



## OVERVIEW

SCORE and its six Owner Cities comprised of Auburn, Burien, Des Moines, Renton, SeaTac, and Tukwila are committed to providing efficient and effective jail services.

SCORE has contracted with national and local community service providers who lead the industry in medical, mental health, and individual programs. Our service providers specialize in meeting specific needs of an incarcerated population. Individuals at SCORE have the opportunity to connect with more than fifty organizations in the region.

## JAIL SERVICES

### Booking Services

Booking including fingerprinting, medical screening, intake questionnaire, and securing of personal property.

### In-Custody Escorts

Custody escorts individuals to video court hearings and medical appointments.

### Video Court

Video Court allows individuals to appear in court without being transported outside the facility. This reduces transportation costs and reduces the security risk associated with transporting individuals outside the secure facility.

### Court Borrows

SCORE facilitates access to individuals for multiple court appearances during an individuals' stay.

### Medical Services

SCORE provides in-facility medical care commonly associated with corrections operations as guided by American Correctional Association or National Commission on Correctional Health Care.

### Specialized Housing

Dedicated living units specializing in:

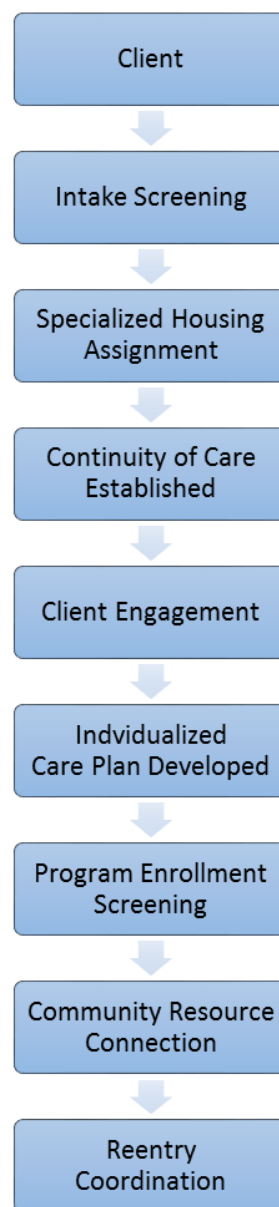
- Medical - Acute
- Mental Health - Residential
- Mental Health - Acute

### Hospital Security

Custody Escort in a hospital setting.

## WHOLE PERSON CARE PLAN

SCORE offers individualized care with a variety of on-site medical services in a secure setting. SCORE contracts with a national correctional medical service provider, to support a 24-Hour medical staff. SCORE has access to 24-hour on-call medical doctors or nurse practitioner.





## MEDICAL STAFFING OVERVIEW

- National Correctional Medical Service Provider
- 24/7 Nursing Care
- Health Services Administrator
- Director of Nursing
- Director of Mental Health
- Medical Doctor
- Medical ARNP
- Psychiatric ARNP
- (4) Masters level Mental Health Professionals
- Dentist
- Dental Assistant
- Sick Call Nurse
- Licensed Practical Nurses – All shifts
- Registered Nurses - All shifts

## INITIAL ASSESSMENTS

All individuals receive screenings at intake that include a receiving screening, health assessment, mental health screening, and Tuberculosis screening. All individuals receive each of these screenings before entering the general population. SCORE's medical service provider utilizes an electronic health records system which makes providing care more efficient.

## DENTAL HEALTH

Dental services are provided for all individuals. This service keeps costs down by not having to transport individuals to the dentist for routine dental care. SCORE also provides:

- Dental education video to all individuals (Produced by Highline College)
- Extractions if necessary
- Fillings temporary and permanent
- Annual cleaning for individuals staying over one year.

## MEDICAL CLINIC - SICK CALL

SCORE provides sick call services for further evaluation of individuals with non-emergent medical needs. Preventative treatment plans are also developed.

## X-RAY SERVICES

SCORE provides medical x-ray services to all individuals. This reduces transportation and security costs associated with outside medical trips to hospitals or clinics for x-rays. X-Rays are taken on site and evaluated by a technician contracted by SCORE's medical services provider.

