

What is Capacity Connect?

Capacity Connect is a web-based “dashboard” tracking the real-time capacity of organizations providing behavioral health services in the Eastern Washington region. This website is operated by Better Health Together (BHT).

Why it was created?

As COVID-19 began impacting our region in March 2020, BHT participated in the Behavioral Health Taskforce led by Inland Northwest Behavioral Health (INBH), MultiCare, and the Spokane County Behavioral Health Administrative Service Organization (BHASO). As the surge continued, the taskforce began receiving reports from the Department of Health about behavioral health needs increasing and the taskforce asked BHT to take the lead in developing a behavioral health capacity dashboard to assist our community during times of crisis. We released a Request for Proposal (RFP) for this project and worked with local partners and stakeholders to develop a tool that is useful and beneficial for them.

What is the benefit of the tool?

This tool is intended to show the real-time capacity of behavioral health services in our region, as well as contact information to access services. Individuals and organizations can use the tool to see where services are currently available in categories including:

- Outpatient mental health services
- Inpatient & Outpatient psych
- Withdrawal/Detox
- Residential & Outpatient addiction services
- Assisted living facilities (ALF)
- Adult residential treatment facilities (ARTF)
- Wraparound with Intensive Services (WISE)

The tool will also allow users to filter by population served and insurance accepted.

Who is using the tool?

Capacity Connect is a public-facing tool that can be used by anyone helping folks connect to behavioral health services. We built the tool with community health workers, navigators, peers, and providers in mind.

What is the ask of provider organizations for participating and updating the tool?

Organizations who provide behavioral health services in Eastern Washington are invited to create a listing of their available services and current capacity.

Setting up an organization listing takes about 10 minutes for the initial set-up. After set-up, updating current capacity should take just a few clicks. Anyone in your organization with the log-in information can make those updates.

We are asking organization to keep their capacity listings up-to-date, to be most useful to those using the tool to make referrals to services. The timing of those updates will vary by organization – likely weekly or daily.

To get started, email sarah@betterhealthtogether.org.