



Crisis Services Update 2023

Behavioral Health Planning Council Presentation



Health & Human Services

Overview



REGIONAL TEAM UPDATE



DISPOSITIONAL DATA



IMPACT OF 988



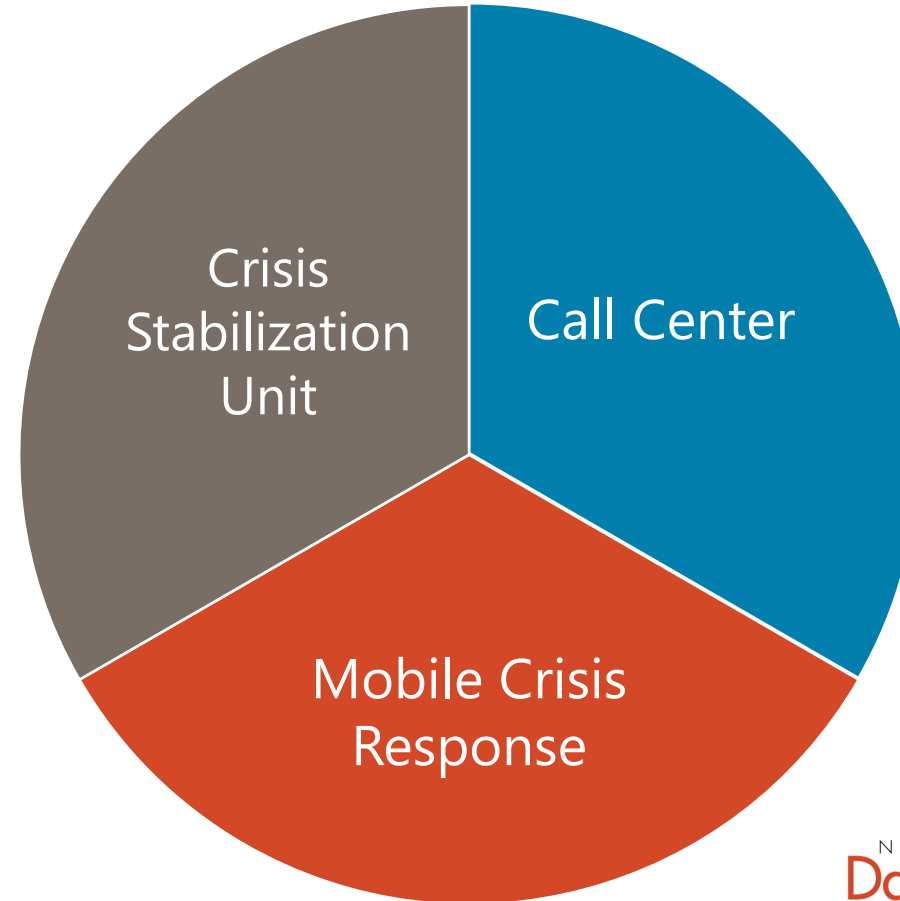
SPECIALIZED POPULATION
GROUP RESPONSE

Behavioral Health Crisis Care

Core Services & Best Practices

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.



Behavioral Health Crisis Care

Regional Team Update

Region 1: Northwest-Williston

- No Vacancies in Crisis Services
- Crisis Unit: Contract Signed with Centre Inc.: Anticipated start date of January, 2024

Region 2: North Central-Minot

- No Vacancies
- Walk In/Drop Off Active

Region 3: Lake Region-Devil's Lake

- No Vacancies in Crisis Service
- No Active Crisis Residential Unit (Currently in process of seeking proposals)

Region 4: Northeast-Grand Forks

- Crisis Services Vacancies
 - 1 Crisis Supervisor
 - 1 Night
 - .5 Night/Weekend
- Walk In/Drop Off Not Active
- 75% capacity reduction due to staffing shortage

