
Alternative Formats and Languages

This brochure is available in alternative formats for persons with disabilities upon request.

There are printed translations in other languages as well. Please call Client Services at 1-800-790-8049 or TTY (206) 205-0569 to request copies. ATT Language link translation services are also available.

The King County Mental Health Plan



King County

A guide to public mental health services in King County

24-Hour Crisis Line (206) 461-3222 or 1 (866) 4-CRISIS or 427-4747

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King County Mental Health, Chemical Abuse, and Dependency Services
Division

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The King County Mental Health Plan sincerely hopes that retaliation never happens. If you believe you are being discriminated against for filing a complaint or a grievance at any level - please contact King County Client Services staff right away. You can reach Client Services staff at 1 (800) 790-8049 or TTY (206) 291-1059. You may also call the Mental Health Ombuds Services of King County at (206) 205-5329.

State Fair Hearing

A State Fair Hearing is a formal hearing that is heard by an Administrative Law Judge. The King County Client Services staff is available to assist in filing the request for a State Fair Hearing. The Mental Health Ombuds Service of King County is available to advocate, if the person filing for the Fair Hearing requests their help. A client need not first pursue a compliant or grievance before requesting a State Fair Hearing, unless requesting disenrollment (see below). A State Fair Hearing can be requested when:

- ❖ There has been a violation of DSHS rule;
- ❖ A client feels the process violated the requirements for grievance hearings;
- ❖ A client is requesting to be “disenrolled”;
- ❖ A client believes their rights have been violated;
- ❖ The RSN did not provide a written response within 30 days of the grievance request; or
- ❖ If a client is denied medically necessary services.

State Disenrollment

A client may request the DSHS Mental Health Division to disenroll him/her from the King County Mental Health Plan for a good cause. A “good cause” is defined as the inability of the King County Mental Health Plan to provide medically necessary care that is reasonably available and accessible. Please contact King County Client Services or the Ombuds Office for assistance with this process. The client can continue to receive services during the process. Information about why you are requesting disenrollment and a method to contact you will need to be included in the request.

Client Services or Ombuds staff will work with you to find the best solution to your complaint. Often that may require the Client Services staff to make telephone calls to get more information. Please contact Client Services (206) 790-8049, TTY (206) 205-0569, or Ombuds (206) 205-5329 for assistance.

Grievance Hearings

A grievance is a formal hearing before the King County Mental Health Plan Grievance Committee. The Committee includes King County staff. A request for a grievance hearing can be written or it can be made orally.

- ❖ You have the right to have supportive people or advocates at your hearing (for example the Mental Health Ombuds Services of King County);
- ❖ During the hearing you will be able to present your side of the issue;
- ❖ The person and/or agency against which you filed your grievance is required to appear and they will be able to present their position;
- ❖ The process, from receipt of your request for a grievance hearing to the decision from the Grievance Committee, will take no more than 30 days. The Committee will issue their decision after the hearing and notify all involved parties by certified mail within five business days of the hearing.

The decisions are binding for all parties. This means that the Committee's decisions must be either followed, or appealed to a State Fair Hearing (see page 17). Only a client can request a State Fair Hearing. Information about how to request a State Fair Hearing will be included with the decision. King County Client Services or the Ombuds office will be available to assist you with filing.

Retaliation and How to Recognize It

Any negative action by a provider or a mental health clinician in response to your filing a complaint or grievance is considered retaliation. This is a violation of the Washington Administrative Code and of the King County Mental Health Plan Policies and Procedures.

Negative action or reactions can range from subtle and passive retaliation to actively causing harm. Passive forms of retaliation could include continually not returning telephone calls, misplacing paperwork, and not listening. Examples of retaliation include suddenly being told a service was no longer available or withholding money or medicines.

Services Provided

The King County Mental Health Plan (KCMHP) provides comprehensive services for clients. Services that are available include crisis, inpatient, outpatient and residential services.

Crisis Services

Crisis services are available when you feel your symptoms of mental illness are beyond your ability to manage or control. You may feel frightened, sad or scared. If a crisis is severe, you may feel like harming yourself or others or may be unable to care for yourself. If a crisis is life threatening, call 911.

