود كك غلب تامول عمل او ةدع اس ملى لى ع لوص حل ا ي ف ق حل ا ك ل
لى ع ط غ ض او ، 253.292.4200 مقرر اب ل ص ت ا ، ي ر و ف م ج ر ت م

PUNJABI

ਤੁਹਾਡੇ ਕੋਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਅਤੇ ਜਾਣਕਾਰੀ ਮੁਫਤ ਪੇਸ਼ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਦੁਆਰਾ ਲਈ
253-292-4200.

GERMAN

ACHTUNG: Falls Sie **Deutsch** sprechen, stehen Ihnen kostenlos sprachliche
Hilfsdienstleistungen zur Verfügung. Rufen Sie 253-292-4200.

LAOTIAN

ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ.
ເພື່ອຂໍຮ້ອງນາຍພາສາ, ໃຫ້ໂທຫາ 253-292-4200.

“Do not wait; the time will never be 'just right'. Start where you stand, and work with whatever tools you may have at your command, and better tools will be found as you go along.”

~Napoleon Hill

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*Hope is the thing with feathers that perches in the soul,
And sings the tune without the words, and never stops at all.”*

~Emily Dickinson

Getting the help you need

Who is eligible to receive behavioral health services through the Optum Pierce Behavioral Health Organization (BHO)?

- Crisis services are available to anyone who is having a crisis in Pierce County, including individuals with private insurance or without insurance, 24 hours a day, 7 days a week.
- Optum Pierce BHO-funded behavioral health services are available at no cost to individuals of all ages residing in Pierce County. Residents must be eligible for Medicaid and the requested services must meet 'medical necessity' criteria as well as Access to Care Standards. Medical necessity refers to a term describing a requested service that is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent worsening of a condition. Washington State provides BHOs with guidelines to determine eligibility for authorization of services. These guidelines are called Access to Care Standards.

What is Medicaid and how do you apply for Medicaid?

- Medicaid is a jointly funded, Federal-State health insurance program for individuals of all ages who have low income and limited resources. In Washington, Medicaid is referred to as Apple Health.
- To see if you are eligible for Medicaid and other services, go to www.washingtonconnection.org/home/
- To apply for Medicaid:
 - Apply online at www.wahealthplanfinder.org
 - Apply by phone by calling 1-877-501-2233
 - Apply at a Community Service Office

Community Services Offices	
Lakewood Community Services Office 5712 Main Street SW Lakewood, WA 98499-6520	Pierce South Community Services Office 1301 E. 72nd Street Tacoma, WA 98404-3348
Pierce North Community Services Office 1949 S. State Street, 1st Floor Tacoma, WA 98405-9943	Puyallup Valley Community Services Office 201 West Main Street Puyallup, WA 98371-9987
Customer Service Center Switchboard 253-476-6800 or 1-877-501-2233 TTY 1-800-209-5446 or 253-593-2423 Fax 1-888-338-7410 or 253-512-4490	

What if you already have Medicaid?

If you already have Medicaid and you feel that you or your child needs behavioral health services, you can choose a community mental health or substance use disorder treatment agency in the Optum Pierce Behavioral Health (BHO) Provider Network (see pages 5 to 20) to schedule an intake appointment. You may also call the Optum Pierce BHO at 866-673-6256 and ask to speak to a Care Manager who will assist you in finding an agency to meet your needs.

What can you expect when you call for services?

Every door is a right door!

Optum Pierce BHO is committed to making it easier for you and your family to access the medically necessary services that you need. To help you navigate our system of care, you will be asked a few questions the first time you call a provider in the network. You can expect to answer brief questions about what type of services you are looking for and about your insurance coverage. This will help determine which resources might be most useful to you.

What can you expect at the first appointment?

Your first appointment will be an assessment to help identify the specific needs that you have including symptoms or current issues and the things you have tried in the past. The type of professional who meets with you for the assessment will depend on the type of services that you are seeking. For mental health concerns, you will meet with a Mental Health Professional (MHP). When addressing substance use concerns, you will meet with a Chemical Dependency Professional (CDP). Assessments are designed to do several things: 1) to assess for any immediate crisis situations, 2) to determine your needs and strengths, 3) to develop a history of how long you have had the problem and what impact it is having on your life. The clinician will discuss the outcome of the assessment with you including treatment recommendations based on the information you have provided during the assessment. If the assessment determines that you need treatment and are eligible for services, the clinician will work with you to set up an appointment. If you need emergency services, the clinician will arrange for appropriate services based on the emergency. For routine care, the clinician will work with you to set up an appointment for you to receive care within the next 10 business days.

For substance use treatment services, the State of Washington and the federal government have designated some groups of people, who have high risk circumstances as “Priority Populations.” These are Pregnant and Parenting Women and all individuals who are using intravenous drugs. For these individuals, assessments are available

within 14 days and may include additional supports based on the level of care the person is assessed to need. If you believe that you may fall into a priority population, please let the person at the agency know at the time you schedule the intake assessment.

Preparing for the first appointment

Preparation is important before a first visit with a behavioral health professional. The professional will rely on reports from the individual and family to make recommendations about care and services. Prepare by considering how to describe why you're coming in for a visit and make notes. Include:

- What prompted you to come in today?
- How long has this problem been going on, and what have you done to try to resolve it?
- What would you like to happen as a result of this appointment? Be clear about what is most important to you.
- What do you want the professional to know about who you are as a person? You may want to include your relationships, work, education, leisure activities, interests, accomplishments, and things you are good at doing.
- Has there been any major changes in your life recently? What has changed?
- Have any kind of testing or assessments been done to help you understand this problem? If so, bring reports if available.
- Do you currently take any prescription or over-the-counter medication? If so, list name and dosage of medication, prescriber's name, and the reason for the medication. Be sure to include supplements and herbal remedies.
- List any specific questions you have for the professional.

It may be helpful to bring a family member or friend to the appointment to help clarify the problem and to keep track of any recommendations from the professional. Private time with the clinician can be arranged, even when someone else accompanies you to the appointment.

Appointment time is limited so preparing for appointments in advance helps ensure that professionals understand your needs and can make thoughtful suggestions for next steps.

***“He who has hope has everything.”
~ Arabian proverb***

Outpatient Services:

The vast majority of mental health and substance use services are provided in the community on an outpatient basis. Services are intended to support recovery, resiliency, and wellness so it is important for you to be actively involved in making decisions regarding your services. Each person has unique goals and needs. Your service plan should focus on the supports and care that **YOU** need to develop a meaningful life.

Outpatient services are available from Community Mental Health and Substance Use Disorder Agencies. They are listed below in alphabetical order. We asked the agencies to describe in their own words who they are and what services they are providing.

Asian Counseling Treatment Services (ACTS)

8811 South Tacoma Way #106

Lakewood, WA 98499

253-302-3826 (main) ▪ 253-941-2287 (Korean) ▪ 253-324-5712 (Samoan)

<http://www.actsseattle.com/>

Who we are:

ACTS offers a comprehensive array of services for those struggling with substance use disorders in several Asian languages, as well as English. We emphasize the importance of treating the whole person, and are sensitive to the need for implementing therapeutic interventions that effectively treat those presenting with co-occurring disorders, gambling, and other complicating issues such as domestic violence and anger management.

Our services:

Services offered for Children, Youth and Families:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Treatment Program

Our outpatient services include Asian/Pacific Islander community-based education, Youth/Family education classes for substance use disorder and family sessions to address co-dependency issues.

Services offered for Adults and Older Adults:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Services

- DUI Assessment
- Alcohol Drug Information School (ADIS)
- Referral Services
- Relapse Prevention Program

Catholic Community Services (CCS)

5410 N. 44th Street
Tacoma, WA 98407
253-759-9544 ▪ 800-566-9053

1001 N. J St.
Tacoma, WA 98403
253-830-6169
www.ccsww.org

Who we are:

The Catholic Community Services Western Washington Family Preservation System provides an array of mental health and social services to children, youth and families. Services are strengths-based, family-oriented, and tailored to the unique needs of the child and family members.

Our services:

Services offered for Children, Youth and Families:

- “FAST” (Family Assessment and Stabilization Team) provides up to 90 days of services to youth who are in crisis and are at risk of imminent admission to a hospital psychiatric unit, or are homeless. FAST focuses on safety, reducing distress, improving well-being, and permanency.
- Pierce County Juvenile Court: Family Support/Mental Health team for youth detained at Remann Hall Detention Center who have mental health challenges.
- Youth Peer Bridgers provide discharge coordination to youth and young adults in inpatient psychiatric services. They are a ‘bridge’ between inpatient and outpatient mental health services for youth/young adults and their families.
- Wraparound with Intensive Services (WISe) provides intensive behavioral health services and supports for eligible youth up to age 21 that is youth-guided and family centered. WISe is designed to provide individualized, culturally competent services to keep youth in their homes and communities and avoid unnecessary hospitalization. Services are provided in locations and at times that work best for the youth and family.
- Collaboration with Mary Bridge Emergency Department provides services to youth who come to the emergency room because of a mental health crisis. CCS has a team of crisis workers located at the emergency room at least 3 days a week.

Intervention can start earlier reducing, the time families have to spend in the hospital waiting room.

Services offered for Adults:

- The Homeless Shelter Program serves individuals with mental health challenges at the Tacoma Avenue Shelter, Hospitality Kitchen, and Nativity House. The team provides mental health assessments, peer support, assistance with Medicaid applications, and connects individuals to relevant community resources.

