

What is Capacity Connect?

[Capacity Connect](#) is a web-based "dashboard" for the Eastern Washington region that tracks participating providers' real-time behavioral health service capacity. [Better Health Together](#) (BHT) manages this website.

Why was Capacity Connect 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 task force began receiving reports from the Department of Health about behavioral health needs increasing. The task force 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 useful and beneficial tool for them.

What is the benefit of the tool?

Individuals and organizations can search Capacity Connect for services in their area and filter results by service category, population served, and insurance coverage. Results display the real-time capacity of participating behavioral health service providers in Eastern Washington and information for accessing their services. Accessing real-time information on the availability of behavioral health services allows organizations to make quick referrals, connecting folks to the services they need when they need them.

Who is using the tool?

Capacity connect was designed with providers in mind. Often, community health workers, navigators, peers, and health organizations see a need for services in the populations they serve but lack the tools to find specific services and check capacity quickly.

However, Capacity Connect is a public-facing tool and accessible to anyone who needs to connect to behavioral health services in Eastern Washington.

Which provider organizations can create a capacity listing?

BHT invites organizations providing behavioral health services in Eastern Washington to create a listing for each facility, available services, and current capacity. We ask all participating organizations to keep their capacity listings up-to-date to help the tool be most effective for referring those in need of services. The timing of those updates does vary by organization but is often weekly or daily.

How do I set up a listing for an organization?

To request that your organization be listed and provided a dashboard for updating capacity, [fill out this form](#). The initial setup of an organization listing takes about 10 minutes. After setup, updating the current capacity usually takes just a few clicks. Anyone with log-in information for an organization can update all of the organization's capacity and listing details.