

# North Dakota Behavioral Health Updates

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Department of Human Services



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# EMPLOYER TOOLKIT

BEHAVIORAL HEALTH RESOURCES  
DURING THE COVID-19 PANDEMIC

[www.behavioralhealth.nd.gov/covid-19](http://www.behavioralhealth.nd.gov/covid-19)

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## 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 pains, 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
- Fingernail biting
- Talkativeness
- Isolationist tendencies
- Twirling/sucking on hair
- Repetitive behaviors (such as tics 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. When a normally outgoing, charismatic person suddenly becomes sullen 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

Here are some other steps you can take to support the behavioral health of employees:

- Check in with staff frequently during this time; set an expectation for managers to reach out once a week. (Occasional emails, texts, chat are fine but don't make that the only means of communication!) Human beings need personal communication i.e.; familiar voice/face in order to feel safe. For employees who are working remotely, supervisors should call or, when possible, videoconference/video chat at least once a week. Video communication will give the supervisor a better opportunity to identify non-verbal cues for indicators of possible stress.
- Make mental health self-assessment tools available to all employees.
- Offer health insurance with no or low out-of-pocket costs for depression medications and mental health counseling. If you have an Employee Assistance Program, make sure staff know how to get in touch and what it is for.
- Provide free or subsidized lifestyle coaching, counseling, or self-management programs.
- Provide electronic materials, such as brochures, fliers, and videos, to all employees about the signs and symptoms of poor mental health and opportunities for treatment.
- Host seminars or workshops that address depression and stress management techniques, like mindfulness, breathing exercises, and meditation, to help employees reduce anxiety and stress and improve focus and motivation.
- Create and maintain dedicated, quiet spaces for relaxation activities.
- Provide managers with training to help them recognize the signs and symptoms of stress and depression in team members and encourage them to seek help from qualified mental health professionals.
- Give employees opportunities to participate in decisions about issues that affect job stress.
- Ensure staff can access food and other essentials. Many staff are working and don't have time to get supplies, and also may not have the means to stock up as so many Americans are doing right now. This can cause anxiety and stress. Work with local food pantries to see if they can possibly deliver to your building or provide snacks or meals so that staff have something nutritious to eat during their shift.



### Tips for Supervisors

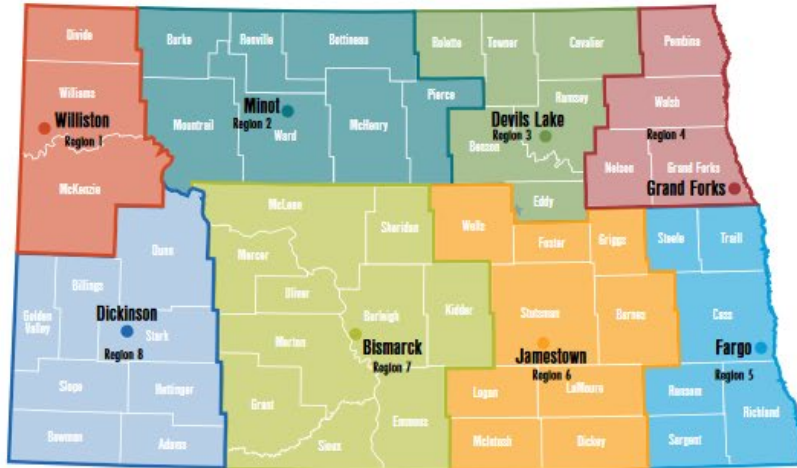
Supervisors will likely see the impacts of stress on employee wellbeing and mental health firsthand. Employees may come to their supervisors when they do not know how to cope with their current situation or circumstances.

Some actions supervisors can take to help in these situations include:

- Understanding the actions Human Resources is taking to provide support to employees.
- Giving explicit permission to take mental health breaks, take walks and engage in other acts of self-care.
- Understanding and accommodating the need for flexible scheduling, when possible.
- Acknowledging the challenges with shared space at home to complete school and work.
- Increase communication and check-ins.
- Ask staff how they are doing and feeling, and how their families are doing - make sure they feel heard and understood.
- Many people are worried about their loved ones during this time and feel the need to connect often. Allowing them time to call family during shifts if needed to check on them.

