

Many Organizations, One Coordinated System

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Ground-level Response And Coordinated Engagement

Flexible, intensive services for people in our community who have complex challenges and often interact with systems in ineffective and avoidable ways.



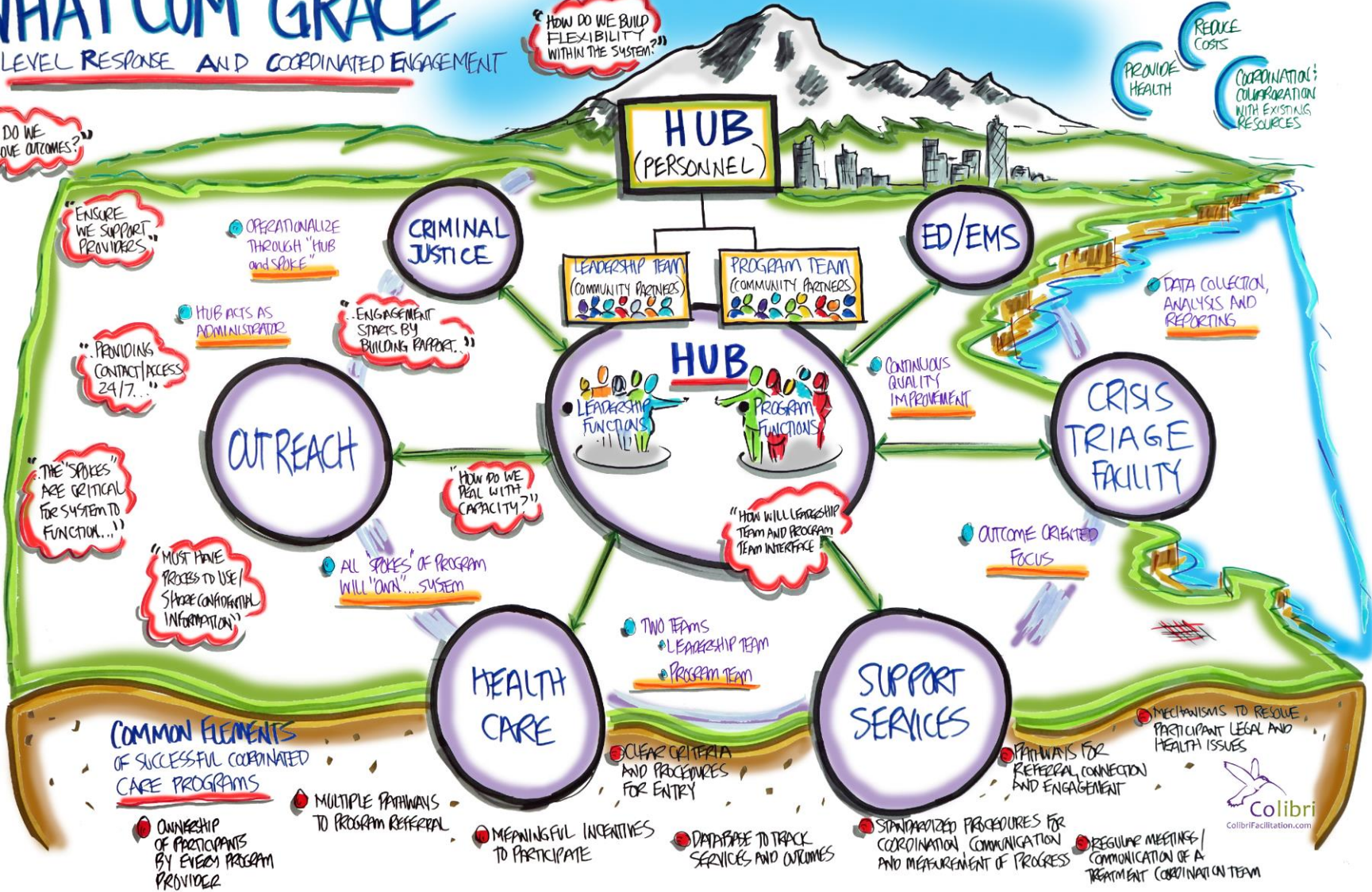
WHAT COM GRACE

GROUND-LEVEL RESPONSE AND COORDINATED ENGAGEMENT

"How do we improve outcomes?"

"How do we build flexibility within the system?"