## VACCINATIONS

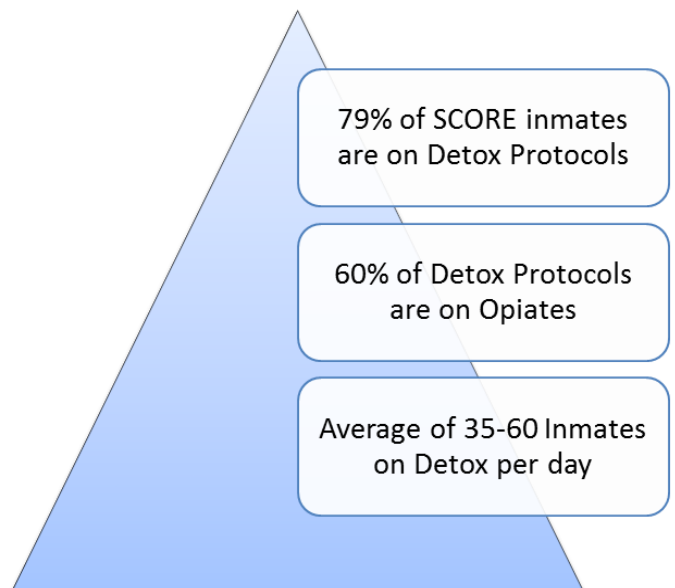
Flu shots

Hepatitis A

Hepatitis B

## COVID-19

Vaccinations are provided for all chronic care individuals for the prevention of complications with illnesses. This is provided free of charge to all agencies and is covered by our medical provider contract.





## DETOX MONITORING

SCORE's health services provider monitors all patients that test positive for drug and alcohol use. SCORE's medical service provider uses the following protocols:

### Clinical Opiate Withdrawal Scale

- **COWS (Opioids):** Assessed by medical staff several times daily. Individuals will be housed in medical if medication detox protocols (Subutex) is initiated. Once stable they will return to general housing.

### Clinical Institute Withdrawal Assessment

- **CIWA - A (Alcohol):** Medication provided for medically qualifying individual for advanced care for medical detox from alcohol for potential Delirium Tremens. Housed in medical for 72 hours.
- **CIWA - B (Benzodiazepines):** Medication provided for medically qualifying individual for advanced care for medical detox from Benzodiazepines.

## MEDICATION ASSISTED TREATMENT PROGRAMS

### Methadone

- SCORE's medical services provider provides continues treatment for individuals enrolled in an outside Methadone program. SCORE averages approximately 15-20 individuals per day. Enrollment is confirmed by medical documentation brought in by the individual or verification from medical staff.
- Courtesy dosing is provided by off-site contract service providers once medication is verified.
- Pregnant women who state or test positive for opioids have treatment initiated at SCORE and are enrolled with Swedish Ballard.
- SCORE has had pregnant women entering the treatment program and staying at least one week.
- Psychosocial and physical assessments are completed on-site and initial dose established at SCORE.

### Buprenorphine

- Monitored by medical staff.
- Individuals with a COWS score of 9 or higher are initiated on a 5-day taper of Buprenorphine.
- Buprenorphine continuation is offered to those currently enrolled in an outside program.
- Treatment continuation is confirmed by medical documentation brought in by the individual or by verification from medical staff.
- Treatment programs will be re-initiated if the individual has been enrolled in a community treatment program within the last 6 months.
- Individual must be clean for 72 hours.
- Courtesy dosing is provided by onsite medical staff once medication is verified.

### Vivitrol

- SCORE medical service provider offers Vivitrol as a drug treatment option.
- First dose in-house by medical staff. Must meet criteria for initiation. SCORE coordinates offsite provider appointment for subsequent dosing.
- Medication effective for approximately 30 days.
- Funded by Vivitrol manufacturer.

### Addiction Education

Overdose Prevention Classes Include:

- Narcan as a preventative measure
- Treatment education
- Informational handouts on various programs



## MENTAL HEALTH SERVICES

SCORE offers a clinical and administrative mental health team that works closely with local mental health agencies to effectively manage individuals and plan for their care after release.

SCORE's mental health program is built on a foundation of quality staff that focus on:

- Proactive identification of persons with suicidal or behavioral health issues through comprehensive mental health screenings,
- Stabilization,
- Continued monitoring,
- Rapid crisis intervention,
- Effective programming,
- Constant, clear and effective communication with facility security leadership and staff, and
- Collaboration with community mental health providers at discharge.

SCORE medical services uses corrections-specific electronic health records system, which allows medical professionals to electronically flag an individual's health record if his/her responses during intake indicate the need for additional mental healthcare. This means that SCORE's health services staff can identify individuals with suicidal tendencies, as well as acute and chronic behavioral health issues rapidly.

Information entered in electronic health records system alerts the clinical staff to take action, such as:

- Contacting custody about an issue and/or
- Placing an individual on suicide precautions and/or
- Assigning special housing

## MASTERS LEVEL MENTAL HEALTH SERVICES

- Mental Health Screenings
- Psychiatric Mental Health Nurse Practitioner (PMHNP) assessment for all diagnosis Mental Health (MH) patients, with continuation of medication.
- PMHNP Assessment for patient needing to be prescribed Mental Health Medication Initiation.
- SCORE offers these therapeutic groups in the Mental

Health Units: Dialectical Behavior Therapy, Seeking Safety and Aggression Replacement Therapy.

