



# We are building a better vision for mental and behavioral healthcare now and in the future



“The whole system for delivering mental and behavioral healthcare is dysfunctional. A large number of people who seek care are unable to access it until they are in crisis, creating a population that is much sicker than it would be if interventions were available when, how, where they’re needed. The system is a mess, jails and prisons have become de facto mental health care facilities. And there’s so much we can do together.”

- Kimela Vigil, Social Worker, Harborview Medical Center

We come to work dedicated to making a difference to our patients. We deliver care in so many ways, in so many settings: inpatient treatment, outpatient therapy, substance use disorders, housing, outreach, crisis response; the list goes on and on. When taken collectively, our perspective is the most informed and the most complete anywhere. All this time we have been waiting, hoping someone would fix this. It turns out, that someone is us. Let’s begin the work of bringing our power to bear on system wide transformation. When we stand together, we win.

**To get started, please open your camera app on your phone and aim it at this QR code. Click the link to take a survey. We have a few short questions for you.**



[1199nw.org/3KpSRF4](https://1199nw.org/3KpSRF4)



“This is amazing. There are so many people from across the state in these meetings. It really shows that Behavioral Health is a national issue, and as workers we all have similar struggles. It was great to see so many people coming together to talk about solutions.”

- LaDedria Griffin-Stallworth,  
Residential Counselor,  
Downtown Emergency Service Center (DESC)

21717 Voc Spec/CM | 26292 Peer Nav, South BHRT | 26294 Peer Nav, South BHRT | 27330 SUDP | Accounting Clerk | Activities Counselor | Acute Care Charge RN | Acute Care Fellow RN | Acute Care RN | Adjunctive Therapist | Admin Support III | Administrative Assistant | Administrative Assistant 2 | Administrative Receptionist | Administrative Secretary | Administrative Support | Admissions and Crisis Representative | Admissions Coordinator | ADS Case Manager Trainee | Adult Care Coordinator | Adult Case Manager | Adult Intake Specialist | Adult Services Peer Specialist | Adult Therapist | Anesthesia Tech | Anesthesia Tech (TPT) | ARNP AS Clinician | Behavioral Health Outreach Clinician | Behavioral Health Outreach Nurse | Behavioral Health Outreach Worker - HOST | Benefits Counselor | Bilingual Case Manager | Bilingual Client Navigator | Bilingual Dental Coordinator | Bilingual Housing Case Manager | Bilingual Medical Case Manager | Bilingual PrEP Navigator | Bilingual Wellness Case Manager | Billing Clerk | Billing Specialist | Call Center Assistant | Cardiopulmonary Tech | Care Assistant-Health Unit Coordinator | Care Coordinator | Case Aide | Case Manager | Case Manager BA | Case Manager I | Case Support Specialist | Certified Nursing Assistant | Certified Peer Counselor | CFS Clinician | Charge Nurse | Child & Family Services Clinician I | Child and Family Services Care Coordinator | Child and Family Therapist | Children’s Intake Specialist | Client Service Representative | Client Services Assistant | Client Services Coordinator | Client Services Representative | Clinic Biller | Clinic Pt Srvc Spec II | Clinic Pt Srvc Spec Ld | Clinical Care Coordinator | Clinical Intake Spec. & Restart Counselor | Clinical Intake Specialist | Clinician I | Clinician II | Clinician II G | Clinician III | COD Clinician I | Coding Compliance Specialist | CommHealth Worker | Commercial Driver Mobile Mamma | Community Health Worker | Community Health Worker/Pathways | Community Nutritionist | Community Support Specialist | Cook | Cook I | Coordinator MH Access Center | Counselor | Courier | Court Transporter | Crisis Clinician | Crisis Stabilization Counselor | CRT MHP - MCT | CS Tech I | CS Tech II | CS Tech II (TPT) | CSB Care Advocate | CSB Driver & WH | CSS | Custodian | Custodian Travel Group | Customer Service Representative | Database Manager 1 | DCR | Delivery Driver | Dental Assistant | Dental Assistant Float | Dental Back Office Lead | Dental Coordinator | Dental Receptionist | Diagnostic Imaging Assistant | Diet Assistant | Dietary Aide | Dosimetrist | Dosimetrist Float | DS Clinician | ECS Clinician | EHIP Payment Administrator | Emergency Services Tech. | Emergency Services Tech. (TPT) | Employment Specialist | Environmental Services Lead | Environmental Services Technician | ES Specialist | Facilities Coordinator | Family Care Coordinator | Family Partner | Forensics Clinician | Front Desk Coordinator | Front Office Lead | Garden Housing Adult Case Manager | Gardens Housing Staff | HART Case Manager | Harvest Home Care Coordinator | Harvest Program COD Clinician | Health Care Guide (MA-C) | Health Care Guide (MA-R) | Health Care Specialist | Health Care Specialist Lead | Health Connections Coordinator | Health Information Technician | Health Stab Spec | Health Unit Coordinator | Health Unit Coordinator (TPT) | Housekeeper | Housekeeping Lead | Housing Case Manager | Housing Case Manager - THV | Housing Specialist | Housing Stab Spec | IDD Clinician | IDD Vocational Specialist | In Person Assister | Individual Resiliency Training Therapist | Insurance Advocate | Insurance Specialist | Intake Coordinator | Intake Specialist | Intensive Care Coordinator | Interpreter/Scheduler | IP Contract Administrator | Janitor | Kitchen Aide | Lab Assistant | Lab Assistant Lead | Lab Assistant Technical | Landscaper/ Groundskeeper | Law Enforcement Co-Responder | Lead Clinician | Lead Housing Case Manager | Lead Patient Services Specialist | Lead Registered Health Information Technician | Leasing Agent | Legal Coordinator | Liaison Nurse | Liaison Nurse NB | Liaison Nurse NHS | Library Assistant