PROVIDE HEALTH
REDUCE COSTS
COORDINATION; COOPERATION WITH EXISTING RESOURCES



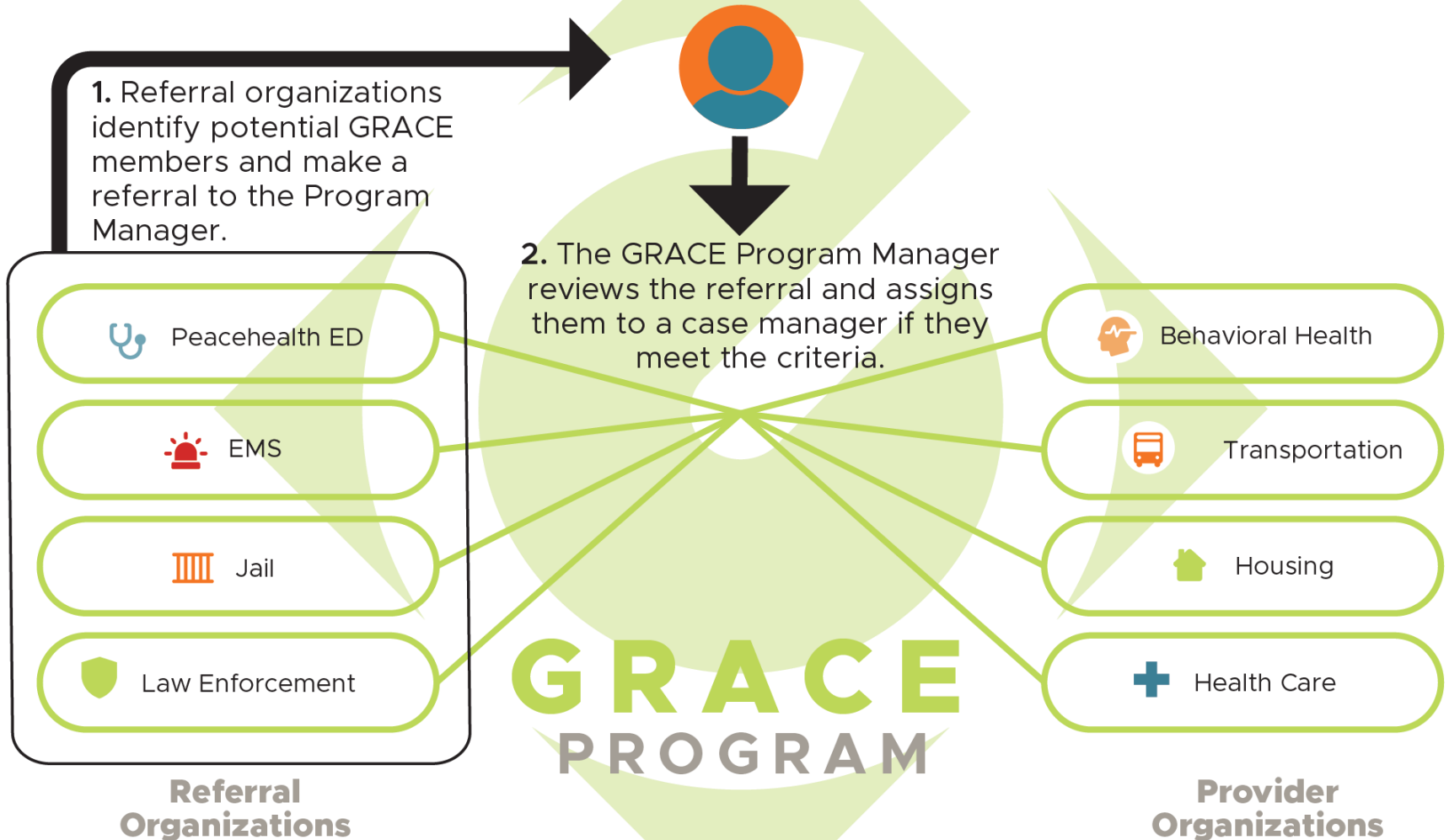
GRACE Members

Residents of Whatcom County who are the “familiar faces” of emergency services.

