Rural and Remote Crisis Mapping and System Transformation

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Substance Abuse and Mental Health
Services Administration

CRISIS MAPPING FOR COUNTIES — JULY 25-27, 2023

POLICY ACADEMY

SAMHSA — Substance Abuse and Mental Health Services Administration

Hilton Baltimore Inner Harbor
Baltimore, MD

Overview

- Policy Academy Goals
- Policy Academy Structure
- Policy Academy Outcomes
- Policy Academy Follow-up

Policy Academy Goals

Identifying the current pathways and gaps in the current crisis system

Increasing access to appropriate care

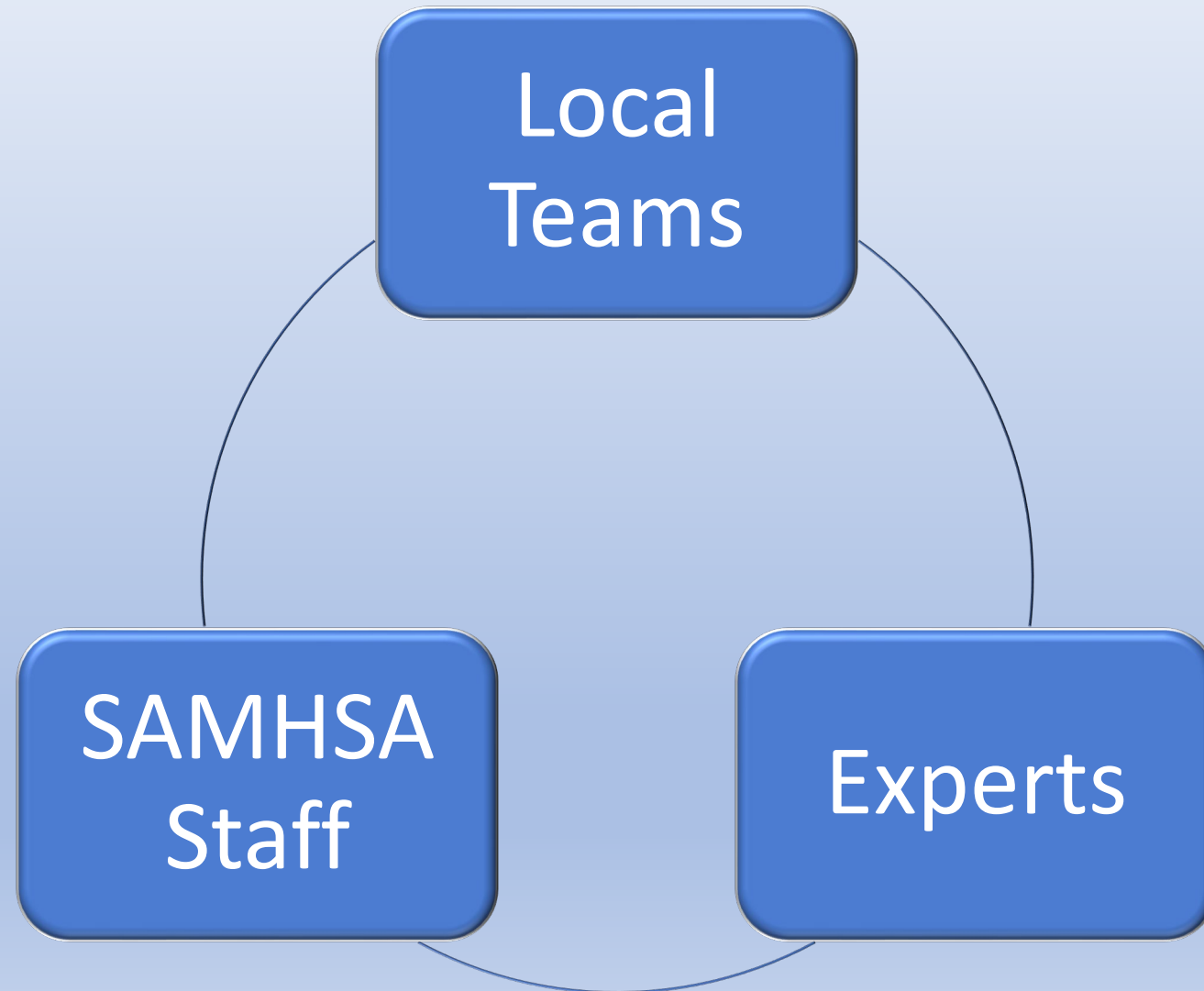Closing gaps in the system

Building system capacity

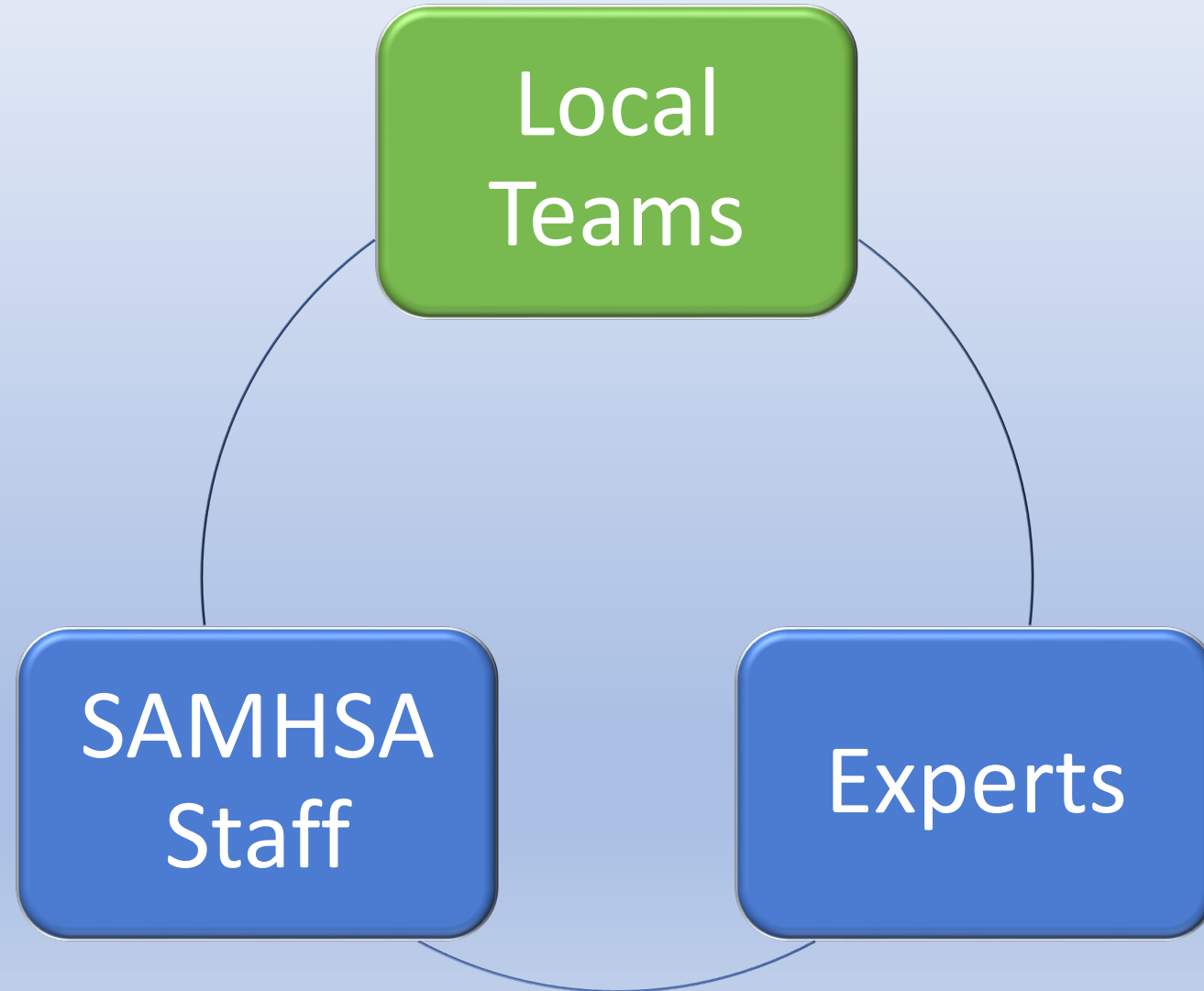Increasing interagency communication and collaboration