Comprehensive Life Resources (CLR)

Children/Families

1201 South Proctor

Tacoma, WA 98405

253-396-5800

Adults/Older Adults

1305 Tacoma Ave S, Ste. 305

Tacoma, WA 98402

253-396-5000

www.comprehensiveliferesources.org

Who we are:

Our highest value is "finding a way to say yes to people and their needs". Access to services is easy; just walk in during normal business hours and request an intake.

Our services:

Services offered for Children, Youth and Families:

Tailored behavioral health services to meet each family and child's unique needs:

- Individual, group, and family therapy
- Psychiatric assessment and medication management
- Family advocates/peer support
- Case management

Services offered for Adults:

Our community Adult Outpatient Program provides tailored behavioral health services to meet each individual's unique needs. At intake we will work to identify your needs and select the right service team to begin work with you on your recovery journey. Services offered include:

- Individual counseling
- Case management
- Psychiatric assessment/medication management

- Peer support
- Expansive group therapy program at our Wellness Center which is open all day Monday through Friday for added support and opportunity to expand social networking

Individuals enrolled in services are also eligible to participate in our Employment Services Program where we offer:

- Agency-based internships
- Job preparation
- Volunteer opportunities
- Educational support

If housing is an issue, we have a Homeless Outreach team that can work with you to help access housing resources.

Consejo Counseling & Referral Services

5915 Orchard St. W.

Tacoma WA. 98467

253-414-7461

<http://consejocounseling.org/>

Who we are:

Consejo Counseling and Referral Service provides culturally competent behavioral health services designed to address the diverse needs of adults, children, youth and families in diverse communities to improve the quality of their lives. People choose Consejo because we provide innovative services in a welcoming environment to better engage clients and help them overcome barriers and to access services.

Our services:

Services offered for Children, Youth and Families:

Services are tailored to monolingual and/or diverse youth who lack support systems and are at high risk of low academic performance, truancy, dropping out of school and teen parenthood.

- Outpatient substance use disorder treatment and recovery services for youth:
 - Outreach, engagement and assessment
 - Outpatient Treatment services and Inpatient coordination
 - School-based services and home visits
 - Case management
 - Family intervention services

- Co-Occurring disorder treatment with dually licensed staff
- Outpatient mental health services for youth and families include:
 - Psychosocial assessment
 - Outreach, engagement and advocacy
 - Individual, Group, Family and Co-occurring disorder treatment.
 - School-based therapy services
 - Case Management services and care coordination
 - Psychiatric Evaluation and Medication Management
 - Peer support

Services offered for Adults:

Services are tailored to monolingual, immigrant and low-income adults. We support the process of exploring the possible changes that will propel recovery and wellness to empower people to make one change at a time.

- Adult Outpatient Substance Use Disorder treatment and recovery services for adults:
 - Outreach, engagement and assessment
 - Individual and family counseling and ongoing group therapy
 - Addiction education and relapse prevention
 - Case management services and referrals to medical services
 - DUI & Deferred Prosecution outpatient assessment & treatment
- Adult Outpatient Mental Health Services
 - Individual, group and family therapy and in-home behavioral health services
 - Case management Services
 - Psychiatric evaluations and medication management
 - Peer support

Foundation for Multicultural Solutions/El Camino

2316 So. State St., Suite B

Tacoma, WA 98405

253-572-3214

<http://foundationelcamino.org/>

Who we are:

El Camino - “a place where new beginnings are possible”

At El Camino our clients find respect, acceptance and responsiveness in a place where their time is valuable and their lives matter.

Our services:

Services offered for Youth:

- Intensive Outpatient Treatment services. Bilingual in Spanish/English.
- Recovery support groups and family inclusion

Services offered for Adults:

- Outpatient and intensive substance use disorder outpatient services (100% Spanish speaking).
- Driving under the influence (DUI) assessments
- Alcohol and Drug Information School (ADIS)
- DUI Victims Impact Panel.

Greater Lakes Mental Healthcare

9330 59th Ave. SW

Lakewood, WA 98499-6600

253-581-7020

1415 East 72nd Street, Suite B

Tacoma, WA 98404

253-620-5800

<http://www.glmhc.org/>

Who we are:

Greater Lakes provides mental health services for adults, children and adolescents and their families and substance use disorder services for adults. We focus on recovery and trauma-informed care as an approach to all aspects of assessment and treatment.

Our services:

Mental health services offered for children, youth and families:

- Intensive outpatient services
- Classes and groups
- Medication assessment
- Outreach services
- School-based services
- Mental health assessment
- Peer support provided by parent and youth partners

Mental health services offered for adults:

- Clinical case management
- Counseling and psychotherapy services

- Housing options
- Intensive outpatient services
- Assistance in building natural supports
- Vocational training and job searching
- Psycho-educational skill development
- Peer support
- Psychiatric evaluation and medication management
- Jail transition services
- Specialized mental health treatment to clients 60 years of age or older provided by geriatric mental health specialists

Substance use disorder services offered for adults:

- Intensive Outpatient (IOP) for individuals who do not require a higher level of care such as supervised withdrawal management or inpatient/residential treatment.
- Outpatient (OP) services in a group situation or on an individual basis.

Metropolitan Development Council (MDC)

721 S. Fawcett Ave.

Tacoma, WA 98402

253-284-7846

<http://mdc-hope.org/>

Who we are:

MDC focuses on helping clients with multiple complex needs. This can include substance use issues, mental health issues, housing, access to income and other benefits, education and employment. MDC does this while focusing on client strengths, helping them design their own treatment direction, and assisting with goals that help people get their life and dreams back on track.

Our services:

Services offered for Children, Youth and Families:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Services
- Withdrawal Management Services for youth

Services offered for Adults and Older Adults:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services

- Interim Outpatient Substance Use Disorder Services
- Withdrawal Management Services

MultiCare Behavioral Health

325 Pioneer East
Puyallup, WA 98372-3265

Tacoma Mall Office Building
4301 S Pine Street, Suites 456 and 626
Tacoma, WA 98409

888-445-8120 ▪ 253-445-8120 ▪ 253-697-8400

<https://www.multicare.org/behavioral-health>

Who we are:

Partnering to create opportunities for health, hope and recovery, MultiCare Behavioral Health will be the highest value and most comprehensive network in the Pacific Northwest. We support individuals and families in reaching their potential by having coordinated, accessible behavioral healthcare, medical services, facilities, and providers that are linked together to achieve optimal health and wellness outcomes.

Our services:

Services Offered for Children, Youth and Families:

- Clinical assessment and treatment planning
- Individual, family and group therapy and play therapy
- Psycho-education and support for family members
- Youth, family and parent support groups
- Peer support
- Advocacy and help in accessing community resources
- Access to psychiatric evaluation, medication management and consultation for current clients upon referral from the therapist
- Crisis management
- Consultation to primary care physicians and Good Samaritan Hospital

Services offered for Adults:

- Clinical assessment and treatment planning
- Individual, family and group counseling
- Advocacy and help in accessing community resources
- Psycho-education, life skills training, assistance with employment services
- Domestic violence survivor services

- Chemical dependency services
- On-site medical care: Mobile Integrated Health Clinic
- Access to psychiatric evaluation, medication management and consultation by psychiatric medical professionals
- Crisis management
- Residential or crisis stabilization placement, when necessary
- Psychiatric evaluations and medication services for existing clients upon referral from their counselor
- Case management, including home visits
- Peer support
- Geriatric rehabilitation day groups, education and support for family members
- Older adult group support (Wellness and caregiver support)
- Consultation and direct services in nursing homes
- In-home follow-up services to vulnerable older adults
- Substance use disorder services at both Puyallup and Tacoma (Walk-in services available) include:
 - Level II Intensive Outpatient
 - Level I Outpatient
 - Alcohol Drug Information School
 - DUI Assessment
 - Treatment for co-occurring mental health and substance use disorder challenges.

Northwest Integrated Health

5929 Westgate Blvd., Suite A
Tacoma, WA 98406
253-503-0226

3800 3rd Street SE
Puyallup, WA 98374
253-200-0415

9720 South Tacoma Way
Lakewood, WA 98499
253-503-3666
<http://www.nwih.org/>

Who we are:

Our goal is to provide an integrated approach to addictive disorders. We take an interdisciplinary approach in which counseling, education, support and medical treatment are integrated to provide a comprehensive model of treatment.

Our services:

Services offered for Adults:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Services
- Medication assisted treatment for opioid dependence
- DUI assessments
- Screening and Brief Intervention
- Alcohol Drug Information School
- Primary Care services
- Psychiatric services and mental health services

Olalla Recovery Centers (Olalla Guest Lodge and Gig Harbor Counseling)

Olalla Guest Lodge
12851 Lala Cove Lane SE
Olalla, WA 98359
253-857-6201

Gig Harbor Counseling
5122 Olympic Dr. NW, Suite A105
Gig Harbor, WA 98335
253-851-2552
<http://www.olalla.org/>

Who we are:

At Olalla Recovery Centers we offer **HOPE in Recovery**: Honest treatment delivered by dedicated, helpful staff; Ongoing support to keep the door open to recovery; Personalized treatment services to ensure success; Embracing the holistic approach to treatment services. All of our services are offered in small, family-oriented settings.

Services we offer:

Services offered for Children, Youth and Families:

The outpatient facility, Gig Harbor Counseling, offers confidential, thorough comprehensive assessments to evaluate an individual's progression with the disease.