- Law Enforcement
- EMS/Fire
- Hospital Emergency Dept.
- County Jail
- Criminal Legal System



GRACE Referral and Operations Process





GRACE Referrals

- EMS
- Law Enforcement
- Hospital ED
- Jail
- Community Social Services
- City of Bellingham
- Whatcom County

A photograph of three individuals standing in front of a police car. On the left is a woman with blonde hair wearing a blue and white striped shirt and a dark vest. In the center is a man in a police uniform, including a cap and a jacket with 'CAPTAIN J. FAARK' and 'POLICE' visible. On the right is a man in a police uniform wearing sunglasses. The background shows a residential street with houses and trees. The entire image has a semi-transparent blue overlay.

Staff from local agencies work directly with each other and with GRACE members!



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Ground-level Response and
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The Team!

City of Bellingham, EMS Team

- Andrea Day, Intensive Case Manager
- Joe Frank, Community Paramedic

City of Bellingham, Law Enforcement Team

- Laura Woods, Intensive Case Manager
- Zack Serad, BH Officer, BPD

Whatcom County (East) EMS & LE Team

- Christina Vega, Intensive Case Manager
- Aaron Wolven, Community Paramedic
- Jerilyn Klix, Crisis Intervention Deputy, Sheriff's Dept.

Whatcom County (West) EMS & LE Team

- Tomi Flack, Intensive Case Manager
- Ben Russell, Community Paramedic
- Jamie Collins, Crisis Intervention Deputy, Sheriff's Dept.

GRACE Nurse Practitioner (ARNP)

