



Dutch Shisler Service Center Trip Summary
Seattle, Washington
June 2014



Highlights of the Dutch Shisler Service Center

The report enclosed is a summary of the June 2014 Dutch Shisler Service Center trip that provided the opportunity to see a sobering center and partner programs in Seattle, Washington. A program overview is included as a reference for their center. This opportunity offered valuable insight into the community's use of their sobering center, operational procedures, and resources available for when a client is being discharged.

Sobering Center- Dutch Shisler Service Center

Organization History

- 1999- Sobering services begin with King County Mental Health Chemical Abuse and Dependency Service Division
- 2009- Contract obtained by Pioneer Human Services, a large non-profit that operates the Dutch Shisler Service Center (DSSC)

People admitted through:

- Self-referral
 - Van dispatch by 911
 - Police
 - Fire Department
 - Hospitals- nurses call the sobering center
 - Mental health facility
 - Jail discharges
- See 23,000 admissions/year; 2,000+ unduplicated
 - No Public Intoxication Law in Seattle

Staffing

- Ratio of 15 clients to 1 EMT
 - Emergency Medical Technicians
 - Case Managers
 - Mental Health Professionals (licensed at master's level)
 - Peer counselors (all mental health clients work with a peer counselor)
 - Operate 24/7
 - 15 clients to 1 EMT ratio
 - Capacity is 60
- They reach capacity regularly, see around 150 people/night

Other Services

- People love to come to DSSC because they have access to a large pool of resources
- Provided or contracted for and offered through the DSSC and referrals:
 - Emergency Service Patrol- 24/7 transportation and engagement unit; main duty of the screeners is to relieve fire, police, and medics in caring for chronic users
 - Outreach and treatment services
 - Regular outreach specializing in Native American issues
 - On-site chemical dependency-focused case management services
 - Veteran's Outreach Services
 - Chemical dependency Involuntary Treatment services
 - Direct referrals to a permanent housing project in downtown Seattle
 - Serve breakfast for client every Tuesday morning as a means of keeping clients engaged; another group provides breakfast on Friday

High Utilizer Group

- Management strategy; meet twice monthly
- Collaborate with service providers and local government staff
- Focus on persons with chronic substance use disorders who appear frequently for services at hospitals, jail, and sobering services
- Secure email group used to communicate between about 60 providers to share information on these clients

General Notes

- DSSC goal to add detox and respite housing
- DSSC uses a county database to track everyone coming through the center
- County funds wet housing
- Several housing resources in the area

Dutch Shisler Service Center Program Overview

Overview/ Services Delivered:

Dutch Shisler Service Center (DSSC) is a licensed Emergency Medical Service provider through King County and holds a business license through the city of Seattle. The Dutch Shisler Service Center (DSSC) serves as a safe and secure place for persons to sleep off the acute effects of Intoxication. It also serves as a recovery access point where people receive case management services, outpatient chemical dependency treatment, and assistance to move towards greater self-determination. Clients typically stay up to 12 hours per visit. DSSC has a 60 client capacity and is open 24 hours a day, seven days a week. In 2013, DSSC served 2,122 Unique individuals and had 21,941 total admissions. DSSC provides:

- Transportation to and from the facility provided by King County Emergency Services Patrol
- Triage by Emergency Medical Technicians for determination of medical emergencies
- Emergency first aid and referral to appropriate health care services
- Visiting nurse and Physician Assistant through partner organization
- Safe shelter for sleeping off the effects of alcohol and other drugs
- Clothing and laundering services
- Intensive case management and linkage to appropriate mental health, chemical dependency and community resources

The services we provide are integral to the emergency management system. Our facility prevents individuals from utilizing high cost resources, such as hospitals and jails. In the place of long wait times, expensive treatment and punitive measures offered by hospitals and jails, we provide individuals with a path to recovery and wellness through appropriate medical, mental health and chemical dependency resources.

Funding:

DSSC is primarily funded through flat rate and performance goals. The sobering contract funding is \$878,948. This is federal money (HUD) and state money (from the substance abuse fund). The case management contract funding is \$87,349 (including incentives). This is money from the City of Seattle. DSSC's total funding received through all sources is \$966,297. Funds dispersed through case management performance goals can be seen on the table on the next page.

Program	Unit Gain	Maximum Gain*
1.1 Chemical Dependency Interventions		
140 unduplicated persons annually, who are high utilizers receive CD case management services	\$ 82.00	140 x \$82 = \$11,480
100 unduplicated persons annually are admitted into detox services	\$164.10	100 x \$164.10 = \$16,410

Program goals:

To provide effective prevention and intervention strategies for the most at risk and most in need to prevent and reduce more acute illness, high-risk behaviors, incarceration and other medical and crisis responses. In addition, DSSC aims to reduce the number of people with mental illness and substance abuse using costly interventions like jail, emergency rooms and hospitals. We aim to obtain these goals through the utilization of Evidence Based Practices (EBPs). Staff are trained in Screening, Brief Intervention and Referral to Treatment (SBIRT) and Motivational Interviewing (MI).

What makes us unique:

DSSC is truly a one-of-a-kind resource for individuals in Seattle struggling with chemical dependency and homelessness. The facility provides client-centered medical, case management and chemical dependency services to individuals who would otherwise not have access to these services. The facility treats each client admission as an opportunity to engage the client in his/her own process of recovery. Staff assess and treat the immediate medical needs of a the client and work to address the longer term needs of improving physical and mental health, providing stable housing, and helping clients to participate in positive and meaningful relationships and activities within the community. DSSC staff recognizes that recovery is a process of change and defines success as improvement in a client's quality of life, therefore abstinence is not required.