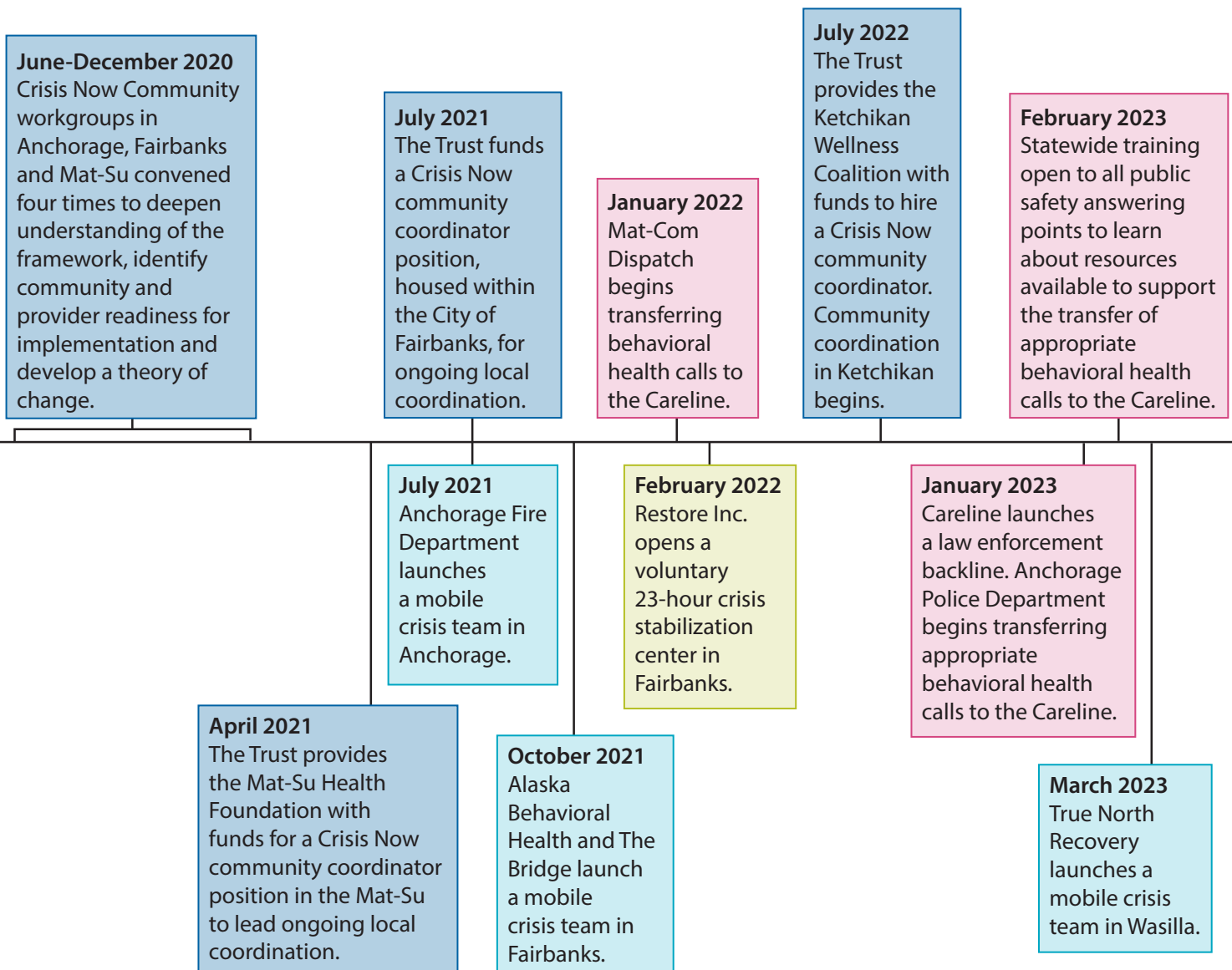


CRISIS NOW





Implementing a Behavioral Health Crisis System of Care in Alaska

Implementation Update 6: May 2023

Community Implementation Timeline



Legend

Community Coordination 	Crisis Call Center 	Mobile Crisis Teams 	23-hour Crisis Stabilization 
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Community Updates

