

CRISIS NOW

Implementing a Behavioral Health Crisis System of Care in Alaska

Implementation Update 4: August 2022

Community Updates

Mat-Su

Crisis Now work in Mat-Su has centered around development of the core Crisis Now services and exploring how the post-crisis system and two existing multi-disciplinary teams that meet to discuss complex cases will be coordinated with new crisis services. The Mat-Su Crisis Now Implementation Team meets quarterly to share updates with the community and discuss next steps. Key updates for core service areas include:

- **Crisis Call Center:** Mat-Com, a local 911 dispatch center, has been working with the Alaska Careline to coordinated transfer of calls.
- **Mobile Crisis Team:** Organizations are working together to support a Letter of Interest to be submitted to the Alaska Mental Health Trust Authority (the Trust) to start a Mobile Crisis Team (MCT). A meeting was hosted by True North Recovery with all the interested organizations to discuss the creation of the MCT and how to work collaboratively together.
- **Crisis Stabilization:** The Mat-Su Health Foundation and the Trust funded technical assistance projects with Mat-Su Regional Medical Center, True North Recovery, and Set Free Alaska to explore the development of crisis stabilization services.

Anchorage

The Anchorage Crisis Collaborative, comprised of first responders, existing crisis providers and providers planning to offer crisis services began meeting monthly in February 2022. The group is working to map the flow of individuals through the crisis system and the various resources available in Anchorage's current system, to provide clarity on the resources available and to ensure the right response is received at the right time.

Juneau

Bartlett Regional Hospital in Juneau currently offers a full range of behavioral health services including outpatient, residential, crisis and mental health inpatient services. In 2019, Bartlett released an RFP to develop a new building to house existing outpatient behavioral health and applied behavior analyst services and two new levels of care for the community – 23-hour crisis stabilization and short-term crisis residential for adults and youth. The new building is slated to open in March 2023.

To learn more, visit:

www.bartletthospital.org/patients-visitors/crisis-stabilization-center

A Juneau community workgroup will convene this fall to further the development of the behavioral health crisis continuum in the community.

Fairbanks

Community collaboration is key in Fairbanks. The Fairbanks Workgroup briefed and established connections with multiple fire departments, the public library, homeless shelters, The Breadline soup kitchen, the Fairbanks Wellness Coalition, and other partners. The staff members of every agency are hungry for more options for the people they serve and are extremely grateful for the resources that Crisis Now has brought to the community. The Crisis Now Coordinator was invited to teach a session at the August Crisis Intervention Training (CIT) at the University of Alaska Fairbanks. The relationships built will expand connections and possible referral sources for law enforcement officers who serve the university campus.

Ketchikan

Spotlight on the new Crisis Now Ketchikan coordinator, Lisa DeLaet

My family and I are excited to live in Ketchikan for the third time. With my husband in the US Coast Guard, we've moved around the country and keep coming back to Ketchikan. We love this community, and all that Alaska offers.

I am thankful that the Ketchikan Wellness Coalition (KWC) received the Crisis Now grant which is funded through the Alaska Mental Health Trust Authority. KWC is a non-profit made-up of a group of individuals, organizations, businesses, and local government and service representatives that work together to improve quality of life for Ketchikan residents. KWC promotes community wellness through assessment and action. As the Crisis Now Community Director, I am working with our local and state stakeholders to see how the Crisis Now model could be implemented in Ketchikan. The community has wonderful people and agencies providing excellent services to those in need. It's exciting to work collaboratively on creating a better system for mental health and substance use crisis care.

To learn more about the KWC, visit: ktnwc.org.

Lisa can be reached at (907) 254-8716 or lisa@ktnkwc.org.

To learn more about community implementation efforts or to get involved, contact:

Anchorage +
Statewide Coordination:

Becky Bitzer | becky@agnewbeck.com

Fairbanks Coordination:

Brenda McFarlane | BMcfarlane@fairbanks.us
www.fairbanksalaska.us/crisis

Mat-Su Coordination:

Melissa Toffolon |
mt@actionabledataconsulting.com

Crisis Call Center + Technology Updates



Sometimes you call 911, now you can also call 988.



988 went live July 16th!

Who should call 988?