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Treatment Program
- Relapse prevention
- Educational groups

- Aftercare.

Services offered for Adults:

- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Treatment Program
- Residential program, the Olalla Guest Lodge. For more information, see Residential Services on page 22.

All our services are customized for the person's individual needs:

- We accept individuals on opiate substitution protocols, such as Suboxone® and Vivitrol®.
- We offer family services through individual sessions and education classes to help educate families and provide support.
- Intervention counseling is offered for those concerned about someone's alcohol/drug use and needing assistance.
- Urinalysis testing programs are offered for employers and other supervision programs.
- We have mental health counseling services available

Pierce County Alliance

510 Tacoma Avenue South

Tacoma, WA 98402

253-572-4750

<http://piercecounyalliance.org/>

Who we are:

Pierce County Alliance provides a safe and confidential environment with warm, friendly staff who are dedicated to helping people in their recovery process. We also provide substance use disorder treatment for individuals that are currently on supervision with the Department of Corrections. Pierce County Alliance has an excellent reputation within the community for professionalism and positive outcomes and is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Services we offer:

Services offered for Children, Youth and Families:

- Independent living skills
- Foster Care
- Set-Up
- Independent Youth Housing Program

- Transitional Living
- Family Unification Program

Services offered for Adults:

- Felony Drug Court, Family Drug Court and Veteran Drug Court Treatment
- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Treatment Program
- Intensive outpatient Substance Use Disorder Treatment for individuals with forensic histories.
- Co-Occurring Disorder Treatment

Pioneer Human Services

Seattle Headquarters:
7440 W. Marginal Way S
Seattle, WA 98108
206-768-1990

Tacoma Counseling
758 St. Helens Avenue
Tacoma, WA 98402
253-274-0487

<http://pioneerhumanservices.org/>

Who we are:

Pioneer Human Services is here to support you at every step along your recovery path. We specialize in a range of treatment options, including outpatient and residential, with a focus on individualized care. We will work with you to develop a treatment plan that meets your specific needs. We also serve people on opiate substitution therapies.

Services we offer:

Services offered for Adults:

Pioneer Counseling in downtown Tacoma provides walk-in assessments on a daily basis and evening services. We offer:

- Outpatient substance use disorder services
- Outpatient intensive substance use disorder services
- Interim outpatient substance use disorder treatment program
- Drug and alcohol evaluations
- DUI and CPS assessment
- Group and family counseling

- Relapse prevention in gender-specific groups
- Housing assistance and referrals to other supportive services
- Residential services. See Residential Services on page 22 for more information

Point Defiance Aids Projects (Tacoma Needle Exchange)

Administrative offices only (no services provided at this location):

535 Dock Street, #113

Tacoma, WA 98402

253-272-4857

Mobile Sites:

- Corner of South 14th and G Streets, Tacoma, WA 98405. (Look for white van)
- Tacoma Pierce County Health Department: 3629 South D St, Tacoma, WA 98418. (Look for blue van parked in the corner of the parking lot facing Pacific Avenue)

Who we are:

Point Defiance Aids Projects (Tacoma Needle Exchange) acknowledges that drug use is part of the continuum of change. Our outreach workers meet people where they are on this continuum with non-judgmental coaching and motivational tools to assist in making positive steps toward improved health and wellness.

Services we offer:

Services offered for Youth and Adults:

- Syringe exchange services are provided at two mobile sites in Tacoma and through home visits arranged on an individual basis.
- Warm hand-off referrals to drug treatment, mental health, primary care, housing, and social service.
- Sterile injecting equipment and health education information is provided to prevent the spread of blood borne diseases including HIV and Hepatitis C (HCV). Safer sex messaging and materials are also provided.
- HIV, HCV, and syphilis testing
- Naloxone distribution and overdose prevention training
- Assistance with health insurance enrollment, reenrollment, and information on using your benefits for what you need
- Care coordination and recovery coaching:
 - Do you want to reduce or stop injecting drugs?
 - Do you need help getting or retaining housing, transportation to your appointments, or need assistance with paperwork?
 - Our care coordinators help develop a plan toward improved health and assist with progress toward those goals.

Prosperity Wellness Center

5001 112th St. E.
Tacoma, WA 98446 (Residential)
253-531-2103

12201 Pacific Ave. S.
Tacoma WA 98444 (Outpatient & admissions)
253-536-6425
<http://www.prosperitywellnesscenter.com/>

Who we are:

We have been in Pierce County for over 20 years, providing state of the art, up to date therapies, education and skills to combat the disease of addiction and to assist in stabilization of co-occurring (mental health impacted) disorders. Our residential program is gender specific, women only, and is trauma based care. Our outpatient services are for both men and women who have the desire for individualized care in an atmosphere of mutual respect and care.

Our Services:

Services offered for Adults:

- Assessments
- Outpatient Substance Use Disorder Services
- Outpatient Intensive Substance Use Disorder Services
- Interim Outpatient Substance Use Disorder Services
- Individual and group sessions
- Educational groups on various topics, i.e. trauma bonding, relationships, chemical dependency basics, relapse prevention, stress dynamics and reduction skills, and many more
- Urinalysis testing
- We also have residential services. For more information, see Residential Services on page 22.

Sea Mar Community Health Centers

Gig Harbor Behavioral Health Center
6659 Kimball Drive, C-305
Gig Harbor, WA 98335
253-280-9888

Puyallup Behavioral Health Center
12812 101st Ave Court E., Suite 202
Puyallup, WA 98373
253-864-4770

Tacoma Behavioral Health Center
1516 South 11th Street
Tacoma, WA 98405
253-396-1634

http://www.seamar.org/county.php?xestado=56&xcondado=5&xcondado_n=Pierce

Who we are:

We are a community-based organization committed to providing quality, comprehensive health and human services to diverse communities, specializing in service to Latinos. We provide a full range of healthcare and wellness options, including outpatient mental health.

Sea Mar provides behavioral health services to children, youth and adults. Sea Mar is state-licensed as a community mental-health agency and a certified substance use disorder agency. We meet all requirements for court-mandated services, and are fully accredited by the Joint Commission (JC). Our providers use multidisciplinary practices to develop and maintain individualized treatment goals for each client. Our well-trained professional team consists of mental health therapists, chemical dependency counselors, psychiatric advanced registered nurse practitioners and psychiatrists.

Individuals are encouraged to have their families and members of their social support system participate in treatment. We specialize in providing culturally competent services and our staff members have received intense training on evidence-based practices to ensure that we provide the best tools to help our patients lead healthy lives.

Our services:

Mental health and substance use services are offered to English and Spanish-speaking adults, older adults, children, youth, and families:

- Individual and group therapy
- Case management
- Psychiatric evaluations
- Medication management and monitoring
- Peer support
- Substance use disorder residential services (see page 23).

Tacoma-Pierce County Health Department

Treatment Services Program
3629 South D Street
Tacoma, WA 98418
253-798-6575 ▪ 253-798-6527

www.tpchd.org/health-wellness-1/alcohol-drug-services/

Who we are:

Our staff has the capability, commitment and compassion to go above and beyond regulatory requirements in pursuit of extraordinary treatment results.

Our services:

Services offered for Adults and Older Adults:

- Methadone Treatment Services for eligible adults with opioid addictions.
- Mental health treatment for clients receiving methadone treatment services

Recovery Support Line

877-780-5222 ▪ 253-942-5655

3:00 PM to 11:00 PM every day

The Recovery Support Line is a ‘Warm’ Line that is a non-emergency phone line available to individuals dealing with mental health challenges who just need a friendly and understanding person to talk to. All calls are taken by trained peer specialists who have first-hand experience living with behavioral health challenges. Who better to talk to than someone who understands and who has been there? Using the Warm Line before needing crisis services can help prevent further challenges. The Recovery Response Support Line is open from 3:00 p.m. to 11:00 p.m. every day.

Washington Recovery Helpline

866-789-1511

24 hours a day, 7 days a week

The Washington Recovery Help Line is the new consolidated help line for substance use disorders, problem gambling and mental health, as authorized and funded by the Washington State Department of Social and Health Services’ Division of Behavioral Health and Recovery. The Washington Recovery Help Line is an anonymous and confidential help line that provides crisis intervention and referral services for Washington State residents. Professionally trained volunteers and staff are available to provide emotional support 24-hours a day, and offer local treatment resources for substance use disorders, problem gambling and mental health, as well as referrals to other community services. Call **1-866-789-1511**, 24 hours a day, 7 days a week.

Crisis Services

What is a crisis?

Crisis is an individual's reaction to an event or experience that puts the individual at risk of hurting him/herself or others or destroying property. The individual perceives the event or experience as intolerable while others experiencing the same event might not react as intensely or be as deeply affected by the event. Changes in living situations, increased stress, and problems at school or at work, trauma, and substance use can trigger an increase in problematic behaviors and symptoms.

It is best to intervene before a situation becomes insurmountable and the individual is unable to resolve the situation with coping skills and available resources and the situation becomes a mental health crisis. If talking through what is happening and the feelings that go along with the situation helps, the individual can call the Recovery Support Line (see page 19).

When it is not possible to avert a crisis, crisis services are available to intervene and minimize the potential for trauma. Crisis services stabilize the individual by interrupting the downward behavioral spiral and returning the individual to the pre-crisis level of functioning. To access crisis services, call the Behavioral Health Crisis Line.

