



Behavioral Health Agencies  
P.O. Box 47877  
Olympia, WA 98504-7877  
360-236-4700

## Opioid Treatment Program (OTP) Community Relations Plan

Agency Name Walla Walla Treatment Center Credential Number \_\_\_\_\_

Agency Administrator Mike Harris Date 6/9/2025

Mailing Address 155 NE Revere Avenue

City Bend State OR Zip Code 97701

Phone (enter 10-digit number) 502-807-2541 Email Address mowen@ortc.care

Proposed Site Location Address 2121 EAST ISAACS AVE, WALLA WALLA, WA 99362

This template is designed to comply with requirements in WAC 246-341, 42 CFR Part 8.12, and Center for Substance Abuse Treatment (CSAT) Guidelines for the Accreditation of Opioid Treatment Programs.

The plan is separated into three parts:

- **Part One** - Pre-licensure Community Relations Plan

Part one must be **completed** and submitted with the licensing application.

- **Part Two** - Interim Community Relations Plan

Part two must be submitted to the department prior to the license being issued. The interim community relations plan is designed to document community concerns that may arise between submission of the application and issuance of an OTP license and certification by DOH. It is also used to document the mitigation plan related to the concerns identified.

- **Part Three** - On-going Community Relations Plan

The on-going community relations plan outlines the agency's proposed on-going community relations efforts after the facility has opened. This may be reviewed by the department during inspections.

**Part One****Pre-licensure Community Relations Plan**Step 1:

Contact the county and/or city legislative authority and/or the Tribal authority, as applicable, in order to secure a location for the new opioid treatment program that meets county, city, or tribal land use ordinances.

Identify the legislative authority by contacting:

- Washington Association of County Officials (360) 943-1812, and/or
- Association of Washington Cities (360) 753-4137, and/or
- The Tribal Administrative Office (If proposed site is on a tribal reservation or tribal trust land, the county is not required to be notified.)

Once the appropriate authorities have been identified, hold a meeting with them to discuss the proposed site of the program and to obtain a list of all pertinent stakeholder groups in the area. Documentation of these meetings will be required.

Regulatory Reference: WAC 246-341-1005

<b>Authority Contact</b>	<b>Telephone Number</b>	<b>Email Address</b>	<b>Responsible Person</b>
City: Steve Moss	(509) 527-4522	smoss@wallawallawa.gov	Megan Marx
County: Nancy Wenzel, Director of Public Health	(509) 524-2650	nwenzel@wwcowa.gov	Megan Marx
Tribal: J.D Tovey	No Phone Number available	jdtovey@ctuir.org	Nicole Pantley
<b>Meeting Held With</b>	<b>Date of Meeting</b>	<b>Attendees</b>	<b>Issues and Outcomes</b>
City: ●	<input type="text" value="June 26, 2025"/>	ORTC Team Members, City of Walla Walla Staff, Community Members	Permitted use, limited hours
County: ●	<input type="text" value="09/15/2025"/>	ORTC Regional Manager, Chair Gunner Fulmer, Bertha Clayton, Public Citizens	ORTC formally introduced our expansion plans to the Commissioner, noting our intent to establish a new OTP in Walla Walla. Chair Fulmer had no questions. Commissioner Clayton inquired about the anticipated opening date and staffing requirements; an ORTC representative responded to her via email. Additionally, on 9/11, an

			email was sent to all Commissioners outlining our introduction and intent to serve the Walla Walla community.
Tribal ●	09/17/2025	J.D Tovey	While outreach to tribal authorities is not required for this site, ORTC maintains an existing relationship with the Confederated Tribes of the Umatilla Indian Reservation and Yellowhawk Tribal Health Center. In the spirit of collaboration, we proactively reached out via email to inform them of our upcoming clinic in Walla Walla and to express our interest in coordinating care and strengthening referral pathways.

**Step 2:**

Work with the authorities or their designee to develop a community relations plan that includes documentation of strategies used to obtain stakeholder input regarding the proposed location. Stakeholder groups should include publicly elected representatives, potential referral sources such as substance abuse programs, social and health services providers and medical providers, business organization leaders, community and health planning agency directors, grassroots community organization leaders, such as neighborhood associations and schools, local police and law enforcement, and religious and spiritual leaders.

