



# High Utilizer Initiative



**March 30, 2026**

**City Council's Public Safety & Community Health  
Committee**

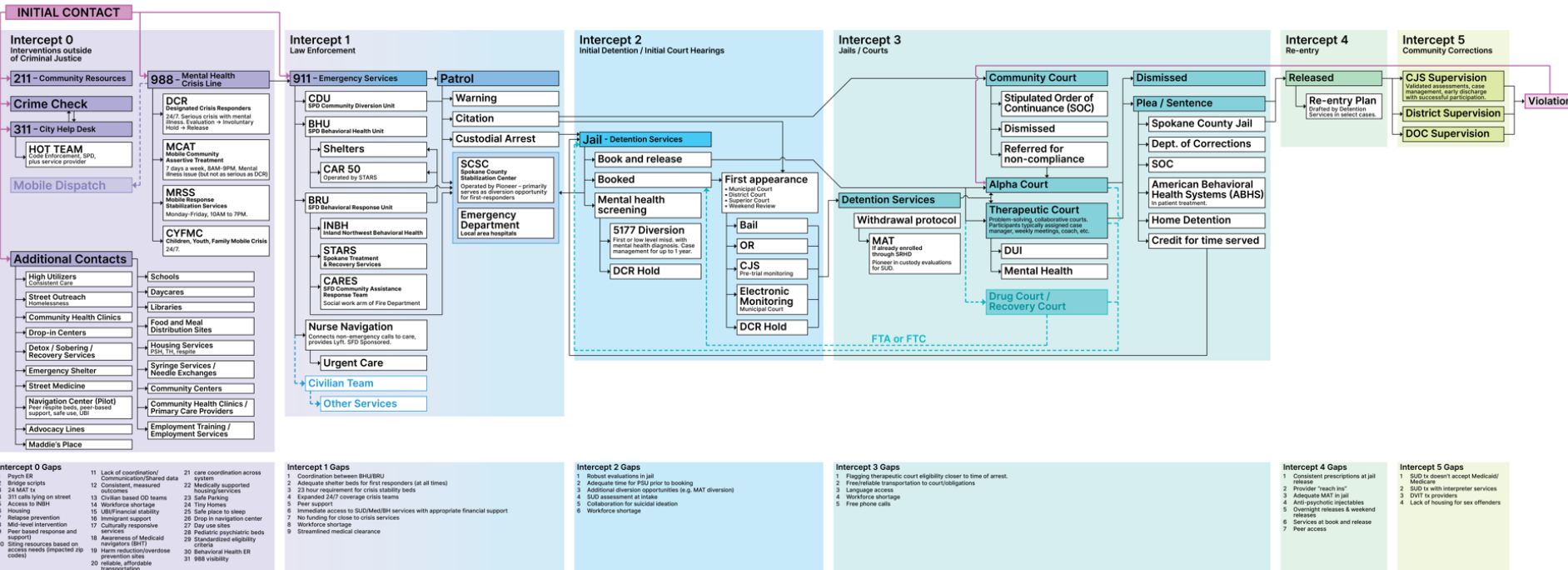


# Agenda

- Background
- Program Description
- Outcomes
- Next Steps



# Background



Contract period and amount: November 2024-December 2025, \$375,000



# High Utilizer Initiative

- Intensive case management designed to stabilize individuals (“high utilizers”) who frequently cycle between the legal system, medical institutions, and shelters.
- Three primary Interventions
  - Medication Assisted Treatment (MAT)
  - Housing Referrals and Interventions
  - Residential and Outpatient SUD Treatment



# Program Outcomes

## INLANDER

HEALTH

**Spokane's High Utilizers Initiative provides intensive case management to give hope to people who've cycled in and out of jail and treatment**



*Consistent Care case worker Scott Jacobson (left), Dr. Darin Nesen (center) and community partners are working to ensure clients like Alexis Blesloe (right) are guided through every step of treatment and recovery.*

Erick Doxey photos



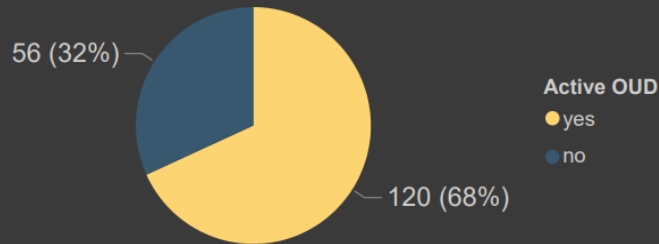
# Patient Overview

The initiative served 176 patients during the contract period, 70% of whom self-reported OUD\*. Black/African American and American Indian/Alaska Native are overrepresented in the patient population