## 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.



**Northwest Human Service Center: Region 1**  
316 2nd Avenue West  
Williston, ND 58802

**Crisis Line:** 701-572-9111 or toll-free 800-231-7724

**North Central Human Service Center: Region 2**  
1015 S. Broadway, Suite 1B  
Minot, ND 58701

**Crisis Line:** 701-857-8500 or toll-free 1-888-470-6968

**Lake Region Human Service Center: Region 3**  
200 Hwy 2 W.  
Devils Lake, ND

**Crisis Line:** 701-662-5050 (collect calls accepted) or toll-free 888-607-8610

**Northeast Human Service Center: Region 4**  
151 S. Fourth St., Suite 401  
Grand Forks, ND 58201 4/35

**Crisis Line:** 701-775-0525 or toll-free 800-845-3731

**Southeast Human Service Center: Region 5**  
2624 9th Avenue South  
Fargo, N.D. 58103-2350

**Crisis Line:** 701-298-4500 or 888-342-4900 or 2-1-1 Helpline

**South Central Human Service Center: Region 6**  
520 3rd Street, NW  
Jamestown, N.D. 58401

**Crisis Line:** 701-253-6304

**West Central Human Service Center: Region 7**  
1237 W. Divide Ave., Suite 5  
Bismarck, ND 58501-1208

**Crisis Line:** 701-328-8899 or toll-free 1-888-328-2112

**Badlands Human Service Center: Region 8**  
300 13th Ave. W., Suite 1  
Dickinson, ND 58601

**Crisis Line:** 701-290-5719



## OTHER SERVICES AND SUPPORTS

### Recovery Talk

1-844-44TALK2

Talk with a trained peer support specialist in North Dakota with lived experience in addiction to chat and receive support.

### 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 listening and support, referrals to resources/help and crisis intervention.

### Behavioral Health Treatment Services Locator

<https://findtreatment.samhsa.gov>

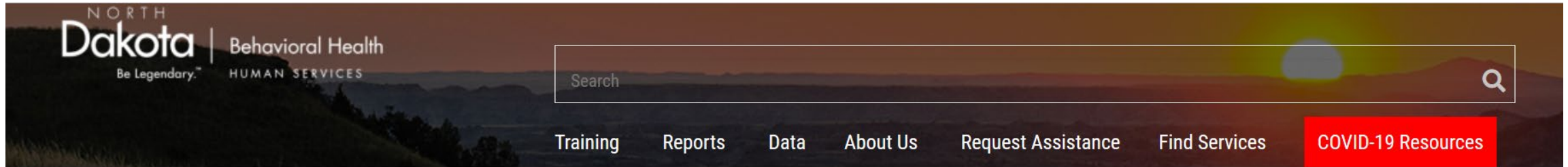
Search for providers by address, city or ZIP code



# 1915i MEDICAID STATE PLAN AMENDMENT







Home / 1915(i) 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



## Sign up for updates!

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\* Email

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@](mailto:SafeUnsubscribe@) link, found at the bottom of every email. **Emails are serviced by Constant Contact.**



# TIMELINE





SERVICE TYPE	DESCRIPTION	AGE
Care Coordination	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.	0+
Training and Supports for Caregivers	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.	0+
Community Transitional Services	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	0+
Benefits Planning	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.	0+
Non-Medical Transportation	Assists participants with transportation needs to gain access to services, activities and resources, as specified by their plan of care.	0 to 21
Respite	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.	0 to 21
Prevocational Training	Assists participants with developing general, non-job-task-specific strengths and skills that contribute to paid employment	18+
Supported Education	Assists participants who want to start or return to school or formal training with a goal of achieving skills necessary to obtain employment.	5+
Supported Employment	Assists participants with obtaining and keeping competitive employment at or above the minimum wage.	14+
Housing Support Services	Assists participants with accessing and maintaining stable housing in the community.	Six months prior to 18 <sup>th</sup> birthday
Peer Support	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.	18+

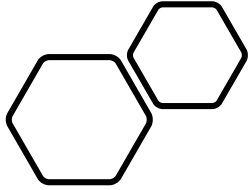
\*For a full description read the application draft.





# 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.

26 March 2020

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

6 April 2020

Scheduled for Administrative Rule  
Committee meeting June 9, 2020.