Regulatory Reference: WAC 246-341-1005

<b>Stakeholder Group</b>	<b>Identified Representatives</b>	<b>Date contact made/ meeting held</b>	<b>Issues and Outcomes</b>
Walla Walla County Public Health, Department of Community Health	Nancy Wenzel Rick Dawson	3/4/25 3/4/25	no response to email/FU email on 09/17/2025
City of Walla Walla Development Services	Jon Maland	7/1,7/18,8/5	no response to email
Walla Walla City Council, Mayor Pro Tempore	Steve Moss	3/4/25	no response to email
City of Walla Walla Development Services	Preston Frederickson	4/29/2025	Permitted use within Highway Commercial Zone
Blue Mountain Heart to Heart	Dr. Allison Bauer, Medical Director  Everett Maroon, Executive Director	3/21/25	Provided a written letter in support of the Walla Walla Treatment Center initiative.
Walla Walla Christian Aid Center	Jason Wickland, CEO	3/14/25	Provided a written letter in support of the Walla Walla Treatment Center initiative.
Neighboring Business: Evergreen Play Club	Jen Jordan		

**Step 3:**

Document any concerns identified by stakeholders and any suggested mitigation alternatives proposed by stakeholders.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

<b>Concerns Identified</b>	<b>Stakeholder(s) Concerned</b>	<b>Suggested Mitigation Alternatives</b>
ORTC has concerns regarding the stipulations of treatment center hours	City of Walla Walla	ORTC is in contact with Washington State
Safety Concerns for the Evergreen Play Club, a neighboring business	Carla R. Corley, "Concerned Parent"	Outreach within the community, safety and security monitor to manage
Safety Concerns for the Evergreen Play Club, a neighboring business	Jen Jordan, Business Owner	Outreach within the community, safety and
Safety Concerns for the Blue Mountain Credit Union, neighboring business	James Drake, President/CEO	Outreach within the community, safety and security monitor to manage

**Step 4:**

Document the mitigation tasks that the OTP will use to address concerns, which concern(s) each task will address, the target date for the task to be implemented, and the resolution date.

<b>Mitigation Task</b>	<b>Concerns Addressed by Task</b>	<b>Target Date</b>	<b>Resolution Date</b>
Upon the opening of Walla Walla Treatment Center, ORTC will appoint a dedicated Safety and Security Monitor responsible for overseeing client flow, addressing safety concerns, preventing loitering, and maintaining a secure and welcoming environment both inside and around the facility. This role is a proactive measure to support the well-being of clients, staff, and the surrounding community.	Safety and security monitors manage any concerns with traffic, loitering, etc.	Upon Opening	
ORTC has engaged in ongoing dialogue with the City of Walla Walla and remains committed to continued collaboration until all concerns are thoroughly addressed and resolved. June 30,2025 RESOLVE: Notice of Final Decision provided.	Community integration and trust-building with local government	August 31, 2025	06/30/2025
ORTC conducted proactive, in-person outreach to neighboring businesses surrounding the proposed Walla Walla clinic site. The Regional Operations Manager met one-on-one with business	Safety and visibility of clinic operations Clarity around operating hours and client flow Transparency and responsiveness to neighboring	August 31, 2025	08/14/2025

representatives to introduce the clinic, listen to concerns, and provide direct contact information for ongoing communication.			
New patient orientation will provide supportive education about treatment expectations and respectful community practices, including guidance on how to maintain positive relationships with nearby businesses.	Location of Facility Safety/Crime/Loitering	each new admission	

<b>Part Two Interim Community Relations Plan</b>			
<u>Step 1:</u> Document any new concerns identified and contact made or meetings held with the additional stakeholders.			
<b>Stakeholder Group</b>	<b>Identified Representatives</b>	<b>Date Contact made/ meeting held</b>	<b>Agenda and Outcomes</b>
Safeway 450 N Wilbur Ave, Walla Walla	Martha V / Supervisor	08/14/2025	ORTC representative provided direct contact info, brochures and let me know that she would pass on the info to her store manager.
Harbor Freight / 460 N Wilbur Ave, Walla Walla, WA 99362	Evan/Manager	8/14/25	ORTC representative provided direct contact info, brochures and let me know that they were struggling due to the "homeless" population in the area.