Incorporating evidence-based, best, and promising practices
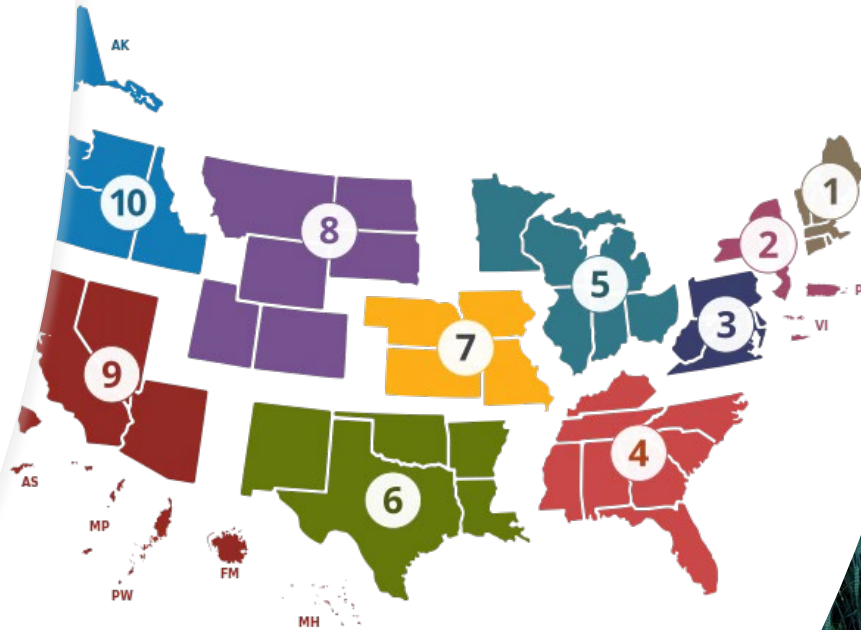
Policy Academy Participants

Policy Academy Participants

Team Selection