Anchorage

Someone to Call

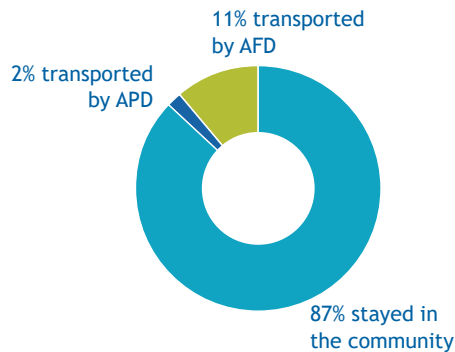
In January 2023, the Anchorage Police Department became the first department in the state to pilot a backline with the Alaska Careline. The “backline” is a designated line for law enforcement to call when they wish to transfer a caller to Careline, as opposed to dispatching emergency services resources. Since implementing Careline transfers on January 23, 2023, the department has transferred 33 calls to the Careline (through early April 2023). Current criteria to initiate a call transfer are limited to callers with suicidal ideation without intention or means. Many of the dispatch staff at APD are Crisis Intervention Team (CIT) trained, which prepares the call-takers to identify, respond to and triage behavioral health calls.

Looking ahead, APD plans to continue to track call transfer volumes to the Careline and expand criteria for call transfers as appropriate.

Someone to Respond

The Anchorage Fire Department Mobile Crisis Team (MCT) responded to 1,914 crisis calls in 2022 and provided 614 post-crisis responses. The team operates 10 hours a day, 7 days per week and is staffed by a clinician and an EMT paramedic. The team responded to an average of eight calls per 10-hour shift. The average response time was 30 minutes and the average time on location was 30 minutes.

The vast majority of crisis call outs (87%) remained in the community, with 11% requiring transport by AFD and 2% requiring transport by APD. Over the course of the year, the team interacted with 758 unique individuals. The majority of individuals (76%) are housed.



MCT users were largely satisfied with the services they received as evidenced by a survey conducted with participants in the days following their use of the team (all questions asked on a scale of 1 to 10):

- How satisfied were you with the MCT? – Average, 9.4
- Did MCT treat you with respect? – Average, 9.9
- How helpful was MCT? – Average, 9.7
- *“They were 100% great and helpful! I’m used to dealing with police and stuff, so they were really great about making sure I knew it was all confidential and understanding the situation.”*

To request a MCT dispatch, call 3-1-1 option 1 or dial 9-1-1.

The AFD MCT has identified numerous goals for the coming year, including: expanding staffing to increase availability to 24/7, increase interactions with diverse populations including adolescents, LGBTQ+ and minority groups underrepresented in current MCT contacts, and to more accurately track referrals made by the team and percentage of successful connections.

A Place to Go

Southcentral Foundation and Providence continue their planning process for facility-based crisis stabilization services.

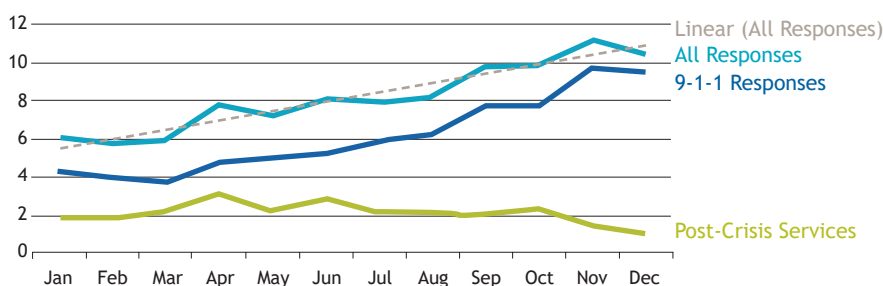
Southcentral Foundation

In partnership with the Alaska Native Tribal Health Consortium, Southcentral Foundation is the design and planning phase for a 23-hour Crisis Stabilization Center for adults located on the Alaska Native Medical Center campus. In June, 2022 Southcentral Foundation received a \$485,000 planning grant from the Trust to support their planning efforts. The 23-hour Crisis Stabilization Center is slated to open in 2024. Additional planning is underway for an intermediate care facility that will house crisis residential for adults and 23-hour crisis stabilization and crisis residential services for youth.

Providence Alaska

Design and planning are underway for three new crisis programs that will be offered by Providence Alaska, opening in 2023 and 2024. The Behavioral Health Urgent Care (for adults and adolescents) will open in December of 2023. The Crisis Stabilization Center (includes both 23-hour Crisis Stabilization and Crisis Residential) will open in Q1 of 2024 and serve adults. All services will be located on the Providence campus in the Providence Regional Building. The project will reach 65 percent design this spring.