Behavioral Health Crisis Line

800-576-7764
TDD 253-798-4349

Crisis services are available 24 hours a day, seven days a week. Services can occur anywhere in Pierce County. Services include a 24-hour crisis line, crisis intervention, safety issues, distress reduction, consultation and referral to multiple levels of care.

Calls are answered by mental health professionals trained to support individuals and families when they are overwhelmed and need assistance. Crisis Line workers will refer to community resources and can contact the Mobile Outreach Crisis Team for in-person support if necessary. Crisis response is provided by Catholic Community Services (CCS) for children, youth and families, and by MultiCare Behavioral Health's Mobile Outreach Crisis Team (MOCT) for adults.

The mobile crisis outreach teams consist of Peer Support Workers, Crisis Intervention Specialists and Mental Health Professionals. Should you need their services, these teams will help you resolve problems either by phone or, when indicated, in your home or other community setting.

Some mental health professionals are referred to as Designated Mental Health Professionals (DMHP). These professionals have the authority to detain a person and thus hospitalize against his or her will. Strict detention criteria must be met before a DMHP can exercise that authority: the person they evaluate must be a danger to self or to others, or gravely disabled because of psychiatric or substance use conditions, and refuses voluntary services. DMHPs are required to always look at whether ‘less restrictive options’ are available, such as the person agrees to be hospitalized on a voluntary basis or to spend some time in a crisis facility. Your rights regarding involuntary hospitalization or civil commitment are listed in the section entitled “Your Rights” at the end of this handbook.

Should you be at the Emergency Departments of St. Joseph, St. Clare or Good Samaritan Hospitals during peak hours, you will be met by a team consisting of a Peer Support Specialist and Crisis Intervention Therapist. These staff collaborate with the emergency room personnel to improve the care for individuals who present with behavioral health challenges. Their involvement provides a more positive experience for individuals who come to an emergency room for help. They will also connect people with community resources before they leave the emergency room.

Recovery Response Center (RRC)

RI International
2150 Freeman Rd E.
Fife, WA 98424
253-942-5644

The Recovery Response Center is a quiet, warm, home-like environment in which individuals facing mental health challenges can regain direction and resume—or start—a recovery journey. Peer support is available, as are medical staff and mental health professionals. The program is:

- An alternative to traditional crisis services and to psychiatric hospitalization
- Based on peer support and a non-coercive environment

Referrals are accepted from law enforcement, hospitals, Emergency Medical Services, the Mobile Outreach Crisis Team, Designated Mental Health Professionals, other providers, family or self.

Residential Services

Residential Treatment programs provide active treatment through specialized programming, with observation and supervision 24-hours a day for the purposes of providing training to individuals in improving their own health and wellness, safety, and

overall well-being. The primary focus of Residential Treatment Services is to provide rehabilitative trainings and support. Some specialize in supporting individuals with mental health challenges, others specialize in substance use disorders. Below are some examples of provider agencies that are under contract with the Optum Pierce Behavioral Health Organization. Admission to residential services require pre-authorization:

Substance Use Disorder

- Olalla Guest House in Olalla—adult, both genders
- Lakeside-Milam in Burien—youth
- Pioneer Center North in Sedro-Woolley—adults, both genders
- Pioneer Co-Occurring Program in Seattle—adults, both genders
- Prosperity Wellness Center in Tacoma—adults, women only
- SeaMar Residential Services in Tacoma—adults, both genders

Mental Health

- Lockett House in Puyallup – adults, both genders – operated by MultiCare Behavioral Health
- Park Place in Tacoma – adults, both genders – operated by Comprehensive Life Resources
- Seeley Lake in Lakewood– adults, both genders – operated by Greater Lakes Mental Healthcare

Withdrawal Management Services

Metropolitan Development Council

721 S Fawcett Ave, #100
Tacoma, WA 98402
253-593-2413

Metropolitan Development Council provides 24 hours per day 7 days per week medically supervised chemical dependency detoxification services for adults and youth over the age of 13 in a residential setting. Crisis stabilization is provided for youth who are impacted by substance use.

Inpatient Psychiatric Services

Acute psychiatric inpatient treatment is provided in certified Evaluation and Treatment Facilities or in a community hospital. Long-term inpatient services for adults are provided at Western State Hospital. Long-term inpatient services for children and youth are provided at one of four Children’s Long-term Inpatient Programs (CLIP).

Evaluation and Treatment Centers

Evaluation and Treatment Centers (E&T) provide a secure setting for evaluation and short-term psychiatric treatment for individuals 18 and older who present as an acute risk of harm self or others or who are gravely disabled. Prior authorization by Optum Pierce BHO is necessary for voluntary admissions. Involuntary admissions must be initiated by a Designated Mental Health Professional. There are no self-referrals or direct admissions to Evaluation and Treatment Centers. For more information about walk-in crisis services in Pierce County, please contact the Recovery Response Center at 253-942-5644.

There are four E&Ts in Pierce County:

- Greater Lakes Recovery Center
253-503-3649
- Telecare Recovery Partnership
253-589-5334
- MDC Evaluation and Treatment Center
253-284-7846
- RI International Recovery Pathways
253-584-2300

Community Hospitals

Hospitalization in a community hospital should occur only on rare occasions; when a person is at risk of harm to self or others or is gravely disabled, and there are no other community services available to provide the care needed for recovery.

At all the local hospitals, a Mental Health Professional will determine if inpatient care is medically necessary. All voluntary mental health inpatient care must be authorized by Optum Pierce BHO. If hospitalization is needed, the Mental Health Professional with assistance from Optum Pierce BHO care managers, will find an available bed. Hospitals may also call the Mobile Outreach Crisis Team (MOCT) to request an involuntary admission by a Designated Mental Health Professional.

To access voluntary community inpatient services, call the Crisis Line for resources at **800-576-776**.

Western State Hospital (WSH)

WSH is one of two state-owned psychiatric hospitals for adults in the state of Washington. WSH provides services to individuals in 20 western Washington counties. The hospital provides evaluation and inpatient treatment for individuals who need long-term treatment for their mental health challenges. Individuals are referred to the hospital through the Optum Pierce BHO. Optum Pierce BHO Discharge Coordinators join the individual and the WSH team in developing a discharge plan while the person is still at the hospital and facilitate his or her re-entry into the community.

Children's Long-term Inpatient Program (CLIP)

The Children's Long Term Inpatient Program (CLIP) is designed to assess and stabilize children so they can be reunited with their families as quickly as possible. It is not a crisis placement or a residential program. It is the most intensive inpatient treatment available to Washington State residents ages 5-18. Psychiatric treatment is provided in a secure and highly structured setting by psychiatrists, master level social workers, registered nurses and other clinicians. CLIP is a voluntary program. Youth over age 13 must agree to treatment. To access a CLIP program, contact a Children's Care Coordinator at Optum Pierce BHO at 253-292-4200. For more information access the website at www.clipadministration.org.

Specialty Programs

Community Building

RI International
4210 20th Street East
Fife, WA 98424
253-235-5216
www.riinternational.com

Community Building provides support to individuals transitioning from residential treatment and inpatient care back into community living. Peer Recovery Coaches help individuals find independent housing, learn the skills they need for independent living, and help them move into their new home. Support continues after the move to help ensure a successful transition to community living. Services include:

- Classes, training, education and volunteer opportunities
- Peer Recovery Coaches before, during and after the transition
- Help in maintaining housing
- Resource Specialist to support goals such as employment, volunteering, and connection to community resources

Once an individual transitions into independent living, Community Building becomes their outpatient behavioral health provider including therapeutic and clinical services.

Peer Bridger Program

RI International

253-235-5216

www.riinternational.com

The Peer Bridger Program provides services to individuals to support their recovery as they transition from inpatient services back into the community. A Peer Bridger is a Peer Recovery Coach who 1) has lived mental health and/or substance use experiences; 2) understands the power of hope, choice, and empowerment; and 3) has been trained and certified through the State of Washington. Peer Bridger Program participants must be referred from an inpatient program.

This program helps supports individuals as they transition from an inpatient to outpatient setting assisting in connecting, or reconnecting, with:

- Mental health and/or substance use services, primary care, Apple Health, DSHS assistance, social security, accessing medication
- Providing community resources (housing, educational and vocational opportunities, transportation)
- Follow-up in community with participant to work on goals
- Recovery Education

Housing and Recovery through Peer Services (HARPS)

Greater Lakes Mental Healthcare

9330 59th Ave. SW

Lakewood, WA 98499-6600

253-581-7020

The HARPS program assists individuals transitioning from inpatient psychiatric and substance use disorder programs into permanent supportive housing. The program provides participants with significant supports so individuals can remain in the housing they have chosen. This is accomplished through a combination of person-centered services provided by peer supporters.

Peer supporters help individuals obtain the necessities of daily living including but not limited to medical and dental care, legal and advocacy services, financial support and entitlements, housing subsidies, money management (i.e. payee services) and transportation. There are no self-referrals for HARPS.

Peer Bridgers Program at Western State Hospital

Telecare Recovery Partnership
9601 Steilacoom Blvd. SW
Building 27
Lakewood, WA 98498

Peer Bridgers at Western State Hospital (WSH) offer peer support services to participants in state hospitals prior to discharge and after their return to their communities. Peer Bridgers support individuals to successfully transition from WSH to their communities. By sharing their experience in recovery with participants peer bridgers provide coaching on independent living skills, coping skills, and community adjustment skills with the goal of increasing self-direction and self-advocacy and fostering hope for positive change and empowerment. Based on the individual's interests, preferences and strengths, peer bridgers assist participants with finding a broad range of community-based resources and natural support resources including the local recovery community. Referrals are made by WSH social workers.

