

CLIENT SERVICES

Client Services, a service of the King County BHO, provides all clients with:

- Client rights information.
- Referrals for behavioral health services.
- Information about behavioral health benefits, eligibility, and access to care.
- Options for advocacy in grievance, appeals, and fair hearing processes.

BEHAVIORAL HEALTH OMBUDS

The Ombuds service:

- Is for individuals who receive publicly funded behavioral health services and are concerned that their rights have been violated or they are not receiving adequate services.
- Helps people solve problems, grievances, appeals, and fair hearings.
- Works to obtain resolutions that meet a person's needs as simply as possible.
- Is independent of King County BHO.

You may receive Ombuds services that are confidential, free of charge, and protect you from retaliation of any kind.

PRIVACY AND CONFIDENTIALITY

- When you receive behavioral health services your privacy is protected by law.
- All information about your behavioral health issues and treatment is confidential and will not be shared except as allowed by law. If you do not understand your privacy rights, please ask questions until you understand.

AGE, CULTURAL, DISABILITY, AND LINGUISTIC APPROPRIATE SERVICES

- Services provided are appropriate to your age, culture, and disability.
- Interpreters are available in your primary language free of charge.

RECOVERY-FOCUSED SERVICES

The King County BHO is committed to ensuring all services promote and support a person's behavioral health recovery.

Recovery from mental disorders and/or substance use disorders is a process of change through which individuals improve their health and wellness, live a self directed life, and strive to reach their full potential.

– Federal Substance Abuse and Mental Health Services Administration – Working definition of recovery

Services rooted in recovery principles:

- Are developed in partnership to meet unique and individual needs.
- Build on an individual's strengths and address his or her goals.
- Provide tools for reducing, coping with, and/or managing symptoms.
- Lead to improvements in many areas of life, including work, education, recreation, health, spirituality, family, and friends.
- Demonstrate hope, respect, and mutual responsibility.

RESOURCES

King County Recovery Webpage

- <http://www.kingcounty.gov/healthservices/MentalHealth/Recovery.aspx>

Washington Recovery Helpline

- 1-866-789-1511
- <http://www.warecoveryhelpline.org>

Greater Seattle Intergroup Alcoholics Anonymous

- <http://www.seattleaa.org/>

Recovery Cafe

- <http://www.recoverycafe.org/>

Alcohol and Drug Hotline

- <http://www.adhi.org/>

National Alliance on Mental Illness (NAMI)

NAMI Greater Seattle

- <http://www.nami-greaterseattle.org/>

NAMI South King County

- <http://www.nami.org/sites/NAMISouthKingCounty>

NAMI Eastside

- <http://www.nami-eastside.org/>



King County

King County
Behavioral Health Organization
(BHO)

*A Sub-Division of the King County
Department of Community and Human
Services Behavioral Health and Recovery
Division*

PUBLIC BEHAVIORAL HEALTH SERVICES IN KING COUNTY

24-HOUR CRISIS LINE

206-461-3222

Toll Free 1-866-4-CRISIS (427-4747) TTY

206-461-3219

CLIENT SERVICES (Mon-Fri, 8 am-5 pm)

Toll Free 1-800-790-8049

TTY 206-205-0569

BEHAVIORAL HEALTH OMBUDS

206-477-0630

Toll Free 1-800-790-8049, #3

ADMINISTRATIVE OFFICES

401 Fifth Avenue, Suite 400

Seattle, WA 98104

206-263-9000

TTY 206-205-0569

CHOICE OF BEHAVIORAL HEALTH WORKER OR AGENCY

If you are authorized to receive behavioral health services you have the right to:

- Choose a behavioral health worker from those available at your behavioral health agency.
- Change your behavioral health worker or behavioral health agency for any reason within the first 90 days of starting services or once-a-year after that.

SECOND OPINIONS

You have the right to request the agency provide a second opinion to you at no cost:

- If you have had an intake appointment but were told you were not eligible to receive services, or
- Believe you need different services than you are being offered.

ADVANCE DIRECTIVES

A mental health advance directive (MHAD) is a written document that describes a person's directions and preferences for treatment and care during times when they are having difficulty communicating and making decisions. It can inform others about what treatment a person wants or doesn't want, and it can identify someone called an "agent" who can be trusted to make decisions and act on the person's behalf.

You have a right to complete a MHAD and will be provided information on how to do so. If you have a complaint about a provider not complying with a MHAD, you may complain to the King County BHO Client Services, the Ombuds, or the state Department of Health at 1-360-236-2620.

PRACTICE GUIDELINES

- Behavioral health practice guidelines may be requested by calling 206-263-9000.

OUTPATIENT SERVICES

If you are seeking mental health or substance abuse services, contact one of the community behavioral health agencies listed in this brochure to request an appointment. The agency will conduct an assessment to determine if eligibility criteria are met. If they are, services will be authorized for you by the King County BHO. If not, referrals may be made to other community resources.

Outpatient or Clinic Services Include:

- Crisis and stabilization services – 24 hour services to help if you are in crisis.
- Assessment – an interview with a behavioral health provider to help you identify the services that best meet your needs.
- Brief interventions – Short-term services to focus on a specific problem or substance use challenge.
- Detoxification or withdrawal management – help with decreasing your use of alcohol or drugs.
- Individual, group and family therapy – counseling to help you meet your goals, solve problems or build stronger relationships.
- Case management – help with finding medical, social, educational and other services.
- Peer support services – help by a trained person who is in recovery from mental health or substance use challenges.
- Medication management – services to prescribe medicine, help you take it correctly and check on how it is working.
- Intensive outpatient treatment – more frequent individual and group sessions.
- Other services may also be available.

Residential or Facility Services Include:

- A comprehensive program of individual counseling, group counseling, and education, provided in a supervised facility

ELIGIBILITY TO RECEIVE PUBLIC BEHAVIORAL HEALTH SERVICES

- You may receive crisis services whether or not you can pay for them.
- You may receive available outpatient (clinic services), residential (in a facility), or detoxification and inpatient (in a hospital) services that are necessary if you reside in King County and:
 - Qualify for Medicaid, or
 - Do not have Medicaid, but meet other financial and clinical eligibility criteria.

CRISIS SERVICES

Crisis Line (24 hour)

Provides immediate counseling, information, outreach, or referral to other help.

Voice: **206-461-3222**

Toll Free: **866-427-4747 (866-4CRISIS)**

TTY: **206-461-3219**

If you are in crisis and already receiving services from a community behavioral health agency, please contact your current provider.

INPATIENT OR HOSPITAL SERVICES

- Voluntary psychiatric hospital admissions must be preauthorized:
 - If you are a current client, you should contact your community mental health agency.
 - If you are not a current client of an agency:
 - Contact your primary care physician,
 - Call the Crisis Line, or
 - Go to an emergency room.
- Evaluations for involuntary psychiatric hospitalization are made by Designated Mental Health Professionals. Please call the Crisis Line to request this type of evaluation if someone is a danger to themselves or others due to a mental illness.