9 June 2020

# CERTIFIED PEER SUPPORT SPECIALISTS

## **Certified Peer Support Specialist I**

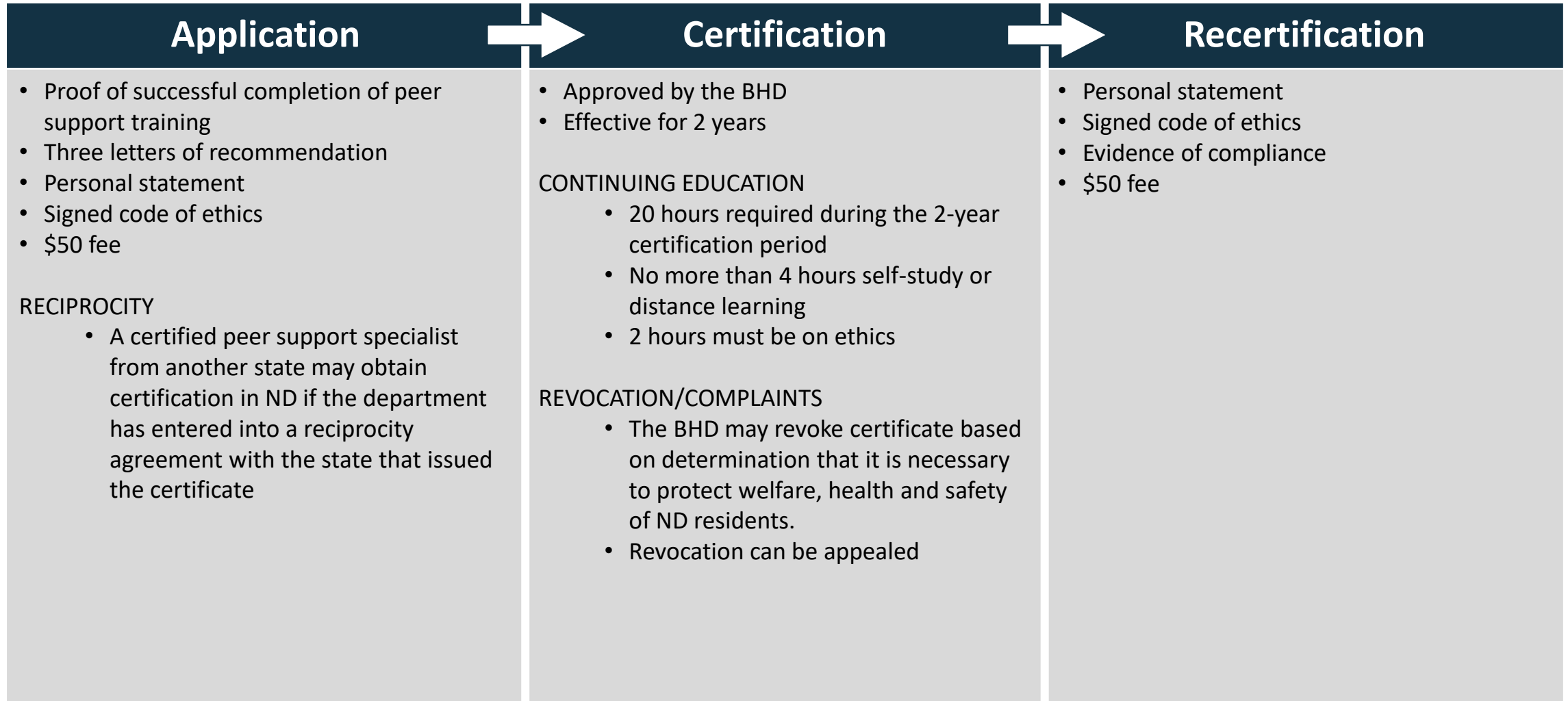
- Self-identify as an individual who has personal lived experience and is willing to publicly identify
- At least 18 years of age
- Currently resides/employed within the state
- HS diploma
- Successfully complete division-approved training program

## **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



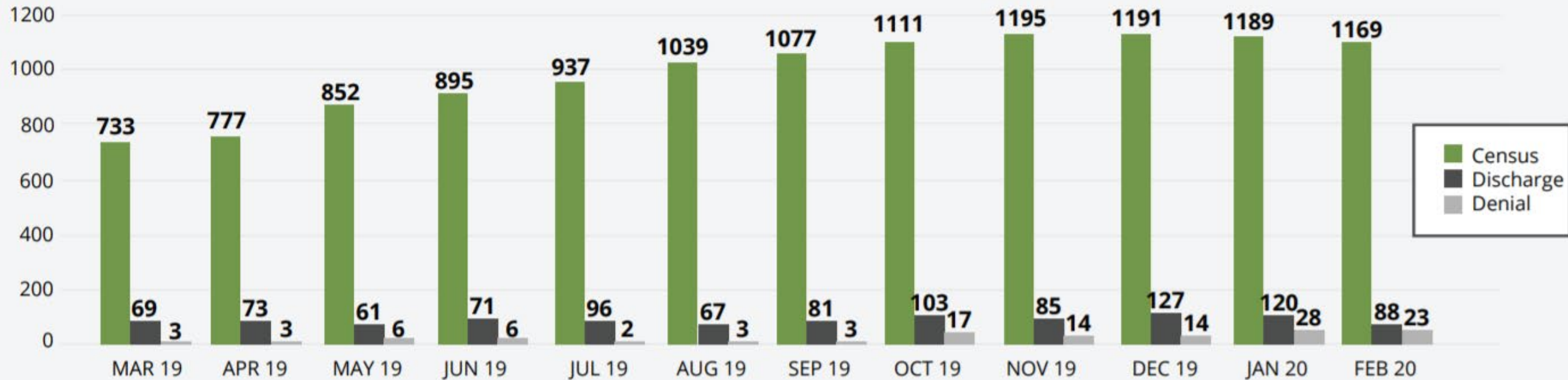
A woman with her hair in a bun, wearing a blue long-sleeved shirt, stands with her back to the camera in a field. Her arms are raised, and she is holding a glowing, ethereal arm that extends from the top right towards the center. The background is a soft-focus landscape of a field and trees under a warm, golden sunset sky.

