North Dakota
Behavioral Health Updates

Pamela Sagness, Executive Policy Director
Department of Human Services
Signs and Symptoms of Stress

- Taking more time off work than usual
- Greater use of substances such as alcohol, tobacco and drugs (prescription and illegal)
- Becoming more 'emotional', moody or over-reactive to what others say
- Starting to behave differently that's out of the norm
- Changing of sleep patterns and/or eating (rapid weight gain/loss)
- Physical reactions such as sweating, palpitations and increased blood pressure, headaches, stomach pain, sudden chronic back pain
- Feeling negative, depressed and anxious most of the time
- Feeling trapped or frustrated ... and believing there's no solution
- Increased irritability, poor concentration, reduced productivity
- Deteriorating personal or work relationships, including bullying behaviors
- Sarcasm and negativity and debilitating self-doubt

Non-verbal cues

- Fidgety movement: bouncing legs, tapping fingers, or rubbing materials
- Finger nail biting
- Tics
- Isolation tendencies
- Tapping/walking on hair
- Repetitive behaviors (such as tic or OCD behaviors)
- Behaviors that are unconscious calming behaviors such as breathing in and out through the mouth.

Sometimes the best indicator that someone is dealing with a lot of stress is strange behavior that is opposite their normal behavior. Where a normally outgoing, charismatic person suddenly becomes silent and quiet, it may be a nonverbal sign that the person is dealing with a stressful situation.
EMPLOYERS CAN PROMOTE AWARENESS ABOUT THE IMPORTANCE OF BEHAVIORAL HEALTH

There are some other ways you can take to support the behavioral health of employees:

- Check in with staff regularly during the day, set aside a time (whether once a week or once a month) to touch base with employees. This can be a brief check-in, a quick chat, or a more formal meeting. Regular check-ins can help employees feel seen and heard, which is crucial for mental health.
- Be mindful of your communication style. Use clear and concise language, and be aware of your tone and body language. Avoid using jargon or technical terms that may be confusing or intimidating.
- Create a supportive environment where employees feel comfortable expressing their feelings and seeking help. This could include providing access to mental health resources, offering counseling services, or creating a confidential space for employees to discuss their concerns.
- Foster a culture of open communication and support. Encourage employees to speak up about their mental health concerns, and make sure they feel supported and valued.
- Provide resources for stress management, such as mindfulness workshops, yoga classes, or access to mental health professionals.

Tips for Supervisors

Supervisors will play a key role in setting the tone for an employee's mental health and well-being. Supervisors can help employees feel more comfortable and supported by:

- Encouraging open communication and creating a supportive work environment.
- Recognizing and rewarding employees for their hard work and contributions.
- Providing opportunities for professional development and career growth.
- Offering support and resources for mental health, including access to counseling services or mental health apps.
- Creating a positive work culture that values and respects each employee's unique needs and challenges.

Some actions supervisors can take to help employees include:

1. Understanding the signs of mental health issues and how to recognize them.
2. Encouraging employees to seek help and providing resources for mental health support.
3. Setting clear expectations and boundaries for work expectations.
4. Providing regular feedback and support to employees.
5. Encouraging employees to take breaks and to prioritize their well-being.
6. Creating a supportive network of colleagues and managers.
7. Modeling healthy behaviors and seeking help when needed.
8. Promoting work-life balance and flexible schedules.

By taking these steps, supervisors can help create a supportive and healthy work environment that promotes the well-being of all employees.
Behavioral Health Services: 
North Dakota Human Service Centers

The North Dakota Department of Human Services Field Services Area, which includes the eight regional human service centers and the North Dakota State Hospital, provides an array of behavioral health care for individuals with mental illness and substance use disorders.

**Northeast Human Service Center: Region 1**
301 3rd Avenue West
Williston, ND 58801

- Crisis Line: 701-579-0871 or 800-235-7274

**North Central Human Service Center: Region 2**
205 S. Broadway, Suite 18
Minot, ND 58701

- Crisis Line: 701-857-0300 or 800-556-9081

**South Dakota Human Service Center: Region 3**
201 N. Park St.
Dakota City, ND 58536

- Crisis Line: 701-602-3020 (mobile users) or call back 888-507-6565

**Northeast Human Service Center: Region 4**
50 S. 2nd St., Suite B-1
Grand Forks, ND 58201

- Crisis Line: 701-775-2020 or call back 800-643-9718

**Southeast Human Service Center: Region 5**
3520 NW Ashmore Trail
Fargo, ND 58103

- Crisis Line: 701-286-4000 or 800-286-4000 in ND, 3.2.3.1 Helpline

**South Central Human Service Center: Region 6**
520 3rd Ave. S.
Jamestown, ND 58401

- Crisis Line: 701-252-6204

**West Central Human Service Center: Region 7**
1337 W. 1st Ave., Suite 5
Bismarck, ND 58501

- Crisis Line: 701-228-8500 or call back 1-888-228-8500

**Bakken Human Service Center: Region 8**
300 12th Ave. W., Suite 1
Dickinson, ND 58601

- Crisis Line: 701-295-6299

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**OTHER SERVICES AND SUPPORTS**

**Behavioral Health Treatment Services Locator**
https://findtreatment.nd.gov

Search for providers by address, city, or ZIP code.

**National Suicide Prevention Lifeline**
1-800-273-TALK (8255)

**Disaster Distress Helpline**
1-800-985-5990

Provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.

**FirstLink 211**
Confidential service available to anyone for information and support, referrals to resources/help and crisis intervention.