## We are making Behavioral Health care better through contract negotiations

Right now, we are engaged at the bargaining table at Wellfound, DSHS/DOH and at Downtown Emergency Service Center, and we are about to start bargaining at Navos and Behavioral Health Resources. Our bargaining teams are working plans to make sure we are raising standards for recruitment and retention through better wages, training and career advancement, limits to caseloads, and eliminating the arbitrary and unfair practice of penalizing for no shows.

We know that turnover at most of our agencies is 30%. We can work to change that by bargaining better wages and working conditions at the bargaining table. We also look at trends across the state and across our union to figure out how to address the issues that are impacting each of us.

## We fought for better caseloads and won at Compass

We know what it takes to care for our clients and patients. At Compass Health, we made our voices heard about the impact high caseloads were having to client care and to our wellbeing. We took unified action through sharing our stories, and we won! Shortly after we delivered our message to management, they announced a caseload cap. In addition, we got them to reverse a policy of refusing to approve overtime and reaffirm that missed lunches and breaks need to be reflected on timecards. There is still more work to be done, as caseloads are not one size fits all. It was our unified actions that made the difference.

“Caseloads at Compass were out of control, and people were afraid to talk about it. There was a lot of management resistance to the idea of a caseload subcommittee, but because of our persistence, we won it. The survey we created generated responses that did not surprise anyone but management. It was our clear data and unified message that led to us winning.”

