



**Interim Acute Psychiatric Treatment Committee | 1.20.22**

*Representative Jon Nelson, Chairman*

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Brad Brown, Director, West Central Human Service Center

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Human Services

# WHO WE SERVE

We are a **safety net** that supports individuals and families with limited access to services or resources in their community.

- Adults with serious mental illness
- Children with serious emotional disturbance and their families
- Adults and children with substance use disorders that co-occur with serious mental illness
- Pregnant women with substance use disorders
- People who use intravenous drugs
- People who are having their first experience with symptoms of psychosis

# HOW WE SERVE

We serve Region VII in multiple ways that allows for individual engagement that is client-centered and allows serves at several levels.

- Open Access/Integrated Assessments
- Walk-in Option
- Crisis Serves 24/7
- Scheduled Appointments
- Community-Based Services Teams (CBS)
- Intensive Community-Based Services Teams (ICBS)
- Residential Services

# WHY WE SERVE

To deliver behavioral health services in support of both the DHS mission and the Field Services Mission

- DHS Mission Statement: To provide quality, efficient, and effective human services, which improve the lives of people.
- Field Services Mission Statement: Our mission is to provide timely and effective behavioral health services to citizens of North Dakota to improve the quality of life through achieving and sustaining recovery.





Open Access/Integrated Assessments



**Walk-in services**



**Coordinated referral**



**Access to Statewide integrated  
assessment process**

## OPEN ACCESS ALLOWS

- Enter services on the day they are ready
- Complete screening, triage & referral
- Complete an integrated assessment

# INCREASED ACCESS TO SERVICES



Avg. number of people walking into WCHSC seeking services per day increased by **13%** from 2020 to 2021.



Provided behavioral health services to **3,133** individuals & **543** youth and their families.



Provided **12,778** telehealth services to **1,924** individuals.





Crisis Services





**24/7 Centralized Call Center**



**Flexible Crisis Response**



**Crisis Stabilization Facilities**

# COMPREHENSIVE CRISIS CARE SYSTEM

- Anyone
- Anywhere
- Anytime

# CRISIS SERVICES ESSENTIAL ELEMENTS



Helps individuals facing a crisis event to experience **relief quickly**



Meets individuals in an environment **where they are comfortable; and**



Provides **care/support** while avoiding unnecessary law enforcement involvement, emergency room use and hospitalization.

# STATEWIDE 211 CALL CENTER



Operates 24-hours a day, 365 days a year

Calls answered by clinically-trained specialists

Assesses for suicide and other risks

Coordinates with regional mobile crisis response team when crisis cannot be solved over the phone

Connects individuals to facility-based care through warm hand-off

# INCREASED USE OF CRISIS SERVICES AND 211



Supported **586** individuals with **1,719** crisis services.



Average number of individuals using crisis services increased by **57%**.



Average 211 call volume increased by **102%** from 2020 to 2021.



# REGIONAL MOBILE CRISIS RESPONSE



Licensed behavioral health clinicians respond to where a person is (home, work, school, etc.) any time, day and night

Crisis resolution and crisis therapy in-person or via telehealth

Connect individuals to facility-based care, as needed, through warm hand-off and coordination

Provide crisis planning and follow-up



Residential Services

# CRISIS STABILIZATION SERVICES



\* Efforts underway to fully develop services in select regions.



24-hour crisis receiving and stabilization facility



Dedicated first responder drop-off area



Accept all referrals with applicable screening



Does not require medical clearance prior to admission but rather assessment/support for medical stability while in the facility



Services provided address mental health and substance use crises

# CRISIS RESIDENTIAL UNIT (CRU)



24-hour contracted facility



12 beds reduced to 9 beds at times to accommodate COVID + residents



Sit/Stand area separate from Stay area



Sit/Stand area averaged 24 individuals per month in 2021



Stay area averaged 36% bed occupancy in 2020 and 46% bed occupancy in 2021

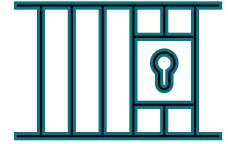




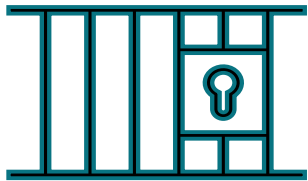
## Community-Based Services – Behavioral Health

# COMMUNITY-BASED SERVICES

- Burleigh/Morton Detention Center
- Bismarck Public Schools – Partnership
  - Dorothy Moses, Grimsrud, Pioneer and Jeanette Myhre Elementary Schools
  - Wachter Middle School (coming Feb. 2022)
- Drug Courts
  - ND Juvenile Drug Court Program
  - Bismarck/Mandan Drug Court and Heartview Foundation



# BURLEIGH- MORTON DETENTION CENTER



World Health Organization Disability Assessment  
Schedule (WHODAS)  
Daily Living Activities-20 (DLA-20)  
Community-Based Services (CBS)  
Intensive Community-Based Services (ICBS)



Outreach into the detention center twice monthly  
for psychiatric medication assessments and  
rechecks



Complete new registration, nursing assessments,  
WHODAS, DLA-20



Ongoing consultation/communication is  
managed by RN and provider collaboration



CBS & ICBS teams outreach current and new  
individuals who become incarcerated



Trends: Increase need for both psychiatric and  
teams for outreach into detention facility

# BISMARCK PUBLIC SCHOOLS PARTNERSHIP



Youth and Family Community-Based Services  
(YF CBS)

Youth and Family Intensive Community-Based  
Services (YF ICBS)



Current partnership with four BPS elementary schools: Myhre, Grimsrud, Pioneer and Moses



Served 20 children/families in 2020-2021 school year.  
Served 22 children/families in 2021-2022 school year.



New for Feb. 2022 is the addition of Wachter Middle School



YF CBS and YF ICBS teams supporting current partnership



Trends: Need to continue to deliver services in homes and communities



# DRUG COURT COLLABORATION



Community-Based Services (CBS)  
Intensive Community-Based Services (ICBS)



North Dakota Juvenile Drug Court Program  
served eight youth



Bismarck/Mandan Adult Drug Court Program  
served 36 individuals in the last two quarters of  
2021



New for 2022 is the addition of Heartview  
Foundation to enhance long-term collaboration



CBS & ICBS Teams coordinate outreach to the  
current and new individuals



Trends: Increased need to support both  
Juvenile and Adult Drug Courts

# FUNCTIONAL/ SOCIAL DETERMINATES



Nearly **55%** reduction in individual arrests.



**50%** decrease in hospitalizations.



Improvements in school, home, health, employment and community.



**Questions**

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