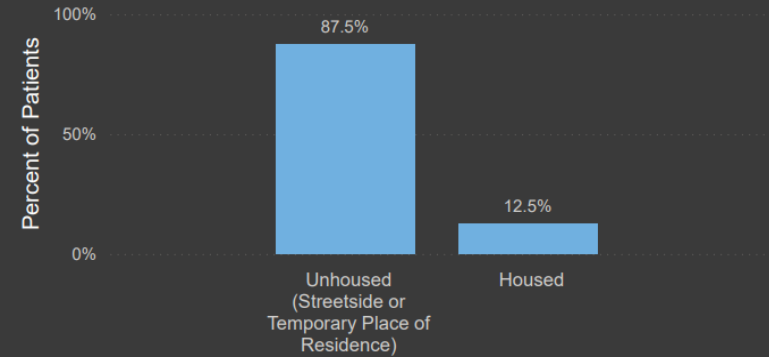
## Patient Count

176

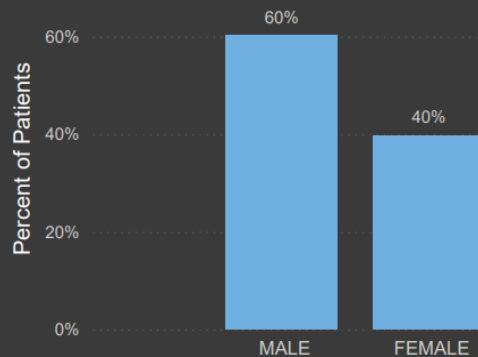
## Patients with Active Opioid Use Disorder (OUD)



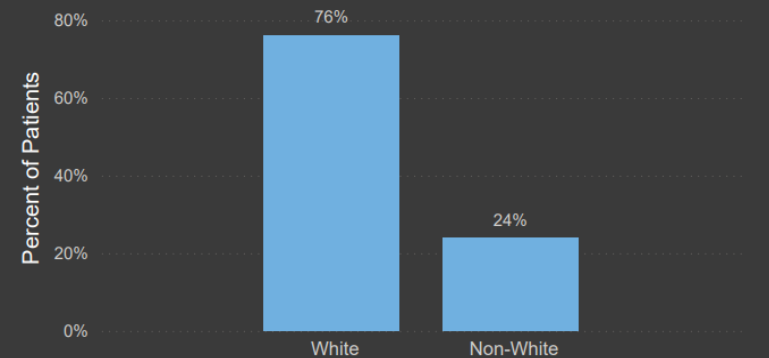
## Housing Status at Enrollment



## Sex at Birth



## Patient Race



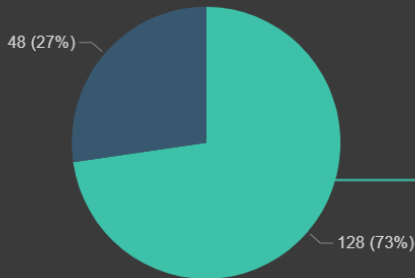
\*Note: The true proportion of OUD patients is likely higher, as patients may under-report their opioid use.



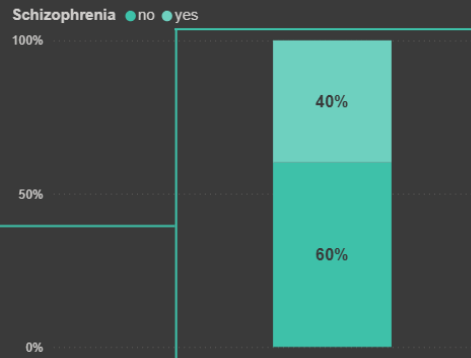
# Mental Health Prevalance

73% of the patient population (128 patients) have a mental health diagnosis (anxiety, depression, or a serious mental illness). Of this group of mental health patients, 40% are diagnosed with schizophrenia, a serious mental illness.

