Resource Evaluation and Community Engagement on the Topic of Opioid Use Disorder in Rural Snohomish County

University of Washington

2019

Acknowledgements

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Recommended citation: Resource Evaluation and Community Engagement on the topic of Opioid Use Disorder in Rural Snohomish County 2019. *University of Washington Resource Evaluation and Community Engagement on the topic of Opioid Use Disorder in Rural Snohomish County Report*. University of Washington, Seattle, WA. Prepared for Snohomish Health District.

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Executive Summary

From November 8 through December 4, 2019 University of Washington Master of Public Health students worked at the request of the Snohomish Health District (SHD) to review tools and resources on Opioid Use Disorder (OUD), connect with people who live in rural Snohomish County, and recommend how the Snohomish Health District could develop a tool that would meet the needs for those seeking information and treatment with OUD.

Student work consisted of three phases: planning, engagement and analysis. The research team first developed a questionnaire and interview guide to assist in gathering information from residents of Snohomish County on the state of knowledge relating to OUD and the resources related to it. The team next visited rural communities in Snohomish County to administer the questionnaires and interviews. Lastly, the team analyzed the data that was gathered via community engagement. The process resulted in the following conclusions and recommended next steps for the Snohomish Health District.

Recommendations
- Explore XMind and other software options for creating an accessible and clear decision tree.
- Expand sliding scale fee options.
- Treatment resources presented as wallet cards and websites are highly useful.
- Regional variation in treatment resource needs to be taken into account when developing a suite of tools.
- Cell phone application is not seen as useful as other treatment resources.
- OUD education is important for promoting treatment options and reducing stigma.
- Expand number of wavered providers in Snohomish county.
- Solidify reporting mechanisms for providers with waivers and other prevention resources (syringe exchanges and Naloxone).

Conclusions
Snohomish County community has an immense amount of strengths. Rooted in:
- Variety of helpful resources
- Resiliency
- Support embedded within community
- Collaborative partnerships
- Treatment options viewing patients as valuable members of their community regardless of circumstances.

Community members and treatment providers in the community acknowledge the numerous barriers for those seeking treatment:
- Financial limitations
- Stigma related to opioid use disorder
- Lack of transportation
- Accessibility to services
- Stringent requirements to enter treatment

Introduction

Opioid use in the United States has seen a substantial rise over the last two decades, beginning with the increase in opioid prescriptions in the 1990s (CDC). Between the years of 1999 through 2017, over 700,000 deaths occurred as a result of an overdose, with 68% of total overdose deaths in 2017 being attributed to opioid use (CDC). Due to implicit bias, health care providers tend to place patients who are white at a lower risk for addiction; therefore, white patients seeking treatment for pain management are more likely to be prescribed opioids (NPR). Consequently, opioid use disorder significantly affects rural communities, in which 79% of the population are white (NPR). In fact, patients in rural communities have an 87% higher chance of being prescribed opioids by providers compared to those living in a metropolitan area (Garcia, 25-30). While Snohomish County makes up 11% of the population in Washington State, it accounts for 14% of opioid related deaths in the state. The Snohomish community loses two people each week to opioid use disorder (Beatty, 14).

Rural communities have their own unique strengths and challenges and differ in many ways from metropolitan settings. People living in rural areas tend to be older with increased levels of poverty and lower incomes than urban areas (Schutte, 85-108). While many health disparities exist within rural communities, including increased mortality rates over their metropolitan peers, research in rural settings is very limited and the rural population are vastly underrepresented in research studies (Schutte, 85-108). Consequently, the voices of those in rural communities are often missing from research with interventions implemented that contain no perspective from those living in the affected communities, contributing to the lack of effectiveness and sustainability of research interventions (Glasgow, 413-33). Significant barriers to rural community members' acceptance of tools and intervention are related to a failure to tailor programs to a community's particular needs and the sense of imposition of interventions created by outside entities (Glasgow, 413-33).

For this reason, it is essential that researchers are cognizant of their own positionality and reflexivity throughout all areas of conducting research and implementing tools and interventions. Within the context of research, positionality is defined as "the stance or positioning of the researcher in relation to the social and political context of the study—the community, the organization or the participant group" (Coghlan, 80) The positionality of researchers as an outside entity in relation to the community in which they are working often leads to biases that can influence their perception of community values, circumstances, and way of life. A researcher's positionality is present during every single step of the research process, including developing a question to study, creating a research methodology, implementing it, and analyzing the results (Coghlan, 80). When striving for being aware of one's own positionality while conducting research, a key component in doing so effectively is

practicing reflexivity, which "is the process of becoming self-aware." (Begoray 789-790) This involves the researcher constantly critically reflecting on their own biases and thoughts regarding the study, while also being aware of how the research itself is changing them and informing their learning (Packer-Muti, 140). Actively practicing awareness of positionality and reflexivity while conducting research in rural communities will ultimately benefit both researchers and community members, encouraging partnerships, collaborations and creating a more equitable relationship between both parties.

Project Parameters

The Snohomish Health District collaborated with students in the University of Washington's Community-Oriented Public Health Practice Program within the School of Public Health to understand the needs of the Snohomish County community related to opioid use. The specific requests for this project were fourfold: (1) review treatment options for people in Snohomish County, (2) connect with community members to understand how people navigate treatment options, (3) develop recommendations for an online tool to help community members navigate the system, and (4) develop a decision tree.

The following report delves into the methods used for data collection, a summary of activities conducted in each geographic area within Snohomish County, analysis of the questionnaires and interviews conducted, the results of the data, followed by a discussion and recommendations in moving forward to meet the needs of Snohomish County.

Methods
Community Engagement and Data Collection

The focus of this project's community-based research was threefold. One, how do individuals and collective bodies (e.g. healthcare providers, first responders, faith-based organizations, non-profit organizations, etc.) access information on Opioid Use Disorder (OUD) and opioid overdose. Two, how do individuals and collective bodies access treatment and recovery services for OUD and opioid overdose. Three, what methods could help remove barriers and improve access to information, treatment and recovery for OUD and opioid overdose.

Data was collected in three ways. The first method was a six-hour project meeting with the Snohomish County Opioid Response team on November 19, 2019. The meeting included participants from the Darrington and Sky Valley areas. The meeting addressed the consortium's work on meeting the requirements of the U.S. Health Resources and Service Administration's Rural Communities Opioid Response Program grant (RCORP). Moreover, the meeting provided the research team

the opportunity to speak with several SHD partners that work in behavioral health. The day's activities and the teams' various conversations contributed to a list of contacts and further resources for the team to engage with.

The second method was an eight-item questionnaire (Appendix D contains full image of questionnaire). Questionnaire was built for ease of use (i.e. ranking system and limited number of questions) by both administrator and respondent. Moreover, the questionnaire allowed the researchers to gather quantifiable data on the three research focus areas. One question was formatted to learn the mode by which respondents gathered information. Six of the questions were Likert scale format, gauging levels of perceived usefulness, preparedness, likeliness and reliability on a scale of 1-5. One question asked respondents to select five values that the respondent believed represented their community.

The first question helped the team discover how people get their information. This directly influenced our recommendation for the format of a decision-making tool. Questions two, five, and six helped us determine which type of informational tool would be most useful for navigating opioid treatment resources; a wallet-sized card, a pamphlet or a website. Question three helped us determine the respondent's level of preparedness for discussing opioid use and prevention. This question was included to assist us with identifying any perception of knowledge or comfort gaps on opioid use prevention and treatment. Question seven asked respondents to rate the reliability of their cell service. This question further refined our recommendations for the format of the tool, e.g. if a website was seen as highly useful, but cell service was highly unreliable, the tool would have to take this discrepancy into account. Question seven asked the respondent to identify five words that they felt represented their community's values. This question was to ensure that as researchers we were fully reflective and clear on our positionality in this process and ensured that the values of the community were embedded in the recommendations of the team.

Questionnaires were administered in person and left for individuals to complete on their own. When administered in person, the researcher provided the respondent with the questionnaire and remained present for any questions or points of clarification. Questionnaires were also left in various locations, including the fire station and local high school, with self-addressed pre-stamped envelopes, where a volunteer from the community agreed to collect and mail the completed questionnaires to the researchers by November 30, 2019.

The third method of data collection was the qualitative interview. See Appendix E. An interview guide was created which contained two different sections. Section one was a preparation guide for the interviewer. This section detailed the manner of establishing the type of respondent, the expectations of the interview (both purpose and time), and how to document the process. Section two contained interview questions that were

tailored to seven different categories of interviewee. These were: healthcare providers, faith-based organizations, first responders, tribal clinics/healthcare providers, charitable organizations, legislators and individuals who have sought treatment.

Interviews were conducted both in person and by telephone and were arranged as well as spontaneous. Arranged interviews were either scheduled via an introductory email or a phone call. Five interviews were conducted via telephone and nine interviews were conducted in person. Interviews were conducted between November 19 and December 2, 2019. In-person interviews were arranged when possible, however, interviews were also conducted when a stakeholder was identified during a site visit. Researchers assembled a list of potential interview subjects, in the form of a list of key stakeholders. The list contained organizations and individuals from the communities at the center of this project's research.

Total Locations	7
Total interviews	16
Total Questionnaires	101

The Snohomish Health District identified the populations for this research as two rural communities in Snohomish County, census tract 537, which includes the Town of Darrington, and census tract 538.01, which includes the Town of Index, and unincorporated areas in the county surrounding the City of Monroe, and Towns of Sultan and Gold Bar. The Snohomish Health District chose these two regions as they are HRSA designated rural areas.

Site Visit Narratives

To develop the context of the team's data collection, we have provided four descriptive cases from the team's site visits. The descriptions are grouped by each region the research teams visited.

Darrington

Three researchers visited the Town of Darrington on Friday, November 22. The team prearranged visits and interviews with individuals at the Darrington Townhall, the Darrington Library, Darrington High School, the IGA grocery store and North Counties Family Services. Interviews were conducted with four people. These were three Darrington High School staff members, and one Emergency Medical Technician from Darrington Fire House 24. Questionnaires were administered at 13 different locations, including Town Hall, the post office, the Red Top Tavern, the Darrington Community Center, and a local pawn shop. Questionnaires were administered in-person and were also left with staff at the Darrington Library, North Counties Family Services, and the Darrington High School. These questionnaires were accompanied by a self-addressed pre-stamped envelope which indicated the mail-by date of

November 30, 2019. Identified staff agreed to collect and mail questionnaires to the researchers on or before November 30, 2019. Researchers completed a total of 46 questionnaires.

Total Darrington Interviews	4
Total Darrington Questionnaires	46

Everett, City of Snohomish, Town of Gold Bar, Town of Index

On Friday, November 22, two researchers visited the City of Everett, the City of Snohomish, the Town of Gold Bar, and the Town of Index. Qualitative interviews were completed in Everett and Snohomish. The first interview was completed in Snohomish with an individual treatment seeker. The second interview was completed in Everett with a case manager at Pacific Treatment Alternatives in the Parent Child Assistance Program. Two questionnaires were completed by employees at Pacific Treatment Alternatives; four were completed at a restaurant and cafe in Snohomish. Attempts to secure locations to administer questionnaires were unsuccessful, thus researchers were unable to administer or distribute questionnaires in the Town of Gold Bar nor in Index. Additionally, attempts to arrange interviews in the Town of Gold Bar and in Index were unsuccessful.

Total Everett and Snohomish Interviews	3
Total Everett and Snohomish Questionnaires	6

Monroe

Two researchers visited Monroe on Friday, November 22, 2019. Researchers began by speaking with a representative of a local food distribution site. Researchers gathered information on additional food security resource programs to visit and a perspective on the perceived strengths and struggles the community.

Researchers positioned themselves at a local coffee shop and food security non-profit. Researchers initially engaged in conversation with individuals at both locations and when researchers determined that a rapport had been established, asked for permission to administer the team's questionnaire. The team conducted two interviews with employees at Evergreen Health-Monroe. Respondents were part of the Snohomish County Rural Opioid Response Team. A mix of 20 staff and residents completed questionnaires at Evergreen Health. It is noted that the questionnaire results were biased towards people who appear to be comfortable accessing opioid treatment resources.

The team continued administering questionnaires at sites suggested by earlier contacts. Moreover, the team conducted questionnaires with individuals met at local shops and while walking on main streets. The team completed 32 questionnaires.

Sultan

Two researchers traveled to Sultan on Monday, December 2, 2019 and distributed surveys at Sultan Red Apple Market, Sky

Valley Visitor's Center, the Sultan Library, City Hall, and Kiss the Sky Bookstore. Following the methods in Monroe, the team built referrals from one location to the next, responding to community input on where to reach individuals and where questionnaires were most likely to be completed The team visited the Community Center Campus, which houses the Boys and Girls Club, VOA offices, Senior Center, Community Gardens and Sultan Food Bank. Researchers spoke with personnel at the Senior Center, who completed and distributed questionnaires. The team conducted informal conversations on resources present in the community and how Sultan serves as a community hub before entering Sky Valley and Steven's Pass. The team completed 18 questionnaires.

Total Monroe Interviews	3
Total Sultan, Monroe Questionnaires	50

Data Analysis

Interviews

Qualitative data was pulled from a total of fifteen interviews to complete data analysis. The team identified two categories for interview questions and responses: assets and strengths and barriers. Researchers asked community members:

- *What strengths and assets does your community have to address opioid use disorder/substance use disorder currently; such as faith-based organizations, support groups for people with substance use, treatment centers, prevention in schools, syringe exchange?*
- *What barriers exist for those navigating entry for treatment?*

Responses were coded and grouped into four assets:
- Community Resources
- A Dynamic and Supportive Community
- Collaboration between Agencies
- Wide Treatment Options for Diverse Populations

Barriers for those seeking treatment were coded and grouped into five categories:
- Financial
- Lack of awareness/education
- Transportation
- Accessibility to resources/providers
- Requirements to enter treatment

Researchers catalogued responses in a spreadsheet and graphed the results.

Results

Community Assets within Snohomish County

Analysis revealed following community assets for Snohomish

County (Figure 1):

- Large amount of *Community Resources* (mentioned 17 times)
- *Dynamic and Supportive Community* (mentioned 16 times)
- *Collaboration between Agencies* (mentioned 18 times)
- *Wide Treatment Options for Diverse Populations* (mentioned 5 times)
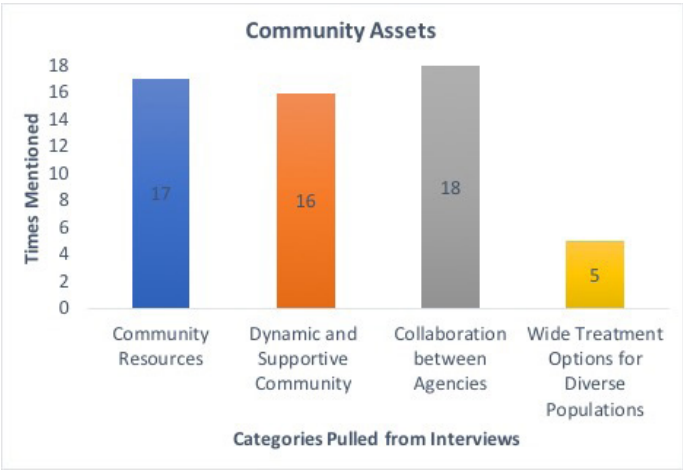

Figure 1. Community assets within Snohomish County.

Community Assets Categories

Community Resources

Interviewees listed many resources, both general and specific, within Snohomish County that are available to support those experiencing OUD. These included:

- Syringe exchanges
- Swedish Ballard Hospital[1]
- Evergreen Recovery
- Embedded social workers[2]
- Many programs do not require individuals to be clean and sober
- Housing programs for mothers
- Snohomish County Children's coalition
- Ideal Options
- Carnegie Center
- The impression that there are programs which allow people to take their time
- Detox diversion centers with short term placement
- Health clinics
- North County Family Resource Center
- COET - Community Outreach and Enforcement Team

- Office of Neighborhoods
- School district Positive Prevention Programs
- Pacific Treatment Alternatives

Dynamic and Supportive Community

Interviewees described a dynamic and supportive community in the following way (Figure 2 and Table 1):

- *Referrals* (mentioned 2 times)
- *Collaboration within the Community* (mentioned 6 times)
- *Support from Agencies* for those with OUD (mentioned 5 times)
- *Community Characteristics* (mentioned 3 times).

Dynamic and Supportive Community Sub-Categories			
Referrals	Collaboration within the Community	Support from Agencies	Community Characteristics
Friends referring each other	Domestic Violence group	Long-term suboxone with team of people supporting	Staggering level of resilience in population of people with OUD
Self-referrals	Clients collaborate	Each step you have a team rooting for you	Population is brilliant, creative, dynamic and sophisticated, empathetic, gracious, generous, bountiful, kind and welcoming
	People in recovery help those in active addiction	Sense of community within the agency	Tight-knit and caring community
	Narcotics Anonymous	Providers meet patients where they are at and listen to them	
	Sauk-Suiattle tribe has Alcoholics Anon and other types of meetings	Agency has empathy and understanding and is becoming more diverse	
	Ideal Options offers human connections and is less transactional		

Table 1. Dynamic and Supportive Community Subcategory.
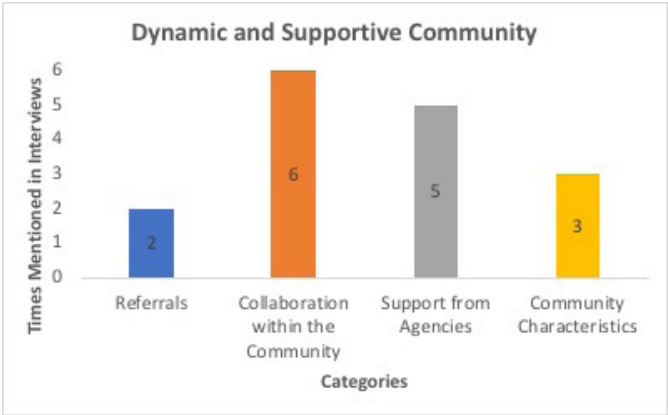
Figure 2. Dynamic and Supportive Community sub-category.

Collaboration between Agencies

This subcategory revealed four main takeaways (Figure 3 and Table 2):

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1 Swedish Ballard Hospital offers inpatient services for pregnant individuals seeking treatment and is an option for those in Snohomish County.

2 Embedded social workers ride along with law enforcement to engage with people experiencing homelessness and substance abuse disorders to get them connected to treatment and resources.

- *Links to Other Care* (mentioned 11 times)
- *Outreach* (mentioned 3 times)
- *Relationships with Insurance* (mentioned 2 times)
- *Multi-Functional Organizations* (mentioned 2 times).