- Anyone experiencing emotional distress, suicidal, substance use and/or mental health crisis, including those who are emergency responders and others who are supporting people who are high risk. 988 is a confidential safe space to be able to talk.
- Family and friends who are concerned about someone close to them experiencing crisis and/or emotional distress.

Who answers 988 calls?

- Trained counselors are on staff to listen to caller, understand how the problem is affecting them, provides support, and shares resources if needed.
- Alaskans dialing from a 907 area code will be connected into Alaskan-specific support via the Alaska Careline; while those with a non-907 phone number will be connected into a national support.

To learn more, visit: health.alaska.gov/dbh/Pages/Prevention/988/default.aspx

OpenBeds – Connecting Alaska Providers and Care-Seekers to Services

In 2019, OpenBeds, with funding from Department of Health, initiated in Alaska to connect referring entities like social service provider, hospitals, and the criminal justice system to receiving entities like outpatient and inpatient providers to support people seeking treatment for substance use disorders and mental illness. As of 2022, one in four substance use disorder treatment providers are on OpenBeds, and overall the availability 76 programs across 26 organizations can be found on OpenBeds. These programs range from residential to outpatient to sober housing, and represent tribal, nonprofit, and for-profit agencies in communities across Alaska. What is unique to OpenBeds is that treatment availability is in real time, as long as the agency updates their availability. This is key because OpenBeds includes a public facing site called www.treatmentconnection.com. In the past two years, over 800 people have accessed this site to identify available treatment options Find out how your organization can join the network as a referring and/or receiving provider by contacting jane.sullivan@alaska.gov.

Upcoming conferences and trainings

Interested in learning more about Alaska's behavioral health continuum of care, best practices and comprehensive crisis response systems? Upcoming conferences and on-demand trainings are available!

- Alaska Mental Health Trust Authority Improving Lives Conference, September 27th and 28th, 2022: This conference will focus on issues impacting Trust beneficiaries and will share information on data-driven, innovative and promising practices to strengthen Alaska's continuum of care. improvinglivesalaska.org
- EMS World Expo, October 10th-14th, 2022: Several sessions in this conference will be focused on the role of community paramedicine in substance use disorder support and mental health. emsworldexpo.com/agenda
- The Crisis Prevention Institute (CPI) will offer their Non-Violent Crisis Intervention training in Anchorage, November 1-3, 2022. If you are looking to add CPI to your organization's training toolkit or have trainers who are up for renewal, consider registering for this in-person training. Contact Sandra at (414) 979-7084 or stomczak@crisisprevention.com to learn more.
- Project ECHO virtual learning communities:
 - [UAA Project ECHOs](#)
 - [ANTHC Addiction Medicine ECHO \(live and recorded sessions\)](#)

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.

Mobile Crisis Team Implementation Updates



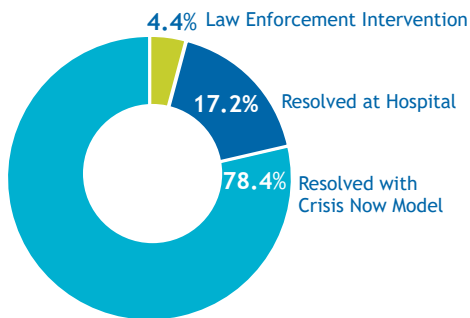
Fairbanks Mobile Crisis Team

Operators: Partnership between Alaska Behavioral Health and The Bridge

Data provided by the City of Fairbanks. Reporting timeframe: October 2021 (inception of program) to June 2022.

Total crisis responses	393
Unique individuals served	263
Average time from call initiated to arrival on scene	27 min
Average time on scene	38 min

Outcomes



To view updates to MCT data on a monthly basis, visit the Fairbanks Crisis Now webpage: www.fairbanksalaska.us/crisis

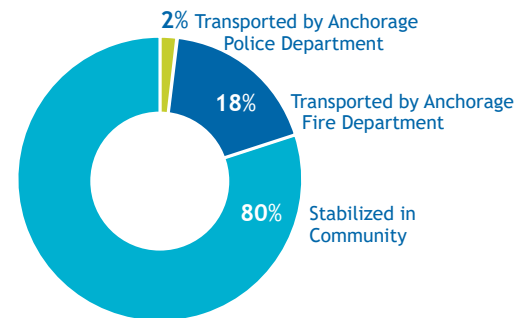
Anchorage Mobile Crisis Team

Operator: Anchorage Fire Department

Data provided by the Anchorage Fire Department. Reporting timeframe: July 15, 2021 (inception of program) to June 30, 2022.

