Interim Acute Psychiatric Treatment Committee | 1.20.22

Representative Jon Nelson, Chairman

Brad Brown, Director, West Central Human Service Center

NORTH Dakota | Human Services

Be Legendary.™

WHO WE SERVE

We are a **safety net** that supports individuals and families with limited access to services or resources in their community.

- Adults with serious mental illness
- Children with serious emotional disturbance and their families
- Adults and children with substance use disorders that co-occur with serious mental illness
- Pregnant women with substance use disorders
- People who use intravenous drugs
- People who are having their first experience with symptoms of psychosis

HOW WE SERVE

We serve Region VII in multiple ways that allows for individual engagement that is client-centered and allows serves at several levels.

- Open Access/Integrated Assessments
- Walk-in Option
- Crisis Serves 24/7
- Scheduled Appointments
- Community-Based Services Teams (CBS)
- Intensive Community-Based Services Teams (ICBS)
- Residential Services

WHY WE SERVE

To deliver behavioral health services in support of both the DHS mission and the Field Services Mission

- DHS Mission Statement: To provide quality, efficient, and effective human services, which improve the lives of people.
- Field Services Mission Statement: Our mission is to provide timely and effective behavioral health services to citizens of North Dakota to improve the quality of life through achieving and sustaining recovery.

Open Access/Integrated Assessments

Walk-in services

Coordinated referral

Access to Statewide integrated assessment process

OPEN ACCESS ALLOWS

- Enter services on the day they are ready
- Complete screening, triage & referral
- Complete an integrated assessment

INCREASED ACCESS TO SERVICES

Avg. number of people walking into WCHSC seeking services per day increased by **13%** from 2020 to 2021.

Provided behavioral health services to **3,133** individuals & **543** youth and their families.

Provided **12,778** telehealth services to **1,924** individuals.

Crisis Services

COMPREHENSIVE CRISIS CARE SYSTEM

- Anyone
- Anywhere
- Anytime

24/7 Centralized Call Center

Flexible Crisis Response

Crisis Stabilization Facilities

CRISIS SERVICES ESSENTIAL ELEMENTS

Helps individuals facing a crisis event to experience **relief quickly**

Meets individuals in an environment **where they are** comfortable; *and*

Provides **care/support** while avoiding unnecessary law enforcement involvement, emergency room use and hospitalization.

STATEWIDE 211 CALL CENTER

- Operates 24-hours a day, 365 days a year
- Calls answered by clinically-trained specialists
- Assesses for suicide and other risks
- Coordinates with regional mobile crisis response team when crisis cannot be solved over the phone
- Connects individuals to facility-based care through warm hand-off

INCREASED USE OF CRISIS SERVICES AND 211

Supported **586** individuals with **1,719** crisis services.

Average number of individuals using crisis services increased by **57%**.

Average 211 call volume increased by **102%** from 2020 to 2021.

REGIONAL MOBILE CRISIS RESPONSE

- Licensed behavioral health clinicians respond to where a person is (home, work, school, etc.) any time, day and night
- Crisis resolution and crisis therapy in-person or via telehealth
- Connect individuals to facility-based care, as needed, through warm hand-off and coordination
- Provide crisis planning and follow-up

Residential Services

CRISIS STABILIZATION SERVICES

- 24-hour crisis receiving and stabilization facility
- Dedicated first responder drop-off area
- Accept all referrals with applicable screening
- Does not require medical clearance prior to admission but rather assessment/support for medical stability while in the facility
- Services provided address mental health and substance use crises

* Efforts underway to fully develop services in select regions.

CRISIS RESIDENTIAL UNIT (CRU)

- 24-hour contracted facility
- 12 beds reduced to 9 beds at times to accommodate COVID + residents
- Sit/Stand area separate from Stay area
- Sit/Stand area averaged 24 individuals per month in 2021
- Stay area averaged 36% bed occupancy in 2020 and 46% bed occupancy in 2021

Community-Based Services – Behavioral Health

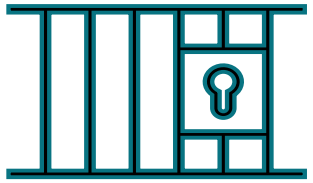
COMMUNITY-BASED SERVICES

- Burleigh/Morton Detention Center

- Bismarck Public Schools – Partnership
  - Dorothy Moses, Grimsrud, Pioneer and Jeanette Myhre Elementary Schools
  - Wachter Middle School (coming Feb. 2022)

- Drug Courts
  - ND Juvenile Drug Court Program
  - Bismarck/Mandan Drug Court and Heartview Foundation

BURLEIGH-MORTON DETENTION CENTER



- Outreach into the detention center twice monthly for psychiatric medication assessments and rechecks
- Complete new registration, nursing assessments, WHODAS, DLA-20
- Ongoing consultation/communication is managed by RN and provider collaboration
- CBS & ICBS teams outreach current and new individuals who become incarcerated
- Trends: Increase need for both psychiatric and teams for outreach into detention facility

World Health Organization Disability Assessment Schedule (WHODAS)
Daily Living Activities-20 (DLA-20)
Community-Based Services (CBS)
Intensive Community-Based Services (ICBS)

BISMARCK PUBLIC SCHOOLS PARTNERSHIP

Current partnership with four BPS elementary schools: Myhre, Grimsrud, Pioneer and Moses

Served 20 children/families in 2020-2021 school year.
Served 22 children/families in 2021-2022 school year.

New for Feb. 2022 is the addition of Wachter Middle School

YF CBS and YF ICBS teams supporting current partnership

Trends: Need to continue to deliver services in homes and communities

Youth and Family Community-Based Services (YF CBS)
Youth and Family Intensive Community-Based Services (YF ICBS)

DRUG COURT COLLABORATION

North Dakota Juvenile Drug Court Program served eight youth

Bismarck/Mandan Adult Drug Court Program served 36 individuals in the last two quarters of 2021

New for 2022 is the addition of Heartview Foundation to enhance long-term collaboration

CBS & ICBS Teams coordinate outreach to the current and new individuals

Trends: Increased need to support both Juvenile and Adult Drug Courts

Community-Based Services (CBS)
Intensive Community-Based Services (ICBS)

FUNCTIONAL/ SOCIAL DETERMINATES

Nearly **55%** reduction in individual arrests.

50% decrease in hospitalizations.

Improvements in school, home, health, employment and community.

Questions

NORTH Dakota | Human Services

Be Legendary.™