- All the Mental Health Professionals (MHPs) provide milieu groups in all 3 Mental Health Units, providing case management, release planning, and recreational activities.
- The Mental Health Director, working with SCORE and King County, has started a High Utilizer Group that includes community providers, first responders and hospitals.
- The team continues to work with any community provider that wants to engage with clients that are incarcerated at SCORE.
- Mental Health monitoring if needed.
- Suicide Watch monitoring in medical housing.

## ON-SITE COMPETENCY EVALUATIONS

SCORE partners with Western State Hospital to provide a Forensic Psychologist on site to perform competency evaluations. SCORE's average wait time for evaluations is 3 days which significantly reduces the costs to all agencies by reducing length of stay thereby reducing billable days as a direct result. Other jails length of wait time for competency evaluations is often approximately 30 to 90 days.

## MENTAL HEALTH PARTNERSHIPS

Various mental health agencies access SCORE regularly to provide a wide variety of mental health services. SCORE provides case managers' access to their clients to continue the care or provide release planning while they are incarcerated.

These agencies provide access to inpatient/outpatient treatment and assist the individuals with navigating the healthcare system.

Two of the five managed care organizations provide release planning for their membership through one-on-one interviews, telephone, or video interviews.

Public Health - Seattle & King County Health Public Health Educators provides health education classes to the individuals on various topics.



### ON-SITE PATIENT REFERRALS, TREATMENT & CARE

- Sound Mental Health
- Valley Cities Counseling
- REACH - Behavioral Health
- CReW - Counseling, Recovery and Wellness Program
- Seattle Indian Health Board
- Cowlitz Indian Tribe Mental Health
- Muckleshoot Behavioral Health Program
- START - Dual diagnosis/Case Management/Housing
- HEN - Housing and Essential Needs
- LINC - Mental Health Diversion
- Familiar Faces - Continuing Care Services
- Evergreen Treatment Service - Vivitrol, Methadone, Suboxone Treatment
- Criminal Justice Initiative - Early Release to In-Patient Treatment

### OFF-SITE PATIENT REFERRALS, TREATMENT & CARE

- Swedish Ballard Treatment Center - Opioid treatment for pregnant females
- Muckleshoot Child & Family Services
- NAVOS
- Transitional Resources
- Community Psychiatric Clinic
- DESC - Behavioral Health
- Youth and Family Services
- Consejo Counseling
- Greater Lakes Mental Healthcare
- Northwest Psychiatry

### ADDITIONAL PROGRAM CONNECTIONS

- Rebuilding Hope Sexual Assault Center
- Lakeside Milam - Treatment
- Lifelong Alliance - HIV Management
- FISH Program - Forensic Intensive Supported Housing
- EDIE - Emergency Department Information Exchange - Cross Agency Continuation of Care
- United Health Care - Women's Health Classes
- King County Public Health - Family Planning
- Familiar Faces - Continuity of Care

### INTEGRATED STATE PROGRAMS AT SCORE

- WA State DSHS - Food Stamps/Housing Essential Needs
- DSHS - AppleCare
- Western State Hospital - Forensic Psychiatrist On-Site Competency Evaluations
- King County - DCR Involuntary Hospitalization
- Department of Veterans Affairs State and Federal - Release Planning
- Department of Corrections - Opioid Treatment and Diversion
- King County Mental Health BHO - Continuity of Care
- King County Reentry - Various Programs
- King County Crisis and Commitment Services - Diversion & Release Planning

### RELIGIOUS CONNECTIONS

Various religious representatives access SCORE regularly and provide a variety of religious services.

### EDUCATION PARTNERSHIPS

- Highline College
- South Seattle College

### MEMBER - WA STATE OPIOID TREATMENT NETWORK

SCORE is a sub-recipient of a \$7.6 million federal grant awarded to the WA Health Care Authority to provide Medication Assisted Treatment as part of the WA State Opioid Treatment Network

- SCORE MAT Program Funding

### LIBRARY SYSTEM

SCORE offers a dedicated volunteer run library system with weekly book rotations and opportunities to make special requests.



### DLR GROUP RECEIVES "CITATION AWARD" FOR SCORE'S ARCHITECTURAL DESIGN

In 2014, the American Institute of Architects Washington Council honored DLR Group at its Civic Design Awards. To be eligible, projects must either be designed by architects from Washington or be located in this state. Projects were judged on design, utility, economy, environmental harmony, sustainability, accessibility, aesthetic delight, creativity, craftsmanship and innovation.

DLR Group®



*"It is clear to us that the design team moved the client to rethink security control, which we thought was done in very humane and efficient ways." - AIA Jury*

### SCORE EARNS NATIONAL ACCREDITATION FROM THE NATIONAL COMMISSION ON HEALTH CARE (NCCHC)

SCORE is one of approximately 250 jails in the United States to earn the NCCHC accreditation and only 8% of jails are nationally accredited. When it comes to delivering quality care in correctional settings, the NCCHC *Standards* provide the framework to ensure that systems, policies and procedures are in place to produce the best outcomes in the most cost-efficient and effective manner.



