

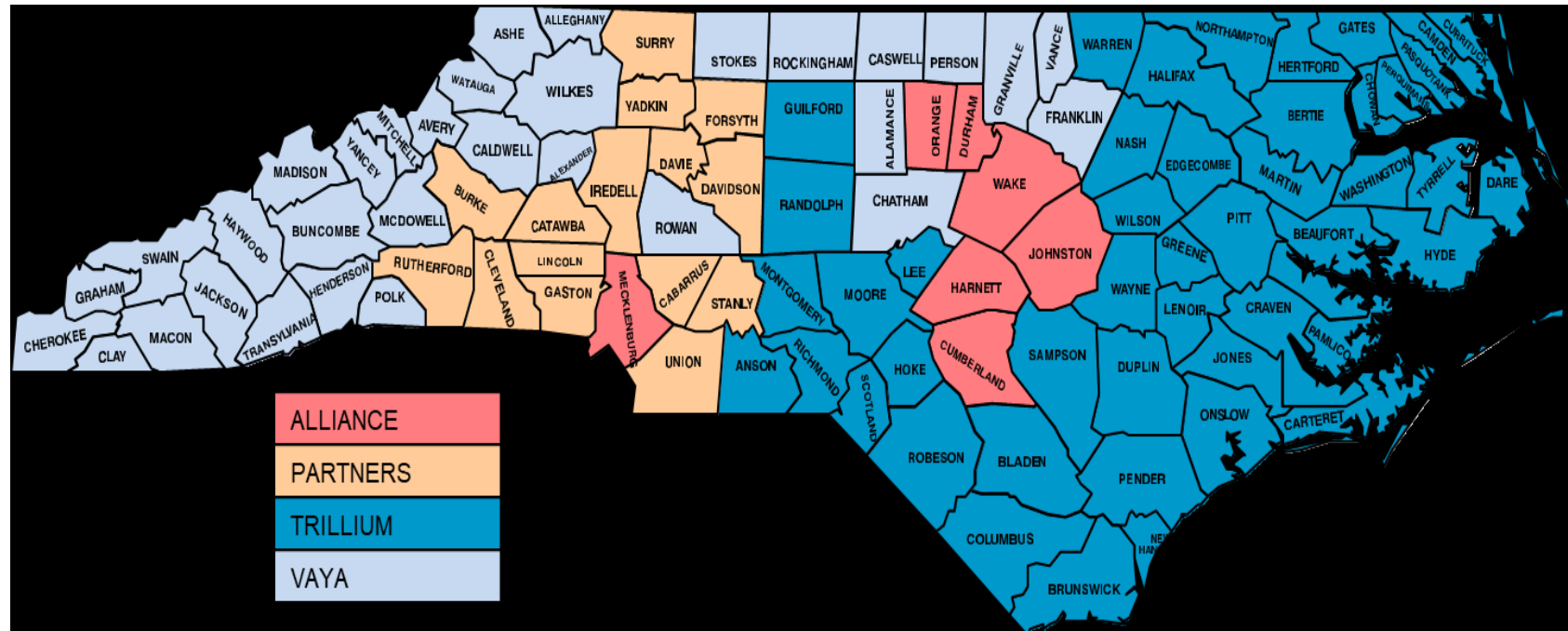


Developing and Sustaining a Crisis Service System

February 28, 2024

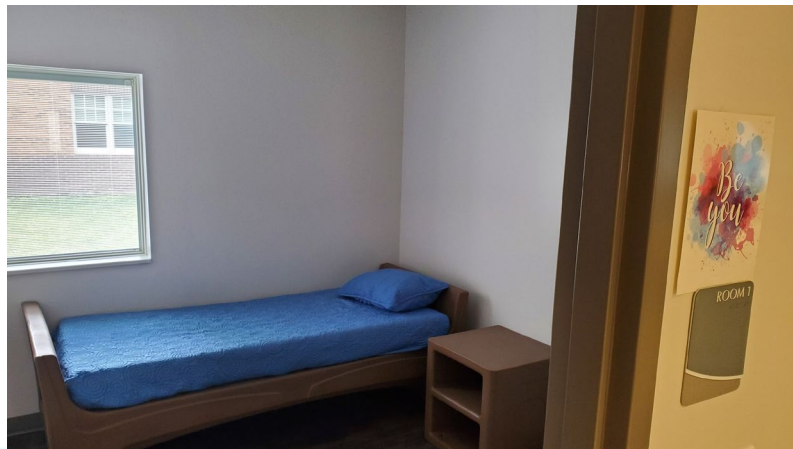
About Alliance

- Behavioral Health MCO for Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange, and Wake counties. Soon to become Tailored Plan.



Where We Started - 2013

- 4 Counties
- 3 Facility Based Crisis Programs (Wake Cumberland, Durham)
- Mobile Crisis
- Emergency Rooms
- Facility Based Crisis Programs with Crisis and Assessment Centers provided assessments for children in the same facilities, often continuing for 23-hour observation.



Where We Started -2015

- Not happy with performance-no core model, long lengths of stay, long EMS and Law Enforcement drop off times.
- Wanted a model that conformed with the SAMHSA published “Core Elements for Responding to Mental Health Crises”
- Elements included Recovery Model and Peer Support

Where We Started -2015

- RFP issued, transition of program to RI International and use of Living Room model.
- Peer Support infused throughout facility-admissions/discharges
- Adult Only Facility-Board decision to explore facility for children and families



Progress -2018

Model shift in 2 facilities to Living Room and Retreat for 24/7 Behavioral Health Urgent Care

Shorter LOS and drop off times

Development of 2 Behavioral Health Urgent Care Programs – extended hours based on Physical Health Urgent Care models.



Progress -2018