- Adelaide Chute

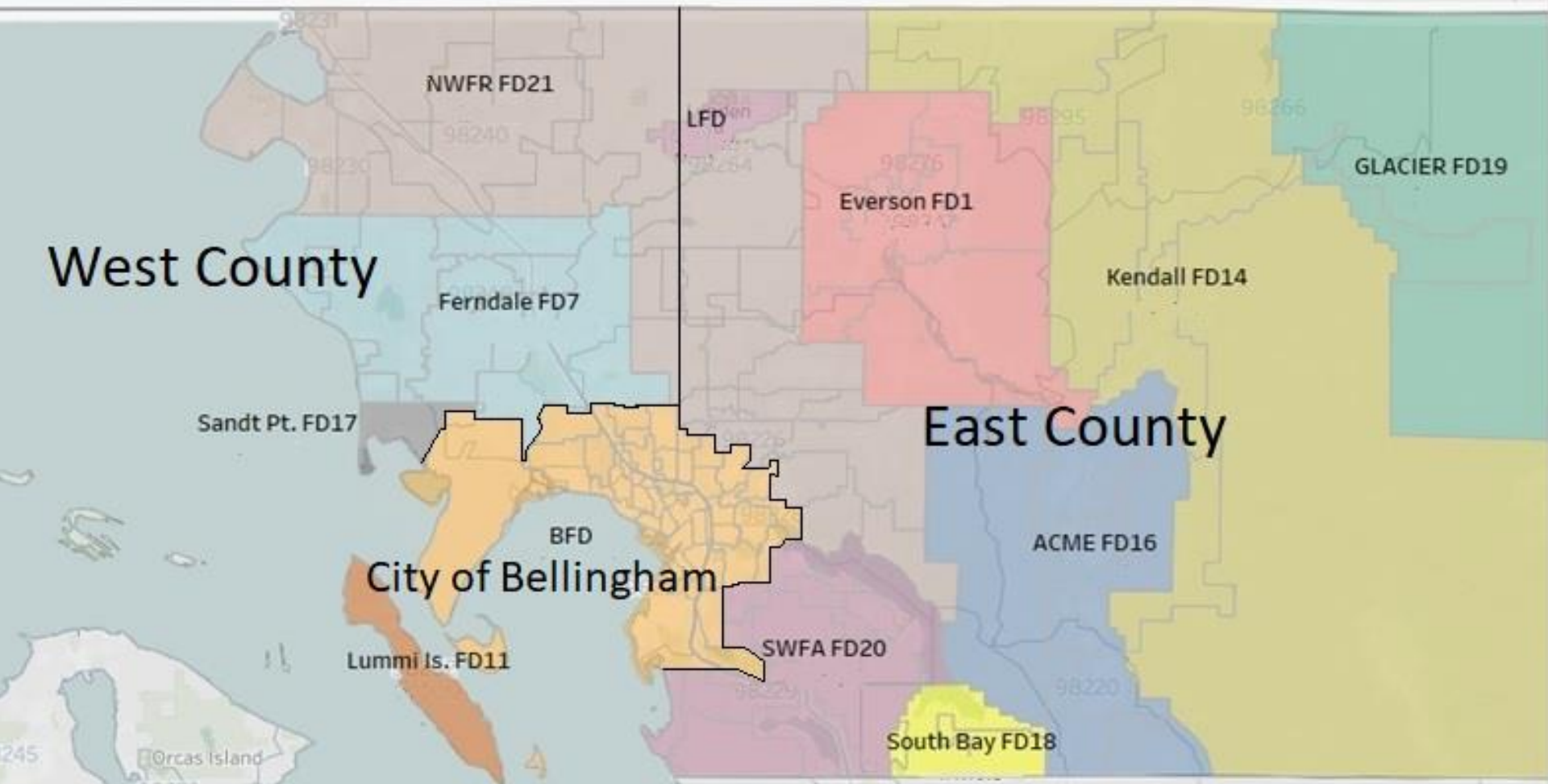
GRACE Program Manager

- Malora Christensen



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Ground-level Response and
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GRACE Geography



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Community Partners

- Bellingham Police Department
- Cascade Medical Advantage
- Catholic Community Services
- City of Bham, Assigned Counsel
- Compass Health
- District Court Probation
- DVSAS
- Ideal Options
- Lake Whatcom Treatment Center
- Lighthouse Mission & Drop-in Center
- Lifeline Connections
- Lummi Health and Human Services
- Lydia Place
- Northwest Regional Council
- Northwest Youth Services
- Opportunity Council
- Peace Health St. Joseph Medical Center
- Pioneer Human Services
- SeaMar Community Health Clinic
- Sunrise Services
- Sun Community Services
- Unity Care NW
- Whatcom County EMS & Community Health Programs
- Whatcom County Jail
- Whatcom County Municipal Police Departments
- Whatcom County Public Defenders
- Whatcom County Sheriff
- Whatcom County Specialty Courts
- Yakima County Jail
- YWCA

Intensive Case Management

Caseload Size

- 20+ per team
- 80+

Scope of work

- Connection to medical, BH, housing and other services
- Flexibility
- Meeting people where they're at
- Transportation
- Accompanying to important appointments
- Thinking outside of the box
- Supporting community partners

Graduation

- Stabilization
- Reduction in emergency services



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The Results: July 2019-July 2020

- GRACE has served 179 unique individuals in the past 12 months.
- 59 of those members graduated into stable situations.
- 15 of these members passed away during enrollment. In almost all of these cases, the GRACE team was part of end of life planning.
- Over 50 GRACE members achieved a permanent housing placement.
- Over 100 GRACE members were connected to Behavioral Health & Medical Services.



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Current caseload (81):

- 70% Behavioral Health challenges
- 65% Complex Medical
- 52% Substance Use
- 47% Aging and/or Disabled
- 40% Homelessness
- 17% Fall Risk