F R E E T H R O U G H

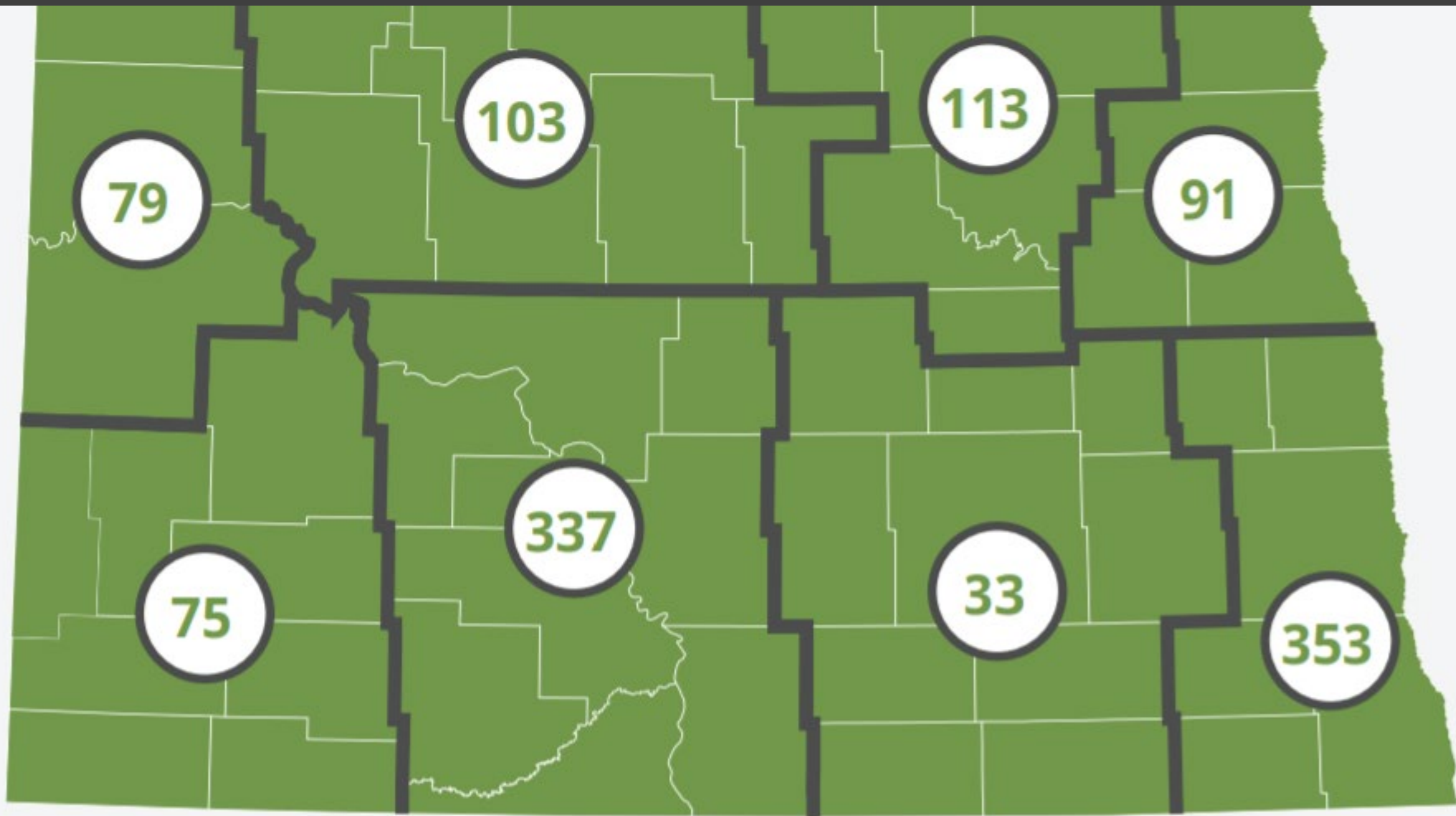
*Recovery*



# Monthly Census (active participants), Discharges and Denials



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



# March 2018 – March 2020 Outcomes



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



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