- Prior SMVF TA Center Crisis Intercept Mapping participant

- Rural or remote communities
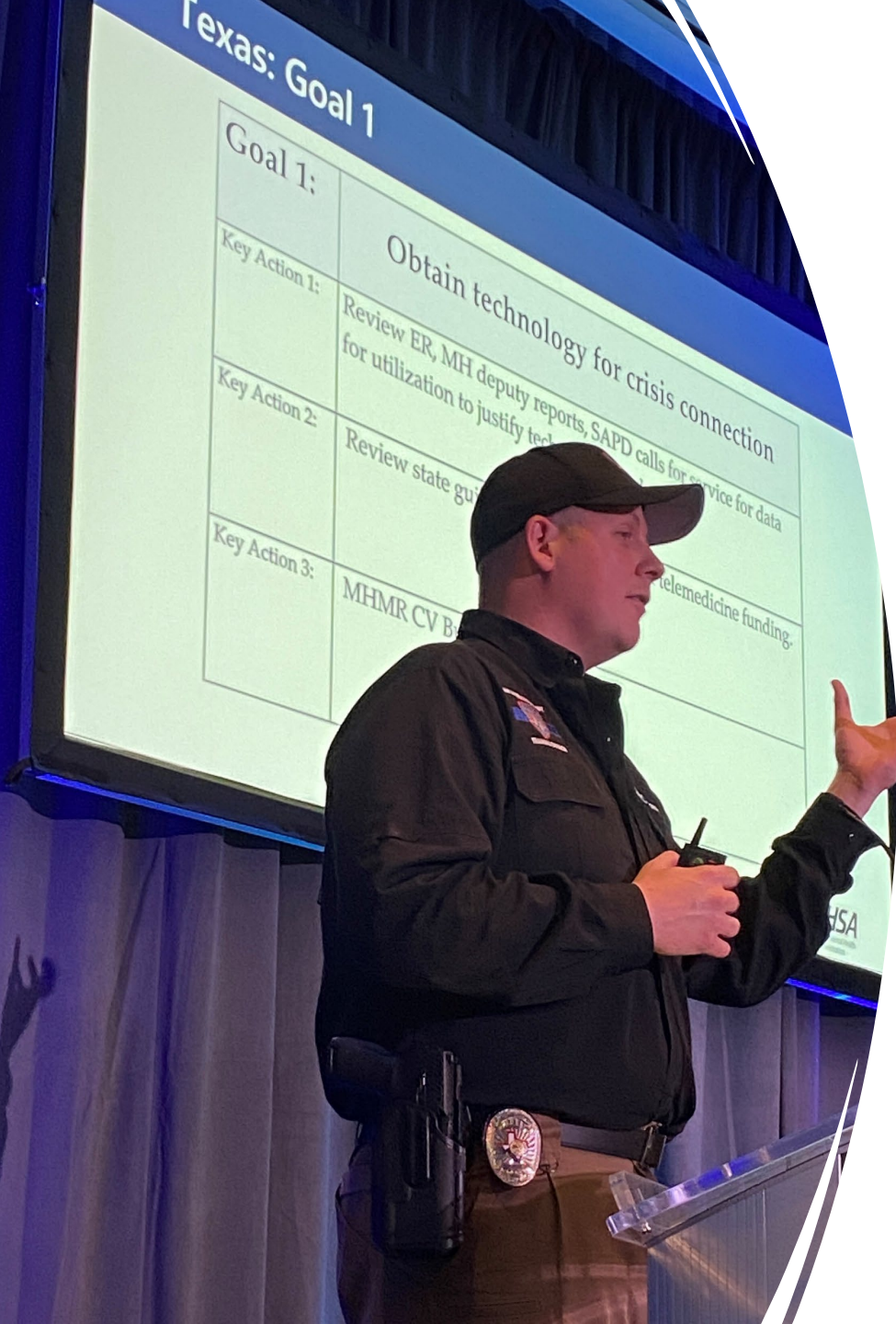
- HHS regional representation