Patients with a Mental Health Diagnosis  
Present Mental Health Diagnosis



Mental Health Patients Diagnosed with Schizophrenia





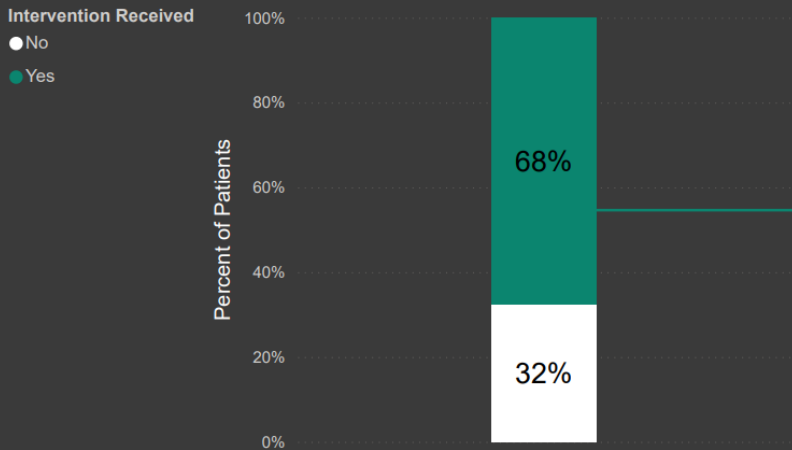
# Interventions Overview

Over 2/3 of the entire patient population (119 patients) were given a stabilization intervention (MAT, Residential/Outpatient SUD Treatment, or a Housing Intervention).

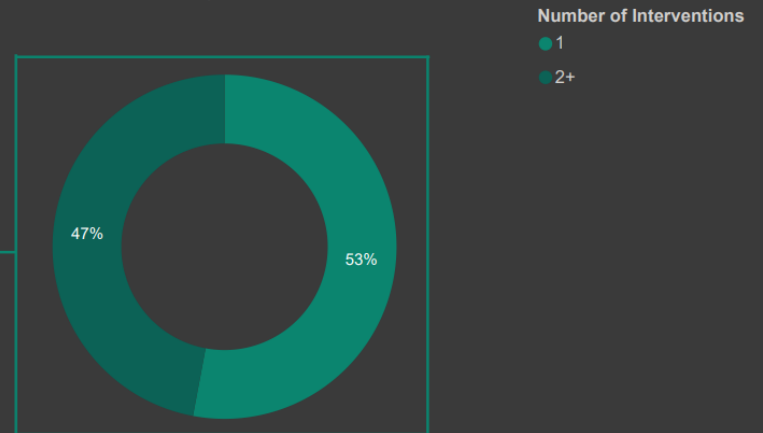
Of the patients given a stabilization intervention, 47% were given 2 or more interventions.

Number of Patients that Received a Stabilization Intervention  
**119**

Patients that Received a Stabilization Intervention  
MAT, Residential/Outpatient Treatment, and Housing Interventions



Number of Interventions per Patient





# MAT Enrollments

Over half of the patients suffering from opioid use disorder (OUD) were successfully enrolled into Medication Assisted Treatment (MAT). MAT is one of the most effective treatment for managing OUD.

MAT medications include: Methadone, Suboxone, Sublocade, and Vivitrol

Percent of OUD Patients Enrolled in MAT

57.5% (69 Patients)



# Outpatient/Residential SUD Treatment

The program was able to successfully enroll 43% of the entire patient population into an Outpatient or Residential setting SUD treatment facility.

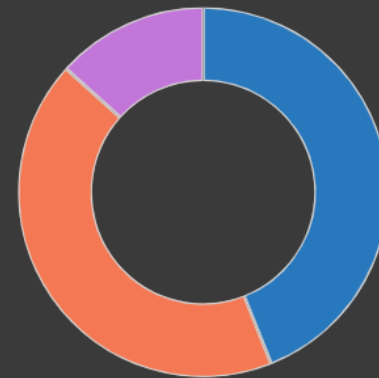
Residential SUD treatment settings include standard residential SUD treatment facilities, as well as specialized facilities (long term recovery housing and pregnant withdrawal management centers).

Percent of All Patients  
Enrolled in Outpatient or  
Residential SUD Treatment  
43% (75 Patients)

Outpatient/Residential SUD Treatment Enrollments

SUD Enrollment

- Outpatient Setting
- Residential Setting
- Both





# Housing Interventions

The program provided a housing intervention (referral to housing case management or homeward bound family reunification) to 20% of all unhoused patients).

When considering both homeward bound family reunification and enrollment into a residential setting SUD treatment facility, 28% of all unhoused patients were navigated into a residence.

Percent of Unhoused Patients given a  
Housing Intervention

21% (32 Patients)

Percent of Unhoused Patients  
Navigated into a Residence  
(Residential SUD or Family Reunification)

28% (43 Patients)



# Next Steps

- Cross-reporting and validating with different data sources
  - HMIS
  - First Responder data
  - Municipal Court
- Measuring long-acting anti-psychotic injectables
- Long-term recovery support



# Questions & Answers