Collaboration Between Agences Sub-Categories				
Linking to Other Care		Outreach	Relationship with Insurance	Multi-Functional Organizations
Collaborative nature between partners	PTA links to other care	Outreach at hopsitals, treatment centers	Accepts Medicaid patients	Coalition meetings
Safe Streets initiative in Everett - folks who don't have insurance are referred by law enforcement to Safe Street	Intake nurse is very adament about getting people the treatment they need	Drug counselor at the HS	Good relationship with apple health insurance	Multi-Agency Resource Center
Mental health and substance abuse wraparound resources with judge and lawyer	Get them connected elsewhere if not Seamar	Ideal Options gives treatment in jail		
Evergreen Recovery works with people to get referrals for employment resources	Nurse helps them through from intake to passing off to next step			
Students can be referred to an intervention specialist who is knowledgeable of resources	HS counselor is very helpful to connect students to resources			
Collaboration between multiple organizations to address substance use				

Table 2. Collaboration between Agencies.
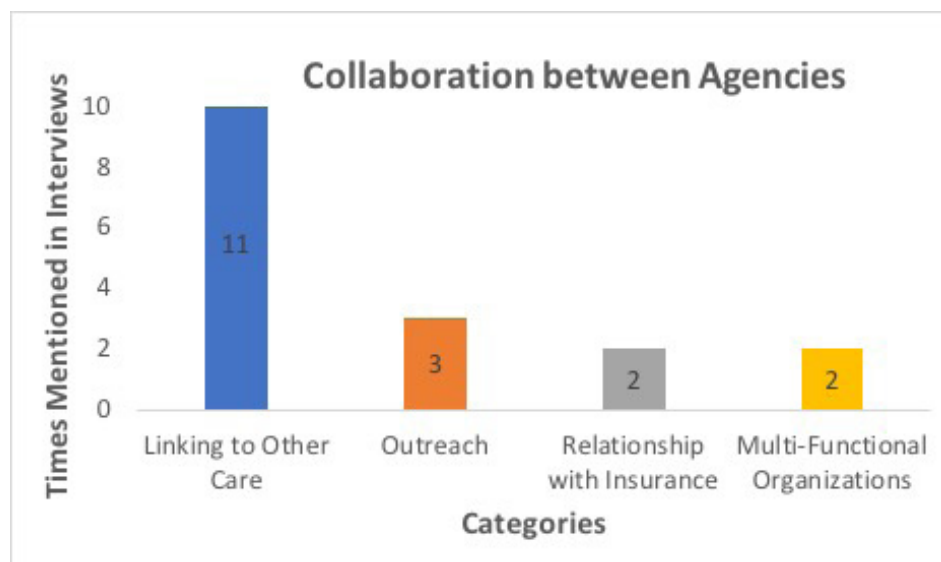
Figure 3. Collaboration between agencies.

Wide Treatment Options for Diverse Populations

The Interviewees listed the following characteristics of treatment options that made them more widely accessible for those experiencing OUD, particularly for those with diverse needs:

- Treats multiple groups of people, different types of users
- Will accept if taking some other drugs (methamphetamines, marijuana)
- Treats those who are pregnant
- *Medicaid* expansion or transformation has increased treatment options
- *Bridgeways* accepts clients that are progressing towards goal
- Minimizes barriers to treatment and recovery options

Barriers

Community Barriers within Snohomish County

Interview data analysis revealed five key barriers to treatment (Figure 4):

- *Financial* (mentioned 4 times)
- *Lack of Awareness/Education* (mentioned 11 times)
- *Transportation* (mentioned 5 times),
- *Accessibility to Resources/Providers* (mentioned 6 times), and
- *Requirements to Enter Treatment* (mentioned 14 times).

Community Barriers Broken Down into Subcategories

Financial

Financial barriers included:

- Expensive medication, even with insurance
- Difficult to work while withdrawing
- Insurance decides what is best for people rather than providers
- Financial barriers due to limited insurance

Lack of Awareness/Education

Respondents indicated the following (Figure 5 and Table 3):

- There is an issue of stigma urrounding OUD (mentioned 3 times)
- Perceived lack of empathy (mentioned 2 times)
- Unclear solutions to treating OUD (mentioned 2 times)
- Low-level understanding that OUD is a multifaceted disease (mentioned 2 times),
- Lack of motivation within those experiencing OUD (mentioned 1 time)
- Fear of legal trouble when seeking treatment (mentioned 1 time).

Figure 4. Community barriers.
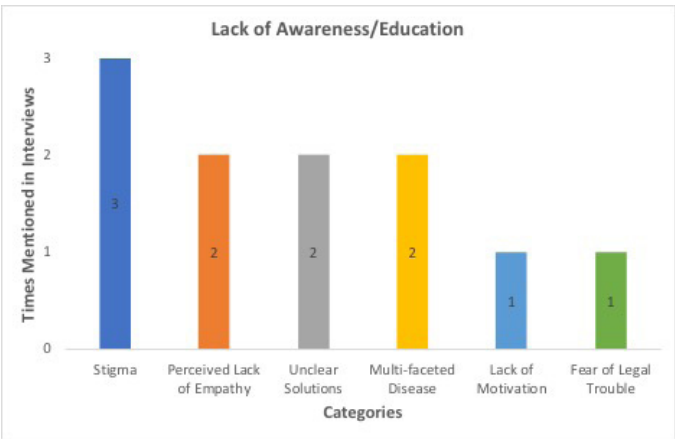
Figure 5. Lack of Awareness/Education Subcategory.

Lack of Awareness/Education Sub-Categories					
Stigma	Perceived Lack of Empathy	Unclear Solutions	Multi-faceted Disease	Lack of Motivation	Fear of Legal Trouble
Language used to talk about addiction is stigmatizing	Judgment at other sites	Policy makers at odds in how to address issue	Intertwined with mental health and homelessness	Can't force people to get clean	Fear of law enforcement
Due to stigma, businesses prevent clinics and resources from being in helpful locations	Less willing to put in the work at other places	Wanting to help but not wanting to be an enabler	Medical model enables doctors to simply prescribe medication rather than collaborating with people		
Stigma					

Table 3. Lack of Awareness/Education sub-category.

Accessibility to Resources and Providers Sub-Categories		
Lack of Available Providers	Access to Information	Hard to get Medication
Provider can only take 100 patients	Difficult to find information without access to a computer	Difficult to get providers available to prescribe Suboxone
Have to discharge patients that aren't consistent	Internet services does not go beyond city limits	You have to go in every 3 months for methadone
Provider hours are limited	Lack of cell service and internet	Increase of state laws for family doctors' ability to prescribe medication
High burnout amongst providers	Access is main issue	
Lack of quality care		
Shortage of providers		
Limited treatment resources		

Table 4. Accessibility to Resources and Providers sub-category.
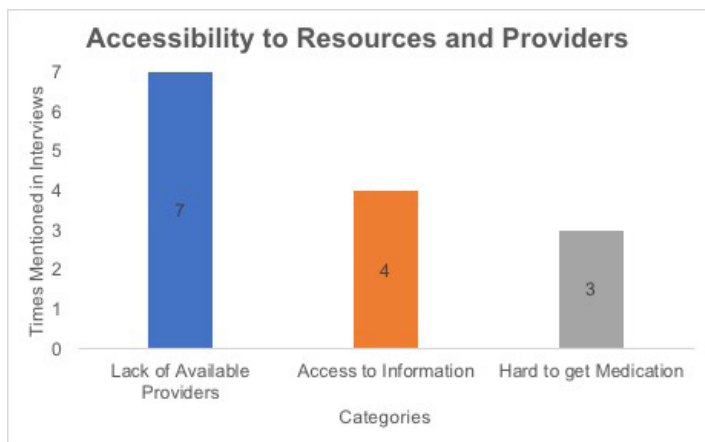
Figure 6. Accessibility to Resources and Providers sub-category.

Transportation

Data analysis revealed the following:

- Transportation availability, E.g. limited number bus routes and times
- Hard to reconnect with people once they have left treatment, especially if homeless
- Transportation is an issue, people do not want to drive far for treatment
- Isolation of community leads to transportation issues

Accessibility to Resources and Providers

Analysis revealed the following take-aways (Figure 6 and Table 4):

- Lack of available providers (mentioned 7 times)
- Access to information (mentioned 4 times)
- Hard to get medication to treat OUD (mentioned 3 times)

Requirements to Enter Treatment

Data analysis revealed the following:

- Diversion center in jail only way to get into detox holding
- Pacific Treatment Alternatives services reserved for pregnant individuals and those with young children
- Insurance determines programs you can access
- Cannot be court ordered into a treatment program
- Cannot be in program if under court ordered supervision

Resource Deficits within Snohomish County

Interview respondents identified a number of resource deficits in Snohomish County for those seeking prevention, treatment and recovery services. These deficits can lead to a series of barriers, see above section. The identified deficits are communicated below as summarized points from various interviews. Respondents reported the following:

- Lack of information on the biological impacts of OUD
- Lack of housing for addicted mothers experiencing houselessness
- Lack of awareness of umbrella nature of recovery health services
  - Some respondents were under the impression that OUD treatment resources only dealt with opioid use
  - Interviews with separate health care professional and social worker respondents verified that treatment facilities will treat alcohol or other substance use concurrently.
- No Subjective Opiate Withdrawal Scale assessment
- No Clinical Opiate Withdrawal Scale assessments
- No Substance Use Disorder programs
- No 24-hour clinic available to those with seeking assistance for OUD
- Lack of information on available recovery services
- Lack of consensus within the scientific community concerning where to start with treating OUD, its causes and effects
- Transportation to treatments and other resources

Respondent Recommendations

Interviewees mentioned recommendations for supporting those within Snohomish County experiencing OUD including:
- Increasing education on available resources
- Increasing focus on preventative care
- Developing needs assessments for specific treatments so that clients are most effectively supported
- Increasing funding for agencies treating OUD
- Increasing the number of personnel and staffing at treatment facilities
- Developing programs to reduce stigma
- Increasing advocacy for those experiencing OUD
- Strengthening community partnerships between agencies that provide services and/or treatment to those with OUD
- Increasing availability of mental health services for those experiencing OUD
- Increasing housing assistance for those experiencing OUD
- Building light rail to improve transportation options
- Providing 24/7 access to care
- Increasing availability of Medication Assisted Treatment options
- Increasing the number of entry-level employment opportunities

Questionnaires

Data was pulled from a total of 101 questionnaires for data analysis. Results from seven items on the questionnaire were entered into a database and graphed. Questionnaires were grouped by region and analyzed separately. Items included:

- I prefer to get my information from: radio, television, newspaper, internet, mail.
- In stressful situations, wallet-sized handouts are useful for quick access to information.
- How likely Are you to use a cell phone app to find access to opiate treatment resources for yourself or someone you know?
- How likely are you to use a pamphlet to find access to opiate treatment resources for yourself or someone you know?
- How likely are you to use a website to find access to opiate treatment resources for yourself or someone you know?
- I feel prepared to talk about opioid use prevention and treatment in my community.
- My cell phone service is reliable.

Additionally, the results from the community values inventory were entered into tables by frequency of responses.

Darrington

Main take-aways from Darrington area questionnaire results:

- Respondents mainly preferred to get their information from the internet (**Figure 7**)
- Respondents mainly found that wallet-sized handouts were "*Very Useful*" concerning their use value during stressful situations (**Figure 8**)
- Respondents were mainly "*Very Likely*" to use a cell phone application to access opiate treatment resources for themselves or someone they knew (**Figure 9**)
- Respondents were mainly "*Neutral*" to use a pamphlet to get information concerning opioid treatments in their community (**Figure 10)**
- Respondents felt mainly "*Neutral*" concerning their preparation in talking about opioid use prevention and treatment in their community (**Figure 11**)
- Respondents mainly felt using a website to access information about opiate use disorder treatments would be "*Very Useful*" (**Figure 12)**
- Respondents mainly felt their cell phone service was "*Very Reliable*" (**Figure 13**)
- Respondents stated that the main community value was "*Family*" (**Table 5**)
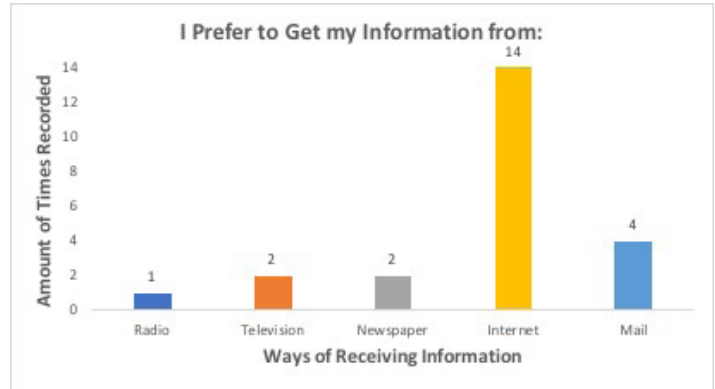
Figure 7. Results to the questionnaire question "I Prefer to Get my Information from" after being asked in Darrington Area.

Figure 8. Results to the questionnaire question "In Stressful Situations, Wallet-Sized Handouts are Useful for Quick Access to Information" after being asked in Darrington Area.

Figure 9. Results to the questionnaire question "How Likely are You to Use a Cell Phone App to Find Access to Opiate Treatment Resources for Yourself or Someone you Know?" after being asked in Darrington Area.

Figure 10. Results to the questionnaire question "How Likely are You to Use a Pamphlet to Find Access to Opiate Treatment Resources for Yourself or Someone you Know?" after being asked in Darrington Area.

Figure 11. Results to the questionnaire question "I Feel Prepared to Talk about Opioid use Prevention and Treatment in my Community?" after being asked in Darrington Area.

Figure 12. Results to the questionnaire question "How Useful Would a Website be to Find Access to Opiate Treatment resources for Yourself or Someone You Know?" after being asked in Darrington Area.

Figure 13. Results to the questionnaire question "My Cell Phone Service is Reliable" after being asked in Darrington Area.

The reverse side of the questionnaire asked the respondent to "Circle 5 words you think represent your community's values."

Tables 5, 6, and 7 display the values circled and their frequency for each region.

DARRINGTON AREA	
FREQUENCY	**COMMUNITY VALUE**
21	Family
18	Tradition
17	Community
14	Nature
9	Helping Others
8	Privacy / Solitude
8	Beauty
7	Adventure

Table 5. Results to the questionnaire question concerning community values within Darrington Area.

Everett and Snohomish

Main take-aways from Everett and Snohomish area questionnaire results:

- Respondents mainly preferred to get their information from the internet (**Figure 14**)

- Respondents mainly found that wallet-sized handouts were "*Neutral*" concerning their use value during stressful situations (**Figure 15**)

- Respondents were mainly "*Neutral*" and "*Very Likely*" to use a cell phone application to access opiate treatment resources for themselves or someone they knew (**Figure 16**)

- Respondents were mainly "*Neutral*" and "*Somewhat Likely*" to use a pamphlet to get information concerning opioid treatments in their community (**Figure 17)**

- Respondents felt mainly "*Neutral*" concerning their preparation in talking about opioid use prevention and treatment in their community (**Figure 18**)

- Respondents mainly felt using a website to access information about opiate use disorder treatments would be "*Very Useful*" (**Figure 19)**

- Respondents mainly felt their cell phone service was "*Very Reliable*" (**Figure 20**)

- Respondents stated that the main community value was "*Nature*" (**Table 6**)
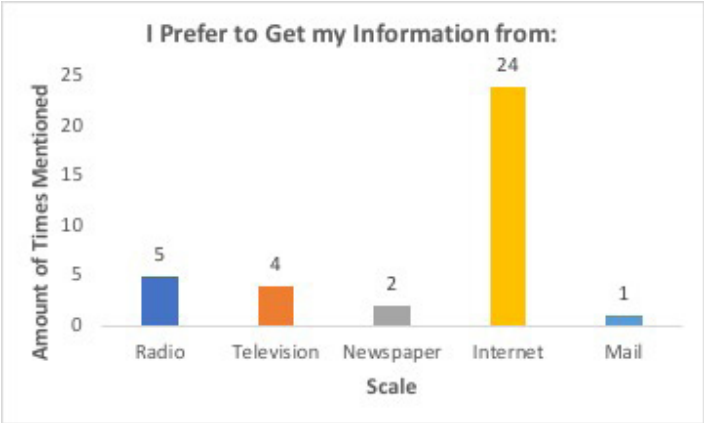
Figure 14. Results to the questionnaire question "I Prefer to Get my Information from" after being asked in Everett and Snohomish Area.

Figure 15. Results to the questionnaire question "In Stressful Situations, Wallet-Sized Handouts are Useful for Quick Access to Information" after being asked in Everett and Snohomish Area.

Figure 16. Results to the questionnaire question "How Likely Are You to Use a Cell Phone App to Find Access to Opiate Treatment Resources for Yourself or Someone You Know?" after being asked in Everett and Snohomish Area.

Figure 17. Results to the questionnaire question "How Likely Are You to Use a Pamphlet to Find Access to Opiate Treatment Resources for Yourself or Someone You Know?" after being asked in Everett and Snohomish Area.

Figure 18. Results to the questionnaire question "I Feel Prepared to Talk about Opioid use Prevention and Treatment in my Community?" after being asked in Everett and Snohomish Area.
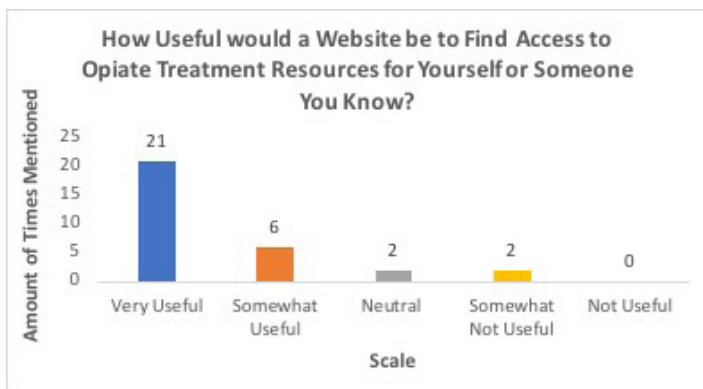
Figure 19. Results to the questionnaire question "How Useful Would a Website be to Find Access to Opiate Treatment resources for Yourself or Someone You Know?" after being asked in Everett and Snohomish Area.
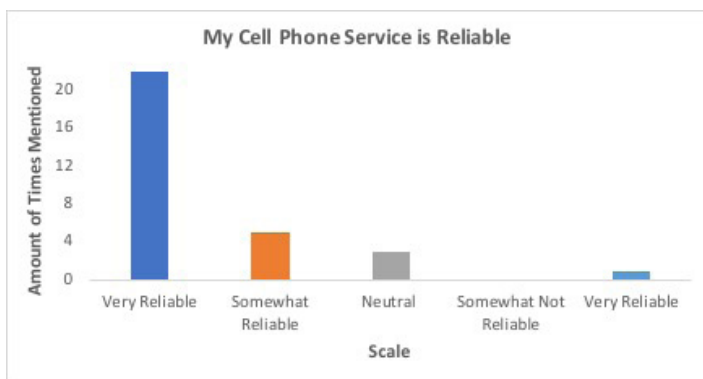
Figure 20. Results to the questionnaire question "My Cell Phone Service is Reliable" after being asked in Everett and Snohomish Area.

EVERETT AND SNOHOMISH AREA	
Frequency	**Community Value**
3	Nature
2	Family
2	Creativity

Table 6. Results to the questionnaire question concerning community values within Everett and Snohomish Area.