- ❖ 24-Hour Crisis Line: (206) 461-3222 or 1 (866) 4-CRISIS or 427-4747
The Crisis Clinic provides immediate help 24 hours a day, everyday, to individuals, families and friends of people in crisis. They can help you to determine if you or your loved one needs professional help. They can arrange for you to meet with a mental health worker or have one of the teams specializing in child, adult or older adult services meet with you in your home or in another community setting. They can refer you to community services to help you meet your needs.
- ❖ If you are already receiving ongoing mental health services from a KCMHP Provider (see page 4) you can call or visit the agency where you go for services and someone there will help you. Your agency will give you a telephone number to call in case you are in crisis after regular business hours.
- ❖ The Crisis Triage Unit at Harborview, (206) 731-3076, 325 Ninth Avenue, Seattle, WA provides comprehensive stabilization, referral, and linkage services for adults in a behavioral crisis. Other hospital emergency rooms are also crisis resources in King County. In a crisis, you may go directly to any emergency room or to the CTU where a mental health professional will meet with you about your symptoms and help you decide what services are the best choice. If hospitalization is needed a professional will arrange for an admission.

Inpatient Services

Psychiatric hospitalization can be an important part of treatment when your mental illness symptoms are out of control. Emergency rooms and/or your mental health worker can help you to access inpatient services. Inpatient stays are often three to ten days. If you are hospitalized you will see a psychiatrist or special doctor for medications, and nurses or other hospital staff will provide treatment and teach you about mental illness. A social worker will help you to make plans for continued services after leaving the hospital. Different hospitals work with children, adults, and older adults; see page 9 for a list of hospitals.

Involuntary Hospitalization

Sometimes people who are in a mental health crisis may need to be hospitalized, for their own safety or treatment needs, although they might not want to be. This is called involuntary detention. The decision to hospitalize someone against his or her wishes can only be made by a County Designated Mental Health Professional (CDMHP). These professionals are available by calling the 24-Hour Crisis Line at 1 (866) 4-CRISIS or 427-4747.

You can only be hospitalized against your will if you are 13 or older and:

- ❖ A danger to yourself; or
- ❖ A danger to others or destroying the property of others;
- ❖ Gravely disabled and at risk of serious harm due to an inability to provide for your own food, clothing or shelter because of a mental disorder.

Outpatient Services

Individuals and their families receive ongoing mental health services at one of the KCMHP Providers (see page 4) in the community. You may receive one or more services based on your specific needs. Services are generally provided for a six-month to one-year benefit period. If you continue to require services and are eligible, your benefit period can be extended.

Community mental health providers offer a range of services. These services include:

- ❖ Individual therapy
- ❖ Family counseling
- ❖ Case management
- ❖ Groups
- ❖ Medication management
- ❖ Psychiatric evaluation/assessment

How to Contact Client Services

All providers are required to inform you of your rights and to post complaint and grievance procedures. For assistance with concerns about services you are receiving or information about accessing services call:

King County Client Services Coordinator
1-800-790-8049
TTY (206) 205-0569

Letters or other written material will be accepted and responded to by Client Services staff. The mailing address is:

King County Mental Health, Chemical Abuse and Dependency Services Division
821 Second Ave.
Suite 610
Seattle, WA 98104

The Client Services FAX # is: (206) 205-1634

Complaints and Grievances

Complaints

This section outlines your options if you are dissatisfied with services received. We encourage you to discuss your complaint with your mental health clinician or his/her supervisor, although you do not have to do so. King County Client Services and the Mental Health Ombuds Services of King County are also available to assist in resolving complaints.

You may file a complaint if:

- ❖ You feel that any of your rights have been denied or that you have been discriminated against (see page 10).
- ❖ You have other complaints or dissatisfaction with services.