Average Daily Responses, 2022



The project team is actively fundraising for the remaining capital needed for the project. To date, Providence secured the following funding:

- Trust planning grant (\$400K), 2022 – Supported initial planning and development of the Crisis Stabilization Center and Behavioral Health Urgent Care.
- Trust planning grant (\$1.55M), 2023 – Will support planning, development, and launch of three programs (behavioral health urgent care, 23-hour Crisis Stabilization, and Crisis Residential).
- State General Fund contribution (\$8M), 2022 – Will support capital expenses for the building renovation.

Community Coordination

The Anchorage Crisis Collaborative, comprised of the core crisis service providers in Anchorage began monthly meetings in February 2022. Collaborative membership represents existing and future providers of behavioral health crisis services, emergency services and organizations representing individuals with lived experience. Collaborative membership prioritizes in engaging the necessary perspectives to create a well-coordinated behavioral health crisis system that is rooted in best practices in behavioral health crisis care.

The Anchorage Crisis and Connectors Workgroup is open to all interested providers and community members. This group began quarterly meetings in October 2022 and focuses on ensuring the community is aware of Crisis Now implementation efforts and building connectivity between crisis providers and ongoing care resources.

To learn more or get involved, contact: Becky Bitzer, Agnew::Beck Consulting becky@agnewbeck.com, (907) 277-5534

Mat-Su

Someone to Call

Matcom Dispatch began transferring calls to Careline in January 2022 and since that time has connected 55 callers to Careline.

Someone to Respond

True North recovery launched a MCT on March 14, 2023 to provide response to individuals in behavioral health crisis in Wasilla 24-hours per day, 7 days per week. The team will be expanding coverage in the borough in an incremental manner as they gain experience and have staffing capacity. The team is staffed by behavioral health professionals and a peer support workers.

A Place to Go

Set Free Alaska launched a voluntary crisis residential program on December 1, 2022. The program currently has six beds with plans to expand to eight and served 33 clients between program opening and mid-March 2023. Set Free's crisis residential program serves adults 18 and older who are currently in crisis and requiring immediate stabilization related to substance misuse. 81% of clients were connected to continuing care services following stabilization. Commonly accessed resources include residential treatment, outpatient treatment, detox and housing. To learn more or make a referral, contact: (907) 521-5239.

Community Coordination

Two community workgroups have been meeting biweekly since December to plan for the launch of the MCT. The Dispatch and Response workgroup has brought together staff from the Wasilla Police Department, Matanuska-Susitna Borough EMS, Mat-Com Dispatch, True North Recovery, Mat-Su Health Foundation, and Alaska Careline to coordinate the dispatch and response of the MCT. The Post-Crisis Network Workgroup brings together staff from the True North Recovery MCT, behavioral health organizations, and

safety net service providers to create a network that will receive the clients who are served by the MCT. Connect Mat-Su will serve as the coordinator for the network and will maintain an on-call system for organizations to respond for follow-up with MCT clients. Network members will use a shared ROI to enable them to transfer and coordinate care for clients as needed. Additionally, members will sign a MOU that will outline their involvement and commitment to the network. The network will be monitored and evaluated in order to assess and improve effectiveness.

To learn more or get involved, contact: Melissa Toffolon, mt@actionabledataconsulting.com (907) 414-8180

Ketchikan

Someone to Respond

The Ketchikan Fire Department is exploring the development of a Mobile Integrated Health program. Behavioral health crisis response will be one service offered by the program.

A Place to Go

Ketchikan Indian Community is developing a navigation center and is exploring the development of a stabilization space within the center. Ketchikan Indian Community is developing a Wellness Center as part of their "10 Mile Project" that will include substance use treatment options.

Community Connections, a behavioral health organization serving children and youth, is looking to expand their Therapeutic Foster Care program to support the small number of children who present at the emergency department for behavioral health crises.

