



Crisis Services Update

Behavioral Health Planning Council Presentation

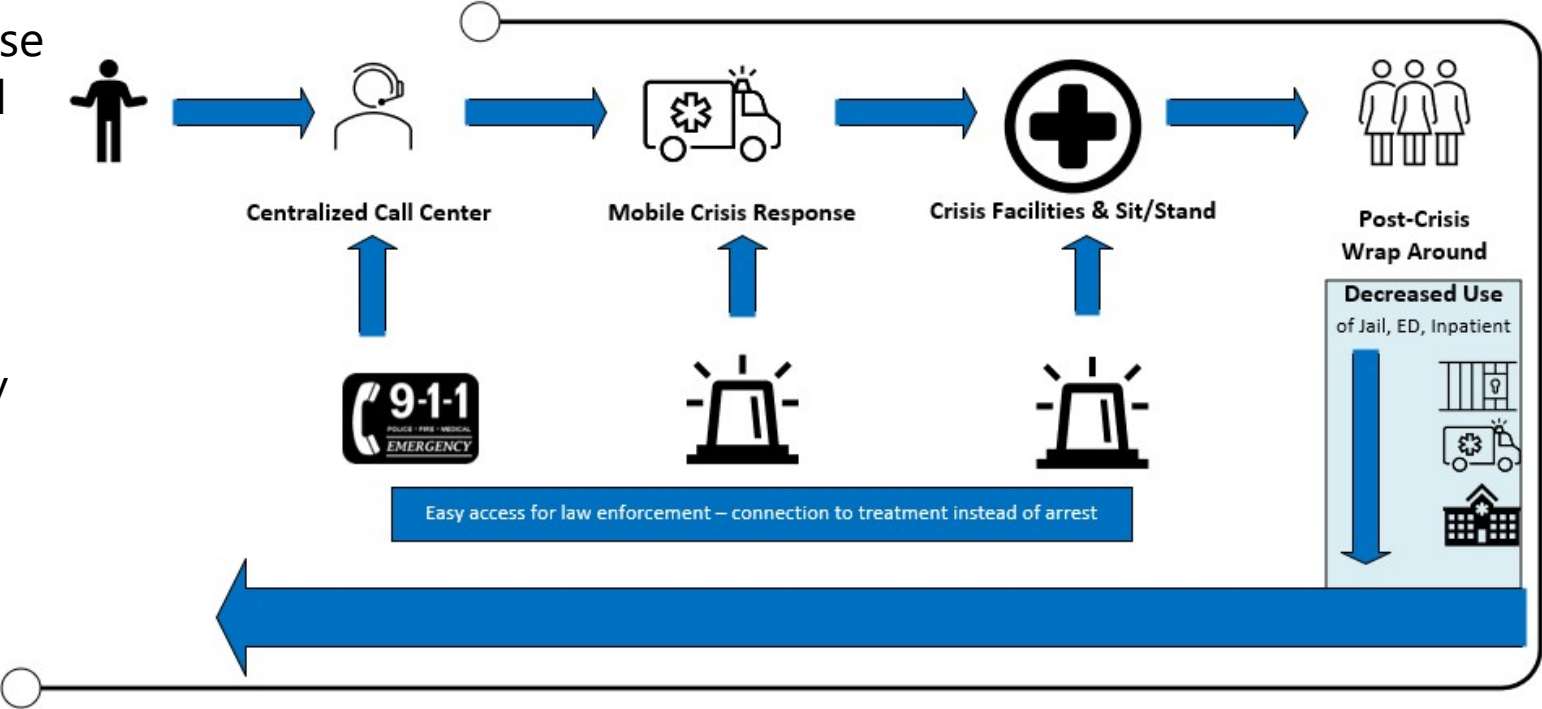
NORTH
Dakota
Be Legendary.

Health & Human Services

Crisis Services – High Level Overview

Purpose:

- To create a high-quality crisis response that reduces legal consequences and unnecessary hospitalizations for individuals in BH crisis.
- To provide needed BH Crisis intervention and assist in timely/easy transition to ongoing care and services.