***“The journey of a thousand miles begins with one step.”
~ Lao Tzu***

Recovery and Resiliency

We believe that every person has the ability to live a meaningful life. Those of us who have met recovery goals find we have one thing in common: our lives began to change when we became personally invested in our own recovery. There are many ways to jump-start the recovery journey: learn about service options, join a support group, help improve services by joining one of Optum’s committees, enroll in training to become a certified peer counselor, continue researching and reading to learn more about whole-person wellness.

Clearly, mental health and/or substance use disorder recovery looks different for each person.

A Working Definition of Recovery

SAMHSA uses the following definition of recovery developed with stakeholders from the behavioral health care community:

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”

SAMHSA’s Recovery Support Strategic Initiative also delineates four major dimensions that support a life in recovery:

- **Health:** overcoming or managing medical challenges as well as living in a physically and emotionally healthy way;
- **Home:** a stable and safe place to live;
- **Purpose:** meaningful daily activities (as defined by each person), such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and
- **Community:** relationships and social networks that provide support, friendship, love, and hope.

Guiding Principles of Recovery

Recovery emerges from hope: The belief that recovery is real provides the essential and motivating message of a better future—that people can and do overcome the internal and external challenges, barriers, and obstacles that confront them. Hope is internalized and can be fostered by peers, families, providers, allies, and others. Hope is the catalyst of the recovery process.

Recovery is person-driven: Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their

unique path(s) towards those goals. Individuals optimize their autonomy and independence to the greatest extent possible by leading, controlling, and exercising choice over the services and supports that assist their recovery and resilience. In so doing, they are empowered and provided the resources to make informed decisions, initiate recovery, build on their strengths, and gain or regain control over their lives.

Recovery occurs via many pathways: Individuals are unique with distinct needs, strengths, preferences, goals, culture, and backgrounds—including trauma experiences—that affect and determine their pathway(s) to recovery. Recovery is built on the multiple capacities, strengths, talents, coping abilities, resources, and inherent value of each individual. Recovery pathways are highly personalized. They may include: professional clinical treatment; support from families and in schools; faith-based approaches; peer support; use of medications; and other approaches. Recovery is non-linear, characterized by continual growth and improved functioning that may involve setbacks. Because setbacks are a natural, though not inevitable, part of the recovery process (and part of life), it is essential to foster resilience for all individuals and families. In some cases, recovery pathways can be enabled by creating a supportive environment. This is especially true for children, who may not have the legal or developmental capacity to set their own course.

Recovery is holistic: Recovery encompasses an individual's whole life, including mind, body, spirit, and community. This includes addressing: self-care practices, family, housing, employment, education, clinical treatment for psychiatric and substance use disorders, services and supports, primary healthcare, dental care, complementary and alternative services, faith, spirituality, creativity, social networks, transportation, and community participation. The array of services and supports available should be coordinated and include community integration.

Recovery is supported by peers and allies: Mutual support and mutual aid groups, including the sharing of experiential knowledge and skills, as well as social learning, play an invaluable role in recovery. Peers encourage and engage other peers and provide each other with a vital sense of belonging, supportive relationships, valued roles, and community. Through helping others and giving back to the community, one helps one's self. Peer-operated supports and services provide important resources to assist people along their journeys of recovery and wellness. Professionals can also play an important role in the recovery process by providing clinical treatment and other services that support individuals in their chosen recovery paths. Peer supports for families are also very important

Recovery is supported through relationship and social networks: An important factor in the recovery process is the presence and involvement of people who believe in the person's ability to recover; who offer hope, support, and encouragement; and who also suggest strategies and resources for change. Family members, peers, providers, faith groups, community members, and other allies form vital support networks. Through these relationships, people leave unhealthy and/or unfulfilling life roles behind and engage in new roles (e.g., partner, caregiver, friend, student, and employee) that lead to a greater sense of belonging, personhood, empowerment, autonomy, social inclusion, and community participation.

Recovery is culturally-based and influenced: Culture and cultural background in all of its diverse representations—including values, traditions, and beliefs—are keys in determining a person's journey and unique pathway to recovery. Services should be culturally grounded, attuned, sensitive, congruent, and competent, as well as personalized to meet each individual's unique needs.

Recovery is supported by addressing trauma: The experience of trauma (such as physical or sexual abuse, domestic violence, war, disaster, and others) is often a precursor to or associated with alcohol and drug use, mental health problems, and related issues. Services and supports should be trauma-informed to foster safety (physical and emotional) and trust, as well as promote choice, empowerment, and collaboration.

Recovery involves individual, family, and community strengths and responsibility: Individuals, families, and communities have strengths and resources that serve as a foundation for recovery. In addition, individuals have a personal responsibility for their own self-care and journeys of recovery. Individuals should be supported in speaking for themselves. Families and significant others have responsibilities to support their loved ones, especially for children and youth in recovery. Communities have responsibilities to provide opportunities and resources to address discrimination and to foster social inclusion and recovery. Individuals in recovery also have a social responsibility and should have the ability to join with peers to speak collectively about their strengths, needs, wants, desires, and aspirations.

Recovery is based on respect: Community, systems, and societal acceptance and appreciation for people affected by mental health and substance use problems—including protecting their rights and eliminating discrimination—are crucial in achieving recovery. There is a need to acknowledge that taking steps towards recovery may require great courage. Self-acceptance, developing a positive and meaningful sense of identity, and regaining belief in one's self are particularly important.

For further detailed information about the definition of recovery or the guiding principles of recovery please visit: <http://www.samhsa.gov/recovery/>

Tools to Support Recovery and Resiliency

The good news about living with a mental health and/or substance use disorder is that you can move forward and be well again. The challenging thing about living with a mental health (MH) and/or substance use disorder (SUD) is that you have to be active in your own self-care. While medication and talk therapy are extremely important and do help, you also have to work at becoming well. Here are some easy things you can do to work at becoming and staying well:

- 1. Use a gratitude journal.** Focusing on small things you are grateful for has been shown to help people increase their happiness even in the face of clinical depression and addiction cravings. Use a simple notebook and write down five things every day.
- 2. Use yoga breathing and/or meditation.** When you find yourself anxious or upset, slowly breathing in on the count of five and out on the count of five helps. It helps too when breathing in, if you think of positive calming things and when breathing out you think of negative thoughts. Going a bit further and doing simple meditation exercises can decrease your anxiety and your negative thoughts even more.
- 3. Create strategies.** Make a list of a dozen of simple things you can do if you feel your symptoms or cravings building. Go to the list and use each one to help you get through). Examples of things that can be found on other people's lists: pet my dog, walk up and down the stairs, go to the park, play a computer game, do math problems, read a book, play music, work on my motorcycle, clean my house, research vacation ideas, eat an apple, make sure I have had enough water.
- 4. Be kind.** Focusing on someone else's needs and making their life easier has been shown to help. If you do not want to be around people, walk a dog at the local animal shelter, volunteer to organize clothes at a clothes closet, write a positive note to a neighbor.
- 5. Identify your triggers.** Triggers are predictable situations that can increase your stress or sadness) A family gathering can be a trigger for depression or anxiety or for using substances if the gathering involves alcohol and/or other drugs. Identify your triggers and then plan coping strategies for each trigger you have identified.

6. **Track your symptoms** Tracking symptoms can help you be more aware and communicate more effectively with your doctor. You both may see patterns that help you make decisions about medication and other treatment strategies.
7. **Exercise.** Exercise can lift sad feelings, calm anxiety and help deal with cravings. Moderate walking going up and down stairs, or joining the gym helps. Adding as little as 15 minutes a day can make a difference.
8. **Watch your water intake.** Not drinking enough water can increase symptoms. Some medications can make people very thirsty. There is also a danger to drinking too much water. So ensure you are drinking about 8-10 glasses of water but be cautious about drinking more than that.
9. **Be smart.** Some over the counter cold medications can trigger mania in some individuals. Some contain alcohol or other sedatives. Mouthwash can contain alcohol. Grapefruit juice can interfere with some medications. Be smart and read the labels of anything you put in your mouth. Talk to your doctor about any herbal remedies or vitamins you might be taking. Some of these can interfere with medications.
10. **Create a goal.** It can be a tiny goal like “be able to play with my kids for 15 minutes a day”, but make it really meaningful to you. Link your recovery to a goal. Linking your treatment to your meaningful personal goals can help when you hit rough patches.
11. **Don’t stop.** These illnesses are not like the flu or the chicken pox. Most are lifelong illnesses like diabetes or heart disease that you will have to manage for the rest of your life. You can and will feel better. You will be well. But do not throw away your medication or stop your recovery plan because you feel better. That’s not how these illnesses work. Talk with your doctor if you want to stop taking medication or cut down on your medication and work out a plan together.
12. **Reach out.** These are illnesses which isolate people. Being with people actually helps you feel better and helps you cope. So reach out. Take a walk with a friend. Go for coffee with a family member. Join a peer support group such as the National Alliance on Mental Illness, Depression and Bipolar Support Alliance, Alcoholics Anonymous, Narcotics Anonymous, or Celebrate Recovery among many other choices available. Find what works best for you! We can help you find a group near you. Call the national suicide hotline for help 24 hours day 1-

800-273-8255 or the Optum Pierce Behavioral Health Crisis Line at 800-576-7764.