- Equity

# Six Rural or Remote Local Teams

1. Tom Green, Co TX
2. Pickens Co, SC
3. U.S Virgin Islands
4. Walla Walla, WA
5. The Neighborhood Center, NY
6. Riley Co, KS

Potential Members: Local Teams

1. State 988 Coordinator
2. State Suicide/Mental health Prevention Coordinator
3. County Health/Behavioral Health Director
4. Persons with Lived Experience
5. Local Administration Leadership/Elected Officials
6. Law Enforcement
7. Emergency Medical Services
8. Mental Health Providers
9. Substance Use Disorder Providers
10. Public Service Answering Point Representatives
11. Tribal Representative
12. Local Hospital Representative
13. Local Detention Center

Policy Academy Participants
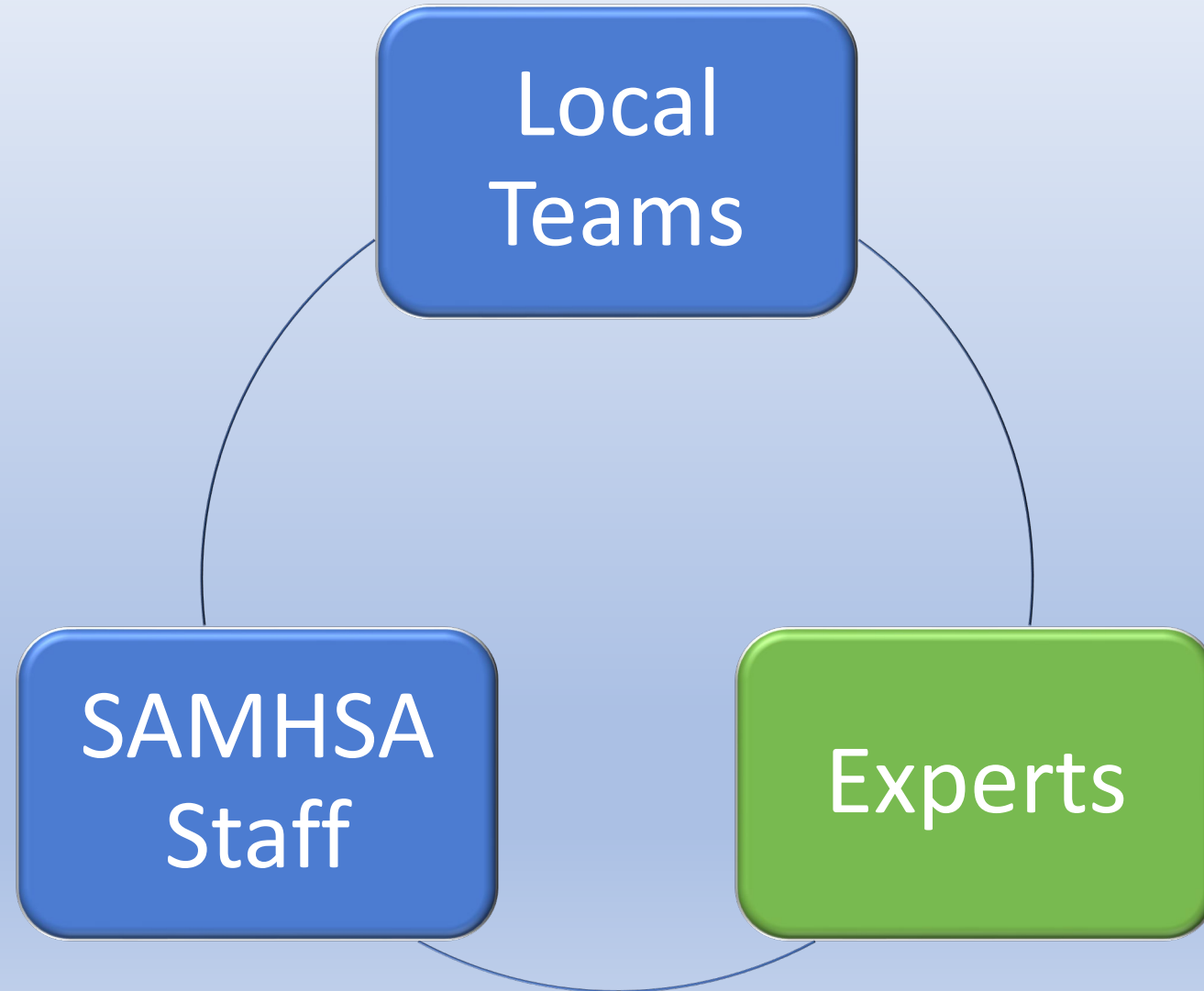
Module Topics