Client Participation in the Mental Health System

The King County Mental Health Plan (KCMHP) wants clients, family members, and advocates to participate in the policy decisions for the KCMHP. The people that make decisions ask for a review of changes and comments about how services are working. These opportunities include membership on a number of committees and advisory boards such as the King County Mental Health Advisory Board, and the Quality Council. Each of these volunteer positions allows you to participate in policy making and to help ensure that the quality of services is satisfactory. The KCMHP wants and needs clients, family members and advocates to be partners in the planning, development and evaluation of the mental health system.

To learn more about these opportunities and ways to get involved, contact King County at 1 (800) 790-8049 or TTY (206) 205-0569.

Regional Support Network (RSN) Information

King County Mental Health, Chemical Abuse and Dependency Services (KCMHCADSD) is a division of the Department of Community and Human Services and manages the mental health system in King County. It is responsible for policy setting, financial management and the quality of services. It is also called the Regional Support Network (RSN) and contracts directly with the State to administer the King County Mental Health Plan.

King County Mental Health, Chemical Abuse and Dependency Services Division
Exchange Building, Room 610
821 Second Avenue
Seattle, WA 98104
(206) 296-5213

- ❖ Emergency/Crisis Assistance
- ❖ Help with housing
- ❖ Help with employment or school
- ❖ Coordination/collaboration with other services

Residential Services

The goal for clients in mental health services is to live independently. Housing support helps a person to find and maintain housing, or to move to a more independent living arrangement. Some people with a mental illness require a place to live where staff is available 24 hours a day. Residential Staff help people develop skills they will need to live more independently, such as taking medication, preparing meals, and social functioning. Your mental health worker will refer you to residential services.

King County Mental Health Plan Eligibility

The King County Mental Health Plan (KCMHP) provides a full range of mental health services for King County residents with:

- ❖ A mental illness or emotional disorder
- ❖ Medicaid (medical coupon, other than GAU)
If you have a spenddown requirement, let the provider know so they can help you.
- ❖ State GAU coupons or if you have no health insurance and qualify as low or no income and a severe mental illness. Access to the full range of service depends on funding available within the system.

Crisis services are available regardless of funding.

Access To Services

Before you start, it is helpful to know why you are seeking treatment. There are many different reasons people need mental health services. You may feel sad, confused, or angry all the time. Perhaps you feel nervous, fearful, upset or cannot control your thoughts. Some individuals seek assistance for hearing voices that make it hard for them to think. To help you remember what you want to say when you ask for help, write down the reasons that you want services and take that with you to your first appointment.

Each community mental health agency provides a range of basic services. Some also have specialized programs. There is a list of providers and a general description of the services offered at each agency starting on page 4. If you need help determining which agency will best meet your needs, or want help choosing an agency, please call the toll free line at 1 (800) 790-8049 and choose Client Services or the Ombuds service, or TTY (206)205-0569. Information and referral services are available during business hours.

To set up your first appointment, call the telephone number listed for the provider you have chosen. The person you talk to will ask you some questions about why you need help and how you will pay for services. The screening will help to determine if you are eligible for services or if you should be referred to another service that can help you. The person on the telephone will help you to set up your first appointment.

24-Hour Crisis Line (206) 461-3222 or 1(866) 4-CRISIS or 427-4747

If you have recently moved into King County, please apply for Medicaid at your local DSHS Community Service Office. You can find the addresses and several of these offices in the front of the phone book.

How to Get Support, Help and Advocacy

Clients, families and clients seeking services can get help and advocacy from several different sources in addition to King County Client Services. General Information is available from the Community Information Line at (206) 461-3200. Other resources include:

- ❖ Mental Health Ombuds Service of King County
821 Second Avenue Suite 510
Seattle WA 98104
1(800) 790-8049
- ❖ Washington Protection and Advocacy System
180 West Dayton Suite 102
Edmonds, WA 98020
(425) 776-1199
- ❖ Federation of Families
(425) 277-0426

National Alliance for the Mentally Ill (NAMI)

NAMI is a national organization that advocates for persons with mental illness, and provides information about mental illness, services, and support groups for families and clients. Please call to request a schedule of meetings in your area. Internet address: www.nami.org

Local Chapters:

- ❖ NAMI Eastside
(425) 885-6264
- ❖ NAMI South King County
(253) 854-6264
- ❖ NAMI-Greater Seattle, Seattle Area
1(800) 782-9264 or (206) 783-9264

Advance Directives

An Advance Directive for Psychiatric Care allows you to state your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions. Others then have written instructions to follow should you experience a psychiatric emergency. If you wish to write an Advance Directive for Psychiatric Care, your mental health worker will help you. A copy will be kept in your record and will be available if it is needed. This way you can let family, friends and mental health clinicians or other professionals know what you want when you are unable to express your wishes as clearly as you might like.

