2022 NACo

LEGISLATIVE CONFERENCE

FEBRUARY 12-16 | WASHINGTON HILTON | WASHINGTON, D.C.

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Someone to Call: Reimagining the County Crisis Response System through 988 Implementation

Monday, February 14 | 1:45 – 3:00 PM EST

Washington Hilton Hotel | Columbia 9 & 10, Terrace Level
Hon. Mary Ann Borgeson
Commissioner
Douglas County, Neb.

Daniel Gillison, Jr.
Chief Executive Officer
National Alliance on Mental Illness (NAMI)
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Kimberly Williams
President and CEO
Vibrant Emotional Health
*speaking in place of Laura Evans

Dr. Anita Everett
Director, Center for Mental Health Services
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Someone to Call: Reimagining the County Crisis Response System through 988 Implementation

Daniel H. Gillison, Jr.
CEO, NAMI
About NAMI: Who We Are

https://www.youtube.com/watch?v=BZNw3Ldtxrg
Reimagining our crisis response is about more than NAMI, our members or our partners – it will take *all of us.*

NAMI led **REIMAGINE: A Week of Action to Reimagine Our National Response to People in Crisis** in November 2021 with more than 40 partners and 7,500 attendees coming together to learn about how we can change the way we respond to mental health crises.

**Nov. 2021 Ipsos/NAMI poll ([link](#)) found:**

- **4 in 5 people** believe mental health professionals should be the primary response to people in mental health crisis, not law enforcement.
- **76%** believe that improvement is needed in emergency responses to a mental health or suicide crisis nationally.
SAMSHA and Crisis Services

Anita Everett MD DFAFA
Director, Center for Mental Health Services
US, HHS, SAMHSA
Two brothers: what does a person in crisis need?

Jake

Quinton

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• What does a person in crisis need?
  ▪ Someone to talk to
  ▪ Someone to respond a Behavioral health First Responder
  ▪ Place to go: ED, Crisis Receiving
  ▪ Follow up
Vision: MH and SUD Crisis response system

- **Person in Crisis**
  - 80% resolved on the phone
  - 70% resolved in the field
  - 65% discharged to the community
  - 85% remain stable in community-based care

- **Crisis Line**
- **Mobile Crisis Teams**
- **Crisis Facilities**
- **Post-Crisis Wraparound**

**Decreased Use**
of jail, ED, inpatient

**Easy access for law enforcement** = connection to treatment instead of arrest

**LEAST Restrictive = LEAST Costly**

Current: Suicide prevention Lifeline

- Started:
- Current:
  - 180 Local Call Centers
  - 10 Back up centers
  - 3 Spanish speaking
  - 6 Chat Centers
DATA from Vibrant on projected increased volume

How might 988 impact national demand for services?

Potential total 988 volume may range from ~6-12M in year one and ~13-40M in year five

Potential future 988 volume
Millions of encounters annually, including call, online chat, and SMS

- Baseline volume (Baseline)
- Diverted volume from 911 and crisis centers
- New volume (previously un-served)

Scenario 1
Minimal baseline growth, diversion, and new volume

Scenario 2
Moderate baseline growth, diversion, and new volume

Scenario 3
Extended baseline growth, diversion, and new volume

Percent call
66% 66% 65% 65% 65%

Percent online chat
53% 51% 53% 53% 53%

Percent SMS
1% 1% 1% 1% 1%

1. Assumes baseline volume and baseline/periodic center volumes grow at 5% annually. Assumes 41% of volume online baseline/periodic center volume in income for 988 and ~70% of the volume transferred to 988 by year five. Assumes 40% of 911 volume in income for 988 and 10% of the volume transferred to 988 by year five. Assumes 0% of inpatient volume transferred to 988.

2. Assumes baseline volume and baseline/periodic center volumes grow at 5% annually. Assumes 41% of volume online baseline/periodic center volume in income for 988 and ~70% of the volume transferred to 988 by year five. Assumes 40% of 911 volume in income for 988 and 10% of the volume transferred to 988.

