

BRIDGES
Behavioral Health Ombuds
9004 Washington Avenue NW
Silverdale, WA 98383
ombuds@kitsapdrc.org



BRIDGES

Behavioral Health Ombuds Service

Call: (360) 692 - 1582
Toll free: (888) 377 - 8174
Confidential Fax: (360) 692 - 1595

Serving Clallam, Jefferson,
and Kitsap Counties

Resources:

NAMI

The National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. There are NAMI chapters in Clallam, Jefferson, and Kitsap Counties. To learn more, visit www.nami.org

Crisis Clinic of the Peninsulas

(360) 479-3033 – 24 hours
(800) 843-4793 – 24 hours

Washington Information Resource Line

2-1-1 or (866) 736-9634

Washington Recovery Helpline

(866) 789-1511

Olympic Community Action Programs (OlyCap)

Serving Jefferson and Clallam Counties
(360) 385-2571 or (800) 464-2571

Kitsap Community Resources Serving Kitsap

(360) 478-2301

List of Client Rights for the SBHO region

<https://www.kitsapgov.com/hs/Pages/SBHO-LANDING-HOME.aspx>

Inclusion:

The Ombuds do not discriminate on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable laws.

Mental Health Advance Directive:

A Mental Health Advance Directive is a written document that describes what a client wants to have happen if their judgment is impaired and/or they are unable to communicate effectively due to mental illness. It can inform their providers about what treatment they want or do not want. It can also identify the person that they have given authority to make decisions on their behalf. Call the Ombuds to learn more about Mental Health Advance Directives or to schedule an appointment for help completing one.

For more information, go to www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-advance-directives



Administered by the Dispute Resolution
Center of Kitsap County for the
Salish Behavioral Health Organization

What is Behavioral Health?

Behavioral Health is a term used to describe mental health and/or addiction and substance use disorders.

What is a Behavioral Health Ombuds?

The Ombuds were created by Washington State to help bridge the gap between Behavioral Health clients and their providers. The Ombuds' primary goal is to help providers and clients work together to ensure dignified, quality service. The Ombuds is a peer-based program, meaning that we have lived experience in Behavioral Health systems.

Who can use Behavioral Health Ombuds Services?

Ombuds serve people who receive Medicaid funded Behavioral Health services including: adult clients, parents or guardians of children up to the age of 13, and youth over the age of 13. Ombuds services are also available to anyone needing information about, or resources for, Behavioral Health services and supports.

BRIDGES Behavioral Health Ombuds serve people living in the Salish Behavioral Health Organization (SBHO) region, including residents of Clallam, Jefferson, and Kitsap Counties.

Behavioral Health Ombuds services are free.



How can Behavioral Health Ombuds help?

Bridges Behavioral Health Ombuds can help you through the grievance process with publicly funded Behavioral Health Services. A grievance is any concern about Behavioral Health Services. To do this, the BRIDGES Ombuds will:

- Listen to concerns and complaints from clients, family members, and other interested parties.
- Research client rights relating to the client's concern
- Assist in filing a grievance with a provider or the Salish Behavioral Health Organization. If needed, they also follow through to be sure that the grievance is resolved and that you are kept informed of the process.
- Provide advocacy to help ensure that the client's choices and rights are respected.
- Help appeal an adverse determination.
- When allowable, assist in preparing for a State of Washington Fair Hearing.

In addition to assisting our clients as described above, the Ombuds will:

- Maintain confidentiality.
- Provide information and resources for Behavioral Health needs and supports.
- Provide information about Mental Health Advanced Directives and assistance with completing forms.
- Provide assistance navigating Behavioral Health systems.
- Connect clients to support for filing complaints/grievances in other social systems.
- Track and report trends relating to concerns and un-met needs to help ensure effective delivery of Behavioral Health services and supports.

The Ombuds Cannot...

- Give legal advice.
- Serve as a case manager.
- Provide Behavioral Health services.
- Guarantee a specific outcome.
- Enforce recommendations.

Contacting the BRIDGES Behavioral Health Ombuds:

The Ombuds are often out in the community providing service to clients. Leave us a voice mail if we do not answer the phone and we will return your call as soon as possible.

Confidentiality:

All communications with the BRIDGES Behavioral Health Ombuds are confidential, in keeping with State and Federal law.

Release of Information:

Before an Ombuds can talk to anyone but you about your concerns, the law requires that you provide us with a completed and signed Release of Information (ROI).

- Call the Ombuds to request an ROI. To speed up the process please leave your mailing address when leaving a message.
- To print an ROI, go to www.kitsapdrc.org, select the Behavioral Health Ombuds tab, then select the ROI link.