Developed by leading experts in the fields of health, law and corrections, the *Standards* are our recommendations for managing the delivery of medical and mental health care in correctional systems. These essential resources have guided the field toward continual improvement of care for the incarcerated, strengthening organizational effectiveness and reducing the risk of adverse legal judgments. The *Standards* are also the foundation of NCCHC's accreditation program.

### SCORE RECEIVES 100% ON PRISON RAPE ELIMINATION ACT (PREA) COMPLIANCE

In 2015, SCORE completed the agency's first PREA (Prison Rape Elimination Act) audit, demonstrating 100% compliance on all forty-one applicable PREA Standards for Adult Detention facilities. Standards included an audit on agency policies that included prevention planning, response planning, training and education, screening for risk of sexual victimization and abusiveness, reporting, official response following report, investigations, discipline, medical and mental health care, data collection and review.







### SCORE CORRECTIONS OFFICERS EARN NATIONAL JAIL CERTIFICATIONS

SCORE Corrections Officers have received the national designation of Certified Jail Officer (CJO) and Certified Jail Manager (CJM) by the authority of the American Jail Association through the Jail Manager Certification Commission (JMCC). The CJO Program provides jail officers with an opportunity to demonstrate their knowledge, skills and abilities as well as their commitment to the corrections profession on a national level. The CJM certification process focusing specifically on the individual providing documented evidence to the public that the individual has been examined by an independent professional organization and found to possess current competency in his/her field. Currently, SCORE has fifteen Certified Jail Officers and two Certified Jail Managers.

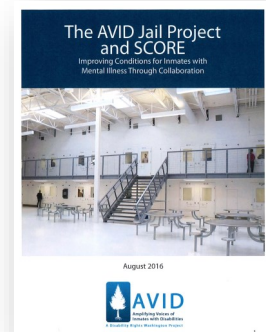


### DISABILITY RIGHTS WASHINGTON CONCLUDES SCORE JAIL STUDY

In August 2015, Disability Rights Washington's (DRW) started monitoring SCORE in an effort to make improvements in the lives of individuals with disabilities. In August 2017, DRW published a report regarding the cooperative relationship between DRW and SCORE and the positive changes that have been made for individuals with disabilities which demonstrated a path forward for all Washington jails. Based on DRW's monitoring of visits and the review of records, DRW decided to end their active work at the jail. They recognized SCORE's genuine dedication to meeting the needs of individuals with mental illness and shared their appreciation for the willingness to work with DRW legal team over a two year span.

After receiving positive feedback about mental health programming at the jail, DRW confirmed that individuals are receiving psychiatric evaluation and medication in a timely fashion. Mental health staff are generally providing individualized treatment plans and regular follow up for individuals who have serious mental illness. SCORE is proactively engaging with community service providers to improve programming, coordination of care, and re-entry planning.

*Source: Disability Rights Washington*



### SCORE JAIL EARNS FIRST JAIL REACCREDITATION BY THE WASHINGTON ASSOCIATION OF SHERIFFS AND POLICE CHIEFS (WASPC)

In November 2020, The South Correctional Entity (SCORE) earned re-accreditation by the Washington Association of Sheriffs and Police Chiefs (WASPC) demonstrating SCORE's compliance with more than 170 correctional standards. SCORE is committed to operating safely, professionally, humanely and in compliance with the highest professional standards. With a mission to protect the public by providing secure and humane housing of individuals, SCORE, within its control, strives to provide the best correctional services within Washington State. Among other important law enforcement tasks, accreditation demonstrates administrative and operational effectiveness, fair recruitment and employment practices, best practices in records management, improved use of technology, health and safety, training, codes of conduct and prisoner security.





### VIRTUAL COURT SOLUTIONS

SCORE has been utilizing video technology since 2011 and understands the critical nature of reliable video court technology in today's times.

Recently, COVID-19 has required SCORE and owner and contract agency courts to look at alternate technologies in order to facilitate "contactless" court proceedings from multiple remote locations.

SCORE supports court operations with the following video conference platforms for agencies with Interlocal agreements for inmate housing at SCORE:

- Zoom
- WebEx
- GoToMeeting
- Microsoft Teams
- Pragmatic Unified Meeting X (UMX)



### VIDEO COURT SERVICES INCLUDE

- Electronic document signatures
- Scan to email
- Pre-load court form options
- Remote printing



GoToMeeting

### BANDWIDTH REQUIREMENTS

Bandwidth use is an integral part of the quality of service between agencies. Sufficient bandwidth must be in place to carry the expected real time traffic.

### TECHNOLOGY COORDINATION

For testing and license requirements please contact:

[servicedesk@scorejail.org](mailto:servicedesk@scorejail.org)