Monroe

Main take-aways from Monroe area questionnaire results:

- Respondents mainly preferred to get their information from the internet (**Figure 21**)

  - Respondents found that wallet-sized handouts would be "*Very Useful*" or were "*Neutral*" on their use value during stressful situations (**Figure 22**)
  - Respondents were mainly "*Very Likely*" to use a cell phone application to access opiate treatment resources for themselves or someone they knew (**Figure 23**)
  - Respondents were mainly "*Neutral*" on using a pamphlet to get information concerning opioid treatments in their community (**Figure 24**)
  - Respondents felt mainly "*Somewhat Prepared*" and "*Very Prepared*" concerning their preparation in talking about opioid use prevention and treatment in their community (**Figure 25**)
  - Respondents mainly felt using a website to access information about opiate use disorder treatments would be "*Very Useful*" (**Figure 26**)
  - Respondents mainly felt their cell phone service was "*Very Reliable*" (**Figure 27**)
 - Respondents stated that the main community value was "*Helping Others*" (**Table 7**)
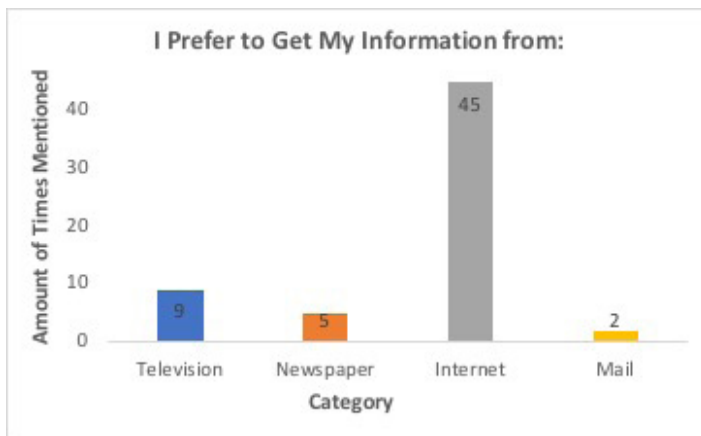
Figure 21. Results of questionnaire question "I Prefer to Get my Information from" after being asked in Monroe Area.
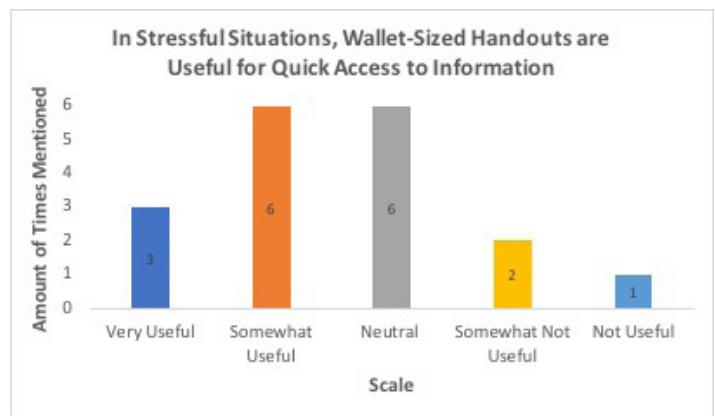

Figure 22. Results to the questionnaire question "In Stressful Situations, Wallet-Sized Handouts are Useful for Quick Access to Information" after being asked in Monroe Area.
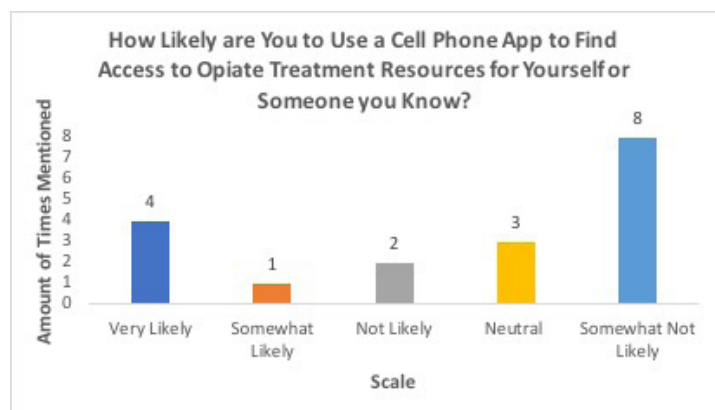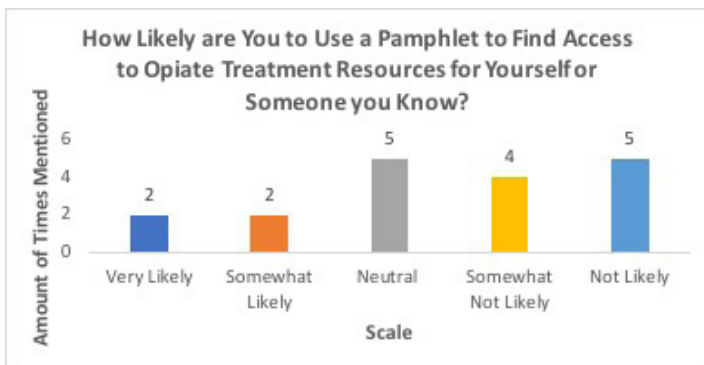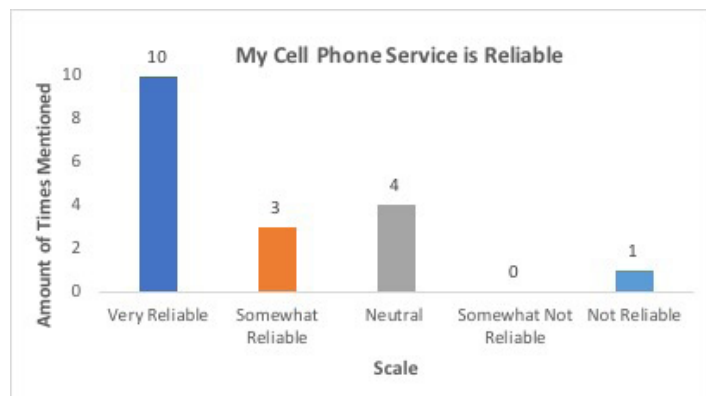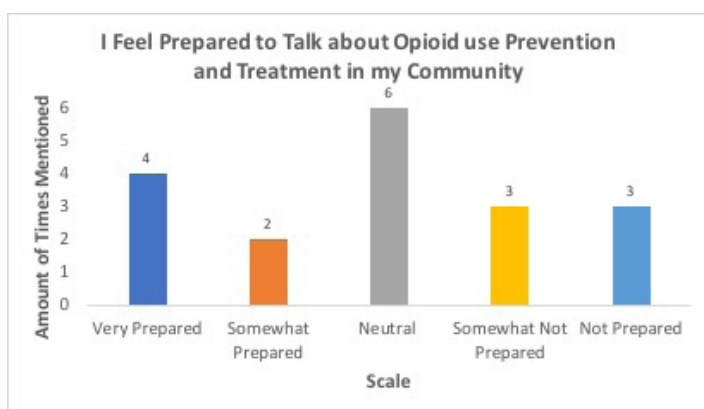

Figure 23. Results to the questionnaire question "How Likely are You to Use a Cell Phone App to Find Access to Opiate Treatment Resources for Yourself or Someone you Know?" after being asked in Monroe Area.
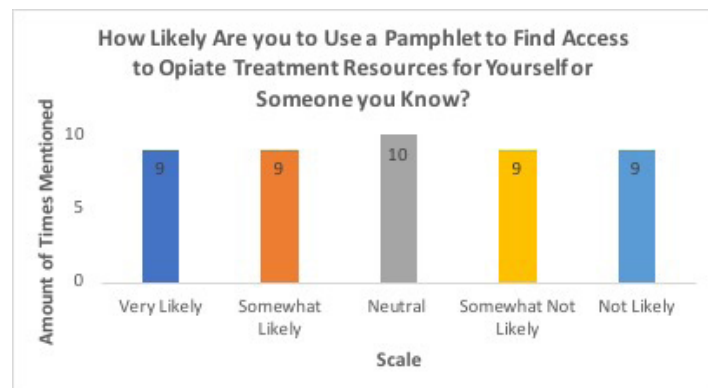
Figure 24. Results to the questionnaire question "How Likely Are You to Use a Pamphlet to Find Access to Opiate Treatment Resources for Yourself or Someone You Know?" after being asked in Monroe Area.
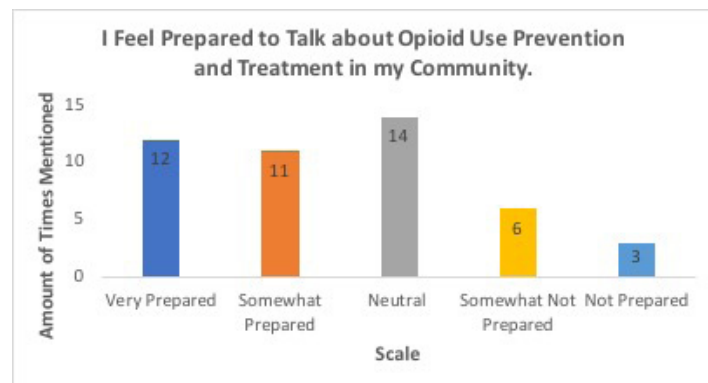
Figure 25. Results to the questionnaire question "I Feel Prepared to Talk about Opioid use Prevention and Treatment in my Community?" after being asked in Monroe.
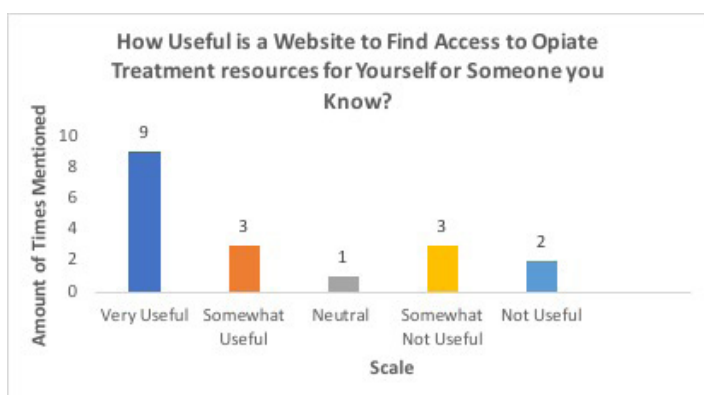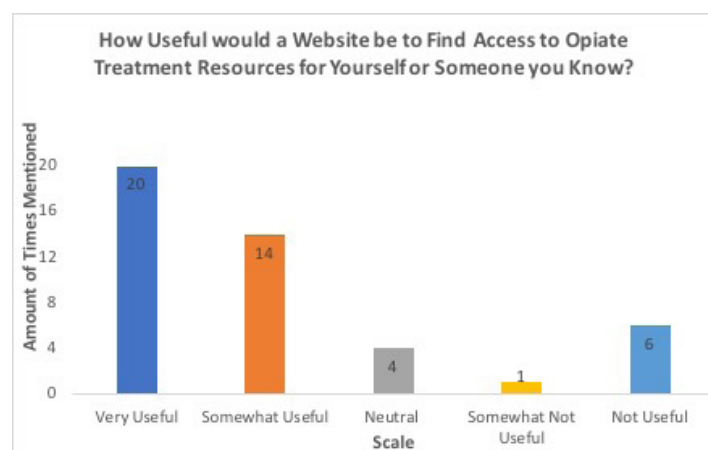

Figure 26. Results to the questionnaire question "How Useful Would a Website be to Find Access to Opiate Treatment resources for Yourself or Someone You Know?" after being asked in Monroe Area.
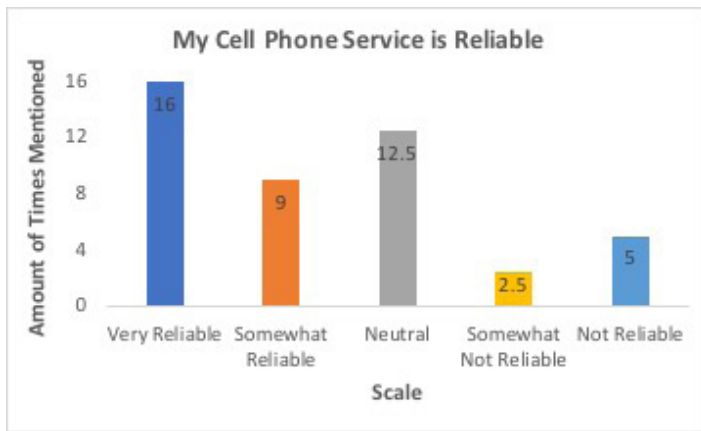
Figure 27. Results to the questionnaire question "My Cell Phone Service is Reliable" after being asked in Monroe Area.

MONROE AREA	
Frequency	**Community Value**
11	Helping Others
8	Nature
7	Family
7	Community
6	Connection

Table 7. Results to the questionnaire question concerning community values within Monroe Area.

Sultan

Main take-aways from Sultan area questionnaire results:

- Respondents mainly preferred to get their information from the internet (**Figure 28**)
- Respondents found that wallet-sized handouts would be "*Somewhat Useful*" or were "*Neutral*" on their use value during stressful situations (**Figure 29**)
- Respondents were mainly "*Somewhat Not Likely*" to use a cell phone app to access opiate treatment resources for themselves or someone they knew (**Figure 30**)
- Respondents were mainly "*Neutral*" and "*Unlikely*" to use a pamphlet to get information concerning opioid treatments in their community (**Figure 31)**
- Respondents felt mainly "*Neutral*" concerning their

preparation in talking about opioid use prevention and treatment in their community (**Figure 32**)
- Respondents mainly felt using a website to access information about opiate use disorder treatments would be "*Very Useful*" (**Figure 33)**
- Respondents mainly felt their cell phone service was "*Very Reliable*" (**Figure 34**)
- Respondents stated that the main community value was "*Helping Others*" (**Table 8**)
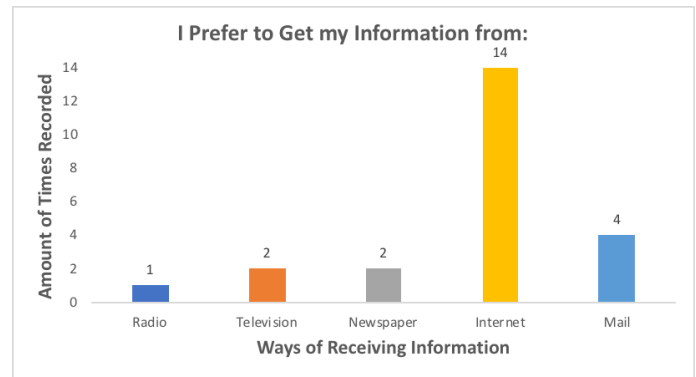
Figure 28. Results to the questionnaire question "I Prefer to Get my Information from" after being asked in Sultan Area.
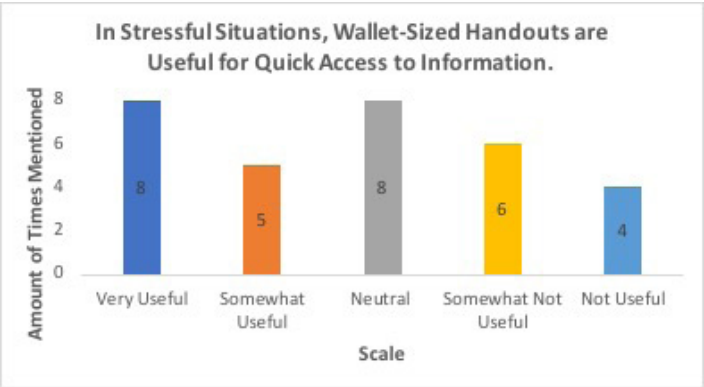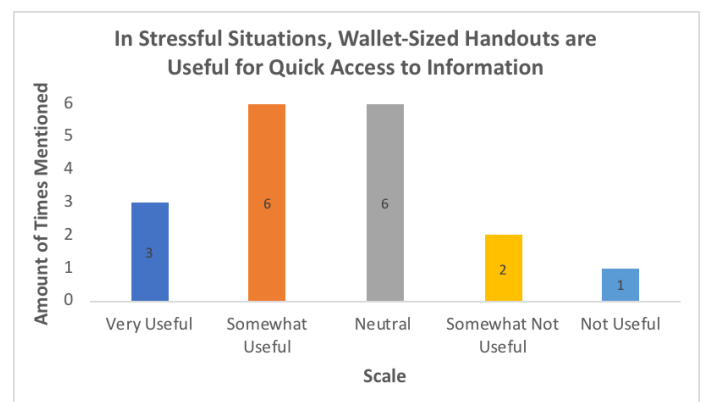

Figure 29. Results to the questionnaire question "In Stressful Situations, Wallet-Sized Handouts are Useful for Quick Access to Information" after being asked in Sultan Area.
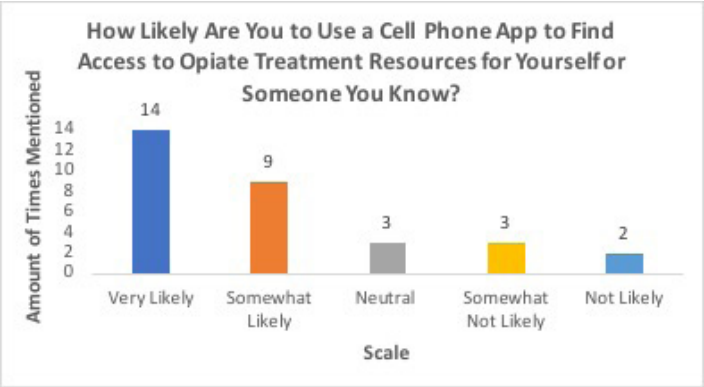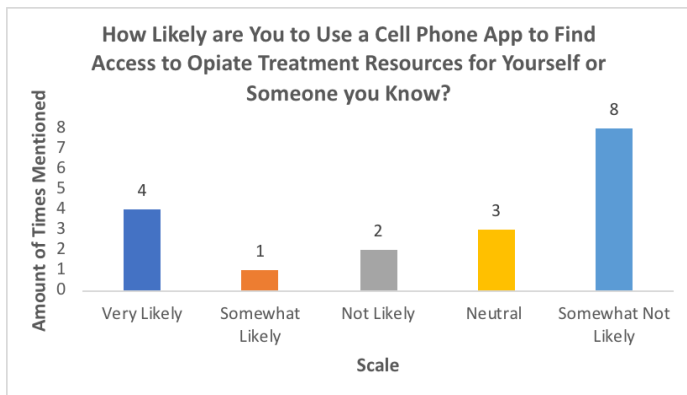
Figure 30. Results to the questionnaire question "How Likely Are You to Use a Cell Phone App to Find Access to Opiate Treatment Resources for Yourself or Someone You Know?" after being asked in Sultan Area.
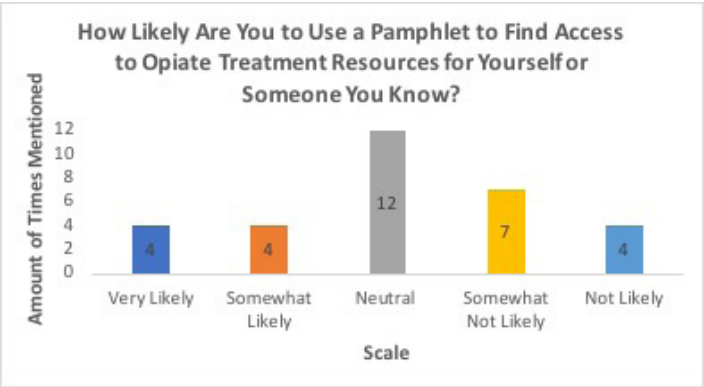

Figure 31. Results to the questionnaire question "How Likely Are You to Use a Pamphlet to Find Access to Opiate Treatment Resources for Yourself or Someone You Know?" after being asked in Sultan Area.
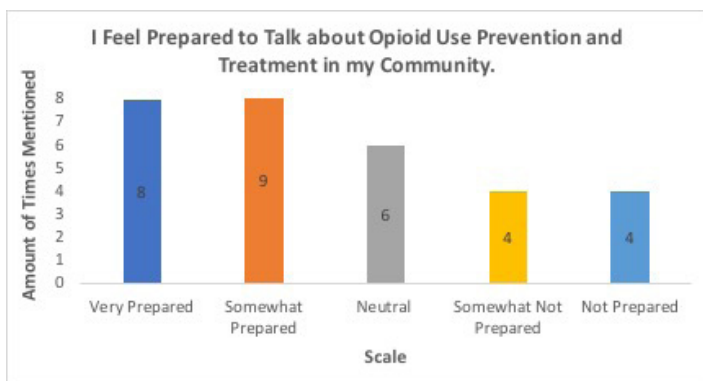

Figure 32. Results to the questionnaire question "I Feel Prepared to Talk about Opioid use Prevention and Treatment in my Community?" after being asked in Sultan Area.
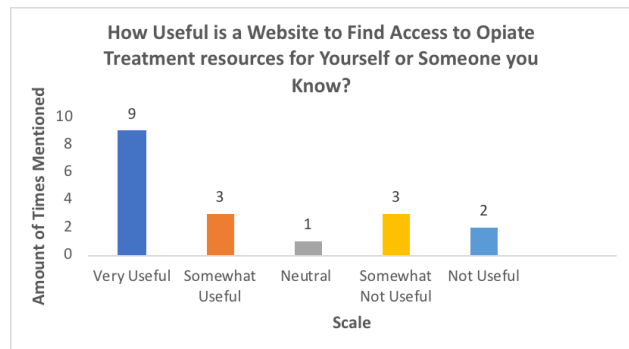
Figure 33. Results to the questionnaire question "How Likely Are You to Use a Website to Find Access to Opiate Treatment resources for Yourself or Someone You Know?" after being asked in Sultan Area.
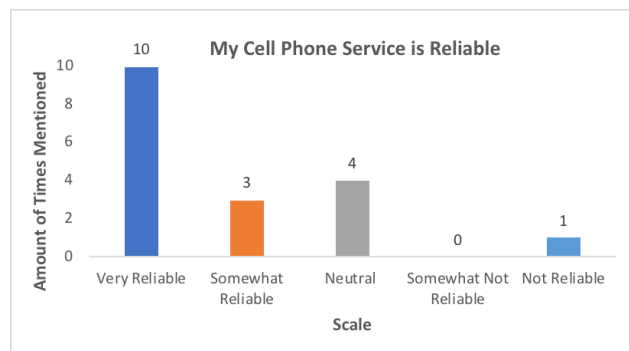
Figure 34. Results to the questionnaire question "My Cell Phone Service is Reliable" after being asked in Sultan Area.