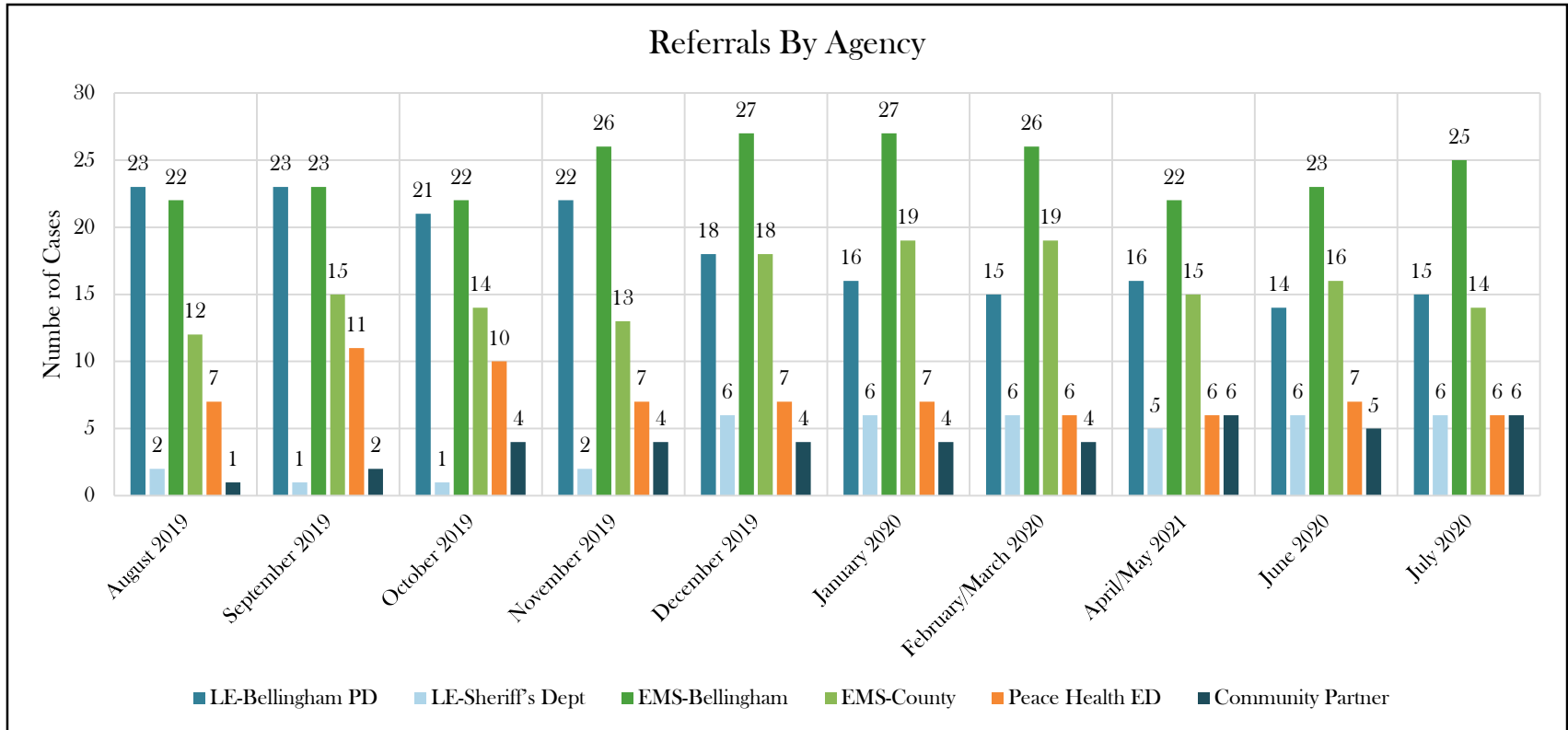
- Average Age: 59 years old



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Referral by Agency:



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Race/Ethnicity

Race	Percentage
Other Race	0%
American Indian or Alaska Native, White	1%
Asian	1%
Asian, Native Hawaiian or Other Pacific Islander	1%
Black or African American	1%
American Indian or Alaska Native	2%
Not Applicable	3%
Hispanic or Latino	5%
White	41%
Not Recorded	46%



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Matrix Score: Severity/Acuity

Category	Type	Weight	Score	Description
A	Law Enforcement Contact	50%	1	12 or more calls to 9-1-1 in last 12 months OR combination of calls and arrests; focus BH Issues
A	EMS Contact	50%	1	12 or more EMS calls in past 12 months
A	Emergency Room Contact	50%	1	20 or more visits in the past 12 Months
A	Jail Booking	50%	1	6 or more jail stays in the past 12 Months
B	Behavioral Health	20%	1	Behavioral Health Condition
B	Mental Health	20%	1	Mental Health Condition
B	Substance Abuse	20%	1	Substance Abuse Condition
B	Extreme community impact	20%	1	Extreme community impact Condition
B	Chronic health	20%	1	Chronic health Condition
C	Homeless	10%	1	Homeless Condition
D	Other Social Services impact	10%	1	Other Social Services impact
E	Aging	10%	1	Aging Condition
E	Dementia	10%	1	Dementia Condition
E	Cognitive Impaired	10%	1	Cognitive Impaired Condition

Weight	50%	20%	10%	10%	10%	100%
Attribute	A	B	C	D	E	Score
Member 1	2	1	0	0	0	12
Member 2	2	2	1	1	1	17
Member 3	2	0	1	1	1	13
Member 4	2	1	1	0	0	13
Member 5	1	2	1	1	1	12
Max points	4	4	1	1	1	31

Member #1: Person who has 13 EMS contacts in past 6 months resulting in frequent visits to ED, presenting with MH issues each time.

