

# One Call Program Overview

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*September 2022*

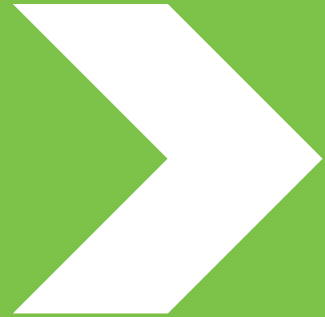
*Michelle McDaniel, CEO, Crisis Connections*



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# Crisis Connections' One Call Program

- Dedicate 24-hour phone line launched as a pilot program in late 2019
- Helps first responders in King County get the help they need in the moment directly from Crisis Connections' behavioral health staff to best support people in crises.
- Prior to or when arriving at the scene, first responders call our dedicated One Call line and are immediately connected with a behavioral health expert who provides key support and information.



# What One Call Offers



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# Problem Solving

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## **Crisis Connections' One Call staff are:**

- Experts on King County mental health systems and local resources
- Able to help assess risk
- Experienced in creative problem solving of a crisis
- Mental health professionals available 24/7 for consultation

# Information

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## **Extended Client Lookup Service (ECLS)**

- Relevant, necessary information
- Current and past mental health treatment
  - Contact information on case management
  - Agency after hour information and linkage
- Psychiatric hospitalization history

## **Collective Medical (PILOT)**

# Emergent Mental Health Services

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## Next Day Appointments (NDA)

- Emergency mental health appointment
- Within two business days
- Free appointment to stabilize and refer to long term support
- Locations available throughout King County



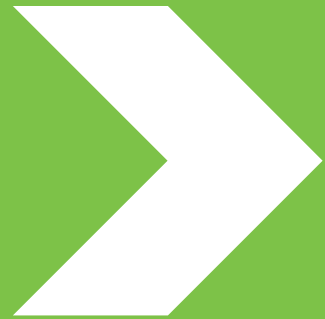
# Connection to the 24-Hour Crisis Line

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- First responder gives the crisis line number to patient while on the phone with One Call, freeing up the first responder.
- Useful for patients who call 911 but do not require emergency transport to an ER







# One Call Testimonials



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"On countless occasions, One Call has been instrumental in providing essential information that helps guide meaningful resolutions to 911 calls in the community. One Call has been helpful in guiding an interaction for a man in crisis in downtown Seattle. He was yelling, very agitated, fixated on his phone being stolen and doing minor property damage.

The initial officers' best efforts to calm him down were going nowhere, but it was clear that the man needed help. After obtaining his name, I called One Call who provided me with information about his current behavioral health provider at Sound Mental Health. I asked this man about whether he had connected with his case manager lately and if he would like a ride to Sound so they could help him obtain a new phone. After some discussion he was able to calm down and agreed to accept a ride to Sound.

I believe that if not for the quick access to information provided by One Call, this man would have likely been left in the community or arrested, but thankfully we were able to respond with a therapeutic intervention."

• **Collin Jevmore, MHP - Seattle Police Department Crisis Response Team**

"I called your agency today and spoke with Brit [on One Call] about a person with mental health issues in our city that relies on the 911 system for everything, creating unnecessary calls.

Not only was she able to provide me with information about the patient, but we brainstormed ways to help her for long-term. Brit ultimately was able to point me toward the GRAT team and provided me with their phone number for contact.

In a society like we have today, it is hard to find compassionate people that are willing to help and provide guidance to better the person rather than put a Band-Aid on the issue. I appreciated Brit's assistance in helping me today and wanted to let you know she is a true asset to your team."

- **Officer A. Steinman with the Auburn Police Department**

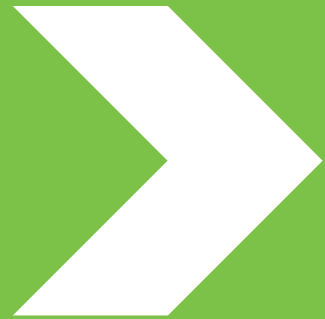
"We went to a weapons call downtown. The client had threatened providers with a knife at a day service program. Officers located him a few blocks away, and client declined to put down/away the knife.

The name the client provided was different than his enrolled name at the program. One Call was able to provide the contact for his social service providers. The contact to his providers led to learning about his crisis plan and then DCR involvement post-911 call.