SULTAN AREA	
Frequency	**Community Value**
10	Helping Others
5	Tradition
4	Privacy / Solitude
4	Community
4	Nature
4	Change
4	Beauty

Table 8. Results to the questionnaire question concerning community values within Sultan Area.

Discussion

Qualitative interviews with community members and treatment providers throughout Snohomish County provided valuable insight into community strengths, in addition to information about the challenges this community faces in providing services to those seeking treatment for OUD. Questionnaires were distributed throughout the vast geographic regions of Snohomish County to gather information on the greater community's perceptions of opioid use disorder.

Assets

When considering the condensed data in **Figures 1 and 2**, *Community Resources*, *Dynamic and Supportive Community*, and *Collaboration between Agencies* received numerous responses at a similar rate within compiled assets. Of the four assets identified by community members, *Wide Treatment Options for Diverse Populations* received the least amount of responses.

Interviewee responses listed a multitude of resources to get community members connected to treatment services for a variety of demographics and circumstances. Additionally, respondents gave responses related to collaboration and communication spanning across treatment facilities to ensure that if a person didn't qualify for services at a specific treatment facility, staff members would work to get them to a place that could provide services.

Interestingly, interviewees stated *Wide Treatment Options for Diverse Populations* as one of the least mentioned assets, which appears to be in contradiction to the high level of responses lauding *Community Resources* and *Collaboration between Agencies* as some of the greatest strengths of Snohomish County.

Barriers

Requirements to Enter Treatment was the most frequently reported barrier ahead of *Financial, Lack of Awareness/Education, Transportation,* and *Accessibility to Resources/Providers*. This could support the assertion that *Wide Treatment Options for Diverse Populations* are a limited asset. However, this appears to contradict the number of community resources available, as well as a collaborative and dynamic community present. Additionally, the next barrier, *Lack of Awareness/Education*, could potentially explain this discrepancy within the data.

We hypothesize rather than there being a limited amount of resources serving the diverse populations in Snohomish, there is a lack of education within the community concerning specific services already available. It is likely with more communication between various partners, tools for connecting people to specific resources, and community liaisons to assist in getting people the services that suit their specific needs, the needs of the diverse populations within Snohomish County could be met

more effectively. In other words, the resources exist, but there is a need for improved organization and communication within the community in order to connect people with resources necessary to support their needs.

Community Questionnaire

Analysis of the community questionnaire data can provide context for regionally specific information needs when responding to OUD. Data cannot prove best practice; however it can provide a baseline starting point for initiating pilot projects and regionally-specific "individualized" use of funds. **Figure 35** highlights the discussion responses by region.

We obtained 101 questionnaire results leading to 202 pages of information that may help local voices be amplified and contribute to informing future projects. Each respondent provided 124 unique data points that, in total, provided 12,524 unique data points representing regionally-specific differences in information preference, use, and self-identified community values. These results are catalogued by region in **Figure 36**.

Review of current tools connecting the public to resources

The team reviewed 20 informational tools to aid in the evaluation of resources and recommendations for a potential tool to address Opioid Use Disorder education, treatment and recovery needs in Snohomish County. Tools reviewed were designed for health navigation, activities of daily living, access to services, decision trees, personalized empowerment, and tools focused on reducing the burdens of social determinants of health. **Figure 37** presents our observations of common resource navigation tools.

REGIONALLY SPECIFIC RECOMMENDATIONS:	
Questionnaire observations	**Anecdote(s) from community**
ALL RURAL REGIONS:	Multiple sources of information preference noted. All areas had use of more than 3 methods preferred to get information (Q1 Response). Internet was by-far the preference choice consentient across all areas except Monroe.	Internet access was expensive. Community internal messaging was replicated online with frequent usage of local pages, social media sites, etc. **Rural Values that repeated in self reports throughout both Darrington and Sky Valley areas:** Helping Others, Community, Privacy/Solitude, Family, Nature
DAR-RINGTON:	A majority of respondents felt a wallet-sized handout would be useful during stressful situations (Q2 Response). Darrington respondents were the only area that felt highly prepared to talk about opioid, prevention, and treatment (Q3 Response). Respondents were neutral about use of a pamphlet with mixed responses (Q5 Response). Only area to cite low to no cell service reliability (Q7 Response). This may impact treatment.	Darrington area has a deeply connected community. Many residents cited the 2014 Oso Landslide tragedy as the reason. During this time a majority of the town lost friends and family members to a large landslide disaster. The entire neighboring town of Oso was destroyed. Darrington was cut off from routes of travel and had significant media, state, and federal funds or "social" investments return to the area. The Oso tragedy influenced the community's sense of shared experience and connectivity. **Community values:** Family, Tradition, Community, Nature, Helping Others, Privacy/Solitude
SUAK-SUIAT-TLE TRIBAL HEALTH CLINIC:		Staff suggested resolving the transportation challenges found in rural areas such as here would help their clients the most. For example, driving daily to MAT "in town" such as Everett is a 102 mile drive round trip, daily. Many residents in the region do not have vehicles. They must rely on a family member to leave work and drive them and/or help fund the trip. Additionally, gas cost from 500mi/week travel is a substantial burden. A **Gasoline Travel Voucher** concept was suggested by UW student. This was conceptualized as a reimbursement voucher for daily successful MAT attendance in town as a potential solution to explore in a pilot program. Program would be "signed off" by the MAT provider, tracked by the County, and have local reimbursement champions lead by trained staff members. This concept was met with substantial agreement as it would lift this financial and access burden immediately.

Figure 35. Region Specific Questionnaire Discussion

SULTAN:	High preference for internet use in information gathering (Q1). A majority of respondents felt a wallet-sized handout would be useful during stressful situations (Q2 Response). They did not feel consistently feel prepared to talk about opioid use prevention and treatment (Q3 Response). Respondents here did not feel a cell phone app nor a pamphlet would be helpful (Q4, Q5 Response). However, respondents were very likely to use a website for information (Q6 Response).	**Community values:** Helping Others, Tradition, Privacy / Solitude, Community, Nature, Change, Beauty
MONROE:	Monroe had unclear conclusions from Q2 and Q3 other than a greater diversity in preferences for information demand and use. They did not feel consistently feel prepared to talk about opioid use prevention and treatment (Q3 Response). Respondents here did not feel a pamphlet would be helpful. In contrast, there was a high preference for internet use both for Opioid specific information, as well as a preference in general (Q1, Q5,Q6) Response). This area was very likely to use a cell phone app to find access for opioid treatment (Q4 Response).	**Community values:** Helping Others, Nature, Family, Community, Connection
EVERETT:	Everett is the only area that had a significant preference for use of Pamphlets for Opioid Treatment Resource information (Q5 Response). A majority of respondents felt a wallet-sized handout would be useful during stressful situations (Q2 Response). The interest in use of a cell phone app was also supported here (Q4).	**Community values:** Nature, Family, Creativity, Aesthetics

Figure 35. Region Specific Questionnaire Discussion (continued)

TOTAL QUESTIONNAIRES BY REGIONAL

Total Darrington Area:	**46**
Respondents from Darrington	*44*
Respondents from Suak-Suiattle Health Clinic	*2*
Total Sky Valley Area:	**55**
Respondents from Monroe	*31*
Respondents from Sultan	*18*
Respondents from Everett, Gold Bar, Index	*6*
Total All Regions:	**101**

Figure 36. Questionnaires by Region.

Group Brainstorm on Current Public Health Messaging Examples Connecting Public to Resources *Weighted by High to Low Frequency of Suggestion*			
Helpful Features	Frequency	Unhelpful Features	Frequency
Effective design	11	Ineffective design	8
Good Steps	9	Hard to Read	6
Portable	6	Crowded	5
Clear, Simple	6	Requires Prior Knowledge	3
Good Crisis Tool	4	Wasn't a "Shortcut"	3
Local	3	Not Durable	2
Durable	2	Overwhelming	2
Interactive	2	Not portable	1
Personalized	2	Hard to "update"	1
Action Oriented	1	Too Much Info	1
Addresses Stigma	1	Not Engaging	1
Guided Thoughts	1		
Lots of Useful Information	1		
Bold Letters	1		
Statistics	1		
QR Code	1		
Paragraph Format	1		

Figure 37. Group Brainstorm on current public health messaging examples connecting the public to resources

Resource Evaluation and Community Engagement on the Topic of Opioid Use Disorder in Snohomish County

Recommendations

Decision Tree

Overview

Based on information gathered from Snohomish County Rural Opioid Response Consortium, Gaps Analysis Report provided by SHD, focus interviews, and the community questionnaires we developed a decision tree (Appendix F) using XMind ZEN organization software. XMind is an open source software tool for creating mind maps and decision trees, but purchasing a yearly subscription allows for additional functions such as public and private sharing. While XMind allows for intricate mapping and organizational flow design, their format may be prohibitive for partner sharing. For this reason, we included visuals in our Appendix to show the degree of detail this decision tree requires for county developers. Below are figures highlighting specific gaps present in the full decision tree.

Barriers Addressed

This decision tree highlights barrier categories shown previously in **Figure 2**: finances, awareness and education, transportation, accessibility to resources and providers, and requirement to enter treatment. These identified barriers informed the decision tree framework. Questions remain regarding: insurance status and provision (finance), rural status (transportation), medication assisted treatment (MAT) information, (awareness and education) and parent/pregnancy status (access to resources) or age of individual (access to resources). See **Figures 38-42** which highlight specific branches of the OUD Resources for Myself decision tree.

Interpretation of Gaps

Our decision tree highlights gaps in the ability to gather sufficient information and SHD's own gap analysis. These gaps illustrate what we do not know, what does not exist, what is in flux, and what needs further clarification to improve resource accessibility. **Figure 43** shows identified gaps within prevention resources branches for Sky Valley Region.

We recommend using highlighted gaps to focus continued assessment and identification of resources in remote communities. These gaps provide additional evidence for community needs. They can direct efforts for improving transportation barriers, access to treatment facilities, educational opportunities, and policy changes for accessibility to resources.

We also recommend promoting the decision tree on multiple platforms to increase community awareness of this tool. Qualitative interviews highlighted the importance of physical message boards, as well as online information campaigns to increase community awareness of decision-making tools. Community members who responded to the questionnaire showed the need for access treatment information in web and hard copy format. While we have included snapshots of our interactive decision tree, we would suggest developing condensed, physical tree models as a practical resource for folks who do not use or lack access to web resources. For mockup decision tree models, and drafts of decision tree tools, refer to Appendix F.

Figures 38-42. Decision Tree Screenshots
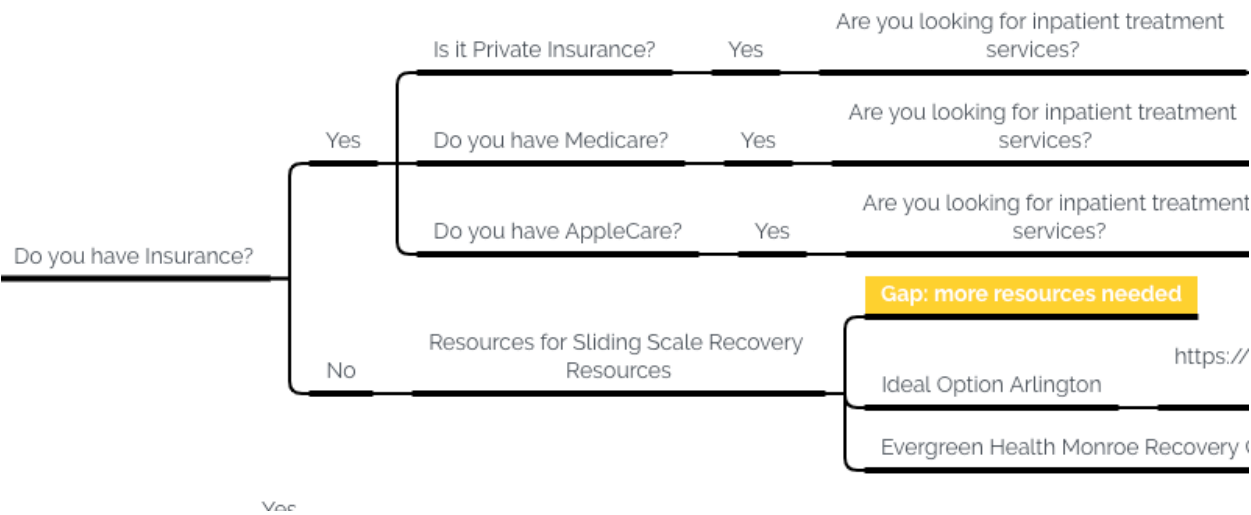
Figure 38. Insurance Status Decision Branch
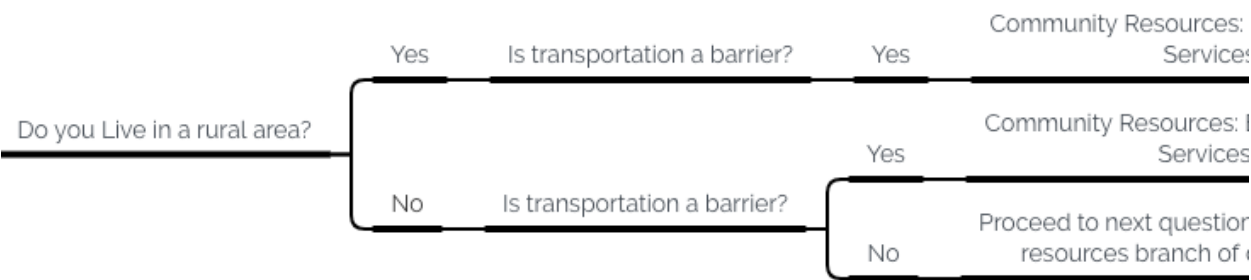
Figure 39. Rural Status Decision Branch
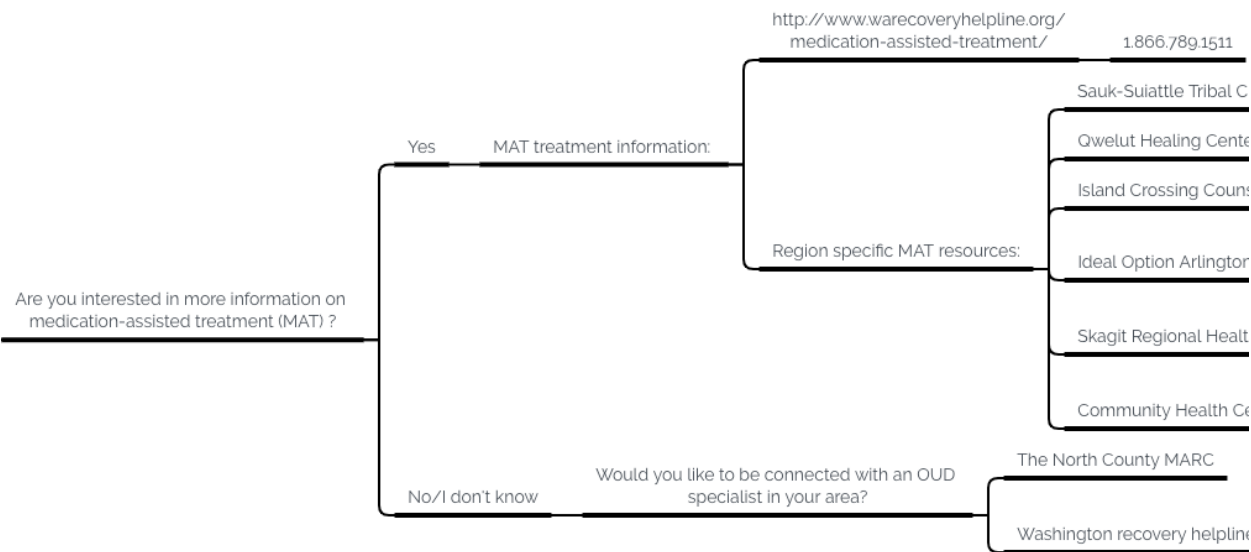
Figure 40. MAT Resources Decision Branch
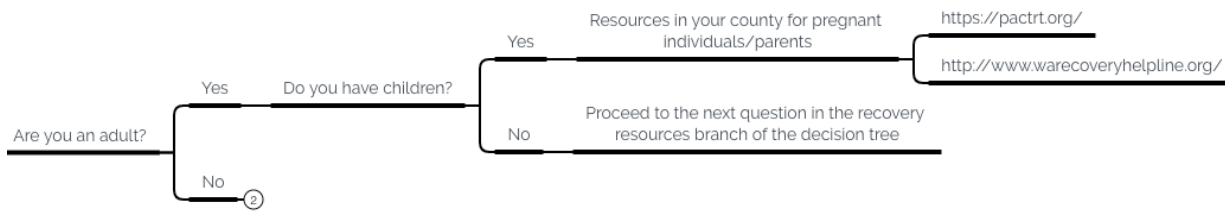
Figure 41. Parenting/Pregnancy Specific Resources Decision Branch

Figure 42. Juvenile Specific Resources in Darrington Decision Tree
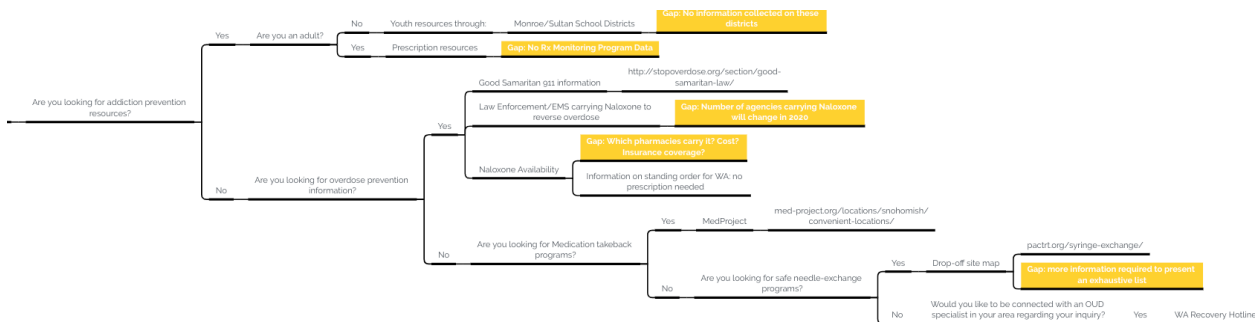
Figure 43. Mapping Decision Tree Gaps

Opioid Resource Tool

Overview

Our tool recommendations go beyond a website or an application, reflecting the feedback we got from community members regarding where they get their information and how reliable cell service is in parts of the county. Our suggestions can be even more tailored to specific needs expressed by Darrington, Monroe, Sultan, Snohomish and Everett. Our four-part marketing and design suggestions highlight the expressed need for education and stigma reduction when it comes to OUD. Specific verbiage and design would need to be developed by Snohomish County health district and community members to insure cultural relevance.