Changing Services

You have the right to change providers or your mental health worker once a year for any reason. To change your case manager or therapist, ask the agency where you receive services for another case manager. They will give you a choice among those available. If you cannot get a new case manager or therapist, call King County Client Services at 1 (800) 790-8049 or TTY (206) 205-0569 for assistance.

To change to a new provider, call the one that you want to go to and ask for an assessment. When you change agencies and start with the new one, you will be asked to sign forms so that the two agencies can talk to each other. This can be helpful and would let your new agency understand what has been done before and what was useful. You have the right to withhold your record and are not required to sign a release to change providers.

If You Move

If you move from one place to another within King County, you can continue to receive services from the same agency or you may change to an agency that is closer to your new residence. Any child placed by the State of Washington Department of Social and Health Services (DSHS) can continue to receive services from the King County Mental Health Plan. If any client moves to a place outside of King County, they will need to get mental health services in the county in which they live. The current mental health worker will help you make the transition as smoothly as possible to your new agency.

Participating King County Mental Health Plan Providers

Note: All of these community mental health agencies provide all basic services. Some provide additional services.

Name	Population Served	Geographical Area	Additional Services
Asian Counseling & Referral Service (206) 695-7600 720 8 th Ave S, Suite 200 Seattle, WA 98104	Specializes in serving individuals who identify as Asian and /or Pacific Islander All ages	Central District International District	Healthcare also on-site Chemical Abuse and Dependency Services
Children's Hospital & Medical Center (206) 528-2760 4800 Sandpoint Way NE Seattle, WA 98105	Children	Bellevue Lake City Central District Federal Way	
Community House Mental Health (206) 322-2387 431 Boylston Ave E Seattle, WA 98102	Adults	Capitol Hill, Pike Street, Ballard	Residential services
Community Psychiatric Clinic <u>Adults:</u> (206) 461-3614 4319 Stone Way N Seattle, WA 98103 <u>Children/ Youth/Seniors:</u> (Northgate) (206) 461-4544 10501 Meridian Ave N Suite D Seattle, WA 98133	All age groups	Wallingford, Downtown, North Seattle	Residential services Crisis Services Chemical Abuse and Dependency Services
Consejo Counseling & Referral Service (206) 461-4880 3808 South Angeline Seattle, WA 98118	Primarily see Hispanic/Latino but serve other clients as well All Ages	Central District, Rainier	Some Residential services Chemical Abuse and Dependency Services

Name	Population Served	Geographical Area	Additional Services
Downtown Emergency Service Center (206) 464-6454 507 3 rd Ave Seattle, WA 98104	Adults	Downtown	Full service shelter, Outreach Program for the homeless and mentally ill (HOST) Chemical Abuse and Dependency Services
Evergreen Health Care (206) 923-6300 (800) 548-0558 2414 SW Andover St , D-120 Seattle, WA 98106	Older Adults and medically compromised homebound	Entire county (not office based)	Homebound outreach Geriatric Regional Assessment Team
Harborview Mental Health Services Outpatient Programs (206) 731-3120 325 9 th Ave Seattle, WA 98104	Adults Older Adults	First Hill	Crisis Intervention Services Chemical Abuse and Dependency Services
Highline/West Seattle Mental Health Center (206) 248-8226 2600 SW Holden Seattle, WA 98104 <u>Burien Office:</u> 1010 S 146 th Seattle, WA 98168	All age groups	West Seattle, Sea-Tac, Burien and Tukwila.	Residential services Chemical Abuse and Dependency Services *Provider subcontracts with Youth and Family Services Agencies (page 7)
Seattle Children's Home (206) 283-3300 2142 10 th Ave W Seattle, WA 98199	Children	Queen Anne	Children's residential services and Children's Crisis Response
Seattle Counseling Service for Sexual Minorities (206) 323-1768 1216 Pine Street, Ste 300 Seattle, WA 98101	Primarily sexual minorities, all age groups	Capitol Hill	
Sea-Mar Community Health Center (206) 762-3730 10001 17 th Pl. S Seattle, WA 98168	All age groups; specialize in Hispanic/Latino community	South Park	Healthcare available on-site
Seattle Mental Health 1600 E. Olive St. Seattle, WA 98122 (206) 324-0206	All age groups and eligible individuals All age groups	Sites in Seattle and North Seattle, Bellevue, Redmond, Renton, Kent, and Auburn	Residential services; program for developmentally disabled adults Access for all services is centralized at (206) 324-0206