1. Crisis Systems & Models
2. State & Local Leadership & Coalition Building
3. Crisis System Financing
4. Data & Evaluation
5. Law Enforcement & 911 Connections
6. Workforce
7. Rural Crisis Services
8. Equity & Lived Experience
9. Youth Services

Expert Consultants and Facilitators

Tonja Myles

Kellie Kubena

Paul Galdys

Roger Barnhart

Kirsten Beronio

Amanda Miller

Alicia Smith

Daniel Kornfield

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Expert Consultants and Facilitators
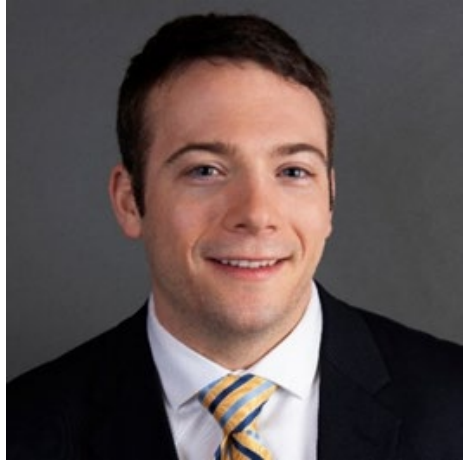
Jonah Cunningham

Jeff Hunter

Michelle Zabel

Preston Looper

Kelly Clarke

Margie Balfour

Arnold Remington

Brian Sims

Brandi Jancaitis

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Policy Academy Participants
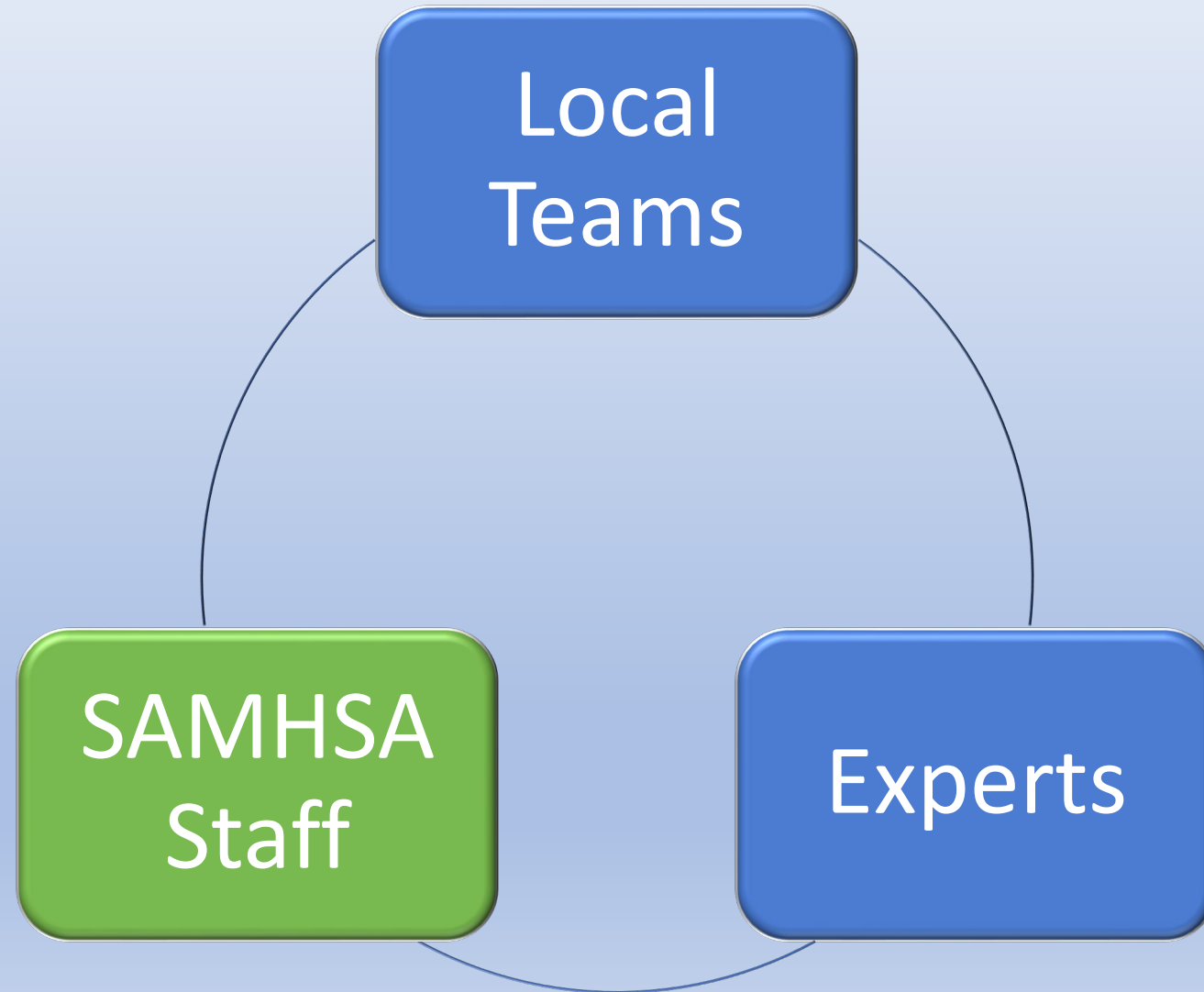
Three Pillars of Crisis Continuum