Began the development of a 24-hour Crisis Facility for Children and Families to serve the catchment that included Behavioral Health Urgent Care and Facility Based Crisis



Where We Are 2024

- Shifting models in another facility
- Opened the Hope Center for Child and Family Crisis
- Extended Behavioral Health Urgent Care Hours
- Exploring better ways to do mobile crisis
- Developed Mobile Outreach Response Engagement and Stabilization (MORES)
- Robust CIT community partnerships and supports

2024-Children and Families

- Crisis Stabilization and Transition Programs
- Therapeutic Relief
- BHUC's-New 24/7-Steve Smith Family BHUC (adult and child)
- MORES
- Facility Based Crisis
- 2022 National Guidelines-Crisis Call Centers, Someone to Respond and A Safe Place to Be

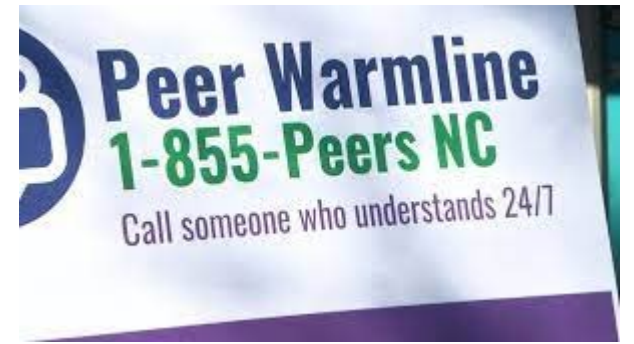


Smith Family
Behavioral Health Urgent Care

OPERATED BY DAYMARK
Behavioral Health



2024 and Beyond



- Co-Responder Models (Wake and Mecklenburg)
- Community Paramedics (Durham/Wake Counties)
- Peer Respite and Recovery Hub development (Wake)
- 988
- Peer Warm Line



Challenges and Opportunities

Standardized Crisis Continuum for all Payers

- Program Investments by all Payers for Community

Supports Before the Crisis

- Respite

Fund a Firehouse Mobile Crisis Model

- More continuity and quicker response

Funding and Time to Develop

Kate Peterson, Director of Healthcare Network Project
Management

kpeterson@alliancehealthplan.org

Damali Alston, Sr. Director of Provider Network Evaluation

Dalston@alliancehealthplan.org