Prosser Memorial Health Spine Clinic	Lacy/Front Desk	8/14/25	ORTC representative provided direct contact info, brochures. Lacy, let me know that she would share with the owners.
Evergreen Play Club	Jen Jordan/ Owner	8/14/25	ORTC representative met in person and provided direct contact info, brochures and answered questions as needed.
Staples 520 N. Wilbur Street, Ste. 116, Walla Walla, WA 99362	Manager/Miguel	8/14/25	ORTC representative provided direct contact info, brochures and answered questions and he was supportive in the conversation of individuals with SUD.
Cascade Farm and Outdoor 598 N Wilbur Ave, Walla Walla, WA 99362	Aridian/Manager	8/14/25	ORTC representative provided direct contact info, brochures and answered questions
Verizon 410 N. Wilbur Avenue, Walla Walla, WA 99362	Bryan/Employee	8/14/25	ORTC representative provided direct contact info, brochures and answered questions and was very positive about the work we do.

Step 2:

Document any new concerns identified by stakeholders that weren't addressed previously and any suggested mitigation alternatives proposed by stakeholders. After the public hearing, DOH will send the proposed OTP a copy of any stakeholder concerns which should be added to this part of the community relations plan.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

New Concerns Identified	Suggested Mitigation Alternatives
As of 09/14/2025, no new stakeholder concerns have been received following the public hearing on 06/30/2024	NA


**Step 3:**

Document the mitigation tasks that the proposed OTP will use to address the new concerns, which concern(s) each task will address, who is responsible for leading the task, the target date for the task to be implemented, and the resolution date. After addressing the concerns, including those from the public hearing, submit this part of the community relations plan to DOH for posting on the public webpage.

<b>Mitigation Task</b>	<b>Concerns Addressed by Task</b>	<b>Person Responsible</b>	<b>Target Date</b>	<b>Resolution Date</b>
Safety and communication	ORTC representative provided brochures and	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025
Safety and neighborhood impact	ORTC representative provided brochures and direct	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025
Safety and communication	ORTC representative provided brochures and direct	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025

Traffic, loitering, and safety	ORTC representative met in person with Evergreen Play	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025
Community understanding and stigma	In person outreach to Evergreen Play Club to	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025
Safety, education and communication	ORTC representative met with Cascade Farm and	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025
Community understanding and communication	ORTC representative provided brochures and direct	Nicole Pantley, Regional Operations	08/14/2025	08/14/2025

**Part Three****On-Going Community Relations Plan**Step 1:

Identify a community liaison who is responsible for sharing information about the program with the community and addressing mutual issues, and identify a community relations coordinator responsible for defining the goals and the implementation procedure for the community relations plan.

Regulatory Reference: WAC 246-341-1005

<b>Community Liaison</b>	<b>Person Identified</b>	<b>Contact Information</b>
Regional Operations Manager	Nicole Pantley	Phone: (503)351-4438/
<b>Community Relations Coordinator</b>	<b>Person Identified</b>	<b>Contact Information</b>
Director of Systems Management	Kirsi Kirk-Lewis	Kirsi Kirk-Lewis, MA
Director of Compliance	Lisa Baldwin	Lisa Baldwin

Step 2:

Conduct community outreach activities which may include community meetings and education forums. See 2015 CSAT Guidelines, p. 16-17: Community Relations and Education for suggested activities.

Type of Event	Target Date	Date Completed	Evaluation
Community Q&A /Open house	03/2026		
Flyer for local business "Myths vs. Facts	01/2026		
Outreach and goal to connect with one	10/22/2025		

Step 3:

Develop and update communication materials. This may include webpages, after hours answering messages, brochures, and newspaper articles among other things. See 2015 CSAT Guidelines, p. 16-17: Community Relations and Education for suggested activities.

Type of Material	Target Date	Date Completed	Evaluation
ORTC website	03/2026		
Flyer for local business "Myths vs.	03/2026		
Brochure	03/26/2025		
24 hour emergency phone line for	03/26/2025		

Step 4:

Document any new concerns identified by stakeholders that weren't addressed previously, and any suggested mitigation alternatives proposed by stakeholders.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

<b>New Concerns Identified</b>	<b>Suggested Mitigation Alternatives</b>

Step 5:

Document the mitigation tasks that the OTP will use to address the new concerns, which concern(s) each task will address, who is responsible for leading the task, the target date for the task to be implemented, and the resolution date.

<b>Mitigation Task</b>	<b>Concerns Addressed by Task</b>	<b>Person Responsible</b>	<b>Target Date</b>	<b>Resolution Date</b>