Education

Anecdotal and quantitative evidence gathered throughout Snohomish County highlight stigma and education around substance use disorders as significant barriers to accessing treatment. Meaning a cornerstone of Snohomish County health district's opioid resource navigation tool should be OUD education including information on the life cycle of addiction, breakdown of stigma, and strategies for navigating conflict. Depending on when someone began using opioids (youth, adolescence, middle or old age), they will need different types of resources. Our tool would promote understanding of expectations for inpatient, outpatient treatment, and everything in between. By having our tool address stigma and conflict, we can encourage loved ones and providers to engage with conversations around possible opioid use earlier and hopefully reduce the amount of pain that can occur when starting these conversations. A consideration for our tool is the education component vital for encouraging people to have these conversations regardless of when or how or if they become impacted. Another important component is education on being safe while using and what to do if you or someone you know are overdosing (including debunking myths around EMS and police involvement).

Integration of existing tools

Integrating existing tools will help improve access to community resources our opioid resource tool will continue to help sew together the "patchwork of resources" throughout Snohomish County. These community resources would not just include treatment but also food security, housing, transportation and other community assets. By highlighting local organizations and their contact information we can make sure people are getting to the great place. In order to maintain accuracy, SHD will need to have a staff member periodically checking with community resources regarding contact information, changes in policy, and any updates to wavered providers. Washington recovery helpline already has a fantastic infrastructure statewide with yearly check ins with treatment options to make sure the information they have is accurate. We hope that our tool would be able to tailor resources to Snohomish County. As shown in our decision tree, existing tools for accessing insurance and other low-cost treatment options (support groups) need to be highlighted and expanded.

Low Burden and Specific

Our tool marketing and design suggestions are presented as region specific, taking into account how barriers in some regions are better addressed by physical materials as opposed to putting all our resources into a website. In order to reflect the regional specificity of the physical materials the online resources would be searchable by zip code. In addition, the search engine responds to the user's location. So, if they seem invested in treatment options outside of their zip code, a transportation alert pops up letting them know it may be more difficult to get to the resource they are looking at. In addition to decreasing burden when locating treatment options and resources, we recommend SHD invest in better understanding the impact transportation has on access and how treatment tools can be used to address transportation as a barrier.

Tool Marketing and Design with Regional Variations

For ease of access and use our tool marketing and design will include four options: wallet card, pamphlet, website, and poster. Each of these tools will mirror each other in content and design with an emphasis on continuity across mediums. Utility of specific mediums will be emphasized depending on which service area the tool is for. There will also be additional content added as available space increases with the website having the most information.

Wallet Card

Data and qualitative interviews show depending on where someone is located, whether more urban like Everett or more rural like Darrington, wallet cards increase in popularity.

Darrington: Out of 41 individuals who filled out the questionnaire, 56% of respondents thought a wallet card would

be somewhat or very useful for offering tools about how to respond to a stressful situation. Although our sample size is small, the initial responses seem promising for a Darrington area specific wallet card. We recommend a wallet card be a key component of tool development for the Darrington area. The wallet card would highlight local resources Darrington Family Medicine and Sauk-Suiattle Indian Tribe Department of Health Services.

Everett, Snohomish: We had lower response rates for Everett and Snohomish, but from what our questionnaires told us a wallet card is not as popular of an option. Especially when looking at the response to an application or other web-based service. Keeping this in mind, efforts to distribute a wallet card for these areas should be scaled to account for regional usefulness.

Monroe, Sultan: Monroe and Sultan have mixed opinions on the usefulness of a wallet card, averaging a 1-2 person difference between options. This being the case, we recommend further research into what information on a wallet card would make it more or less useful for community members in Monroe and Sultan. Do not discount its usefulness altogether. **Figure 44** shows an example of wallet card contents.

Outside of card

Inside of card

Big picture steps for engaging with treatment (identify supports, connect, treat, recover)

Contact Information for main Snohomish county clinics
WA Recovery Helpline #
211 information

Opioid Recovery tool website
QR code to access site
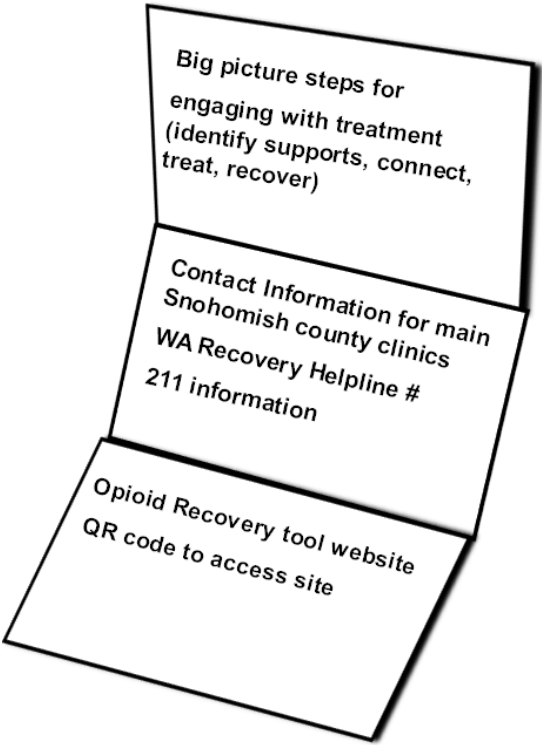
Answers the questions:

What is stigma?

How it impacts our whole community?

Education on the cycle of addiction, how people can start and how they can be supported along the way.

Vocabulary breakdown:

Opioids, Substance use disorder, MAT, OxyContin

Figure 44. Wallet Card Recommendations

Pamphlet

We present pamphlet content as a narrative with each of the inner flaps giving recommendations and starting points for finding opioid use treatment. For yourself, a loved one, or as a provider, mirroring the way WA Recovery Helpline presents treatment options on their website. In contrast to the wallet sized cards, which offer less nuance but quick and discreet accessibility, the pamphlet is less discreet. It does offer opportunity to start providing resources tailored to an individual's experiences. Pamphlet tools should include numbers for clinics found in Snohomish County and Washington Recovery hotline on the back. The goal of the pamphlet is that it could supplement the wallet card. This can be accomplished by offering at the same time or perforating the back of the pamphlet, so it becomes a removal wallet card.

Darrington: Darrington's feedback on pamphlets was overwhelmingly neutral. In order to make pamphlet distribution in Darrington worth it SHD would need to closely tie pamphlet roll out with additional resources.

Everett, Snohomish: These communities appear uninvested in using a pamphlet as a tool for gathering opioid treatment options. If pamphlets were created, additional research is recommended in order to find ways to make them more useful.

Monroe, Sultan: Similar to feedback on a wallet card, Monroe and Sultan did not seem particularly invested in a pamphlet as a tool for distributing information. Sultan does have a visitor center with an extensive collection of local resources including prevention and recovery resources. They would be able to showcase a pamphlet in their widely used, and highly regarded community location. **Figure 45** shows an example of what information a pamphlet might contain.

The outside of the pamphlet would answer the questions:

- What is stigma?

- How does it impact our whole community?

Another section would include:

- Opioid Recovery tool website

- QR code to access site

- Number for WA Recovery Helpline

Lastly, the third section would provide information on:

- Education on the cycle of addiction, how people can start and how they can be supported along the way.

- Vocabulary breakdown

- Opioids, Substance use disorder, MAT, OxyContin

Inside of Pamphlet
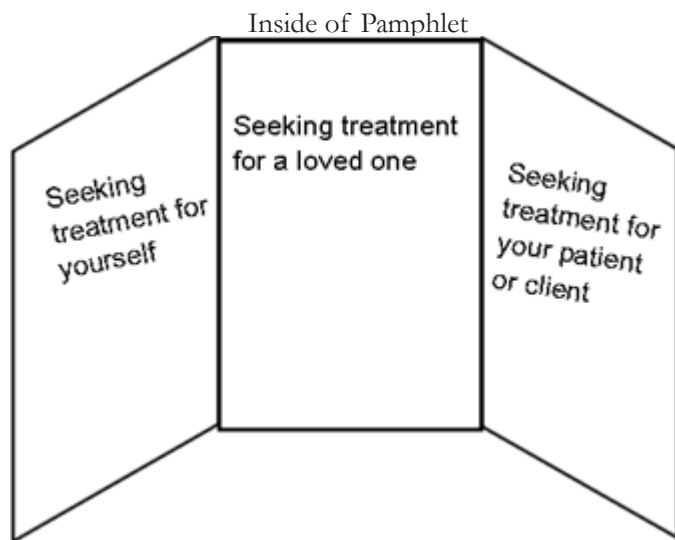
Figure 45. Pamphlet Recommendations

Website

Recommendations for the opioid treatment resource website includes all content listed in the wallet handout, pamphlets, and posters. In addition, we want the website to be searchable by zip code so users can see an entire list of resources filtered by direct treatment options and any other support they might need. WA Recovery helpline is in the process of creating such a resource on their website. We recommend partnering with them to direct people towards their resource or find ways to make our resources more specific to Snohomish County. As the user navigates the website, location specific pop-ups would be helpful if someone is researching a treatment option far away from where they are located. Helping prevent folks from getting invested in a treatment option without realizing that transit to the treatment option is a barrier. In addition to an extensive resource library (including food security, transportation, and housing resources). The website would offer tools for breaking down stigma and educating folks on the collective responsibly our communities have when it comes to addressing OUD.

Darrington: Interviewee's had concerns about relying on websites and data access for the majority of opioid treatment options. Internet access is not reliable as you go further away from the middle of town. But for individuals with cell phone reception, an application or a website are seen as useful for navigating opioid treatment tools.

Everett, Snohomish: Compared to Darrington, a website is seen as more useful than a cell phone application. But website seems to be the most useful out of the four options offered.

Monroe, Sultan: A cell phone application was a popular option in Monroe, right alongside website as a way of navigating opioid treatment options. Whereas Sultan did not see as much usefulness of a cell phone application, disproportionately favoring website.

Poster

Although a poster was not an option in our questionnaire, Darrington interviewees discussed the importance of spaces like the post office, library and community centers for sharing information. Posters and bulletin boards where mentioned as a way of sharing information to larger audiences in highly trafficked areas. Interviewee's in Snohomish and Sultan also mentioned the importance of posters in community spaces as a way to share information. We recommend more direct research in order to better understand the effectiveness of posters as a method of communicating opioid treatment options.

Conclusions

Findings suggest Snohomish County community has an immense amount of strengths rooted in:
- Variety of helpful resources
- Resiliency
- Support embedded within community
- Collaborative partnerships
- Treatment options view patients as valuable members of their community regardless of circumstances.

Community members and treatment providers acknowledge the numerous barriers for those seeking treatment including:
- Financial limitations
- Stigma related to opioid use disorder
- Lack of transportation
- Accessibility to services
- Stringent requirements to enter treatment

Qualitative interviews were a critical aspect of gaining community voice in the development of a decision tree and tool. By infusing individual treatment seekers' and providers' perspectives into recommendations for the decision tree, partnerships between Snohomish Health District and members of the community are strengthened, bolstering pathways for further collaboration.

Key decision tree and tool recommendations taken from interviews and questionnaires include:
- Explore XMind and other software options for creating an accessible and clear decision tree.
- Expand sliding scale fee options.
- Treatment resources presented as wallet cards and websites are highly useful.
- Regional variation in treatment resource needs to be taken into account when developing a suite of tools.
- Cell phone application is not seen as useful as other treatment resources.
- OUD education is important for promoting treatment options and reducing stigma.
- Expand number of providers with waivers in Snohomish county.
- Solidify reporting mechanisms for providers with waivers and other prevention resources (syringe exchanges and Naloxone).

Finally, conducting interviews throughout the vast geographic locations in Snohomish County provided our team insight into the lived experiences of community members and the innate resilience that exists in its people, building connections and ensuring the community is centered in our work.

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Appendix A: Tables and Lists

Items in the Assets Sub-Categories:
Items in the Community Resources category listed in interviews:
- Syringe exchange
- Swedish Ballard
- Evergreen Recovery
- Embedded social workers
- Not a requirement to be clean and sober
- Housing program for mothers
- Snohomish County Children's coalition
- Ideals options
- Carnegie Center
- Resources support in taking the time you need
- Detox diversion centers with short term placement
- Health clinic
- North county family resource center
- COET - Community Outreach and Enforcement Team
- Office of Neighborhoods
- School district has positive prevention programs
- Pacific Treatment Alternatives

Items in the Wide Treatment Options for Diverse Populations category listed in interviews:
- Treats multiple groups of people, different types of users
- Will accept if taking some other drugs (meth, pot)
- Pregnant people are served
- Medicaid transformation has allowed referral pool to open up
- Bridgeways accepts clients as long as they are able to move toward goals so there are no barriers to access services

Items in the Barriers Sub-Categories:
Items in the Financial category listed in interviews:
- Expensive medication even with insurance
- Difficult to work while withdrawing
- Insurance decides what is best for people rather than providers
- Financial (insurance)

Items in the Transportation category listed in interviews:
- Transportation (x2)
- Hard to reconnect with people once they have left, especially if homeless
- Transportation is an issue, people do not want to drive far for treatment
- Isolation of community leads to transportation issues

Items in the Requirements to Enter Treatment category listed in interviews:
- Diversion center in jail only way to get into detox holding
- Specific requirements for Pacific Treatment Alternatives program (used while pregnant)
- Insurance determines programs you can get into
- Can't be court ordered into program
- Can't be in program if under jurisdiction
- Mostly taking just Medicaid, not other insurance

Appendix B: Photographs

Top left: Darrington community visit demonstrated close ties after the 2014 Oso Landslide closed off the road to town and impacted families with severe loss. Top right: The landscape is a deep bowl surrounded by mountains. Bottom left: Darrington's North Counties Family Services served multiple programs and was well known within the town as a gathering place for health program information. Bottom right: The Darrington community is closely tied to the natural landscape of the area.

Community Questionnaire

1. I prefer to get my information from:

Radio	Television	Newspaper	Internet	Mail

2. In stressful situations, wallet-sized handouts are useful for quick access to information.

1	2	3	4	5
Not Useful				Very Useful

3. I feel prepared to talk about **opioid use prevention and treatment** in my community.

1	2	3	4	5
Not Prepared				Very Prepared

4. How likely are you to use a **cell phone app** to find access to opiate treatment resources for yourself or someone you know?

1	2	3	4	5
Not Likely				Very Likely

5. How likely are you to use a **pamphlet** to find access to opiate treatment resources for yourself or someone you know?

1	2	3	4	5
Not Likely				Very Likely

6. How likely are you to use a **website** to find access to opiate treatment resources for yourself or someone you know?

1	2	3	4	5
Not Likely				Very Likely

7. My cell phone service is reliable.

1	2	3	4	5
Not Reliable				Very Reliable

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Community Oriented Public Health Practice, University of Washington 11/19

Circle 5 words you think represent your community's values.

Accomplishment	Fame	Perseverance
Achievement	Family	Personal growth
Acknowledgement	Financial security	Physical fitness
Action	Freedom	Play
Advancement	Friendship	Pleasure
Adventure	Fun	Power
Aesthetics	Happiness	Privacy/solitude
Affluence	Health	Productivity
Authenticity	Helping others	Recognition
Authority	Humor	Relationship
Autonomy	Independence	Respect
Balance	Influence	Responsibility
Beauty	Inner Harmony	Risk
Belonging/affiliation	Innovation	Romance
Challenge	Intelligence	Sensuality
Change	Intimacy/love	Security
Clarity	Integrity/honesty	Self expression
Collaboration	Joy	Service
Community	Justice/fairness	Stability
Competence	Knowledge	Spirituality
Competition	Leading	Status
Connection	Learning	Success
Contribution	Loyalty	Teamwork
Cooperation	Money	To be known
Courage	Nature	Tradition
Creativity	Nurture	Trust
Directness	Orderliness	Vitality
Education	Partnership	Wealth
Empowerment	Peace	Wisdom
Excellence	Performance	

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Qualitative Interview Guide

This guide is divided into sections to facilitate effective interviews with a variety of parties. Use the table of contents to navigate the document to the appropriate section and follow any embedded links for further resources. In the event that this guide is printed, the listed appendix contains the aforementioned resources.

Table of Contents

Interview Preparation

Use the following steps to prepare for your interview.

1. Make a copy of this guide and store it in the Google Drive folder "[Interviews](#)" with the following naming convention: "Interview_NameofInterviewee_NameofInterviewer_Date"
2. The interviewee is:
    a. They are a (highlight the most appropriate):
        i. Healthcare Provider
        ii. Faith-Based Organization
        iii. First Responder
            1. Law Enforcement
            2. Firefighter
            3. EMT
        iv. Tribal Clinic/Healthcare Provider
        v. Charitable Organization
        vi. Legislator or Legislative assistant
3. The purpose of this interview is:
4. The interview is (highlight one):
    a. by phone
    b. in person
5. I have the consent of the interviewee to use this information for our project:
    a. Yes
    b. No
        i. Discuss with SHD and project coordinator how to establish, if needed
6. How long is the interview scheduled for (try to estimate the length of the interview out of consideration for interviewee's other responsibilities):
    a. Interview start time:
    b. Interview end time:
7. How am I documenting this interview:
8. Prior to conducting the interview:
    a. introduce yourself and thank the interviewee for their participation
    b. explain the purpose and estimated length of the interview
    c. provide the interviewee with a way to reach you with any questions or follow-up
    d. ask the interviewee if they have any questions

Interview Participants and Questions

This section is divided by the type of participant and questions for that participant. The questions are listed in sequential order, however, pay close attention to whether the respondent has already answered a question. We want to avoid redundant questions and giving the impression that we are not listening. Some initial questions will have follow-up or probing questions, however, please ask follow-up questions as needed. This includes adding your own follow-up questions. If you do ask your own follow-up, please describe the question in your notes. Where and when appropriate, include reference to **prevention and recovery** options as well.

Note: if using short-hand or abbreviations during the interview, please ensure that these are later translated to assist in the analysis of responses.

Healthcare Providers

1. We know there may be challenges in addressing opioid use in your community. What strengths does this community (Snohomish County, Darrington, Sky Valley) have to address opioid use disorder/substance use disorder currently; such as faith-based organizations, support groups for people with substance use, treatment centers, prevention in schools, needle exchange?

Response:

2. At what point in a person's search for **treatment** do they access your services?

Response:

3. What **treatment** options do you provide?

Response:

4. What populations do you generally serve?

Response:

5. What barriers exist for those navigating entry for **treatment**?

Response:

6. What do you think would be a helpful tool for people seeking substance use disorder services such as prevention, treatment and recovery in Snohomish County to have? How could you see your organization using a tool that assists those seeking **treatment**?

Response:

7. [Potential follow-up] How does your organization believe existing tools can be integrated to assist those seeking information on prevention, treatment, and recovery care?

Response:

8. [Potential follow-up] How do people get sent to you/find your treatment services? What are these chan-

nels, and how can they be supported?

Response:

9. [Potential follow-up] How is your organization working with other community partners in order to support people with OUD in getting better access to appropriate services?

Response:

Faith-Based Organization

1. We know there may be challenges in addressing opioid use in your community. What strengths does this community (Snohomish County, Darrington, Sky Valley) have to address opioid use disorder/substance use disorder currently; such as support groups for people with substance use, treatment centers, prevention in schools, needle exchange?