Community Coordination

Community coordination efforts are led by: Lisa DeLaet, Crisis Now Community Director, lisa@KetchikanWellness.org, (907) 225-9355, www.KetchikanWellness.org

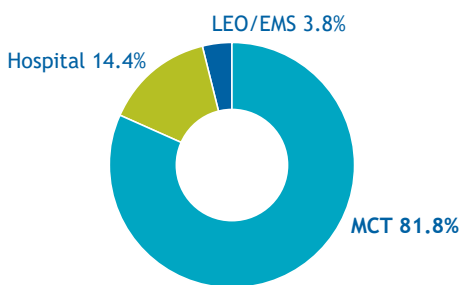
Fairbanks

Someone to Call

The Fairbanks Emergency Communications Center (FECC) began dispatching the MCT in October 2021. FECC developed MCT levels of response based on the severity and urgency of the call. FECC has a longstanding relationship with the Alaska Careline, due to the crisis call center being based out of Fairbanks, Alaska. Calls between both entities are exchanged based on the need of the callers and FECC management has been instrumental in assisting other implementations develop triage models for these transfers.

Someone to Respond

In 24/7 operation for over 16 months, the Fairbanks MCT built a solid partnerships with Fairbanks Police Department (FPD) and Fairbanks Emergency Communications Center (FECC). The team is staffed by a clinician and a peer support specialist from Alaska Behavioral Health. In 2022, FECC received 770 calls that were coded for MCT and 737 of those calls were diverted from law enforcement arriving first to the scene. The average MCT response time was 27 minutes and average time on scene with patient was 37 minutes. In 2022, the MCT was able to divert 81.8% of calls from law enforcement involvement, emergency medical services, hospitalization, or incarceration.



The MCT provides transportation if needed, which greatly reduces the use of first responder services. One of the highlights of the Crisis Now Model for the MCT is the ability of the peer support specialist to conduct follow-ups and outreach with the patient after the first intervention. In 2022, the team made 608 referrals and followed up at 24 hours, 7 days, and 14 days with the patients who had experience a behavioral health emergency.

A Place to Go

In Fairbanks, Refine Crisis Stabilization & Detox Center opened its doors in February 2022 and has seen an average of over 400 visits a month through the winter of 2022-2023. This winter, Fairbanks was missing three important crisis services that traditionally provide services for the most vulnerable in the community: a Detox Center, a fully staffed Sobering Center, and warming stations. Refine Stabilization Center was able to provide 24/7 walk-in services to help fill this need, taking the largest portion of intakes from the Emergency Service Patrol which is called out for incapacitated and intoxicated individuals.

Looking ahead, Fairbanks will still require a full Crisis Now stabilization center as the regulations for these centers are developed to accept involuntary patients, drop-offs from emergency medical services and be able to administer medication, including sedatives. The MCT, our police officers, and other first responders need to be able to drop off patients in a behavioral health emergency 100% of the time rather than transporting those patients to the hospital emergency department.

Fairbanks also has several entities that offer walk-in crisis services during day-time office hours: Alaska Behavioral Health, True North Recovery, and Tanana Chiefs Conference. Fairbanks Native Association provides screenings, briefing interventions, and referrals to treatment (SBIRT) to any walk-in client utilizing the 'No Wrong Door' approach to their services.

Community Coordination

The coordinator works with the community to build consensus for what is needed to provide a full continuum of crisis services. The coordinator, with support from Agnew::Beck consultation developed a Community Resource Map of crisis services, behavioral health treatment and supports with visualization of their connections and referral pathways available in Fairbanks.

During the rollout of 988, the coordinator fielded many questions from the community to inform concerned citizens and service providers on what would happen when they called 988. The coordinator provides education to service providers on access to the MCT, how dispatchers determine level of response, type of response, etc. based on acuity and urgency of call, and types of calls that would be filtered to other response such as Emergency Service Patrol or to Alaska Careline. From the beginning of MCT operation, the coordinator also collects data and presents it to the public through monthly meetings, the City Council, newsletter, presentations, and the City of Fairbanks website.

To learn more or get involved, contact: Brenda McFarlane, bmcfarlane@fairbanks.us, (907) 459-6794, www.fairbanksalaska.us/crisis

Juneau

Someone to Call

A member of the Juneau Dispatch team joined in a site visit to Phoenix to see the Crisis Now model in action. Dispatch also participated in the February 2023 State-wide training for PSAPS on 911 and 988 coordination. The department is working with the Careline to see examples of existing policies and protocols for transferring calls.

Someone to Respond

Juneau has a robust mobile integrated healthcare (MIH) team serving the community. A great deal of discussion during workgroup meetings has been on the options for how to partner MIH with behavioral health team members to support community members in an active behavioral health crisis.