Advance Directive

An Advance Directive is a written document that describes what you want to happen if you reach the point at which your judgment is impaired and/or you are unable to communicate effectively. It gives you greater control over your treatment when you are unable to do so.

It can:

- Inform others about what services you want and don't want
- Identify a person to whom you have given the authority to make decisions on your behalf
- Enhance communication about your treatment preferences between you and your family
- Identify who will care for your pet(s) and home when you are unable to do so.

You can download an Advance Directive form from the Division of Behavioral Health and Recovery (DBHR) website at:

<https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/mental-health-advance-directives>

Personal Empowerment Kits

<https://www.liveandworkwell.com/public/content/showHotTopic.asp?hid=8&lang=1>

No matter where you are on your journey to well-being, it's important that you build your resiliency. You might be prescribed medication that will help you, but you need to do more to achieve your long-term recovery and well-being. These toolkits offer a range of different tools you can use depending on your personal preferences. Do you like the idea of using a game to build resiliency? How about a graphic novel approach? Perhaps you prefer journaling or meditation? How about tracking your journey to long-term recovery and well-being?

The Wellness Recovery Action Plan® (WRAP®)

What is WRAP®?

WRAP® is a manualized self-management and recovery system for persons coping with physical and behavioral health challenges. It is a wellness and recovery approach that helps people to:

1. help themselves feel better, get well and stay well

2. decrease and prevent intrusive or troubling feelings and behaviors
3. increase personal empowerment
4. improve quality of life
5. achieve their own life goals and dreams.

Working with a WRAP® can help people monitor uncomfortable and distressing feelings, and behaviors, and, through planned responses, reduce, modify, or eliminate them. WRAP® also includes plans for responses from others when an individual cannot make decisions, take care of him/herself, and/or keep him/herself safe. The person who experiences health challenges is the one who develops a personal WRAP®. This person may choose to have supporters and/or health care providers help him or her create the WRAP®, but the individual remains in control of the process.

Since 1997, WRAP has reached millions of people through workshops, seminars, groups and the many, many WRAP resources, empowering people from diverse communities and all walks of life to use WRAP®. Now, WRAP® is being utilized in formal and informal recovery programs in all 50 states and in countries around the world. It is being implemented by behavioral health departments, mental health agencies, addictions treatment programs, and an array of other recovery groups in the United States and across the globe.

The Copeland Center and Advanced Level WRAP® Facilitators continues to collect data on how people get well and stay well and the most effective ways to share WRAP with others. These findings are incorporated into training events and mental health recovery and WRAP resources.

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Peer Support

Peer support is a unique service provided by individuals with lived experience who are trained and certified as peer counselors or recovery support specialists to assist you in reaching the goals articulated in your treatment plan. Peer support services do not take the place of clinical services but are an integral part of our behavioral healthcare delivery system. Peer support is unique because it is provided by a peer who has faced situations similar to yours.

Peer counselors (so named in Washington State, but also called peer support specialists) are individuals who have a history of recovery from psychiatric disability, and are willing to use their story and first-hand experiences to help others. Peer counselors often work one-on-one with individuals to assist them in such things as identifying recovery goals or helping negotiate the system. They also facilitate support groups, wellness skills classes, and stigma reduction activities.

The peer counselor or recovery support specialist understands the stigma you have faced and your frustrations with systems that were developed to help. They will walk beside you providing encouragement, support and understanding and can also help you:

- Navigate and understand confusing formal systems
- Obtain needed services
- Connect with community resources
- Build a natural support network

Behavioral health agencies have certified peer counselors and recovery support specialists who provide support to individuals with behavioral health challenges, youth partners or youth peers who provide support to young adults, and parent peers or parent partners who provide support to parents raising children and youth with behavioral health challenges. If one is not offered to you, all you need to do is ask.

In the Optum Pierce BHO provider network certified peer counselors provide services in the following programs and settings:

- Outpatient Mental Health agencies
- Evaluation and Treatment Centers
- Mental Health Residential Treatment programs
- Supported Housing services through HARPS and Community Building
- Peer Bridger program assisting individuals with discharge and community transition from Western State Hospital, Evaluation and Treatment Centers and Residential Mental Health Facilities
- Emergency departments at Multicare Good Samaritan Hospital in Puyallup and Mary Bridge Hospital in Tacoma.
- Pierce County Jail Community Re-entry program
- Parent and youth partners at Pierce County Juvenile Court
- Tacoma Area Coalition of Individuals with Disabilities
- A Common Voice for Pierce County Parents
- Wraparound with Intensive Services (WiSe) parent and youth partners
- Pierce County Felony Mental Health Court

- Nativity House
- Mobile Outreach Crisis Team (MOCT)
- Family Assessment and Stabilization Team (FAST)
- Recovery Response Center
- Recovery Support (“Warm”) Line

Qualified individuals can become trained and certified as peer counselors or recovery support specialists and use first-hand experience to help others dealing with similar issues. Because we know that peer support plays a critical role in the recovery process, the Optum Pierce BHO’s Recovery and Resiliency Unit is committed to promoting the utilization of peer support positions throughout the behavioral health system. If you have lived experience of recovery from a mental health and/or substance use challenge and are interested in learning more about becoming a Peer Counselor or a Recovery Support Specialist please contact our Recovery and Resiliency Unit at 253-292-4200.

***“One person speaking up makes more noise than a thousand people
who remain silent.”
~ Thom Hartnett***

Your Voice Matters in Community Behavioral Health

Optum Pierce Behavioral Health Organization (BHO) invites individuals in services and family members to help shape the community behavioral health system in Pierce County. These important volunteers can play vital roles in improving services by participating in committees and other advocacy efforts in which they will:

- Keep a strong focus on improving the quality of care for individuals using services and their family members;
- Voice a commitment to recovery and resiliency principles and practices;
- Express their opinions based on their experiential knowledge; and
- Share their belief that systems can be improved to better serve individuals and their families

There are several committees seeking volunteer help with this process. If you are interested in serving on any of these committees or boards, contact the Optum Pierce BHO at 253-292-4200.

Behavioral Health Advisory Board

The Behavioral Health Advisory Board (BHAB) is an advisory board which focuses on the efficiency and effectiveness of community mental health and substance use disorder treatment services in Pierce County. The primary criterion for membership is an interest in improving the lives of people served by the publicly funded community behavioral health system.

Quality Assurance and Performance Improvement Committee

The Quality Assurance and Performance Improvement (QA/PI) Committee's purpose is to strategically and systematically monitor and improve the quality of person/family centered care throughout the publicly funded behavioral health system. The committee annually prioritizes activities, continually monitors, and takes on projects for systemic improvement.

Quality Review Team

The peer-led Quality Review Team (QRT) participates in reviewing publicly funded behavioral health services in Pierce County by conducting surveys. The team focuses on the quality and perceptions of care, coordination and accessibility of services, and identification of needs and opportunities for improvement. The team also works with the BHO, providers, and interested individuals to resolve identified problems.

Consumer & Family Advisory Subcommittee

The Consumer & Family Advisory Subcommittee (CFAS) is responsible for providing feedback and consultation to the QA/PI Committee on informational and educational materials, quality improvement projects, survey reports, grievance reports and other important topics. This important committee is an excellent place for volunteers to be introduced to work at a regional level.

Cultural Competency Subcommittee

The Cultural Competency Subcommittee reviews and recommends standards of practice and outcomes related to cultural competence. The committee reviews data to identify trends and make recommendations related to the provision of staffing at all levels that is representative of the community, the inclusion of cultural factors in clinical assessments, and the development of culturally balanced treatment plans. This committee takes on the large assignment of sponsoring an annual Cultural Competency Training.

HI-FYVE (Family and Youth Voices for Empowerment)

Washington State is divided into nine Regional Family, Youth and Systems Partner Roundtables (FYSPRTs). The FYSPRTs provide a way for family members, youth and system partners to work together to incorporate the voice of the community into decision-making at the state level. HI-FYVE, Pierce County's Regional FYSPRT is designed to influence how the child-serving systems in Pierce County functions by promoting proactive changes to improve behavioral health outcomes for children, youth and families.

Your Rights

Rights Specific to Medicaid in Washington:

You have the right to:

- Receive medically necessary behavioral health services, consistent with access to care standards
- Receive the name, address, telephone number, and any languages offered other than English, of behavioral health providers in your BHO.
- Receive information about the structure and operation of the BHO.
- Receive emergency or urgent care or crisis services.
- Receive post-stabilization services after you receive emergency or urgent care or crisis services that result in admission to a hospital.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.
- Receive information you request and help in the language or format of your choice.
- Have available treatment options and alternatives explained to you.
- Refuse any proposed treatment.
- Receive care that does not discriminate against you.
- Be free of any sexual exploitation or harassment.
- Receive an explanation of all medications prescribed and possible side effects.
- Make a mental health advance directive that states your choices and preferences for mental health care.
- Receive information about medical advance directives.
- Choose a behavioral health care provider for yourself and your child, if your child is under thirteen years of age.
- Change behavioral health care providers at any time for any reason.
- Request and receive a copy of your medical or behavioral health services records, and be told the cost for copying.
- Be free from retaliation.
- Request and receive policies and procedures of the BHO and behavioral health agency as they relate to your rights.
- Receive the amount and duration of services you need.
- Receive services in a barrier-free (accessible) location.
- Medically necessary services in accordance with the early periodic screen, diagnosis and treatment (EPSDT) under WAC [182-534-0100](#), if you are twenty years of age or younger.
- Receive enrollment notices, informational materials, materials related to grievances, appeals, and administrative hearings, and instructional materials relating to services

provided by the BHO, in an easily understood format and non-English language that you prefer.