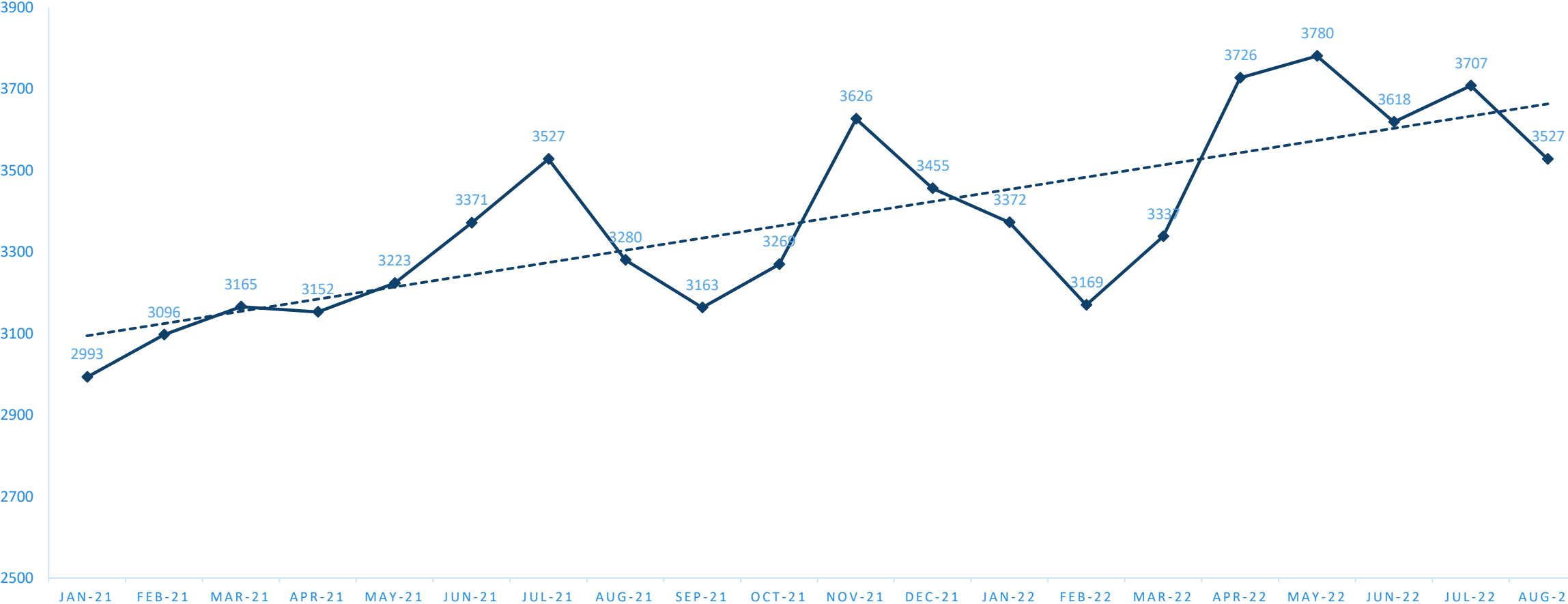


Centralized Call Center

Purpose: Timely Access for all ND citizens to needed crisis support: 24 hours a day, 7 days a week.

- Provided by Contract with First Link
- Volume:
 - Average of 3276 total calls per month received 2021
 - Average of 3529 total calls per month received 2022
- Outcomes/Disposition (2022)
 - 92% of all calls resolved by Call Center
 - 59% of HSC Forward Lines Resolved by Call Center

Trending Data – Call Center Contacts





Mobile Crisis

Purpose:

- To meet individuals where they are (e.g., home, ED, street) with the goal of stabilizing and maintaining them (when safely able to do so) in their preferred home/community environment.

Volume:

- Average per Quarter 2020: 2059
- Average per Quarter 2021: 2310
- Average per Quarter 2022: 3853