One Call has essential information that help connect clients in crisis to their providers. It helps with background information prior to arriving to an emergency (or during the emergency). Knowing if there is an open DCR referral is helpful too, as it is not uncommon for clients in active crisis have open DCR referrals and be involved in 911 calls.

Unexpected benefits of One Call include accurate names and DOBs, which aren't always correct when first responders arrive. Sometimes we get partial DOBs or only client's name or incorrectly spelled names."

- **Michelle Kim, MHP - Seattle Police Department Crisis Response Team**

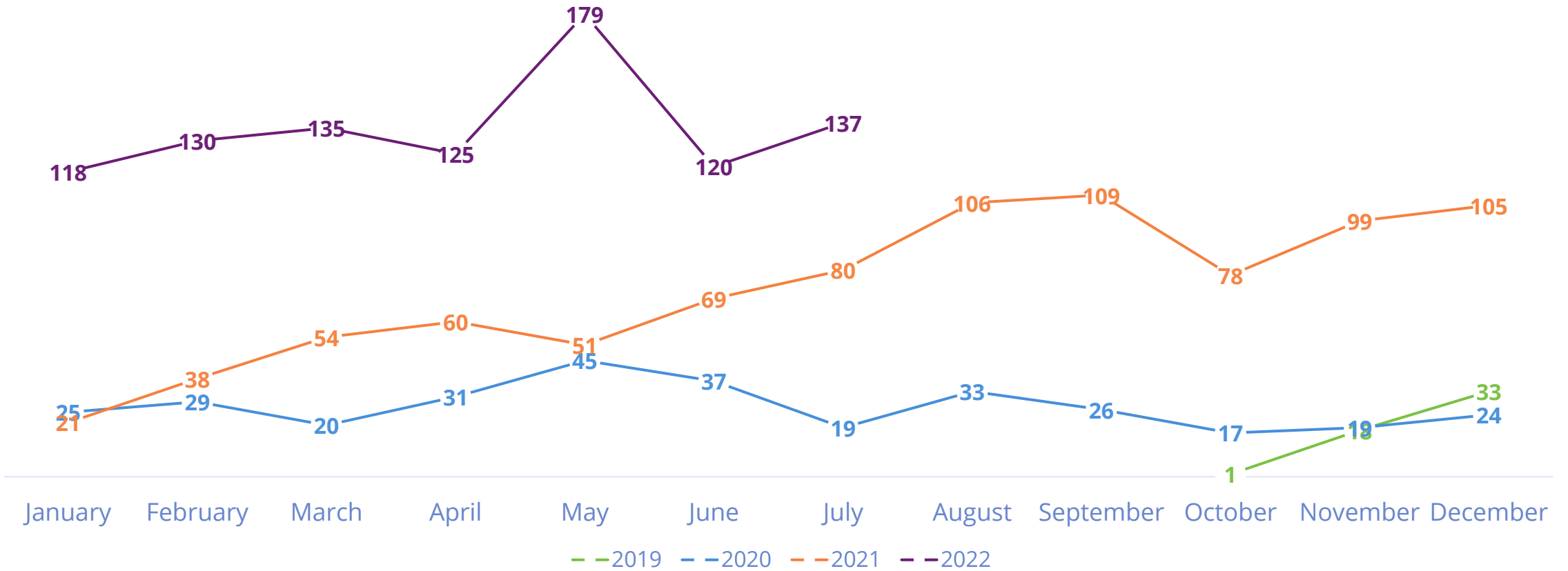


# One Call Utilization

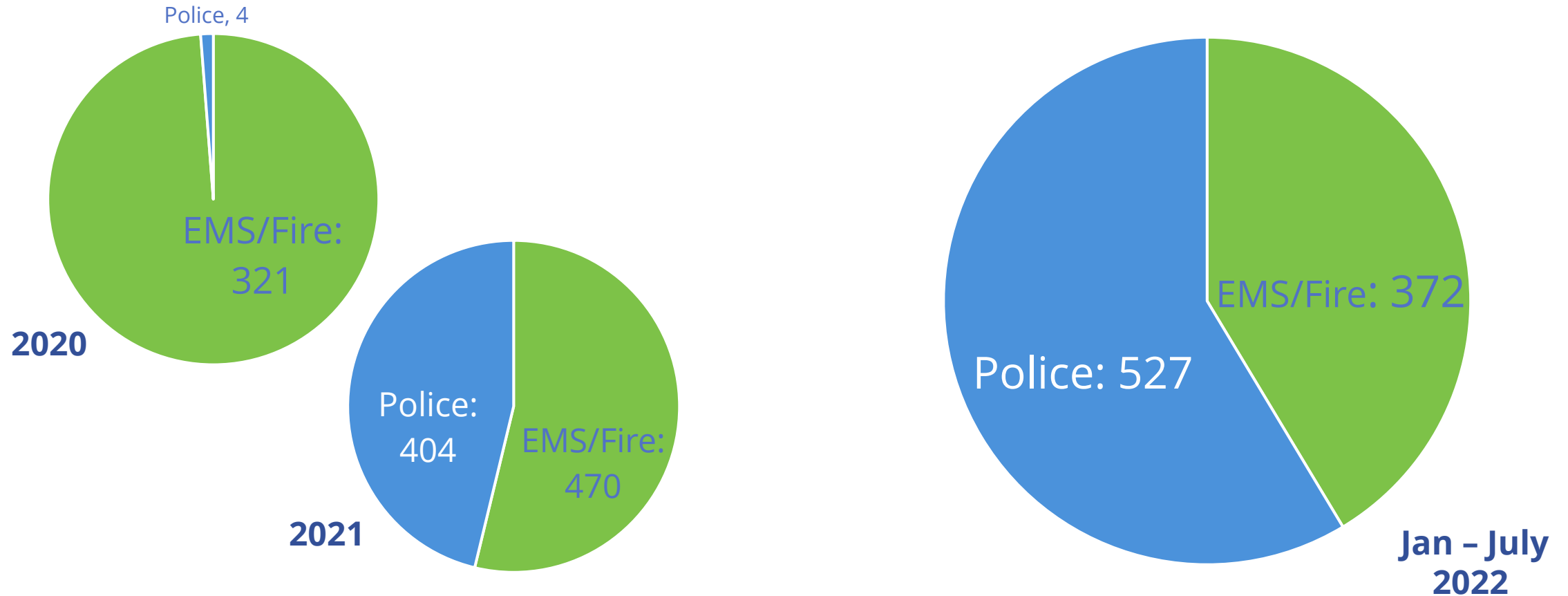


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## CALL VOLUMES PER YEAR



# Utilization by 1<sup>st</sup> Responder Type



	Overall Calls	Seattle Specific	% of Calls from Seattle
Jan-21	21	16	76%
Feb-21	38	33	87%
Mar-21	54	41	76%
Apr-21	60	38	63%
May-21	51	31	61%
Jun-21	69	38	55%
Jul-21	84	48	57%
Aug-21	106	47	44%
Sep-21	109	57	52%
Oct-21	78	58	74%
Nov-21	99	57	58%
Dec-21	105	58	55%
Jan-22	117	72	62%