Someone to Contact

Someone to Respond

A Safe Place for Help

Person-Centered Mapping Exercise

Breakout Room Reminder

Amanda Miller
Texas
Location: 429

Brandi Jancaitis
Washington
Location: 450

Brian Sims
US Virgin Islands
Location: Ball Room

Daniel Kornfield
South Carolina
Location: 446

Paul Galdys
New York
Location: 433

Roger Barnhart
Kansas
Location: 452

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Local Team Breakouts

Team
Pride
&
Team
Work
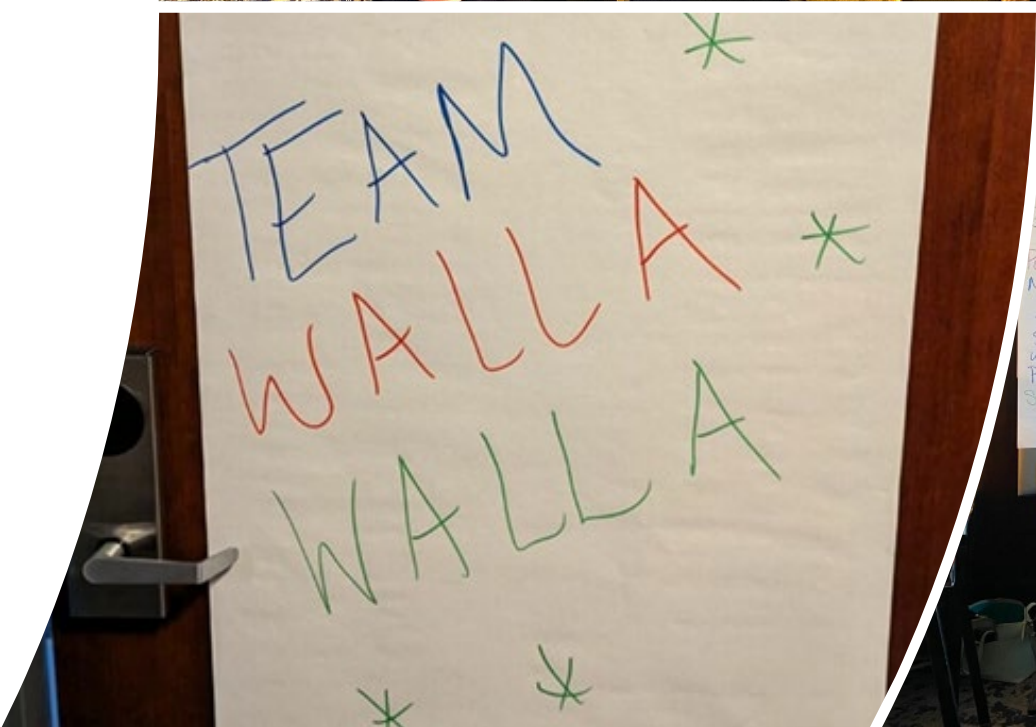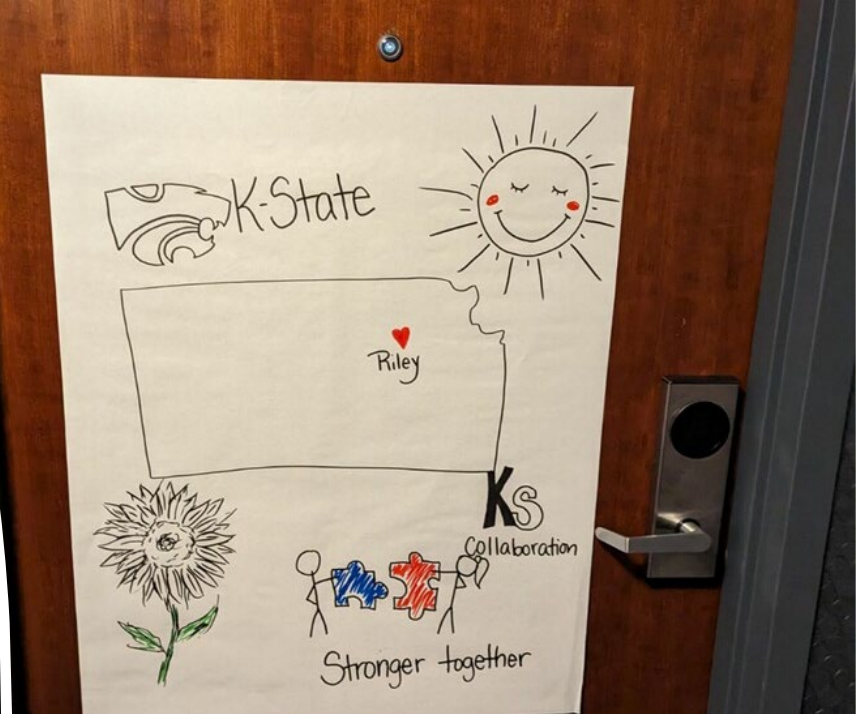
Common Goals and Objectives

- Increase awareness of 988 services within communities
- Enhance community capacity to provide crisis care for children and minors
- Reducing response times of crisis services and connecting people with appropriate services in a more consistent, timely manner
- Building community capacity by establishing community champions and improving coordination between community actors
- Determine additional funding sources to assist in inconsistent staffing and staffing shortages
- Improving relationships and collaboration between healthcare workers and law enforcement
- Identify gaps across the crisis care continuum to better address community needs
- Adequate trainings and education to provide crisis care for individuals living with SUD and those presenting with acute intoxication or withdrawal
- Implementation of modern technologies to improve communication, record keeping, and data sharing among community actors

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Examples of Common Goals/Objectives