Region 5: Southeast-Fargo

- Crisis Services Vacancies
 - 1 Daytime Vacancy
- Walk In/Drop Off Active

Region 6: South Central-Jamestown

- Crisis Service Vacancies
 - 1 Daytime

Region 7: West Central-Bismarck

- No Crisis Services Vacancies
- Walk In/Drop Off Active
- CRU capacity reductions due to contractor's workforce shortages

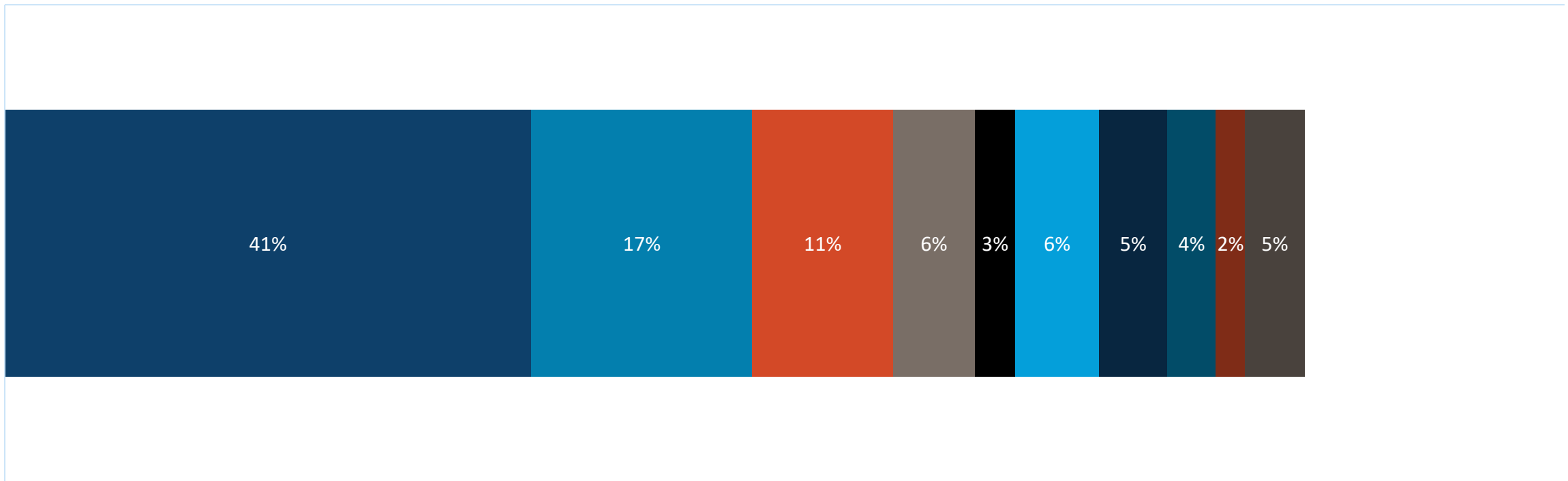
Region 8: Badlands-Dickinson

- Crisis Service Vacancies
 - 1 Daytime

Dispositional Data - 2023

- Referred to HSC
- Crisis Unit
- Safety Planning
- NDSH Admission
- Other
- Emergency Room
- Referred to Community Treatment
- Follow-up Call
- Other Inpatient Admission
- Withdrawal Management

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Impact of 988 – Call Center Data

988 Calls	January	February	March	April	May	June	Total
Total Calls	415	343	460	482	484	563	2747
Calls Referred to Mobile Team	196	150	179	209	205	161	1100
Percentage Diverted	53%	56%	61%	57%	58%	71%	60%

211 Calls	January	February	March	April	May	June	Total
Total Calls	348	363	386	380	427	383	2287

HSC Call Forward Lines	January	February	March	April	May	June	Total
Total Calls	614	641	673	730	672	628	3958
Calls Referred to Mobile Team	256	290	294	254	276	268	1638
Percentage Diverted	58%	55%	56%	65%	59%	57%	59%

Call Center – Impact Since 988

- Total Crisis Calls and Call Forward Increases
 - June 2022: 555 Calls Forwarded to HSC
 - June 2023: 812 Calls Forwarded to HSC
- Specific Benefits to 988:
 - Texting Available
 - Specialized Training of staff (e.g., LGBTQ+ and At-Risk Youth)