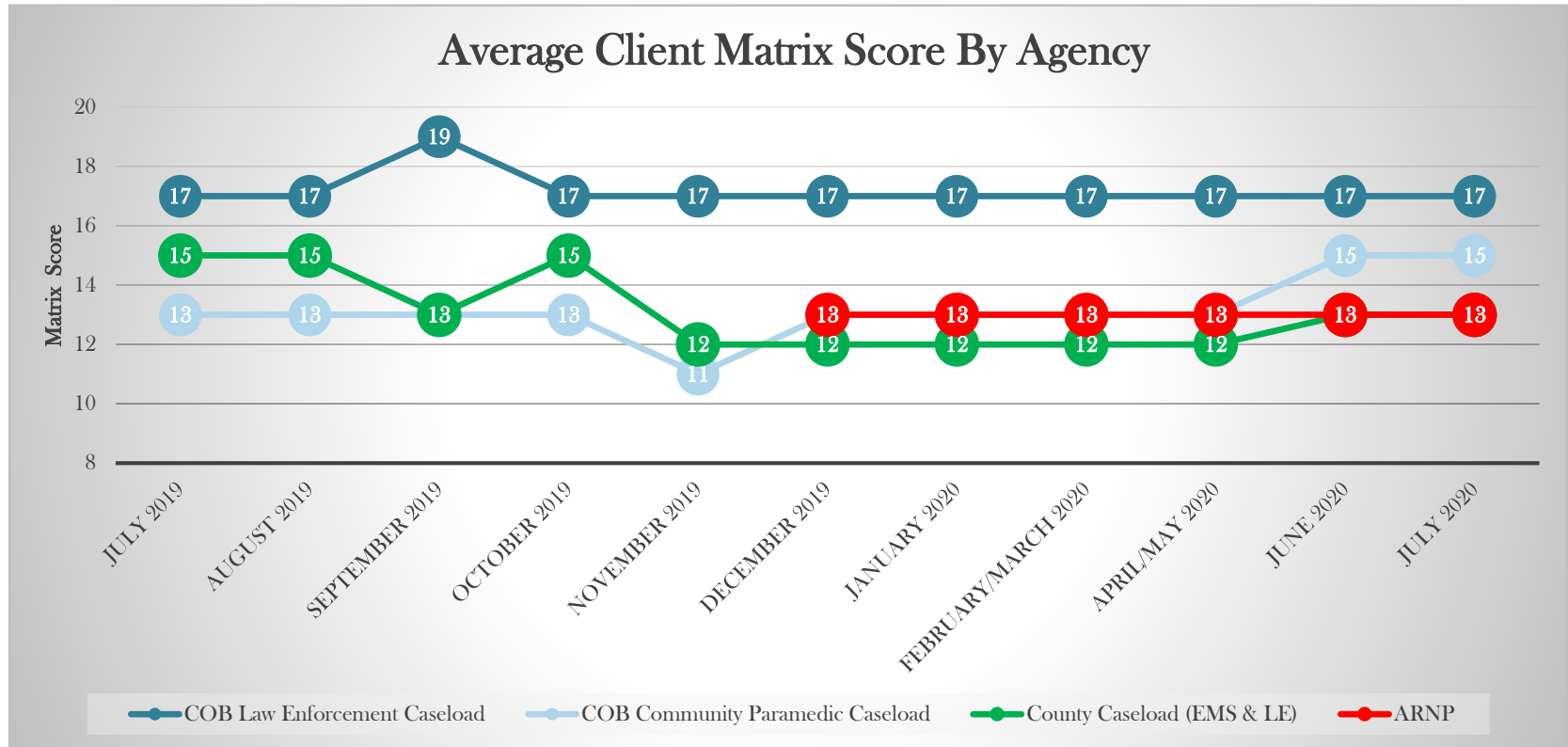
Member #2: Person has had 12 calls to 9-1-1/BPD, transported to ED for MH, 4 arrests, presents with SUD, is homeless and cognitively impaired, many agency involvement.

Member #3: Person has had 12 calls to EMS in past year, has diabetes, is homeless, elderly and appears to have dementia.

Member #4: Person has been in jail 8 times in past 4 years, arrested more than 12 and is homeless, present with MH issues.

Member #5: Weekly 9-1-1 calls, chronic. Ill, substance Abuse., homeless, trespassed from most public places, cog. Impaired.