- Create an advisory committee to guide local crisis response planning

- Educate community on 988 services

- Develop a plan for 911/988 integration

- Enhance partnerships and follow-up services across the crisis care continuum

- Establishment of a crisis center in 2024

Pillar
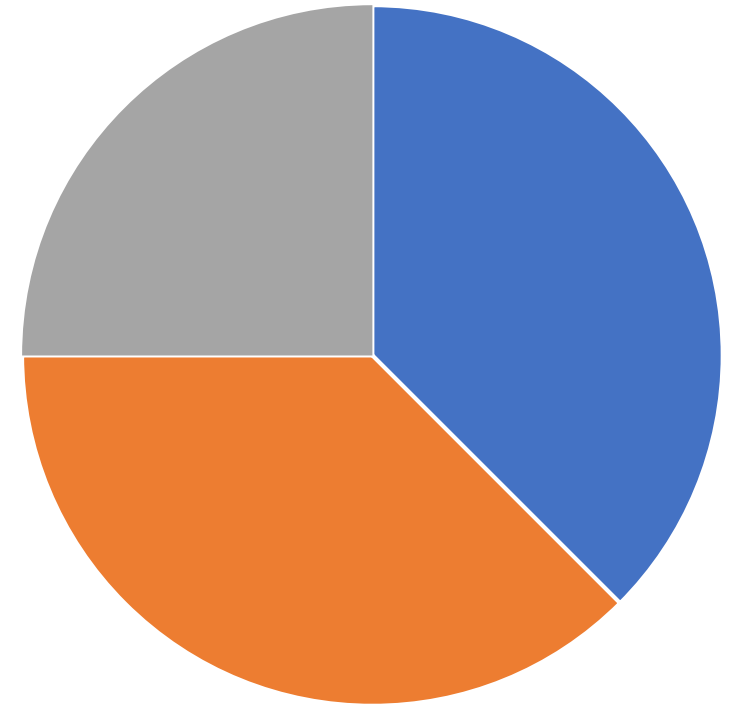
- Someone to Contact
- Someone to Respond
- A Safe Place for Help

How do you feel about your Team's plan?

Very optimistic about outcome. Have work to do

Supercalifraglisticexpialidocious

Hopeful

Confident

It creates a goal.

Excited, wary, hopeful, nervous, tired, more known, supported

Thankful for collaboration!

Have to complete

Excited to start working

Encouraged

Better informed

Proud of their work and dedication!

Confident

Excited

Optimistic, let's get back to work, take one step at a time

Ready to work

Very inspired and ready to get started.

We rock!

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Goal 1:	Launch expanded Mobile Crisis for Riley County by having a 2-person team that is available 24/7 365.
Key Action 1:	Increase applicants by reaching out to local colleges.
Key Action 2:	Create a work environment to get "buy in" and increase supervisor training, to increase employee retention
Key Action 3:	Create videos for applicants to identify "their why"

- Overall Goal Progress:
  - Establishment of Riley Co. interdisciplinary mental health taskforce
    - Involvement of private practitioners and EMS
    - Strengthened relationship with State
  - Expanded mobile crisis services are close to going live
  - Reaching out to local colleges is in the works
    - Primary focus is on further trainings for current staff

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Goal 1:	Enhancing our core team of stakeholders from various organizations.
Key Action 1:	Identify and get commitment from the sectors to be part of the team.
Key Action 2:	Conduct trainings for capacity building on 988 integration and transition.
Key Action 3:	Align the tasks to the appropriate SMEs.

- Overall Goal Progress:
  - Developed coalition
  - Procuring vendor for local 988 Lifeline call center technology
  - Working with Vibrant to get an accredited call line added to the Lifeline network
  - Launching awareness campaign regarding suicide prevention and 988 in the community

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Goal 1:	**Obtain technology for crisis connection**
Key Action 1:	Review ER, MH deputy reports, San Angelo Police Department calls for service for data for utilization to justify technology purchases.
Key Action 2:	Review state guidelines on telehealth and telemedicine funding.
Key Action 3:	MHMR CV Building location

- Overall Goal Progress:
  - Working through the approval process for integration of technologies in aiding crisis response
  - Trainings on crisis response for police officers in progress
  - Funding secured for crisis stabilization center stabilization center

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Overall Feedback and Comments

- Continued Barriers:
  - Integration of technologies remains difficult
  - Moving from individual models to system-level models
  - Integration of 911 and 988 services

- Each group had a strong desire to continue connecting with resources that were provided during the Policy Academy
  - Groups are grateful for the opportunity for follow-up technical assistance
  - Groups are eager to reach out to Subject Matter Experts and share their resources with the community

- All feedback will be utilized to benefit future Policy Academies

Thank You

SAMHSA's mission is to lead public health and service delivery efforts that promote mental health, prevent substance misuse, and provide treatments and supports to foster recovery while ensuring equitable access to better outcomes.

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