

# Lindsey Underwood

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Employee Name Lindsey Underwood

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Phone Number (509) 985-8418

Position Title HR/Administrative Assistant

Quarter Report Quarter 3 (July to September '25- DUE by October 14th, 2025)

Select Contract Submitting Report for: Mental Health Sales Tax (MHST)

Contract Number: BC-RA-MHST-2025

Confirming that none of the information you share includes client-identifying details. Names, dates of birth, and Social Security numbers are all protected information and should not be submitted to this portal. Yes, I confirm.

Total Number of Clients (both duplicated/unduplicated number): Number of Duplicated clients 671  
Number of Unduplicated clients 1494

Narrative Summary Detailing Program Success: We still have a waiting list in effect. We have two daytime IOP's, one afternoon IOP, two evening IOP's, Weekend IOP and Spanish IOP. Groups are consistently near or at capacity. When staffing and funding allow, another group will be formed. Rental assistance has been highly sought after this year and the demand has been high. We assist with two months rent but more for extenuating circumstances. We assisted 65 people with rental assistance, 37 were first time assistance and 28 were on their multiple time with assistance. We are averaging much higher than anticipated and will definitely have used all of our funds before years end, In fact September will have used it all and we will be going out of our company reserve. We will continue to do rental assistance through the end of our contract and provide data on it as to how many we served and

what extra went out, to show our commitment to this program. We will tap into reserve funding for this but feel it is necessary to continue providing such a valuable service.

Encountered Barriers:

The encountered barriers we have faced is that all programs are consistently full, making a waiting list a necessity. We needed to hire another counselor to keep up with the flow and demand of patients.

Significant Changes to the Program:

No significant changes to the program.

Submission of current staffing model (Including vacant positions)

We currently have 1 counselor per IOP group and 4 counselors handling the weekly continuing care. We have 1 monthly monitor counselor. We have 1 Clinical Director and 2 Clinical Supervisor, 3 front desk support staff, 1 Administrator, 1 Admin Assistant, 1 peer counselor and 3 counselors dedicated to Assessment/Intake only. We have hired a new counselor for our Spanish group and one other counselor who is waiting for her license to become active so she can counsel.