- Be treated with dignity, privacy and respect, and to receive treatment options and alternatives in a manner that is appropriate to your condition.
- Participate in treatment decisions, including the right to refuse treatment.
- Be free from seclusion or restraint used as a means of coercion, discipline, convenience or retaliation.
- A second opinion from a qualified professional within your BHO area at no cost, or to have one arranged outside the network at no cost to you, as provided in 42 C.F.R. § 438.206(3).
- Receive medically necessary behavioral health services outside of the BHO if those services cannot be provided adequately and timely within the BHO.
- File a grievance with the BHO if you are not satisfied with a service.
- Receive a notice of action so that you may appeal any decision by the BHO that denies or limits authorization of a requested service, that reduces, suspends, or terminates a previously authorized service, or that denies payment for a service, in whole or in part.
- File an appeal if the BHO fails to provide services in a timely manner as defined by the state, or act within the timeframes provided in 42 C.F.R. § 438.408(b).
- Request an administrative (fair) hearing if your grievance or appeal is not resolved in your favor.
- Services by the behavioral health ombuds office to help you in filing a grievance or appeal, or to request an administrative hearing.

You may also contact the office of Civil Rights for more information at <http://www.hhs.gov/ocr>.

Rights under Washington State Law

You have the right to:

- Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
- Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religion practice;
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences;
- Be treated with respect, dignity and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
- Be free of any sexual harassment;

- Be free of exploitation, including physical and financial exploitation;
- Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections;
- Receive a copy of agency grievance system procedures upon request and to file a grievance with the agency, or behavioral health organization (BHO), if applicable, if you believe your rights have been violated; and
- Lodge a complaint with the department when you feel the agency has violated a WAC requirement regulating behavioral health agencies.

(Washington Administrative Code 388-877-0600)

Providers offer additional rights such as involuntary treatment rights, and you may have a specific set of rights based on your legal status.

Rights Regarding Involuntary Hospitalization or Civil Commitment

The civil commitment process in Washington begins when a Designated Mental Health Professional (DMHP) is contacted to evaluate an individual. In assessing whether civil commitment is appropriate, the DMHP is required to:

- Attempt to personally interview the person,
- Review the credibility of the facts alleged by others, and
- Determine whether the person will voluntarily accept treatment.

If the DMHP decides that a person is gravely disabled or presents *a likelihood of serious harm to self or others due to a mental disorder*, and they will not voluntarily accept treatment, then they may be detained for involuntary treatment for up to 72 hours. The Involuntary Treatment law requires that:

- A person cannot be held over 72 hours (not including weekends and holidays) without a court order
- Additional legal action be taken to continue any involuntary hospitalization
- You are provided legal representation at no cost to you

If you are involuntarily detained you have certain rights:

You have the right to:

- Wear your own clothes and use personal possessions, though possessions may be searched for contraband
- Adequate care & individualized treatment
- Have records kept confidential
- Have access to individual storage space

- Have visitors at reasonable times
- Refuse anti-psychotic medications 24 hours prior to a court proceeding
- Have access to a telephone for confidential calls
- Have access to writing materials & stamps
- Refuse anti-psychotic medications, but not other medications
- Not have psychosurgery

What if I feel my rights have been violated or I have a concern about the mental health services I receive?

First, express your concern directly to the person involved if you feel comfortable doing so. You can also:

- Contact your community behavioral health agency directly and ask to speak to a supervisor or administrator. You may file a grievance with the agency.
- Contact the Behavioral Health Ombudsman at 253-302-5311 or toll-free at 800-531-0508 to help file and resolve a grievance, appeal or administrative hearing. The independent Behavioral Health Ombuds provides a free and confidential service to help you when you have a concern about your behavioral health services or feel that your rights have been violated. The Ombuds service will help you resolve your problem at the lowest possible level.
- Contact the Optum Pierce BHO Quality Assurance Unit to help you at 253-292-4200 or toll-free at 866-673-6256. All efforts will be made to resolve your concern or grievance as soon as possible.
- If you file a grievance, you can expect the following:
 - Full records of the grievance will be kept in confidential files, separate from your case file, for six years from the completion of the grievance process.
 - You can select a friend, family member or other trusted person to represent you through the process. If you wish to have someone represent you, you must state that in writing and sign and date your statement. You will be protected from any act of retaliation.
 - Your grievance will be investigated and handled by someone who was not directly involved in the issue.
 - You will be notified in writing of the decision made about your grievance within 90 days, the reason for the decision, and additional steps you can take.
 - If you have filed a grievance with both the agency and the BHO and are still not satisfied, you may then request a fair hearing. (You may not request a fair hearing before you have exhausted the local grievance process.)

Pierce County Resources

2-1-1

2-1-1 is a simple, easy-to-remember dialing code that offers access to all health and human services serving Pierce County. All calls to 2-1-1 are taken by Information and Referral Specialists who utilize a comprehensive database of resources that includes rent/mortgage assistance; food and clothing banks; transportation; and shelter/affordable housing. 2-1-1 can also be called for help connecting to mental health treatment and resources.

Children, Youth, Parents, and Families

A Common Voice for Pierce County Parents (ACV)

10402 Kline Street SW

Lakewood, WA 98499

253-537-2145

www.accommonvoice.org

ACV promotes family-driven and youth-guided care that focuses on the well-being of children and youth with mental health, emotional or behavioral challenges and their families.

Services and supports offered include:

- Information and referral
- Parent support groups
- Individual consultation
- Trainings for parents and professionals
- Educational support and advocacy
- Support for juvenile court and child welfare, and
- Community-based support and outreach

Children's Medical Benefits

1-877-543-7669

The Children's Health Insurance Program (CHIP) is a non-entitlement program in Washington state. Eligibility is determined using the same rules as Medicaid for children, except with higher income standards. Children who are eligible for Medicaid, or who have any "creditable health coverage", cannot be eligible for CHIP. ("Creditable health coverage" means coverage under a group health plan or other health insurance

that provides access to physicians, hospitals, laboratory services, and radiology services).

Hope Sparks

Tacoma Office
6424 North 9th Street
Tacoma, WA 98406
253-565-4484

Puyallup Office
1420 South Meridian #B
Puyallup, WA 98371
253-845-0864

Children's Developmental Services Office
6316 South 12th St.
Tacoma, WA 98465
253-565-4887
www.hopesparks.org

Our mission is to strengthen families by inspiring courage and confidence to make a lasting change. HopeSparks provides five core behavioral health programs that serve children and families in Pierce County who face trauma, abuse and overwhelming life challenges:

- Healing Hearts Counseling
- Parent Education
- Eating Recovery Services
- Relatives Raising Children
- Family Support Services

The Children's Developmental Services provides early intervention including education and specialized therapy for children from birth to three with developmental delays.

Multicultural Child and Family Hope Center

2021 South 19th Street
Tacoma, WA 98405
253 593 6641
www.mcfhc.org

Multicultural Child and Family Hope Center provides culturally relevant support services to children and families through daycare, ECEAP, and fourteen family support programs that meet the needs of our diverse families. We have a positive relationship between

teachers, parents, and community, including our partner agencies. We strongly believe in the social, emotional and academic development of a child. We are a strong family of committed individuals with a focus on empowering and teaching.

Services and supports offered:

- Daycare, ECEAP, Early Head Start
- Family support services and resources; SAFECare, PIC assessments, Women to Work (partnership)
- Before- and after-school programs; Dance for Children, homework assistance
- Bilingual services (Spanish and Russian)
- Triple P parenting, Children Counseling, in-home hands on parenting, Peer to Peer support; Dependency 101, 102
- Father engagement, supervised visitation program

Partnerships for Action, Voices for Empowerment (PAVE)

6316 S. 12th Street, Tacoma, WA 98465

253-565-2266 or 1-800-5-Parent

www.wapave.org

PAVE provides training, support, and information to parents of children with disabilities. They inform parents about their children's educational rights and assist parents in becoming advocates for their children.

TeamChild

715 Tacoma Avenue South

Tacoma, WA 98402

253-274-9929

www.teamchild.org

TeamChild assists juvenile offenders in accessing community-based services such as appropriate education, mental and medical health services, safe living situations and other supports.

Employment

Division of Vocational Rehabilitation

1949 S. State Street N-2713

Tacoma, WA 98405

253-983-6500

www.dshs.wa.gov/ra/division-vocational-rehabilitation

The Division of Vocational Rehabilitation assists people with disabilities in choosing and securing employment. Where there is a reasonable expectation that retraining or education will help someone gain employment, contact the Vocational Rehabilitation of the Department of Social and Health Services. They can provide training and pay for tuition, books and fees for persons with a physical or mental disability that prevents them from working.

Health

Community Health Care Clinics

Central Office
1019 Pacific Ave. Suite 300
Tacoma, WA 98402
253-597-4550
<http://www.commhealth.org/>

Five Community Health Care Clinics are located in the Tacoma/Pierce County area. They are open 40 hours a week and provide comprehensive healthcare to low-income persons. For information about eligibility and services provided, call the central office. CHC clinics accept Medicaid and Basic Health Insurance Plans.