**Behavioral Health Treatment Services Locator**
https://findtreatment.nd.gov
Search for providers by address, city, or ZIP code.
1915i MEDICAID STATE PLAN AMENDMENT
1915(i) Medicaid State Plan Amendment

During the 2019 legislative session, North Dakota lawmakers authorized the Department of Human Services (Department) to create a Medicaid 1915(i) State Plan Amendment. The amendment allows North Dakota Medicaid to pay for additional home and community-based services to support individuals with behavioral health conditions.

Download the Application

Project Status

**OCTOBER 2019**
- Review of Public Input

**FEBRUARY 2020**
- Public Comment on Draft Application

**MARCH 2020**
- Public Comment

**APRIL 2020**
- Review of Public Comment Submission to CMS

**JUNE 2020**
- Provider Enrollment Training and other trainings

By submitting this form, you are consenting to receive marketing emails from: Behavioral Health Division, 1237 W Divide Ave, Bismarck, ND, 58501, US. https://www.behavioralhealth.nd.gov/. You can revoke your consent to receive emails at any time by using the SafeUnsubscribe® link, found at the bottom of every email. Emails are serviced by Constant Contact.
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Age</th>
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<tbody>
<tr>
<td>Care Coordination</td>
<td>Coordinates participant care, develops Person-centered Plan of Care plan of care and assists individuals with gaining access to needed 1915(i) and other services.</td>
<td>0+</td>
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<tr>
<td>Training and Supports for Caregivers</td>
<td>Service directed to individuals providing unpaid support to a recipient of 1915(i) services. Services are provided for the purpose of preserving, educating, and supporting the family and/or support system of the individual.</td>
<td>0+</td>
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<tr>
<td>Community Transitional Services</td>
<td>Non-recurring basic household set-up expenses for individuals transitioning from certain institutions to a private residence where the person is directly responsible for his or her own living expenses. Transition Coordination services are also available.</td>
<td>0+</td>
</tr>
<tr>
<td>Benefits Planning</td>
<td>Assists individuals considering employment with making informed decisions regarding public benefits and work incentives. Counselors are knowledgeable on public benefits, including Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Medicare, Medicaid etc.</td>
<td>0+</td>
</tr>
<tr>
<td>Non-Medical Transportation</td>
<td>Assists participants with transportation needs to gain access to services, activities and resources, as specified by their plan of care.</td>
<td>0 to 21</td>
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<tr>
<td>Respite</td>
<td>Provided to participants unable to care for themselves. Furnished on a short-term basis because of the absence or need for relief of persons who normally provide care for the participant.</td>
<td>0 to 21</td>
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<tr>
<td>Prevocational Training</td>
<td>Assists participants with developing general, non-job-task-specific strengths and skills that contribute to paid employment.</td>
<td>18+</td>
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<tr>
<td>Supported Education</td>
<td>Assists participants who want to start or return to school or formal training with a goal of achieving skills necessary to obtain employment.</td>
<td>5+</td>
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<tr>
<td>Supported Employment</td>
<td>Assists participants with obtaining and keeping competitive employment at or above the minimum wage.</td>
<td>14+</td>
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<tr>
<td>Housing Support Services</td>
<td>Assists participants with accessing and maintaining stable housing in the community.</td>
<td>Six months prior to 18th birthday</td>
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<tr>
<td>Peer Support</td>
<td>Trained and certified individuals with lived experience as recipients of behavioral health services promote hope, self-determination, and skills to participants to achieve long-term recovery from a behavioral health disorder.</td>
<td>18+</td>
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Peer Support Specialist Certification
Administrative Rules:
75-03-43 Certified Peer Support Specialists

Public hearing was held at 2:00 pm March 26, 2020 in room 210 of the Judicial Wing of the State Capitol.

Public comment was accepted through 5:00 pm April 6, 2020.

Scheduled for Administrative Rule Committee meeting June 9, 2020.
CERTIFIED PEER SUPPORT SPECIALISTS

Certified Peer Support Specialist I

• Self-identify as an individual who has personal lived experience and is willing to publicly identify
• At least 18 years of age
• Currently resides/employed within the state
• HS diploma
• Successfully complete division-approved training program

Certified Peer Support Specialist II

• All requirements of a CPSS I, and
• At least 1,500 direct service hours as a peer support specialist.
### OVERVIEW

<table>
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<tr>
<th>Application</th>
<th>Certification</th>
<th>Recertification</th>
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| • Proof of successful completion of peer support training  
• Three letters of recommendation  
• Personal statement  
• Signed code of ethics  
• $50 fee | • Approved by the BHD  
• Effective for 2 years  
CONTINUING EDUCATION  
• 20 hours required during the 2-year certification period  
• No more than 4 hours self-study or distance learning  
• 2 hours must be on ethics | • Personal statement  
• Signed code of ethics  
• Evidence of compliance  
• $50 fee |
| RECIROCITY  
• A certified peer support specialist from another state may obtain certification in ND if the department has entered into a reciprocity agreement with the state that issued the certificate | | |

REVOCATION/COMPLAINTS  
• The BHD may revoke certificate based on determination that it is necessary to protect welfare, health and safety of ND residents.  
• Revocation can be appealed
There has been a total of 1,278 discharges from Free Through Recovery. The majority of individuals discharges declined or stopped participating (35%), followed by those who had no contact with their care coordinator or absconded (24%). 165 individuals were identified as not eligible.
FTR Participants

Behavioral Health Needs

- Co-Ocurring: 46%
- Substance Use: 43%
- Mental Health: 11%
March 2018 – March 2020 Outcomes

- Met 3 or 4 outcomes - 68%
- Met < 3 outcomes - 32%