Response:

2. At what point in a person's search for **help** do people experiencing substance abuse come to you?

Response:

3. What populations do you generally serve?

Response:

4. What **help** do you provide?

Response:

5. What do you think would be a helpful tool for people seeking substance use disorder services such as prevention, treatment and recovery in Snohomish County to have? How could you see your organization using a tool that assists those seeking **treatment**?

Response:

First Responder

Please highlight which type of first responder org/individual was interviewed.

Law Enforcement | Firefighter | EMT

1. We know there may be challenges in addressing opioid use in your community. What strengths does this community (Snohomish County, Darrington, Sky Valley) have to address opioid use disorder/substance use disorder currently; such as faith-based organizations, support groups for people with substance use, treatment centers, prevention in schools, needle exchange?

Response:

2. At what point(s) do you interact with people who are experiencing opioid/substance abuse disorder?

Response:

3. What do you think would be a helpful tool for people seeking substance use disorder services such as

prevention, treatment and recovery in Snohomish County to have? How could you see your profession using a tool that assists those seeking **treatment**?

Response:

4. [Potential follow-up] What does an online tool/app need to be useful for treating those experiencing OUD and overdose? What do you need it to look like and to provide for you?

Response:

5. [Potential follow-up] How do you find services for an individual with OUD? How do you determine the most effective services for the person?

Response:

6. [Potential follow-up] In the field, what is the easiest tool to use in order to determine the most effective services for an individual?

Response:

Tribal Clinic/Healthcare Provider

1. We know there may be challenges in addressing opioid use in your community. What strengths does this community (Snohomish County, Darrington, Sky Valley) have to address opioid use disorder/substance use disorder currently; such as faith-based organizations, support groups for people with substance use, treatment centers, prevention in schools, needle exchange?

Response:

2. At what point in a person's search for **treatment** do they access your services?

Response:

3. What **treatment** options do you provide?

Response:

4. What barriers exist for those navigating entry for **treatment**?

Response:

5. What do you think would be a helpful tool for people seeking substance use disorder services such as prevention, treatment and recovery in Snohomish County to have? How could you see your organization using a tool that assists those seeking **treatment**?

Response:

6. [Potential follow-up] How does your organization believe existing tools can be integrated to assist those

seeking information on prevention, treatment, and recovery care?

Response:

7. [Potential follow-up] What are resources available to people living on reservations, and how could we integrate them into supporting those with OUD?

Response:

8. [Potential follow-up] What challenges are there that are specific to those visiting Tribal Clinics?

Response:

Charitable Organization

1. We know there may be challenges in addressing opioid use in your community. What strengths does this community (Snohomish County, Darrington, Sky Valley) have to address opioid use disorder/substance use disorder currently; such as support groups for people with substance use, treatment centers, prevention in schools, needle exchange?

Response:

2. At what point in a person's search for **help** do people experiencing substance abuse come to you?

Response:

3. What **help** do you provide?

Response:

4. What populations do you generally serve?

Response:

5. What do you think would be a helpful tool for people seeking substance use disorder services such as prevention, treatment and recovery in Snohomish County to have? How could you see your organization using a tool that assists those seeking **treatment**?

Response:

Legislator or legislative assistant

Please indicate who you spoke with.

Legislator | Legislative Assistant

1. What resources are you familiar with for opioid use prevention, treatment and recovery?

2. What do you see as priorities for your district around opioid use and treatment?

3. What barriers are you aware that exist for those seeking treatment?

```

```

4. [Potential follow-up] What do you think could help remove these barriers?

```

```

5. [Potential follow-up] What other resources do you think could be the most helpful for people looking for help with prevention, treatment or recovery?

```

```

6. [Potential follow-up] Are there any specific laws that would impact the effective use of a tool such as this?

```

```

Individual Treatment Seekers

Please ensure that you are using utmost care and upholding the principles of Community-based Participatory Research during these interviews. Expert and experiential information combined create the most valuable data pools. Keep community members at the forefront of your mind, and remain aware that this is a collaborative partnership.

1. What resources are you familiar with for substance use prevention, treatment and recovery?

```
Response:
```

2. [Potential follow-up] In your experience, which are the most helpful (for prevention, treatment and re-covery)?

```
Response:
```

3. Were there ever things that made it difficult or got in the way of using these resources?

```
Response:
```

4. [Potential follow-up] What do you think could help remove these difficulties or barriers?

```
Response:
```

5. What other resources do you think could be the most helpful for people looking for help with prevention, treatment or recovery?

Response:

6. If you feel comfortable, please describe your circumstances when you were seeking opioid treatment. (homeless, working, kids, health insurance, living on reservation, past experience with treatment for OUD, access to car, computer access, telephone access)

Response:

Appendix E: Decision Tree
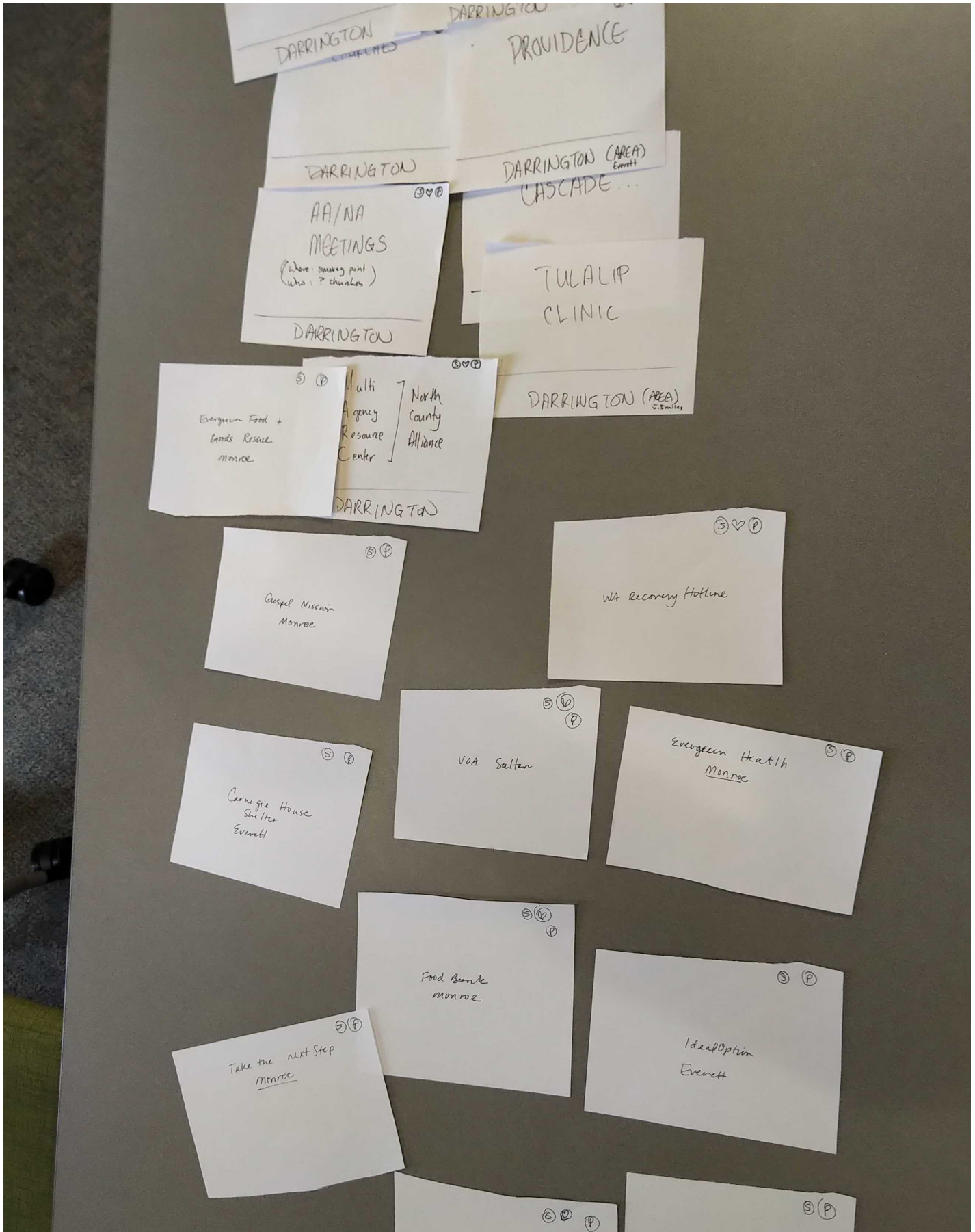
Image: Decision tree mock-ups.
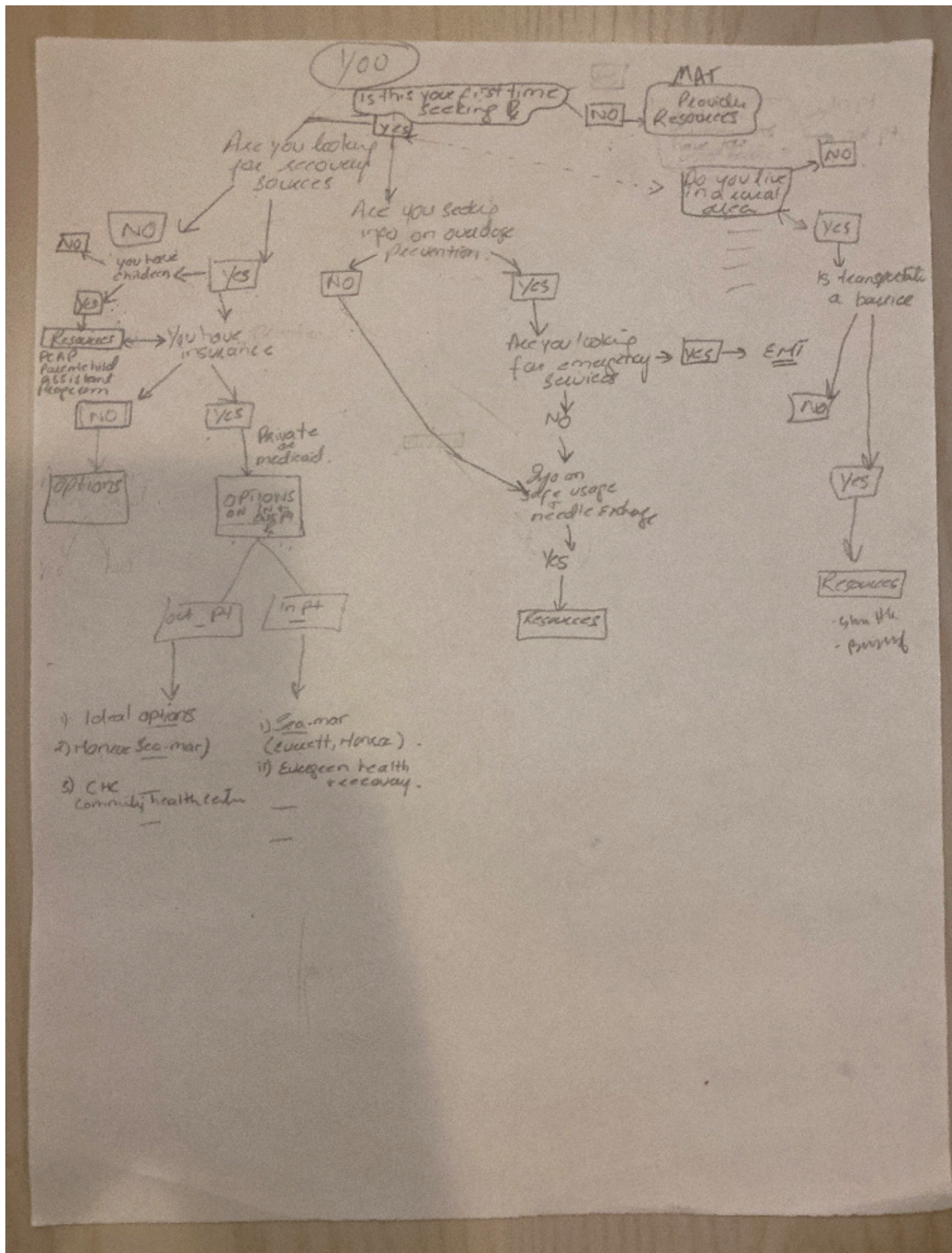
Image: Decision tree mock-ups.

Over 18 and Using Opiates

```
                                Gender
           ┌───────────────────────┼─────────────────────────┐
         Male                    Female                      Other
                                                   • Embedded Social Worker:
         Kids?                    Kids?              Lauren Rainbow
       ┌────┴────┐            ┌────┴────┐          • transhealth@hca.wa.gov
     Yes        No          Yes         No
```

Under **Male → Kids? → Yes**:

Pacific Treatment Alternatives: (425) 259-7142 ext. 200

Under **Female → Kids? → Yes**:

- *Pacific Treatment Alternatives*: 1721 Hewitt Ave. Everett, WA 98201 (425) 259-7142 ext. 200
- *Swedish Ballard* 206-386-6000
- *Evergreen Recovery Center* 2601 Summit Avenue – Bldg. C (Lower Level) Everett, WA 98201 Phone: (425) 258-3255

Male → Kids? → No → Homeless?

Homeless? → Yes:

Diversion Center (must be referred by Embedded Social Worker or Law Enforcement) 1918 Wall St. Everett, WA 98201 425-471-6100

Homeless? → No → Tribal?

Tribal? → Yes:

Island Crossing Counseling Services 5700 172nd St. NE Arlington, WA 98223 Tel: (360) 652-9640

Tribal? → No:

Therapeutic Health Services 9930 Evergreen Way, Building Z150 Everett, WA 98204 Phone: (425) 347-5121

Female → Kids? → No → Homeless?

Homeless? → Yes:

Diversion Center (must be referred by Embedded Social Worker or Law Enforcement) 1918 Wall St. Everett, WA 98201 425-471-6100

Homeless? → No → Tribal?

Tribal? → Yes:

Island Crossing Counseling Services 5700 172nd St. NE Arlington, WA 98223 Tel: (360) 652-9640

Tribal? → No:

Therapeutic Health Services 9930 Evergreen Way, Building Z150 Everett, WA 98204 Phone: (425) 347-5121

OUD Resources for Myself

In which region of Snohomish County do you reside?

Darrington

- Are you looking for prevention resources?
  - Yes
    - Are you looking for addiction prevention resources?
      - Yes
        - Are you an adult?
          - No
            - Youth resources through:
              - Darrington High School Student Assistance Professional
          - Yes
            - Prescription resources
              - Gap: No Rx Monitoring Program Data
      - No
        - Are you looking for overdose prevention information?
          - Yes
            - Good Samaritan 911 information
              - http://stopoverdose.org/section/good-samaritan-law/
            - Law Enforcement/EMS carrying Naloxone to reverse overdose
              - Gap: Number of agencies carrying Naloxone will change in 2020
            - Naloxone Availability
              - Gap: Which pharmacies carry it? Cost? Insurance coverage?

- Information on standing order for WA: no prescription needed
- No
  - Are you looking for Medication takeback programs?
    - Yes
      - MedProject
        - https://med-project.org/locations/snohomish/convenient-locations/
    - No
      - Are you looking for safe needle-exchange programs?
        - Yes
          - Drop-off site map
            - https://pactrt.org/syringe-exchange/?fbclid=IwAR0IYRGDDz-JOBSsiuXal_Xw2l6C7FeZgAvZg81pl0NV4i9fQXKkL2IYFlxg
            - Gap: more information required to present an exhaustive list
        - No
          - Would you like to be connected with an OUD professional in your area regarding your inquiry?
            - Yes
              - WA Recovery Hotline: 1.866.789.1511 (206.461.3219)
- No
  - Are you looking for recovery resources?
    - Yes
      - See Recovery branch of decision tree
    - No
      - Are you looking for wrap around services?
        - Yes

- See Wrap around services branch of decision tree

- No

  - Would you like to be connected with an OUD professional in your area regarding your inquiry?

    - Yes

      - WA Recovery Hotline

        - warecoveryhelpline.org

        - 1.866.789.1511 (206.461.3219)

- Are you looking for recovery resources?

  - Yes

    - Are you interested in more information on medication-assisted treatment (MAT) ?

      - Yes

        - MAT treatment information:

          - http://www.warecoveryhelpline.org/medication-assisted-treatment/

            - 1.866.789.1511

          - Region specific MAT resources:

            - Sauk-Suiattle Tribal Clinic

              - 360.436.1124x223

            - Qwelut Healing Center

              - 360.435.3985

            - Island Crossing Counseling Services

              - Methadone treatment

                - 360.652.9640

            - Ideal Option Arlington

              - https://www.idealoption.com/clinics/arlington

- 1.877.522.1275
  - Skagit Regional Health Clinic
    - https://www.skagitregionalhealth.org/
      - 360.436.1055
        - restrictions
          - existing patient
          - local to Darrington
  - Community Health Centers Arlington
    - https://www.chcsno.org/
      - (360) 436-1217
- No/I don't know
  - Would you like to be connected with an OUD specialist in your area?
    - The North County MARC
    - Washington recovery helpline:
      - 1.866.789.1511 (206.461.3219)
      - http://www.warecoveryhelpline.org/
- Do you have Insurance?
  - Yes
    - Is it Private Insurance?
      - Yes
        - Are you looking for inpatient treatment services?
          - Yes
            - Inpatient Resources
              - Evergreen Health Monroe Recovery Center

- o www.recoverycentermonroe.com
  - ▪ 360.794.1405
- ▪ No
  - ▪ Outpatient Resources
    - ⬜ Sauk-Siuattle Health Tribal Clinic
      - o (360) 436-1124x223
    - ⬜ Ideal Option Arlington
      - o https://www.idealoption.com/clinics/arlington
        - ▪ 1.877.522.1275
    - ⬜ Skagit Regional Health Clinic
      - o https://www.skagitregionalhealth.org/
        - ▪ 360.436.1055
    - ⬜ Community Health Center Arlington
      - o https://www.chcsno.org/
        - ▪ (360) 436-1217
- ▪ Do you have Medicare?
  - ▪ Yes
    - ▪ Are you looking for inpatient treatment services?
      - ▪ Yes
        - ▪ Inpatient resources accepting Medicare
          - ⬜ Gap: no inpatient resources found that accept Medicare
      - ▪ No
        - ▪ Outpatient resources accepting Medicare
          - ⬜ Sauk-Siuattle Health Tribal Clinic

- o (360) 436-1124x223
  - ▪ Community Health Center Arlington
    - o https://www.chcsno.org/
      - ▪ (360) 436-1217
  - ▪ Gap: more exhaustive information needed
- ▪ Do you have AppleCare?
  - ▪ Yes
    - ▪ Are you looking for inpatient treatment services?
      - ▪ Yes
        - ▪ Inpatient resources accepting Apple Car
          - ▪ Gap: more information needed
      - ▪ No
        - ▪ Outpatient resources accepting Apple Care
          - ▪ Sauk-Siuattle Health Tribal Clinic
            - o (360) 436-1124x223
          - ▪ Community Health Center Arlington
            - o https://www.chcsno.org/
              - ▪ (360) 436-1217
- ▪ No
  - ▪ Resources for Sliding Scale Recovery Resources
    - ▪ Gap: more resources needed
    - ▪ Ideal Option Arlington
      - ▪ https://www.idealoption.com/clinics/arlington
        - ▪ 1.877.522.1275

- Evergreen Health Monroe Recovery Center
  - www.recoverycentermonroe.com
    - 360.794.1405
- Are you an adult?
  - Yes
    - Do you have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Youth resources through
      - Darrington High School Student Assistance Professional
- Do you Live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes
        - Community Resources: Bus and Shuttle Services
          - Proceed to next question in the recovery resources branch of the decision tree
  - No
    - Is transportation a barrier?
      - Yes

- Community Resources: Bus and Shuttle Services
  - Proceed to next question in the recovery resources branch of the decision tree
- No
  - Proceed to next question in the recovery resources branch of decision tree
- No
  - Are you looking for assessment resources?
    - Yes
      - Qwelut Healing Center
        - 360.435.3985
      - Island Crossing Counseling Services
        - 360.652.9640
    - No
      - Are you looking for prevention resources?
        - Yes
          - See prevention branch of the decision tree
        - No
          - Are you looking for wrap around services?
            - Yes
              - See wrap around services branch of the decision tree
            - No
              - Would you like to be connected with an OUD specialist in your area?
                - Yes
                  - http://www.warecoveryhelpline.org/
- Are you looking for wrap around service resources?