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

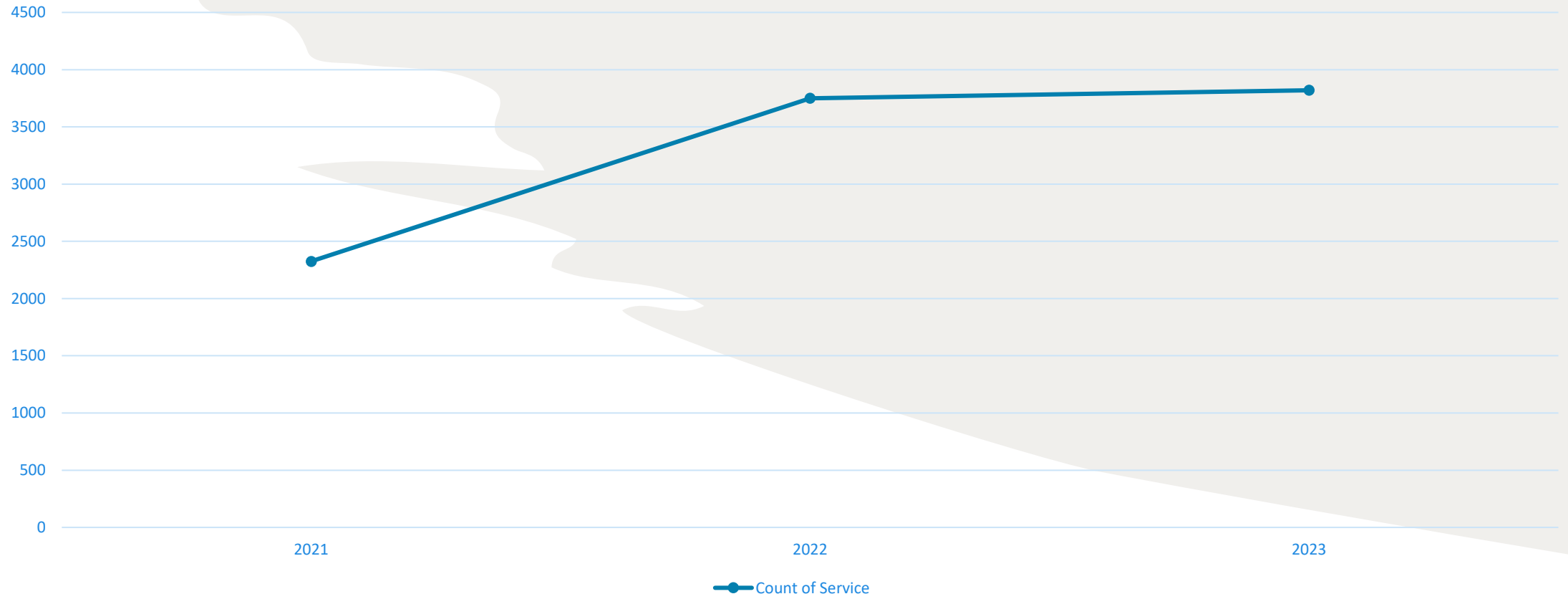
Other Residential Treatment Center: 197

Homeless Shelter: 163

School: 46

Place of Employment: 12

Mobile Crisis: Average Count of Service Per Quarter





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

Crisis Services: Needs addressed through session

Mobile Crisis

- 2.8M for Crisis Service Enhancements to fund 16 peer support specialists 2/center, 1 registered nurse at NWHSC and 4 positions to expand mobile crisis

Stabilization Facilities

- Contract for on-call psychiatry – 24x7 to stabilization units statewide: \$3,874,500.
- Contract for nursing telehealth service to stabilization units statewide: \$2,080,000.
- Contract for general physician support to stabilization units statewide: \$132,000.
- 1 Registered Nurse for NWHSC: \$194,000.

Specialized Populations