A Place to Go

Bartlett Regional Hospital

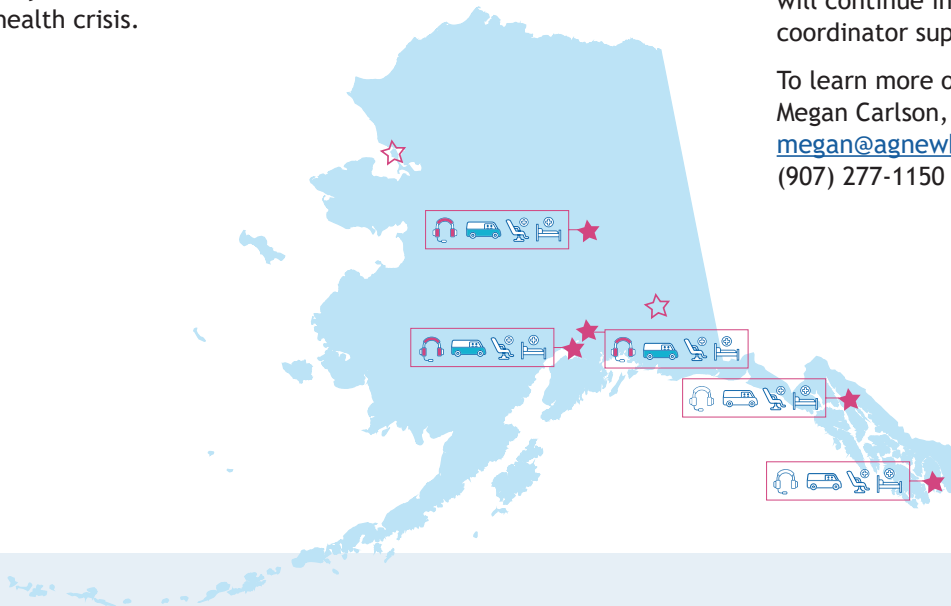
Construction of the Aurora Behavioral Health Center, which will house 23-Hour Crisis Stabilization and Crisis Residential programs for adults and for adolescents, will be completed this spring. Programs are scheduled to open in June of 2023 and have capacity for 5 adults and 2 adolescents in 23-Hour Crisis Stabilization and 3 adults and 4 adolescents in Crisis Residential. During the past year, the Bartlett team completed financial modeling for the four programs, developed staffing plans, and refined the building design to meet community needs.

Please join Bartlett Regional Hospital for the Aurora Behavioral Health Center Open House on June 14, 2023 from 4:30-6:00PM

Community Coordination

Agnew::Beck and the Trust facilitated three community workgroup sessions between December 2022 and March 2023. The meetings introduced core elements and components of Crisis Now, current behavioral health crisis needs and responses in the community and started discussions on “what’s next?” for Juneau. The community will continue to consider and revise Crisis Now long-term outcomes to be most meaningful to Juneau. The most recent workgroup also introduced the concept of the Community Coordinator role in shepherding ongoing Crisis Now work. Community members suggested potential leads for this role, and the Trust will continue these conversations until the next Crisis Now community workgroup. Until then, Agnew::Beck will continue in the community coordinator support role.

To learn more or get involved, contact: Megan Carlson, Agnew::Beck Consulting megan@agnewbeck.com, (907) 277-1150



Other Communities

- ☆ Copper River Native Association, with funding from the Trust, the Alaska Department of Health and Ahtna, Inc., plans to develop a mobile integrated health (MIH) team to provide mental health engagement, intervention, and follow-up support to individuals in the Copper River Basin. MIH response will be provided by an emergency medical technician (EMT) and a Behavioral Health Aide (BHA). Planning and team development began in October 2022, with the launch of the MIH team expected in 2023.
- ☆ Maniilaq Association is engaged in planning efforts with the Trust, community stakeholders, and the Division of Behavioral Health to address gaps in crisis care services in Kotzebue and the surrounding region. Maniilaq is in the planning phase for a Crisis Center, which will provide stabilization to individuals in crisis and offer transitional residential care to individuals needing anything from a couple of hours of care to several days of stabilization. The Trust recently awarded a \$200,000 grant to Maniilaq Association to further the planning and development of a Crisis Center for the region.

To read more about the framework and efforts to improve behavioral health crisis response in Alaska, visit: alaskamentalhealthtrust.org/crisisnow or contact Eric Boyer, Alaska Mental Health Trust Authority, (907) 269-7912 or eric.boyer@alaska.gov.