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SAMHSA Crisis Support Resources

• MHBG set aside (2021 and 2022)
• Planning Grants
• Call Center Support
• 988 Office in SAMHSA
• Transformation initiatives
• Reports
• Convenings (MHA-SSA-Medicaid) and Stakeholders
• Awareness
New 5% Set Aside

• Set aside 5 percent of the Mental Health Block Grant (MHBG) allocation for each state to support evidence-based crisis systems.

• Statutory requirements.
  ▪ SAMHSA to use the set-aside to fund, at the discretion of eligible States and Territories, some or all of a set of core crisis care elements including: centrally deployed 24/7 mobile crisis units, short-term residential crisis stabilization beds, evidence-based protocols for delivering services to individuals with suicide risk, and regional or State-wide crisis call centers coordinating in real time.
## Examples of How States Spend their Crisis Set-Aside

<table>
<thead>
<tr>
<th>Someone to Talk To</th>
<th>Someone to Respond</th>
<th>Places to Go</th>
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</thead>
<tbody>
<tr>
<td>Call Center</td>
<td>24/7 Mobile Crisis Teams</td>
<td>Crisis Residential Programs</td>
</tr>
<tr>
<td>Suicide Prevention Lifeline</td>
<td>Rural Crisis Response Teams</td>
<td>Crisis Stabilization Programs</td>
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<tr>
<td>Air Traffic Control</td>
<td>Youth Mobile Response Teams</td>
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<td>Youth Mediation &amp; Supportive Counseling</td>
<td>Crisis Counseling Programs</td>
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<td>Peer Run/operated Warm Lines</td>
<td>Home-based crisis intervention program</td>
<td>Youth Stabilization Units</td>
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<tr>
<td>Crisis Text lines</td>
<td>Cahoots</td>
<td>Peer Respite Services/Apartments/Living</td>
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</tbody>
</table>
2022 Transformation Transfer Initiative Awardees!
Center for Mental Health Services created the Transformation Transfer Initiative (TTI) to assist states in transforming the state’s mental health systems of care.

The TTI provides, on a competitive basis, flexible funding awards to states, the District of Columbia, and the Territories to strengthen innovative programs.

This year’s TTI holds relevance and value for all states and territories as the focus is 988 readiness and improvement and expansions of crisis services.
• Awarded 37 TTI grants of $250,000 to states and territories on the following three topics directly related to implementing and expanding 988 and crisis services:
  – Special Populations
    • American Indian/Alaskan Native (AI/AN) Communities
    • LGBTQ+
  – Workforce
  – Children & Adolescents
Building: 911 is building over 60 years

Suicide Lifeline
- Calls answered within state
- Calls answered locally knowledge of resources and ability to deploy
- Calls answered locally Ability to deploy
  Follow up and knowledge of current availability and appointment

Police as first Responder
- Trained Officer CIT
- CAHOOTS style model
- Full response with medications and psychiatrist on board

Diagnose and initiate treatment
- ED with in serviced staff protocols
- ED with Psychiatry
- ED and Crisis Receiving Unit
• Expanding Model ?? 500 clinics
• Core Elements:
  – Staffing
  – Access (24 hr availability and “no rejects”)
  – Care coordination
  – Scope of services (health, SUD, Case mgmnt, Rehab, peer specialist and family supports)
  – Quality
  – Governance and Accreditation
Strengthening Children’s Crisis and Stabilization Services

Systems of Care

Diagnostic and Evaluation Services
Outpatient Services
24/7 Emergency Services
Home Based Services
Day Treatment Services
Therapeutic Foster Care Services
Transition Services
Recovery Support Services
Family Participation Services
Governance Structure or Board

AWARE:
Advancing Wellness and Resiliency in Education

School Behavioral Health Services Framework

Mobile Crisis Intervention Services

Help for children and youth in crisis.
Resources

- National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit
  - Serves as the main paper for crisis services
- Crisis Services: Meeting Needs, Saving Lives
  (https://store.samhsa.gov/product/crisis-services-meeting-needs-saving-lives/PEP20-08-01-001?referer=from_search_result)
- National Association of State and Mental Health Program Directors (NASMHPD)
  - https://www.nasmhpd.org/content/tac-assessment-papers
Serving people in distress building healthy communities

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Thank you.

SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

Tison Thomas, M.S.W., LMSW
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Center for Mental Health Services

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