Housing

Access Point 4 Housing (AP4H)

Associated Ministries
1224 South I Street Tacoma
WA 98405
253-682-3401
<http://associatedministries.org/direct-services/access-point-4-housing/>

Associated Ministries contracts with Pierce County to provide a centralized intake center for homeless individuals and families and those at imminent risk of becoming homeless. Services may include:

- referrals to housing programs or independent housing,
- assistance/referrals in securing benefits,
- referrals to other prevention providers or funding sources,
- mental health and substance abuse services, and
- referrals for job preparation or employment services.

AP4H Eligibility Criteria: Households experiencing homelessness (or who will be homeless within 72 hours). Households receive resources to secure housing and other needed services.

Pierce County Housing Authority

603 S Polk
Tacoma, WA 98444
253-620-5400
www.pchawa.org

Tacoma Housing Authority

902 S L St. #A
Tacoma WA 98405
253-207-4400
www.tacomahousing.net

Section 8 or Public Housing is available to low-income families, senior citizens (62 years or older) and handicapped persons through the local housing authority. Rents are scaled according to income and family size. Interested persons should check at the offices to see if they are taking applications. Applicants will be placed on a waiting list.

Legal

Crystal Judson Family Justice Center

718 Court E
Tacoma, WA 98402
253-798-4166 or 1-800-764-2420
familyjusticecenter@co.pierce.wa.us

The Crystal Judson Family Justice Center offers a wide array of social services and assistance to victims of domestic violence. Services include civil and criminal legal advocacy, electronic protection order filing, and safety planning.

Northwest Justice Project

715 Tacoma Ave. S
Tacoma, WA 98402
888-201-1014
www.washingtonlawhelp.org

Volunteer Legal Services

621 Tacoma Avenue South
Tacoma, WA
253-572-5134
www.tacomaprobono.org

Operates several advice clinics at a variety of locations and times, makes referrals to volunteer attorneys and provides public information for low-income clients. No attorneys are on staff and we do not provide emergency services

Some civil legal services are available free of charge to low-income individuals from the Legal Assistance Foundation. Such issues may relate to housing, guardianship, and employment.

Peer-Run Organizations

National Alliance on Mental Illness (NAMI-Pierce County)

253-677-6629
namipierce@gmail.com
www.namipierce.org

Family-to-Family Education Program is a free, 12 session education program for family, partners, friends and significant others of adults living with mental illness. The course is designed to help all family members understand and support their loved one living with mental illness, while maintaining their own well-being.

Peer-to-Peer is ten session course that is free of charge and is designed for individuals 18 and over living with mental illness. It is taught by a trained team of individuals living in recovery from mental illness.

Connection Recovery Support Group is a free, peer-led recovery support group open to all adults with a mental health diagnosis, meeting together to discuss the challenges of everyday living.

Family Support Group is for family members, /loved ones of someone living with a mental illness and meets once a month.

In Our Own Voice is a unique public education program in which two trained speakers share their compelling personal stories about living with mental illness and achieving recovery. NAMI In Our Own Voice presentations change attitudes, assumptions and stereotypes by describing the reality of living with mental illness. People with mental

health conditions share their powerful personal stories in this free, 60- or 90-minute presentation providing a critical perspective to the popular understanding of what people with mental illness are like.

Tacoma Area Coalition of Individuals with Disabilities (TACID)

6315 S. 19th Street
Tacoma, WA 98466
253-565-9000
<http://www.tacid.org>

TACID provides one-on-one coaching, peer support and mentoring, classes, workshops for people with disabilities, caregivers, and family members in the areas of wellness and peer support, independent living, and self-sufficiency. TACID offers peer support groups for adults and family members, computer training and employment supports, social opportunities, information and referrals, all based on the principles of peer support and recovery. TACID also provides opportunities for individuals to volunteer, as well as an internship program for those who have completed Peer Counseling training and want more experience before seeking employment. TACID is consumer-driven and consumers (members) have the opportunity to participate in all aspects of the organization's work and direction. A wide range of community-based peer support groups also meet at TACID on a regular basis. Schedules of all classes, trainings and peer support groups are available at <http://www.tacid.org>.

Recovery Café

813 MLK JR. Way
Tacoma Wash 98405
253-888-0208
www.tacomarecoverycafe.com

We are a community of women and men who have been affected by substance abuse disorders, homelessness, addiction, mental health issues and the everyday challenges of remaining sober. Through a community of support and shared experiences, we provide recovery through a one-on-one support system, using recovery coaches and navigators. Our services are held within a safe and welcoming home environment where individuals gather.

Services and supports offered:

- Youth AA meetings, children and youth substance abuse resources, youth support.
- Hands on Parenting, family support, and Triple P parenting classes
- One-on-one support, recovery coaches, navigators and community collaboration
- Educational classes, father engagement, spiritual healing,

- AA, NA, marijuana, art and wellness groups
- Resources and mental health support

Online and Face-to-Face Support Groups

Talking with others who have “been there” is incredibly powerful. There are online and in-person groups that are helping people find their recovery. Here are links to some reputable groups that offer online and face-to-face meetings at no cost to you:

Guide to Mutual Aid Resources

<http://www.facesandvoicesofrecovery.org/guide/support/>

Alcoholics Anonymous (AA)

- Find AA meetings by state. <http://aa-intergroup.org/>
- AA meetings online. <http://www.aaonline.net/>
- AA - Pierce County
3640 S Cedar Suite S, Tacoma, WA, 98409 * (253) 474-8897
<http://piercecountyaa.org>

AA is a self-supporting organization that helps alcoholics achieve sobriety through meetings, events, and literature. Anyone with a desire to stop drinking may attend meetings. Call the office to get an AA meeting schedule.

Narcotics Anonymous (NA)

- NA meetings by location <http://www.na.org/meetingsearch/>
- NA - Pierce County
PO Box 706
Tacoma, WA, 98401
253-531-8792
<http://www.pcana.org>

NA is a 12-Step, mutual support group that assists individuals who have a desire to stop using drugs. It provides emotional support to help chemically dependent people overcome their addictions, share their experiences, and deal with their feelings.

SupportGroup.com

<http://www.supportgroups.com/>

A range of groups covering issues like cancer, diabetes, addiction recovery and more.

Marijuana Anonymous

<https://www.marijuana-anonymous.org/>

Gamblers Anonymous

www.gamblersanonymous.org/

Contains information about the fellowship support group and its programs for compulsive gamblers. 12-step self-help program

Seniors

Pierce County Human Services

Aging and Disability Resource Center

253-798-4600 or 800- 562-0332

Pierce County Community Connections is the website site providing access to various health and human services throughout Pierce County. The Aging and Disability Resource Center (ADRC) program is one of a number of programs offered to community members. As an Area Agency on Aging, ADRC provides information and connection to community services for older adults and individuals with disabilities of all ages, family members, caregivers, service providers and community professionals. The focus is on helping individuals remain safe and independent in their own homes in the community as long as is practical. ADRC is a confidential resource for information, assistance and referral as well as a “front door” for a number of services such as:

- Family Caregiver Support Program
- Long-Term Care Ombudsman Program
- Memory Care and Wellness Services
- Living Well with Chronic Conditions
- Veterans Directed Home and Community-Based Services
- Care Transition Services (Hospital-to-Home)
- Aging and Long-Term Care Case Management

Transportation

Beyond the Borders: A transportation service for rural Pierce County

253-798-2864 or 1-800-562-0336

Beyond the Borders provides free transportation for youth, elder, disabled and low-income people living in east and south Pierce County who are outside of the Pierce Transit service area. The service helps people get to work and employment related support services such as childcare and job training. It also helps people access public

transportation, medical and social service appointments, shopping and social activities. The service area includes Graham, South of 176th and east of Meridian, Spanaway South of 200th and west of Highway 7, Kapowsin, McKenna, Roy, Eatonville, Orting, Sumner, Bonney Lake, South Prairie, Buckley, Burnett, Carbonado, and Wilkeson Riders will be picked up at home and taken to their destination. If the destination is within the area served by Pierce Transit, they will be taken to the nearest bus stop for transfer to “SHUTTLE” or an ADA-accessible ride or to a fixed-route bus.

Paratransit Services

1-800-925-5438

Paratransit Services currently provides Medicaid transportation services in Pierce County. They are also the main provider of transportation to adult day, health care and respite.

Pierce Transit Shuttle

3720 96th St. SW

Lakewood, WA 98499-0070

253-581-8100 or 1-800-841-1118

www.piercetransit.org/shuttle.htm

Public transportation is available in the greater Tacoma area for essential shopping and medical appointments by calling Shuttle Information. Persons must register with the Shuttle office before accessing services. Call for further information or registration.

My Notes and Reminders

“There is no shame in beginning again, for you get a chance to build bigger & better than before.”
~ Recoveryexperts.com

Finding help Finding hope Finding wellness Finding your dreams!



“Remember how far you have come, not just how far you have to go. You are not where you want to be, but neither are where you used to be.”

Rick Warren

This handbook is intended to assist you in getting the help you need in accessing mental health and substance use disorder services in Pierce County on your own personal recovery journey. If you have a question, need or concern that is not addressed in this handbook please call the Recovery and Resiliency Unit at Optum Pierce Behavioral Health Organization at 253-292-4200.



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