Feb-22	131	86	66%
Mar-22	135	87	64%
Apr-22	125	59	47%
May-22	179	107	60%
Jun-22	120	72	60%
Jul-22	137	79	58%
			Average: 62%





# Utilization by Region

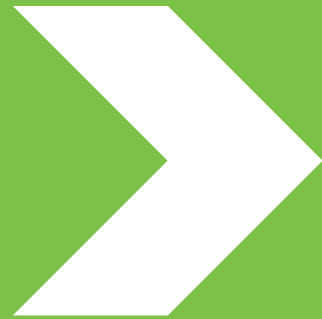
Utilizers of OneCall Program	
Programs within Seattle	Programs Outside of Seattle
Co-Lead Seattle Police	Auburn Police
Port of Seattle Police Dept	Bellevue Fire Dept
Seattle Fire Dept	Bellevue Police
Seattle Fire Dept - Health One	Bothell Fire Dept
Seattle Police	Bothell Police Dept
Seattle Police - Crisis Response Team	Kent Fire Dept
Seattle Police - Negotiation Team	KC Crisis Negotiation Team
Seattle Public Defenders Office	KC Sheriff
	Kirkland Police
	Lake Forest Park PD
	North King Integrated Health
	North Sound Radar Shoreline PD
	Puget Sound Fire
	Redmond Police
	Renton Fire Dept
	Shoreline Fire Dept
	South King Fire Cares
	Tukwila Police Dept

# Next Steps

- **Collective Medical Records (current pilot)**
- **Integrate One Call into CIT Training**
- **Seek funding to continue and expand program**

# Dreams and Aspirations for Program

- **Shelter Bed Tracker**
- **Follow Up Calls**



**Questions?**



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