- Sidney Sivertsen, Clinician II, Compass Health

### If this can be done at Compass, why not all of our facilities?

### What's stopping management from limiting caseloads everywhere?

### What can we do collectively to challenge management?

Licensed Practical Nurse | LMHC Housing Case Manager | Logistics Coordinator | LPN | LPN (TPT) | LPN Case Manager | LPN Clinic | LPN LVN | LPN/ Homecare/Hospice | LPN/Homecare/Hospice (TPT) | LTSS Case Aide | LTSS Case Manager Trainee | MA Apprentice | MA II | Maintenance 1 | Maintenance Professional | Maintenance Tech | Maintenance Tech II | Mammography Technologist | Mammography Technologist II LD | Masters Level Therapist | Materials Management Tech | Materials Specialist | Medical Assistant LIC MA-C | Medical Assistant LIC MA-C LD | Medical Assistant (TPT) | Medical Assistant | Medical Assistant Certified | Medical Assistant Float | Medical Assistant I | Medical Assistant II | Medical Assistant II Float | Medical Assistant - Cert | Medical Assistant - Cert Ld | Medical Assistant - Reg | Medical Assistant Apprentice | Medical Case Manager | Medical Receptionist | Medical Receptionist Lead | Medical Records Clerk | Medical Support Staff | Medication Nurse | Mental Health Specialist | Mental Health Specialist 1 | Mental Health Specialist 2 | Mental Health Tech | MHP | MHP/CM | MHT III | Navigator | Nurse Assistant | Nurse Assistant (TPT) | Nurse Practitioner | Nurse Practitioner/NB/NE | Nurse Practitioner GI | Nurse Practitioner MH | Nurse Practitioner NB/NE | Nurse Practitioner NB/NE CC | Nurse Practitioner NB/NE NHS | Nurse Practitioner NHS | Nurse Technician (TPT) | Nursing Assistant Cert | Nursing Resident | NW Accounting Assistant II | NW Care Coordinator | NW Case Coordinator | NW Custodian | NW Lead Education Care Coordinator | NW Office Intake | NW Program Assistant 2 | NW Psychiatric Care Coordinator | NW SUDP I | NW SUDP II | NW SUDP Trainee | Occupational Therapist | Occupational Therapist (TPT) | On-Call Residential Case Manager | OPMH Co-Occurring Disorders Case Manager | Outreach CM | Outreach Referral Tracker | Outreach Worker | Outreach Worker Float | PACT - RN | PACT Vocational Services Specialist | Patient Support Assistant | Patient Services Coordinator | Patient Services Coordinator II | Patient Services Coordinator II Ld | PATH Outreach Case Manager | Patient Care Tech | Patient Care Tech/OSC | Patient Care Tech/OSC (TPT) | Patient Registrar | Patient Scheduler | Patient Services Representative | Patient Services Representative Float | Patient Services Specialist | Patient Services Specialist 2 | Patient Services Specialist 3 | PCA/HCA | Peer Counselor | Peer Specialist | Pharmacy Technician | Pharmacy Technician Float | Pharmacy Technician II | Physical Therapist | Physical Therapist (TPT) | Physical Therapist Assistant | Physician Assist/Adv RN Practitioner | Physician Assistant | PRE Eligibility Coordinator | PRE-Eligibility Coordinator | Pre-Procedure Coordinator | Prevention Specialist - PrEP Navigator | Primary Care Medical Assistant | Prior Authorization Specialist | Professional Healthcare Biller | Program Assistant 1 | Program Coordinator | Program Coordinator 1 | Program Specialist | Psych RN | Psych Tech | Psychosocial Rehabilitation Specialist | Psychotherapist - Case Mgr | Pulmonary Technician | Quality Analyst | Rad Technologist (Reg) | Radiation Therapist I | Radiation Therapist I Float | Radiation Therapist II | Radiation Therapist II Float | Radiation Therapist III | Radiology Interventional Technologist | Radiology Technologist | Receptionist | Recovery Aide | Recovery Aide On-Call | Recreational Therapist | Referral Coordinator | Referral Scheduling Coordinator | Referral Specialist Clinic | Registered Dietitian | Registered Nurse | Resident Specialist | Resident Support Staff | Residential Case Manager | Residential Counselor | Residential Services Coord. | RITS Care Coordinator | RN | RN 2 | RN 3 | RN PRN | RN/Degree | RN/Degree Certified | RN/Certified | School and Community Based Child Therapist | School Year School Based Clinician II | Senior Bilingual Insurance Advocate | Senior Mammography Technologist | Senior Patient Services Specialist | SEP Vocational Specialist | Service Coordinator | Shelter CM | Shelter Coordinator | Social Services Coordinator | Social Work Assistant 2 | Social Worker | Social Worker (MSW) | Social Worker (MSW)/NE (TPT) | SOCIAL WORKER MSW | Spec Community Resource | Sr Social Worker (MSW) | SSH Clinician | SSVF Administrative Assistant | SSVF Case Manager | SSVF Health Care Navigator | Staff Accountant | Staff Nurse | Staff Nurse/NB (12 hr sch) | Staff Nurse NB | Staff Reg Nurse | Sterilization Technician | SUD Clinician | SUD Clinician - Lead | SUD Counselor | SUD Intern | SUD Peer Spec PT | SUDP | SUDP III | SUDPT | Supplemental Phlebotomist | Supported Employment Specialist | Surgical Office Assistant | Surgical Tech | Surgical Tech (TPT) | Therapist Masters Level | Thrift Store Coordinator | Transcriptionist/FPC | TSP Clinician | Unit Care Assistant | Unit Coordinator | Unit Secretary | Unit Tech (NAC) | Visiting Nurse | Visiting Nurse\_NB | Warehouse Fulfillment Spec | Warehouse Worker | Whse Worker/RC Prem | WISE Admissions and Support Specialist | WISE Clinician | WISE Lead Family Peer | WISE Parent Partner | Youth Partner