- Yes
  - Are you looking for food/nutrition resources?
    - Yes
      - wa211.org/
      - Darrington Food Bank
        - 360.631.3175
    - No
      - Would you like to be connected with a social services representative in your area?
        - Yes
          - Community Information Network
            - wa211.org
  - Are you homeless and looking for housing options?
    - Yes
      - Arlington Cold Weather Shelter
        - 360.403.4674
      - https://wa211.org/
      - Gap: more comprehensive list of housing resources needed
  - Are you looking for counseling/support services?
    - Yes
      - Counseling services
        - Gap: comprehensive list of counseling services
      - AA resources
        - North County MARC
        - Churches

- - - Gap: comprehensive list of churches sponsoring AA meetings
    - Other
      - Gap: comprehensive list of other locations sponsoring AA meetings
  - No
    - Are you looking for prevention resources?
      - Yes
        - Proceed to the prevention resources branch of the decision tree
      - No
        - Are you looking for recovery resources?
          - Yes
            - Proceed to the recovery resources branch of decision tree
          - No
            - Would you like to speak with an OUD specialist in your area?
              - Yes
                - WA Recovery Hotline
                  - http://www.warecoveryhelpline.org/
                  - 1.866.789.1511 (206.461.3219)
                - Alcohol/Drug 24-Hour Helpline
                  - wwwladhl.org
                  - 206.722.3700

Everett

- Are you looking for prevention resources?
  - Yes
    - Are you looking for addiction prevention resources?

- Yes
  - Are you an adult?
    - No
      - Youth resources through:
        - Everett Public Schools
          - Gap: No information collected on these districts
    - Yes
      - Prescription resources
        - Gap: No Rx Monitoring Program Data
- No
  - Are you looking for overdose prevention information?
    - Yes
      - Good Samaritan 911 information
        - http://stopoverdose.org/section/good-samaritan-law/
      - Law Enforcement/EMS carrying Naloxone to reverse overdose
        - Gap: Number of agencies carrying Naloxone will change in 2020
      - Naloxone Availability
        - Gap: Which pharmacies carry it? Cost? Insurance coverage?
        - Information on standing order for WA: no prescription needed
    - No
      - Are you looking for Medication takeback programs?
        - Yes
          - MedProject
            - med-project.org/locations/snohomish/convenient-locations/

- No
    - Are you looking for safe needle-exchange programs?
        - Yes
            - Drop-off site map
                - pactrt.org/syringe-exchange/
                - Gap: more information required to present an exhaustive list
        - No
            - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
                - Yes
                    - WA Recovery Hotline
                        - warecoveryhelpline.org
                            - 1.866.789.1511 (206.461.3219)
- No
    - Are you looking for recovery resources?
        - Yes
            - See Recovery branch of decision tree
        - No
            - Are you looking for wrap around services?
                - Yes
                    - See Wrap around services branch of decision tree
                - No
                    - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
                        - Yes

- WA Recovery Hotline

  - warecoveryhelpline.org

    - 1.866.789.1511 (206.461.3219)

- Are you looking for recovery resources?

  - Yes

    - Are you interested in more information on medication-assisted treatment (MAT) ?

      - Yes

        - MAT treatment information:

          - www.warecoveryhelpline.org/medication-assisted-treatment/

            - 1.866.789.1511

          - Region specific MAT resources:

            - Sea Mar Everett

              - Everett - Sea Mar

                - www.seamar.org › snohomish-medical-everett

                  - 425.609.5505

            - Ideal Option

              - www.idealoption.com/clinics/everett

                - 1.877.522.1275

            - Evergreen Manor

              - www.evergreenrc.org

                - 425.258.2407

            - Community Health Centers Everett

              - www.chcsno.org

                - 425.640.5492

- Gap: further information should be collected on this region
- No/I don't know
    - Would you like to be connected with an OUD specialist in your area?
        - Washington recovery helpline:
            - 1.866.789.1511 (206.461.3219)
                - www.warecoveryhelpline.org
- Do you have Insurance?
    - Yes
        - Is it Private Insurance?
            - Yes
                - Are you looking for inpatient treatment services?
                    - Yes
                        - Inpatient Resources
                            - Evergreen Health Everett Recovery Center
                                - www.evergreenrc.org
                                    - 425.258.2407
                    - No
                        - Outpatient Resources
                            - Evergreen Health Everett Recovery Center
                                - www.evergreenrc.org
                                    - 425.258.2407
                            - SeaMar Everett
                                - www.seamar.org/snohomish-bh-everett.html
                                    - 425.609.5505

- Community Health Center Everett
  - www.chcsno.org
    - 425.640.5492
- Do you have Medicare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicare
          - Evergreen Health Everett Recovery Center
            - www.evergreenrc.org
              - 425.258.2407
      - No
        - Outpatient resources accepting Medicare
          - Ideal Option Everett
            - www.idealoption.com
              - 1-877-522-1275
          - Community Health Center Everett
            - www.chcsno.org
              - 425.640.5492
          - Gap: more exhaustive information needed
- Do you have AppleCare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes

- Inpatient resources accepting Apple Care
  - Evergreen Health Everett Recovery Center
    - www.evergreenrc.org
      - 425.258.2407
- No
  - Outpatient resources accepting Apple Care
    - SeaMar Everett
      - www.seamar.org/snohomish-bh-everett.html
        - 425.609.5505
    - Ideal Option Everett
      - www.idealoption.com
        - 1-877-522-1275
    - Evergreen Health Everett Recovery Center
      - www.evergreenrc.org
        - 425.258.2407
    - Gap: more exhaustive information needed
- No
  - Resources for Sliding Scale Recovery Resources
    - Gap: more resources needed
    - Ideal Option Everett
      - www.idealoption.com
        - 1-877-522-1275
    - Evergreen Health Everett Recovery Center
      - www.evergreenrc.org

- 425.258.2407
- Are you an adult?
  - Yes
    - Do you have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Youth resources through
      - Everett Public Schools Intervention and Prevention Specialist
        - Gap: We did not identify EPS Intervention and Prevention Specialists
- Do you Live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes
        - Community Resources: Bus and Shuttle Services
          - Proceed to next question in the recovery resources branch of the decision tree
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Is transportation a barrier?

- Yes
  - Community Resources: Bus and Shuttle Services
    - Proceed to next question in the recovery resources branch of the decision tree
- No
  - Proceed to next question in the recovery resources branch of decision tree

o No

- Are you looking for assessment resources?
  - Yes
    - Qwelut Healing Center
      - 360.435.3985
    - Island Crossing Counseling Services
      - 360.652.9640
  - No
    - Are you looking for prevention resources?
      - Yes
        - See prevention branch of the decision tree
      - No
        - Are you looking for wrap around services?
          - Yes
            - See wrap around services branch of the decision tree
          - No
            - Would you like to be connected with an OUD specialist in your area?
              - Yes
                - o http://www.warecoveryhelpline.org/

- Are you looking for wrap around service resources?

  - Yes

    - Are you looking for food/nutrition resources?

      - https://wa211.org/

    - Are you homeless and looking for housing options?

      - https://wa211.org/

    - Are you looking for counseling/support services?

      - Yes

        - Counseling services

          - Gap: comprehensive list of counseling services

        - AA resources

          - Churches

            - Gap: comprehensive list of churches sponsoring AA meetings

          - Other

            - Gap: comprehensive list of other locations sponsoring AA meetings

            - area72aa.org/meetings/everett

  - No

    - Are you looking for prevention resources?

      - Yes

        - Proceed to the prevention resources branch of the decision tree

      - No

        - Are you looking for recovery resources?

          - Yes

            - Proceed to the recovery resources branch of decision tree

- No
  - Would you like to speak with an OUD specialist in your area?
    - Yes
      - WA Recovery Hotline
        - http://www.warecoveryhelpline.org/
          o 1.866.789.1511 (206.461.3219)

Sky Valley

- Are you looking for prevention resources?
  o Yes
    - Are you looking for addiction prevention resources?
      - Yes
        - Are you an adult?
          - No
            - Youth resources through:
              - Monroe/Sultan School Districts
                - Gap: No information collected on these districts
          - Yes
            - Prescription resources
              - Gap: No Rx Monitoring Program Data
      - No
        - Are you looking for overdose prevention information?
          - Yes
            - Good Samaritan 911 information
              - http://stopoverdose.org/section/good-samaritan-law/

- Law Enforcement/EMS carrying Naloxone to reverse overdose
  - Gap: Number of agencies carrying Naloxone will change in 2020
- Naloxone Availability
  - Gap: Which pharmacies carry it? Cost? Insurance coverage?
  - Information on standing order for WA: no prescription needed
- No
  - Are you looking for Medication takeback programs?
    - Yes
      - MedProject
        - med-project.org/locations/snohomish/convenient-locations/
    - No
      - Are you looking for safe needle-exchange programs?
        - Yes
          - Drop-off site map
            - pactrt.org/syringe-exchange/
            - Gap: more information required to present an exhaustive list
        - No
          - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
            - Yes
              - WA Recovery Hotline
                - warecoveryhelpline.org
                  - 1.866.789.1511 (206.461.3219)
- No

- Are you looking for recovery resources?
  - Yes
    - See Recovery branch of decision tree
  - No
    - Are you looking for wrap around services?
      - Yes
        - See Wrap around services branch of decision tree
      - No
        - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
          - Yes
            - WA Recovery Hotline
              - warecoveryhelpline.org
                - 1.866.789.1511 (206.461.3219)

- Are you looking for recovery resources?
  - Yes
    - Are you interested in more information on medication-assisted treatment (MAT) ?
      - Yes
        - MAT treatment information:
          - http://www.warecoveryhelpline.org/medication-assisted-treatment/
            - 1.866.789.1511
          - Region specific MAT resources:
            - Evergreen Health Monroe Recovery Center
              - www.recoverycentermonroe.com
                - 360.794.1405

- SeaMar Monroe
  - www.seamar.org/snohomish-medical-monroe.html
    - 360.282.3885
- Ideal Option Monroe
  - www.idealoption.com
    - 360.436.1124x223
- Gap: More information would be helpful about MAT providers
- No/I don't know
  - Would you like to be connected with an OUD specialist in your area?
    - The North County MARC
    - Washington recovery helpline:
      - 1.866.789.1511 (206.461.3219)
        - www.warecoveryhelpline.org
- Do you have Insurance?
  - Yes
    - Is it Private Insurance?
      - Yes
        - Are you looking for inpatient treatment services?
          - Yes
            - Inpatient Resources
              - Evergreen Health Monroe Recovery Center
                - www.recoverycentermonroe.com
                  - 360.794.1405
          - No

- Outpatient Resources
  - Evergreen Health Monroe Recovery Center
    - www.recoverycentermonroe.com
      - 360.794.1405
  - Ideal Option Monroe
    - www.idealoption.com
      - 360.436.1124x223
  - SeaMar Monroe
    - www.seamar.org/snohomish-medical-monroe.html
      - 360.282.3885
- Do you have Medicare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicare
        - Gap: No inpatient services are covered by Medicare in Sky Valley
      - No
        - Outpatient resources accepting Medicare
          - Evergreen Health Recovery Center Monroe
            - www.recoverycentermonroe.com
              - 360.794.1405
          - Ideal Option Monroe
            - www.idealoption.com
              - 360.436.1124x223

- Gap: more exhaustive information needed
- Do you have AppleCare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Apple Care
          - Evergreen Health Recovery Center Monroe
            - Gap: For pregnant individuals only
            - www.recoverycentermonroe.com
              - 360.794.1405
      - No
        - Outpatient resources accepting Apple Care
          - Sea Mar CHC Monroe
            - www.seamar.org/snohomish-medical-monroe.html
              - 360-805-3122
          - Ideal Option Monroe
            - www.chcsno.org
              - (360) 436-1217
            - www.idealoption.net
              - (360) 436-1124x223
          - Gap: more exhaustive information needed
  - No
    - Resources for Sliding Scale Recovery Resources
      - Gap: more resources needed

- Evergreen Health Monroe Recovery Center
  - www.recoverycentermonroe.com
    - 360.794.1405
- Ideal Option Monroe
  - www.chcsno.org
    - (360) 436-1217
  - www.idealoption.net
    - (360) 436-1124x223
- Are you an adult?
  - Yes
    - Do you have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Youth resources through
      - Gap: More information is needed about intervention-prevention specialists in Monroe and Sultan ISD
- Do you Live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes

- Community Resources: Bus and Shuttle Services
  - Proceed to next question in the recovery resources branch of the decision tree
- No
  - Is transportation a barrier?
    - Yes
      - Community Resources: Bus and Shuttle Services
        - Proceed to next question in the recovery resources branch of the decision tree
    - No
      - Proceed to next question in the recovery resources branch of decision tree
- No
  - Are you looking for assessment resources?
    - Yes
      - Gap: More information is needed
      - Evergreen Health Monroe Recovery Center
        - www.recoverycentermonroe.com
          - 360.794.1405
    - No
      - Are you looking for prevention resources?
        - Yes
          - See prevention branch of the decision tree
        - No
          - Are you looking for wrap around services?
            - Yes
              - See wrap around services branch of the decision tree

- No
  - Would you like to be connected with an OUD specialist in your area?
    - Yes
      - http://www.warecoveryhelpline.org/

- Are you looking for wrap around service resources?
  - Yes
    - Are you looking for food/nutrition resources?
      - Yes
        - https://wa211.org/
      - No
        - Would you like to be connected with a social services representative in your area?
          - Yes
            - https://wa211.org/
    - Are you homeless and looking for housing options?
      - Yes
        - Take the Next Step
          - https://www.ttns.org/resource
            - 360.794.1022
        - https://wa211.org/
    - Are you looking for counseling/support services?
      - Yes
        - Counseling services
          - Gap: comprehensive list of counseling services
        - AA resources

- - - Churches
      - Gap: comprehensive list of churches sponsoring AA meetings
    - Other
      - Gap: comprehensive list of other locations sponsoring AA meetings
      - www.skyvalleydistrict3aa.org
  - No
    - Are you looking for prevention resources?
      - Yes
        - Proceed to the prevention resources branch of the decision tree
      - No
        - Are you looking for recovery resources?
          - Yes
            - Proceed to the recovery resources branch of decision tree
          - No
            - Would you like to speak with an OUD specialist in your area?
              - Yes
                - WA Recovery Hotline
                  - http://www.warecoveryhelpline.org/
                    - 1.866.789.1511 (206.461.3219)

OUD Resources For Your Loved One

Where does your loved one live?

Darrington

- Are they in need of prevention resources?
  - Yes
    - Is your loved one an adult?
      - Yes
        - Are they in need of addiction prevention resources?
          - Yes
            - Prescription resources
              - Gap: No Rx Monitoring Program Data
          - No
            - Are they in need of overdose prevention information?
              - Yes
                - Good Samaritan 911 information
                  - http://stopoverdose.org/section/good-samaritan-law/
                - Law Enforcement/EMS carrying Naloxone to reverse overdose
                  - Gap: Number of agencies carrying Naloxone will change in 2020
                - Naloxone Availability
                  - Gap: Which pharmacies carry it? Cost? Insurance coverage?
                  - Information on standing order for WA: no prescription needed
              - No
                - Are they looking for Medication takeback programs?

- ☐ Yes
  - o MedProject
    - ▪ https://med-project.org/locations/snohomish/convenient-lo-cations/
- ☐ No
  - o Are you looking for safe needle-exchange programs?
    - ▪ Yes
      - ▪ Drop-off site map
        - ▪ https://pactrt.org/syringe-exchange/?fbclid=I-wAR0IYRGDDzJOBSsiuXal_Xw2l6C7FeZgAvZg-81pl0NV4i9fQXKkL2IYFIxg
        - ▪ Gap: more information required to present an exhaustive list
    - ▪ No
      - ▪ Would you like to be connected with an OUD profes-sional in your area regarding your inquiry?
        - ▪ Yes
          - ▪ WA Recovery Hotline: 1.866.789.1511 (206.461.3219)
    - ▪ No
      - ▪ Youth Resources
        - ▪ Darrington Public Schools Intervention and Prevention Specialist
  - o No
    - ▪ Are they in need of recovery resources?
      - ▪ Yes
        - ▪ Please refer to the recovery resources branch of the decision tree
      - ▪ No

- Are they in need of wrap around services?

  - Yes

    - Please refer to the wrap around services branch of the decision tree

  - No

    - Would you like to be connected with an OUD specialist in your area?

      - WA Recovery Hotline

        - warecoveryhelpline.org

        - 1.866.789.1511 (206.461.3219)

- Are they need of recovery resources?

  - Yes

    - Are you interested in more information on medication-assisted treatment (MAT) ?

      - Yes

        - MAT treatment information:

          - http://www.warecoveryhelpline.org/medication-assisted-treatment/

            - 1.866.789.1511

          - Region specific MAT resources:

            - Sauk-Suiattle Tribal Clinic

              - 360.436.1124x223

            - Qwelut Healing Center

              - 360.435.3985

            - Island Crossing Counseling Services

              - Methadone treatment

                - 360.652.9640

            - Ideal Option Arlington

- https://www.idealoption.com/clinics/arlington
  - 1.877.522.1275
- Skagit Regional Health Clinic
  - https://www.skagitregionalhealth.org/
    - 360.436.1055
      - restrictions
        - existing patient
        - local to Darrington
- Community Health Centers Arlington
  - https://www.chcsno.org/
    - (360) 436-1217

- No/I don't know
  - Would you like to be connected with an OUD specialist in your area?
    - The North County MARC
    - Washington recovery helpline:
      - 1.866.789.1511 (206.461.3219)
      - http://www.warecoveryhelpline.org/

- Do they have Insurance?
  - Yes
    - Is it Private Insurance?
      - Yes
        - Are you looking for inpatient treatment services?
          - Yes
            - Inpatient Resources

- Evergreen Health Monroe Recovery Center
  - www.recoverycentermonroe.com
    - 360.794.1405
- No
  - Outpatient Resources
    - Sauk-Siuattle Health Tribal Clinic
      - (360) 436-1124x223
    - Ideal Option Arlington
      - https://www.idealoption.com/clinics/arlington
        - 1.877.522.1275
    - Skagit Regional Health Clinic
      - https://www.skagitregionalhealth.org/
        - 360.436.1055
    - Community Health Center Arlington
      - https://www.chcsno.org/
        - (360) 436-1217
- Do they have Medicare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicare
          - Gap: no inpatient resources found that accept Medicare
      - No
        - Outpatient resources accepting Medicare

- Sauk-Siuattle Health Tribal Clinic
  - (360) 436-1124x223
- Community Health Center Arlington
  - https://www.chcsno.org/
    - (360) 436-1217
- Gap: more exhaustive information needed

- Do they have Medicaid?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicaid
          - Gap: more information needed
      - No
        - Outpatient Resources accepting Medicaid
          - Community Health Center Arlington
            - https://www.chcsno.org/
              - (360) 436-1217

- Do they have AppleCare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Apple Care
          - Gap: more information needed
      - No

- Outpatient resources accepting Apple Care
  - Sauk-Siuattle Health Tribal Clinic
    - (360) 436-1124x223
  - Community Health Center Arlington
    - https://www.chcsno.org/
      - (360) 436-1217
- No
  - Resources for Sliding Scale Recovery Resources
    - Gap: more resources needed
    - Ideal Option Arlington
      - https://www.idealoption.com/clinics/arlington
        - 1.877.522.1275
    - Evergreen Health Monroe Recovery Center
      - www.recoverycentermonroe.com
        - 360.794.1405
- Are they an adult?
  - Yes
    - Do they have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree

- No
  - Youth resources through
    - Darrington High School Student Assistance Professional
- Do you Live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes
        - Community Resources: Bus and Shuttle Services
          - Proceed to next question in the recovery resources branch of the decision tree
  - No
    - Is transportation a barrier?
      - Yes
        - Community Resources: Bus and Shuttle Services
          - Proceed to next question in the recovery resources branch of the decision tree
      - No
        - Proceed to next question in the recovery resources branch of decision tree
- No
  - Are you looking for assessment resources?
    - Yes
      - Qwelut Healing Center
        - 360.435.3985
      - Island Crossing Counseling Services
        - 360.652.9640
    - No

- Are you looking for prevention resources?
    - Yes
        - See prevention branch of the decision tree
    - No
        - Are you looking for wrap around services?
            - Yes
                - See wrap around services branch of the decision tree
            - No
                - Would you like to be connected with an OUD specialist in your area?
                    - Yes
                        - http://www.warecoveryhelpline.org/

- Are they in need of wrap around service resources?
    - Yes
        - Are they looking for food/nutrition resources?
            - Yes
                - wa211.org/
                - Darrington Food Bank
                    - 360.631.3175
            - No
                - Would you like to be connected with a social services representative in your area?
                    - Yes
                        - Community Information Network
                            - wa211.org
        - Are they looking for counseling/support services?

