

## **8/10/16: Crisis Diversion Services and Local Coordination in King County, WA**

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### **Relevant Attachments:**

- Data Packet - Population Analysis Combined
- Familiar Faces Brief\_vJune 2016
- Future State Systems Map\_v1.6 (King County)

**Key Takeaways:** *The King County Familiar Faces program is a person-centered crisis diversion service that provides wraparound care to individuals in need.*

King County, WA, the 13<sup>th</sup> largest county in the US, convened a cross-sector group in 2014 with stakeholders from Medicaid, housing, criminal justice, and executive level staff to look at the current state of the system. While conducting their initial analysis, it was noted that 94% of high utilizers that came into their system had a behavioral health issue but less than 8% of high utilizers in King County were opting in to specialty courts. To address this issue, King County turned to key stakeholders for support, which led to a lot of buy-in because everyone (i.e., all of the relevant stakeholders) helped to form the future state map. Familiar Faces advisors (who have previous experience in the system as a familiar face) were also at the design and decision-making tables.

The Familiar Faces program places Familiar Faces in the middle of a robust health and human services response, including the following aspects:

- Wants system to be person-centered, based in using motivational interviewing, harm reduction, and evidence-based practices where appropriate
- Some sort of care management team to expand and contract re: other services
- Housing, ideally housing on demand
- Idea of a “golden thread” – Currently, eligibility for high level of care can go away as individuals start to do better; how make it a relationship-based piece of the future state vision? → The golden thread

King County recommends engaging early on with law enforcement and first responders regarding diversion through outreach and crisis diversion centers. They also noted that potential programs needed to shift from a program-centered system to a person-centered system by implementing “Trickle up social justice” – i.e., the idea that working to improve the lives of those who are the most marginalized would benefit everyone.