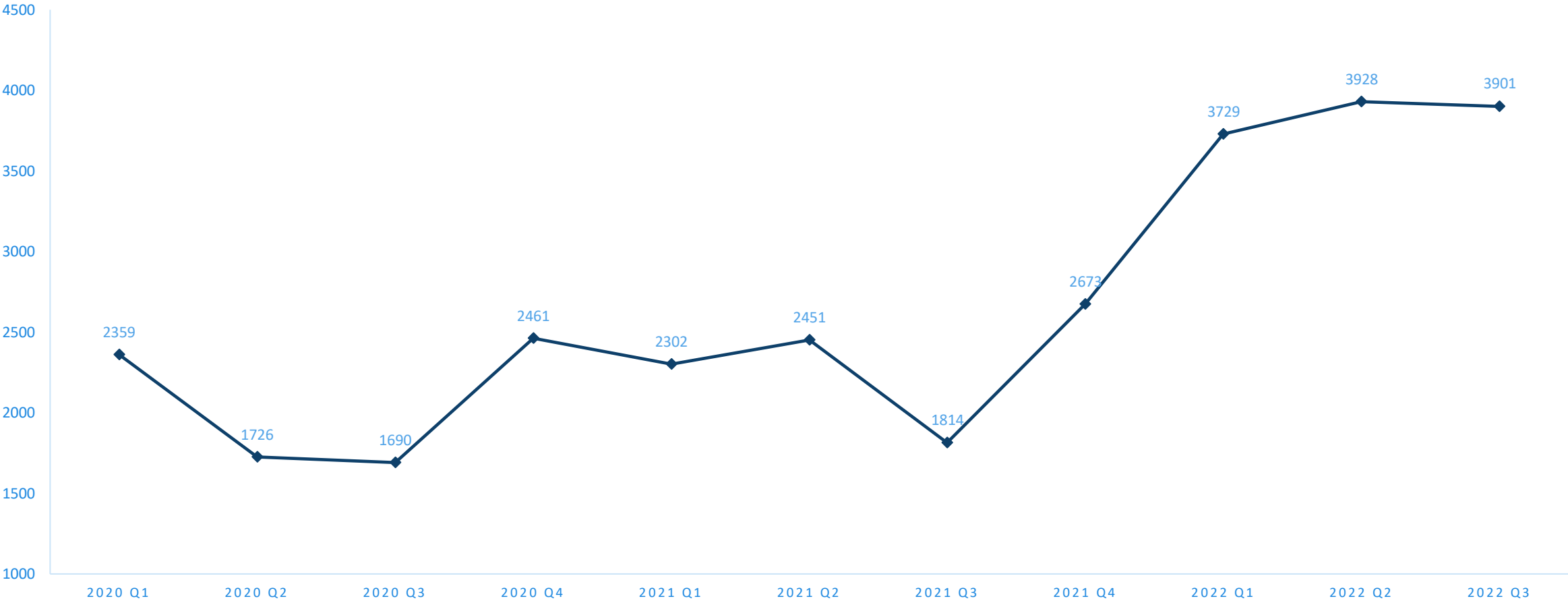
Outcomes/Disposition (2022)

- 12,000 Emergency Assessments
 - 1,576 led to a psychiatric admission

Broad Demographics:

- 9.25% are < 18 Years of Age
- 5% are >65 Years of Age
- 55% are Male

Trending Data – Count of Crisis Services



Count of Crisis Services by Location - 2022

Office: 4035 (34%)

Group Home: 2462

Client's Home: 1630

Emergency Room/Hospital: 1340

Correctional Facility: 659

Other Community: 504

Inpatient Hospital/Facility: 456

Telehealth: 439

Other Residential Treatment Center: 197

Homeless Shelter: 163

School: 46

Place of Employment: 12

Mobile Crisis: Best Practice Anchors

(SAMSHA Best Practice Tool Kit, 2020)

1

Include a licensed and/or credentialed clinician capable of assessment;

2

Respond where the person is (home, work, park, etc.) and not restrict services to select locations

3

Connect individuals to facility-based care through warm hand-offs and coordinating transportation as needed;

4

Incorporate peers within the mobile crisis team;

5

Respond without law enforcement accompaniment unless special circumstances warrant inclusion;

6

Implement real-time GPS technology in partnership with the region's crisis call center hub;

7

Schedule outpatient follow-up appointments to support connection to ongoing care.

Barriers/Regional Considerations/Planning



Staffing/Turnover

Independently Licensed Staff
Nature of Work/Turnover
Training/Availability of Support
Technology



Regional Differences:

Staff/Agency
Community
Focus on Standardization (Pilot Update)



Stabilization Units

Purpose:

- To manage risk at lowest level of care and avoid unnecessary hospitalizations/ER visits. To serve as “receiving center” where law enforcement/others may drop off those in need.

Core Components

- Accept all referrals
- Does not require medical clearance
- Staff at all times (24/7/365)
- Offer walk-in and first responder drop off options.
- Coordinate connection to ongoing care

Regional Updates

Region 1: Northwest

- CRU RFP (Transport Plan)
- 1 Vacant Overnight/Weekend Position

Region 2: North Central

- 1 Daytime Crisis Vacant
- Sit/Stand Active

Region 3: Lake Region

- No Vacancies in Crisis Service
- Sit/Stand Active

Region 4: Northeast

- 1 Daytime Crisis Vacant
- Sit/Stand Active though difficulty utilizing due to contractor inability to hire

Region 5: Southeast

- Two Daytime Crisis Positions Vacant
- One Nighttime Crisis Position Vacant
- Sit/Stand Active
- Crisis Residential facility down available beds due to staffing issues

Region 6: South Central

- No Vacancies in Crisis Service
- Sit/Stand Active though difficulty utilizing due to contractor inability to hire

Region 7: West Central

- 1 Evening/Weekend Staff out on Extended Leave
- Sit/Stand Active

Region 8: Badlands

- 2 (of 3) Daytime Crisis Positions Vacant
- 2 (of 3) Overnight/Weekend Crisis Positions Vacant
- Have not yet updated facility to support Sit/Stand



Questions