- Yes
  - Counseling services
    - Gap: comprehensive list of counseling services
  - AA resources
    - North County MARC
    - Churches
      - Gap: comprehensive list of churches sponsoring AA meetings
    - Other
      - Gap: comprehensive list of other locations sponsoring AA meetings
- Are you homeless and looking for housing options?
  - Yes
    - Arlington Cold Weather Shelter
      - 360.403.4674
    - https://wa211.org/
    - Gap: more comprehensive list of housing resources needed
- No
  - Are they looking for prevention resources?
    - Yes
      - Proceed to the prevention resources branch of the decision tree
    - No
      - Are they looking for recovery resources?
        - Yes
          - Proceed to the recovery resources branch of decision tree
        - No

- Would you like to speak with an OUD specialist in your area?

  - Yes

    - WA Recovery Hotline

      - http://www.warecoveryhelpline.org/

      - 1.866.789.1511 (206.461.3219)

    - Alcohol/Drug 24-Hour Helpline

      - wwwladhl.org

      - 206.722.3700

Sky Valley

- Are they in need of prevention resources?

  - Yes

    - Are they looking for addiction prevention resources?

      - Yes

        - Are they an adult?

          - No

            - Youth resources through:

              - Monroe/Sultan School Districts

                - Gap: No information collected on these districts

          - Yes

            - Prescription resources

              - Gap: No Rx Monitoring Program Data

      - No

        - Are they looking for overdose prevention information?

          - Yes

- Good Samaritan 911 information

  - http://stopoverdose.org/section/good-samaritan-law/

- Law Enforcement/EMS carrying Naloxone to reverse overdose

  - Gap: Number of agencies carrying Naloxone will change in 2020

- Naloxone Availability

  - Gap: Which pharmacies carry it? Cost? Insurance coverage?

  - Information on standing order for WA: no prescription needed

- No

  - Are they looking for Medication takeback programs?

    - Yes

      - MedProject

        - med-project.org/locations/snohomish/convenient-locations/

    - No

      - Are they looking for safe needle-exchange programs?

        - Yes

          - Drop-off site map

            - pactrt.org/syringe-exchange/

            - Gap: more information required to present an exhaustive list

        - No

          - Would you like to be connected with an OUD specialist in your area regarding your inquiry?

            - Yes

              - WA Recovery Hotline

                - warecoveryhelpline.org

- 1.866.789.1511 (206.461.3219)

     ○ No

- Are they looking for recovery resources?

      - Yes

        - See Recovery branch of decision tree

      - No

        - Are they looking for wrap around services?

          - Yes

            - See Wrap around services branch of decision tree

          - No

            - Would you like to be connected with an OUD specialist in your area regarding your inquiry?

              - Yes

                - WA Recovery Hotline

                  - warecoveryhelpline.org

                    ○ 1.866.789.1511 (206.461.3219)

- Are they in need of recovery resources?

     ○ Yes

      - Are you interested in more information on medication-assisted treatment (MAT) ?

        - Yes

          - MAT treatment information:

            - http://www.warecoveryhelpline.org/medication-assisted-treatment/

              - 1.866.789.1511

            - Region specific MAT resources:

              - Evergreen Health Monroe Recovery Center

- www.recoverycentermonroe.com

  - 360.794.1405

- SeaMar Monroe

  - www.seamar.org/snohomish-medical-monroe.html

    - 360.282.3885

- Ideal Option Monroe

  - www.idealoption.com

    - 360.436.1124x223

- Gap: More information would be helpful about MAT providers

- No/I don't know

  - Would you like to be connected with an OUD specialist in your area?

    - The North County MARC

    - Washington recovery helpline:

      - 1.866.789.1511 (206.461.3219)

        - www.warecoveryhelpline.org

- Do they have Insurance?

  - Yes

    - Is it Private Insurance?

      - Yes

        - Are they looking for inpatient treatment services?

          - Yes

            - Inpatient Resources

              - Evergreen Health Monroe Recovery Center

                - www.recoverycentermonroe.com

- 360.794.1405
- No
  - Outpatient Resources
    - Evergreen Health Monroe Recovery Center
      - www.recoverycentermonroe.com
        - 360.794.1405
    - Ideal Option Monroe
      - www.idealoption.com
        - 360.436.1124x223
    - SeaMar Monroe
      - www.seamar.org/snohomish-medical-monroe.html
        - 360.282.3885
- Do they have Medicare?
  - Yes
    - Are they looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicare
          - Evergreen Health Recovery Center Monroe
            - www.recoverycentermonroe.com
              - 360.794.1405
      - No
        - Outpatient resources accepting Medicare
          - Ideal Option Monroe
            - www.idealoption.com

- 360.436.1124x223

    - Gap: more exhaustive information needed

- Do they have AppleCare?

    - Yes

        - Are they looking for inpatient treatment services?

            - Yes

                - Inpatient resources accepting Apple Care

                    - Evergreen Health Recovery Center Monroe

                        o www.recoverycentermonroe.com

                            - 360.794.1405

            - No

                - Outpatient resources accepting Apple Care

                    - Sea Mar CHC Monroe

                        o www.seamar.org/snohomish-medical-monroe.html

                            - 360-805-3122

                    - Ideal Option Monroe

                        o www.chcsno.org

                            - (360) 436-1217

                        o www.idealoption.net

                            - (360) 436-1124x223

                    - Gap: more exhaustive information needed

    - No

        - Resources for Sliding Scale Recovery Resources

            - Gap: more resources needed

- Evergreen Health Monroe Recovery Center
  - www.recoverycentermonroe.com
    - 360.794.1405
- Ideal Option Monroe
  - www.chcsno.org
    - (360) 436-1217
  - www.idealoption.net
    - (360) 436-1124x223

- Are they an adult?
  - Yes
    - Do they have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Youth resources through
      - Gap: More information is needed about intervention-prevention specialists in Monroe and Sultan ISD
- Do they live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes

- Community Resources: Bus and Shuttle Services
  - Proceed to next question in the recovery resources branch of the decision tree
- No
  - Is transportation a barrier?
    - Yes
      - Community Resources: Bus and Shuttle Services
        - Proceed to next question in the recovery resources branch of the decision tree
    - No
      - Proceed to next question in the recovery resources branch of decision tree
- No
  - Are they looking for assessment resources?
    - Yes
      - Gap: More information is needed
      - Evergreen Health Monroe Recovery Center
        - www.recoverycentermonroe.com
          - 360.794.1405
    - No
      - Are they looking for prevention resources?
        - Yes
          - See prevention branch of the decision tree
        - No
          - Are they looking for wrap around services?
            - Yes
              - See wrap around services branch of the decision tree

- No
  - Would you like to be connected with an OUD specialist in your area?
    - Yes
      - http://www.warecoveryhelpline.org/

- Are they in need of wrap around service resources?
  - Yes
    - Are they looking for food/nutrition resources?
      - Yes
        - https://wa211.org/
      - No
        - Would you like to be connected with a social services representative in your area?
          - Yes
            - https://wa211.org/
    - Are they homeless and looking for housing options?
      - Yes
        - Take the Next Step
          - https://www.ttns.org/resource
            - 360.794.1022
        - https://wa211.org/
    - Are they looking for counseling/support services?
      - Yes
        - Counseling services
          - Gap: comprehensive list of counseling services
        - AA resources

- Churches
  - Gap: comprehensive list of churches sponsoring AA meetings
- Other
  - Gap: comprehensive list of other locations sponsoring AA meetings
  - www.skyvalleydistrict3aa.org

- No
  - Are they looking for prevention resources?
    - Yes
      - Proceed to the prevention resources branch of the decision tree
    - No
      - Are they looking for recovery resources?
        - Yes
          - Proceed to the recovery resources branch of decision tree
        - No
          - Would you like to speak with an OUD specialist in your area?
            - Yes
              - WA Recovery Hotline
                - http://www.warecoveryhelpline.org/
                  - 1.866.789.1511 (206.461.3219)

Everett

- Are they in need of prevention resources?
  - Yes
    - Are they looking for addiction prevention resources?
      - Yes

- Are they an adult?
  - No
    - Youth resources through:
      - Everett Public Schools
        - Gap: No information collected on these districts
  - Yes
    - Prescription resources
      - Gap: No Rx Monitoring Program Data
- No
  - Are they looking for overdose prevention information?
    - Yes
      - Good Samaritan 911 information
        - http://stopoverdose.org/section/good-samaritan-law/
      - Law Enforcement/EMS carrying Naloxone to reverse overdose
        - Gap: Number of agencies carrying Naloxone will change in 2020
      - Naloxone Availability
        - Gap: Which pharmacies carry it? Cost? Insurance coverage?
        - Information on standing order for WA: no prescription needed
    - No
      - Are they looking for Medication takeback programs?
        - Yes
          - MedProject
            - med-project.org/locations/snohomish/convenient-locations/
        - No

- Are you looking for safe needle-exchange programs?
  - Yes
    - Drop-off site map
      - pactrt.org/syringe-exchange/
      - Gap: more information required to present an exhaustive list
  - No
    - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
      - Yes
        - WA Recovery Hotline
          - warecoveryhelpline.org
            - 1.866.789.1511 (206.461.3219)
- No
  - Are they looking for recovery resources?
    - Yes
      - See Recovery branch of decision tree
    - No
      - Are they looking for wrap around services?
        - Yes
          - See Wrap around services branch of decision tree
        - No
          - Would you like to be connected with an OUD specialist in your area regarding your inquiry?
            - Yes
              - WA Recovery Hotline

□   warecoveryhelpline.org

          o   1.866.789.1511 (206.461.3219)

□   Are they in need of recovery resources?

    o   Yes

          ▪   Are you interested in more information on medication-assisted treatment (MAT) ?

                ▪   Yes

                      ▪   MAT treatment information:

                            ▪   www.warecoveryhelpline.org/medication-assisted-treatment/

                                  ▪   1.866.789.1511

                            ▪   Region specific MAT resources:

                                  ▪   Sea Mar Everett

                                        ▪   Everett - Sea Mar

                                              ▪   www.seamar.org › snohomish-medical-everett

                                                    □   425.609.5505

                                  ▪   Ideal Option

                                        ▪   www.idealoption.com/clinics/everett

                                              ▪   1.877.522.1275

                                  ▪   Evergreen Manor

                                        ▪   www.evergreenrc.org

                                              ▪   425.258.2407

                                  ▪   Community Health Centers Everett

                                        ▪   www.chcsno.org

                                              ▪   425.640.5492

                                  ▪   Gap: further information should be collected on this region

- No/I don't know

    - Would you like to be connected with an OUD specialist in your area?

        - Washington recovery helpline:

            - 1.866.789.1511 (206.461.3219)

                - www.warecoveryhelpline.org

- Do they have Insurance?

    - Yes

        - Is it Private Insurance?

            - Yes

                - Are you looking for inpatient treatment services?

                    - Yes

                        - Inpatient Resources

                            - Evergreen Health Everett Recovery Center

                                - www.evergreenrc.org

                                    - 425.258.2407

                    - No

                        - Outpatient Resources

                            - Evergreen Health Everett Recovery Center

                                - www.evergreenrc.org

                                    - 425.258.2407

                            - SeaMar Everett

                                - www.seamar.org/snohomish-bh-everett.html

                                    - 425.609.5505

                            - Community Health Center Everett

- www.chcsno.org
  - 425.640.5492
- Do they have Medicare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Medicare
          - Evergreen Health Everett Recovery Center
            - www.evergreenrc.org
              - 425.258.2407
      - No
        - Outpatient resources accepting Medicare
          - Ideal Option Everett
            - www.idealoption.com
              - 1-877-522-1275
          - Community Health Center Everett
            - www.chcsno.org
              - 425.640.5492
          - Gap: more exhaustive information needed
- Do they have AppleCare?
  - Yes
    - Are you looking for inpatient treatment services?
      - Yes
        - Inpatient resources accepting Apple Care

- Evergreen Health Everett Recovery Center
  - www.evergreenrc.org
    - 425.258.2407
- No
  - Outpatient resources accepting Apple Care
    - SeaMar Everett
      - www.seamar.org/snohomish-bh-everett.html
        - 425.609.5505
    - Ideal Option Everett
      - www.idealoption.com
        - 1-877-522-1275
    - Evergreen Health Everett Recovery Center
      - www.evergreenrc.org
        - 425.258.2407
    - Gap: more exhaustive information needed
- No
  - Resources for Sliding Scale Recovery Resources
    - Gap: more resources needed
    - Ideal Option Everett
      - www.idealoption.com
        - 1-877-522-1275
    - Evergreen Health Everett Recovery Center
      - www.evergreenrc.org
        - 425.258.2407

- Apple Care Enrollment Information
- Are they an adult?
  - Yes
    - Do they have children?
      - Yes
        - Resources in your county for pregnant individuals/parents
          - https://pactrt.org/
          - http://www.warecoveryhelpline.org/
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Youth resources through
      - Everett Public Schools Intervention and Prevention Specialist
        - Gap: We did not identify EPS Intervention and Prevention Specialists
- Do they live in a rural area?
  - Yes
    - Is transportation a barrier?
      - Yes
        - Community Resources: Bus and Shuttle Services
          - Proceed to next question in the recovery resources branch of the decision tree
      - No
        - Proceed to the next question in the recovery resources branch of the decision tree
  - No
    - Is transportation a barrier?

- Yes
  - Community Resources: Bus and Shuttle Services
    - Proceed to next question in the recovery resources branch of the decision tree
- No
  - Proceed to next question in the recovery resources branch of decision tree

o No
  - Are they looking for assessment resources?
    - Yes
      - Qwelut Healing Center
        - 360.435.3985
      - Island Crossing Counseling Services
        - 360.652.9640
    - No
      - Are they looking for prevention resources?
        - Yes
          - See prevention branch of the decision tree
        - No
          - Are they looking for wrap around services?
            - Yes
              - See wrap around services branch of the decision tree
            - No
              - Would you like to be connected with an OUD specialist in your area?
                - Yes
                  o http://www.warecoveryhelpline.org/

- Are they looking for wrap around service resources?
  - Yes
    - Are they looking for food/nutrition resources?
      - https://wa211.org/
    - Are they homeless and looking for housing options?
      - https://wa211.org/
    - Are they looking for counseling/support services?
      - Yes
        - Counseling services
          - Gap: comprehensive list of counseling services
        - AA resources
          - Churches
            - Gap: comprehensive list of churches sponsoring AA meetings
          - Other
            - Gap: comprehensive list of other locations sponsoring AA meetings
            - area72aa.org/meetings/everett
  - No
    - Are they looking for prevention resources?
      - Yes
        - Proceed to the prevention resources branch of the decision tree
      - No
        - Are they looking for recovery resources?
          - Yes
            - Proceed to the recovery resources branch of decision tree

- No
    - Would you like to speak with an OUD specialist in your area?
        - Yes
            - WA Recovery Hotline
                - http://www.warecoveryhelpline.org/
                    - 1.866.789.1511 (206.461.3219)

OUD Resources for Health Care Providers

Is transportation a barrier for your patient?

Yes

- Bus and Shuttle services for treatment resources
    - Gap: insufficient busing services and shuttle contracts have been identified during qualitative interviews and by gaps analysis
    - Specific regions are coordinating resources between community partners to answer this problem
        - Sky Valley Coordination Committee oversight by Sultan VOAA
        - Gaps: More research is needed to identify if similar efforts are taking place elsewhere
- Telehealth clinic resource guides

Is your patient an adult?

Yes

- Are they Pregnant/Parenting?
    - Yes
        - Wa Recovery Hotline
        - Pactrt.org
    - No
        - Please refer to other decision tree question guides

No

- Youth Resources
    - WA Recovery Hotline

- ISD Prevention and Intervention Specialists in your area

Are you looking for prevention resources?

Are you looking for addiction prevention resources?

- Yes

    - Are you an Adult?

        - Yes

            - Prescripton Resources

                - Gap: No Rx Monitoring Program Data

        - No

            - Youth Resources: ISD Prevention and Intervention Specialists in your area

- No

    - Are you looking for overdose prevention information?

        - Yes

            - Good Samaritan 911 information

            - Law Enforcement/EMS carrying Naloxone to reverse overdoses

                - Gap: Number of agencies carrying Naloxone will change in 2020

            - Naloxone Availability

                - Gap: Which pharmacies carry it? Cost? Insurance Coverage?

                - Information on standing order for WA: no prescription needed

        - No

            - Are you looking for Medication takeback programs?

                - Yes

- Med Project
  - No
    - Are you looking for safe needle-exchange programs?
      - Yes
        - Drop-off site map
          - Gap: More information required to present an exhaustive list
          - pactrt.org/syringe-exchange/
      - No
        - Would you like to be connected with an OUD professional in your area?
          - Yes
            - WA Recovery Hotline

Are you looking for treatment resources?

Yes

- Is your Patient Insured?
  - Yes
    - Do they have private insurance?
      - Yes
        - Treatment resources guide for different private insurance companies
      - No
        - Do they have Apple Care (Medicaid)?
          - Yes
            - Treatment Resource Centers that Accept Apple Care (Medicaid)

- Do they have Medicare?
  - Yes
    - Treatment Resources Centers that Accept Medicare
- No
  - Treatment Resource Facilities that offer sliding scale treatment fees

No

- Are you looking for prevention services?
  - Yes
    - Please refer to the prevention resources branch of the decision tree
  - No
    - Are you looking for wrap-around services?
      - Yes
        - Please refer to the wrap-around services branch of the decision tree

Are you looking for wrap around services?

Yes

- Are you concerned about food access?
  - Yes
    - Food Bank Resources
- Are you concerned about housing insecurity?
  - Yes
    - Shelter Resources

- Diversion Shelters

- Women and Children's Housing Shelters

- Youth Shelters

- Men's Shelters

- Are you concerned about counseling/support services?

  o Yes

    - AA group info in your area

    - Counseling Services in your area

No

- Are you looking for prevention services?

  o Yes

    - See Prevention Branch of Decision Tree

  o No

    - Would you like to speak with an OUD Specialist in your area?

      - Yes

        - WA Recovery Hotline