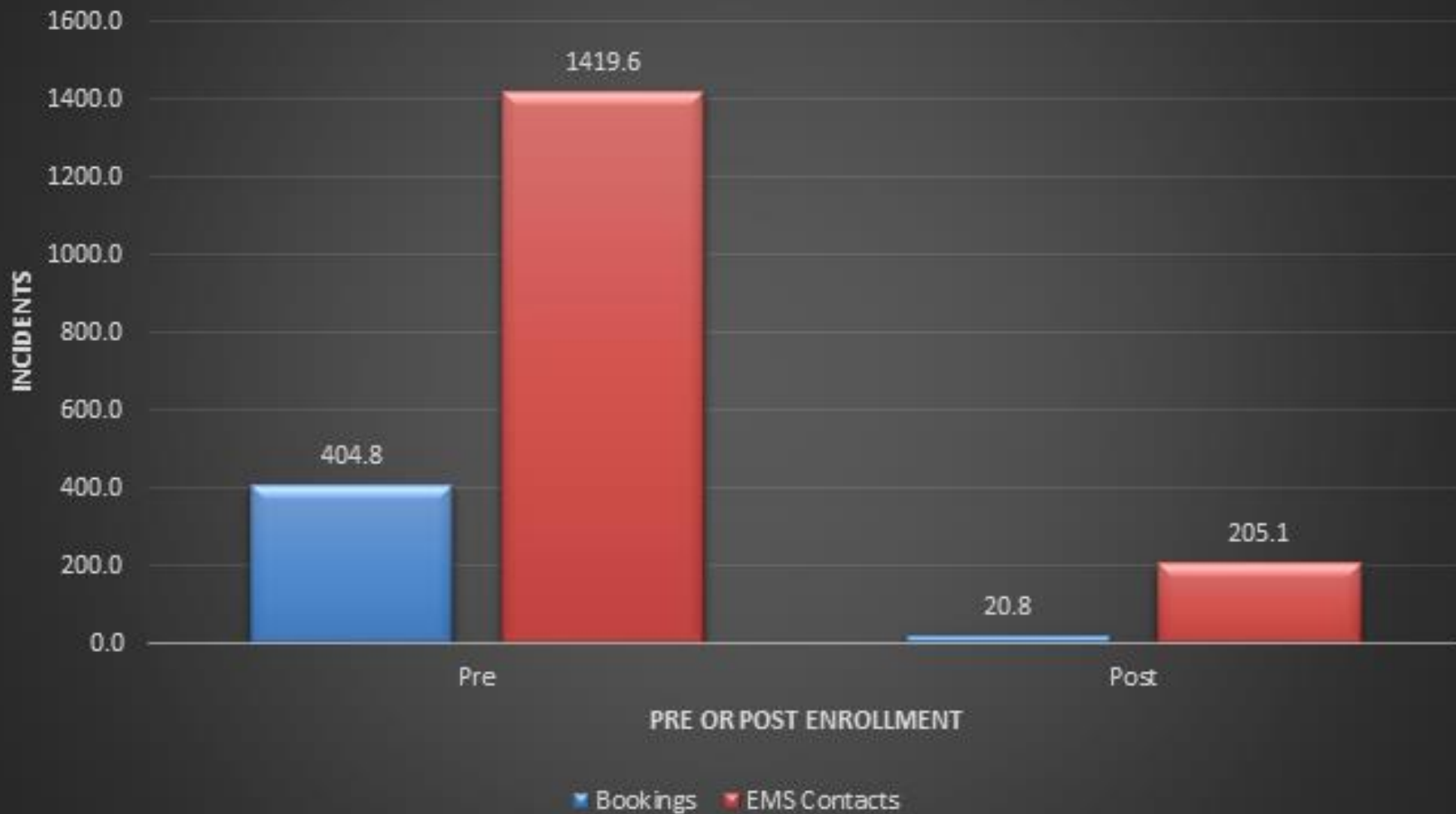
Average Matrix Score:



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Avg. Number of Encounters Pre/Post Graduation



Pre/Post GRACE Enrollment

- Jail Bookings
 - 95% reduction in jail bookings
- EMS Contacts
 - 86% reduction in EMS Contacts



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Community Collaboration

- GRACE is a partnership funded by Whatcom County, City of Bellingham and Peace Health.
- GRACE is operated by SeaMar Community Health Center



QUESTIONS?