- Client's rights during voluntary and involuntary hospitalization are available in the WAC 388-865-0550, 0555, 0557, and 0560. These rights are available at the hospital and during the process of accessing inpatient treatment.
- Retaliation for filing a complaint, grievance or State Fair Hearing is not permitted.
- If you have any complaints or concerns about your treatment, please contact Ombuds Services at (206) 205-5329 or King County Client Services at 1 (800) 790-8049.

Privacy and Confidentiality

State and Federal laws protect your privacy. In general, information about your mental illness and the services that you receive is confidential and not shared outside of your treatment team. Sometimes it is helpful for your mental health worker to talk with others, for instance your family or other professionals. You may sign a "Release of Information" permitting your mental health clinician to discuss your care with others. Parents of children twelve (12) and under are responsible for providing this permission.

Exceptions to protecting confidential information is made in a few situations, if there is a strong belief that you may harm yourself, harm someone else, or have committed property destruction. Mental health workers are required by law to report suspected abuse or neglect of a child, disabled adult, or elderly person. Information may be released when required by law, court ordered, or otherwise legally required.

If you are a family member or friend of a client, you cannot see or receive information about your loved one's records without a signed release. A mental health care clinician cannot tell you anything without the individual's permission, but can listen to information you would like to share or give general information about mental illness and services that are available.

Client Rights

As a client of Medicaid funded mental health service, you have the right to:

- Be treated with respect, dignity and privacy.
- Develop a plan of care and services that meet your unique needs.
- Receive services of a certified language or sign language interpreter and written materials in an alternate format to accommodate disability (see Title VI of the Civil Rights Act).
- Refuse any proposed treatment, consistent with the requirements in chapter [71.05](#) and [71.34](#) RCW.
- Receive care that does not discriminate against you, and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- Be free of any sexual exploitation or harassment.
- Review your clinical record and be given an opportunity to make amendments or corrections.
- Choose from the available staff. This also applies to parents and guardians of consumers under the age of thirteen.
- Change primary care providers in the first ninety days of enrollment with the mental health prepaid health plan and once during a twelve-month period.
- Reach a mental health professional for beneficiaries with long term or chronic needs.
- Receive an explanation of all medications prescribed, including expected effect and possible side effects.
- Confidentiality, as described in chapters [70.02](#), [71.05](#), and [71.34](#) RCW and regulations.
- All research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules in chapter [388-04](#) WAC.
- Make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions.
- Appeal any denial, termination, suspension, or reduction of services, and to continue to receive services at least until your appeal is heard by a fair hearing judge.
- In the event that there is a disagreement, you have the right to a second opinion from a provider within the regional support network about what services are medically necessary.