Total crisis responses	1002
Unique individuals served	507
Average time from call initiated to arrival on scene	not available
Average time on scene	34 min
Total follow-ups	648

Outcomes



Customer Satisfaction Survey ★

Satisfied with MCT Services (1-10)	9.4/10
Treated you with Respect (1-10)	9.9/10
Was MCT helpful (1-10)	9.6/10

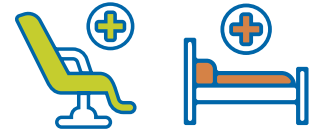
To receive monthly data updates from the Anchorage Fire Department Mobile Crisis Team, contact Mike Riley at michael.riley@anchorageak.gov.

Trust Funding Spotlight

Copper River Native Association Mobile Integrated Health Program \$391,000

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 is set to begin in October 2022, with the launch of the MIH team expected in 2024.

Crisis Stabilization Center Updates



HB 172 signed into law

On July 18th, 2022, Governor Dunleavy signed HB 172 into law. With this law in hand, medical and behavioral health agencies, social service providers, and the overall public safety and criminal justice system can work together more effectively to connect people into care allowing for improved quality of life, and opportunities to survive, and even better, thrive.

HB 172 creates a “no wrong door” approach to services stabilizing people in crises. It enhances options for first responders to efficiently connect Alaskans to the appropriate level of crisis care. With HB 172, first responders can support people in crisis by linking them to care in a crisis stabilization center instead of an emergency department or jail. Thank you to all who supported and advocated for the passage of this legislation and its companion, Senate Bill 124.

Looking ahead, the Department of Health and Department of Family and Community Services will draft regulations for the new legislation. The Departments, the Trust and other partners are also tasked with the development of a report and recommendations to the Legislature regarding patient rights.

Why are crisis stabilization centers so important?

Amy Pugsley, Executive Vice President, RI International, informs Fairbanks Workgroup

Amy Pugsley, Executive Vice President of RI International, presented to the Fairbanks Workgroup in July, emphasizing the outcomes of the Crisis Now system. She reported \$260 million in lower overall healthcare spending including \$37 million avoided cost and losses in hospitals. She explained the overall system by using graphics and videos. One graphic stood out: when someone in mental crisis goes to the emergency department, they face a “sterile” environment, which can only serve to often escalate their symptoms. However, when they go to a crisis respite center, the atmosphere is trauma-informed with warm hues to support the individual in recovering. At the end of the presentation, she answered questions which included a discussion on the significant challenge of turnover in Alaska and the nation and highlighted solutions such as policy change and interstate employment that are striving to overcome these challenges.

[Watch the recording](#) and [check out the slides](#).

Preparing the Workforce for Crisis Now

Delivering care as part of the Crisis Now framework requires a workforce who feels comfortable and competent identifying, deescalating and stabilizing individuals in behavioral health crises. Across Alaska, communities and providers are working to develop a behavioral health crisis workforce.

- Providence Alaska requested and received \$884,762 in American Rescue Plan Act funds, allocated by the Anchorage Assembly, for a workforce development program to recruit and train staff for their crisis stabilization center, slated to open in 2023.
- The Fairbanks Crisis Now Workgroup brought Crisis Prevention Institute (CPI) training to Fairbanks for the purpose of a Train-the-Trainer event for the organizations providing mobile crisis and crisis stabilization services. CPI training *provides the de-escalation techniques and behavior management strategies you need to create a culture of safety*. The Fairbanks Police Department sent two members to the training. True North Recovery and Restore Incorporated also sent staff members who are now able to train the staff at their organizations in calm and consistent interventions. The City of Fairbanks sent the Crisis Now Coordinator for training to be able to train any City employee interested in learning CPI skills for their public-facing jobs. Find more information about CPI Training Programs here: www.crisisprevention.com/Training-and-Events