Name	Population Served	Geographical Area	Additional Services
Therapeutic Health Service, Rainier Branch (206) 723-1980 5802 Rainier Ave S Seattle, WA 98118	Primarily African American, but will serve all eligible individuals	Rainier, Central District	Chemical Abuse and Dependency Services
Valley Cities Counseling & Consultation (253) 939-4055 2704 I Street NE Auburn, WA 98002	All age groups	South King County Auburn, Kent, Federal Way	
YMCA, Family Services & Mental Health (206) 382-5340 909 4 th Avenue Seattle, WA 98104	Primarily Children	Downtown	
Youth and Family Service Agencies (206) 248-8226 (call the agency directly, as listed in the phone book) *These agencies have a subcontract relationship with Highline West Seattle Mental Health Center.	Primarily Children Many providers also have Chemical Abuse and Dependency services	<ul style="list-style-type: none"> ▪ Auburn Youth Resources ▪ Catholic Community Services ▪ Center For Human Services ▪ Central Youth & Family Services ▪ Children's Home Society ▪ Family Services Of King County ▪ Federal Way Youth & Family Services ▪ Friends Of Youth ▪ Kent Youth & Family Services ▪ Lutheran Social Services ▪ Northshore Youth & Family Services ▪ Northwest Youth and Family Services ▪ Renton Area Youth & Family Services ▪ Ruth Dykeman Youth & Family Services ▪ Southeast Youth & Family Services ▪ Southwest Youth & Family Services ▪ Youth Eastside Services ▪ Vashon Youth and Family Services 	

Transportation to Mental Health Appointments

In an emergency, call 911 and an ambulance will take you to the nearest hospital.

For your regular Mental Health services appointments:

- ❖ If you are able to ride the bus, your doctor can sign a form to help you to get a reduced fare bus pass from Metro. All of the agencies are located near bus routes. You can call Metro at (206) 553-3000 to find out which bus route will take you where you need to go; or
- ❖ Hopelink is available to help individuals with Medical Assistance that have no other way to get to their medical care including mental health services. They can locate the type of transportation most suited to your abilities, and that is the lowest cost option available. Call them at 1 (800) 923-7433 or TTY 1 (800) 246-1646 between 8 a.m. and 4 p.m. Monday through Friday.

The most common types of transportation are:

- Public bus tickets and passes
- Gas vouchers
- Personal or volunteer mileage reimbursement
- Passenger vehicle/ taxi
- Wheelchair van

If they arrange a ride for you they will ask for information about where to pick you up, when and where you are going and what time to get you to return home. They will also need a copy of your medical assistance card. You will need to schedule transportation at least two days before your appointment. You will be asked for documentation from your doctor to verify that you are unable to take the bus. Transportation to urgent appointments can be requested any time. Hopelink will try to meet the needs within the available resources.

24-Hour Crisis Line (206) 461-3222 or 1(866) 4-CRISIS or 427-4747

Local Hospitals Providing Psychiatric Inpatient Services

Hospital	Address	Services
Children's Hospital (206) 526-2000	4800 Sandpoint Way NE Seattle, WA 98105	Voluntary; Adolescents and Children
Fairfax Hospital (425) 821-2000	10200 NE 132 nd Street Kirkland, WA 98034	Voluntary and Involuntary; Adults, Adolescents, and Children
Harborview Medical Center (206) 731-3000	325 Ninth Avenue Seattle, WA 98104	Voluntary and Involuntary; Adults
Northwest Hospital (206) 364-0500	1550 North 115 th Avenue Seattle, WA 98133	Voluntary and Involuntary; Older Adults
Overlake Hospital (425) 688-5000	1035 116 th Avenue NE Bellevue, WA 98004	Voluntary; Adults and Adolescents
Swedish Medical Center Providence Campus (206) 320-2000	500 17 th Avenue Seattle, WA 98122	Voluntary; Adults
St. Francis Hospital (253) 838-9700	34515 Ninth Avenue S Federal Way, WA 98003	Voluntary; Adults
University of Washington Medical Center (206) 598-3300	1959 NE Pacific Street Seattle, WA 98195	Voluntary; Adults
Valley Medical Center (425) 228-3450	400 South 43 rd Street Renton, WA 98055	Voluntary; Adults, Older Adults
West Seattle Psychiatric Hospital (206) 933-7299	2600 SW Holden Street Seattle, WA 98126	Involuntary and Voluntary; Adults and Older Adults