

Behavioral Health Crisis Services Expansion

Regional Human Service Center Locations

- 📍 BISMARCK
- 📍 DEVILS LAKE
- 📍 DICKINSON
- 📍 FARGO
- 📍 GRAND FORKS
- 📍 JAMESTOWN
- 📍 MINOT
- 📍 WILLISTON

The North Dakota Department of Human Services' human service centers have expanded its crisis services that provide timely support to those in need of behavioral health services 24-hours a day, any day of the week.

Call specialists offer phone support and link individuals to our trained specialists who provide in-person crisis response. Individuals in crisis who also have an intellectual or developmental disability will be linked to the specialized Developmental Disabilities (DD) CARES Response Team within 24-hours of the initial call.

Our local crisis stabilization facilities are open 24-hours a day with all regions eventually being able to welcome drop-ins for people in need of an assessment and support. **Call 2-1-1 for 24-hour crisis response.**

3 Areas of Expansion and Service



24/7 Centralized Call Center

- Calls answered by trained specialists from around the clock.
- Free and confidential.
- Available to anyone who needs help.
- If crisis cannot be solved over the phone, 2-1-1 will coordinate with a local human service center to assist.



Regional Mobile Crisis Response

- A trained mobile crisis intervention team:
- Meets a person in crisis where they are.
 - Assess for risk of harm to self/others.
 - Helps problem solve the crisis situation.
- The team can also:
- Meet people and take them to a safe place.
 - Access telehealth services in some rural areas.



Crisis Stabilization Facility *

- 24-hour/7 days a week support after an assessment, if needed.
- Support is short-term and recovery-focused.
- Resolve crisis.
 - Refer to needed treatment or services.
 - Withdrawal management.
 - Supportive therapy.

The DD CARES Response Team:

- Supports crisis after handoff from regional mobile crisis team.
- Coordinates and provides needed services for current and any ongoing crisis.
- Provides support and training to DD providers and families.

* Efforts underway to fully develop services in select regions.

Our **crisis teams** can help in many ways, including:

- Listening and support
- Discussing an individual's worries about a loved one
- Helping cope with stress
- Processing thoughts of suicide and exploring other alternatives
- Sending help to meet the individual/family in the community
- Getting an individual somewhere that is safe
- Helping arrange a connection to a community resource near the person
- Providing emotional support to children and families
- Presenting solutions for dealing with other urgent situations

Frequently Asked Questions

Who can access these behavioral health crisis services?

People of all ages, from all parts of the state, and from all walks of life can call for help. No one will be denied access to crisis services. A sliding fee schedule is available based on an individual's ability to pay and insurance is accepted, if available. Non-English-speaking callers will receive help in their own language.

When can I access these services?

All services are available 24 hours a day, 7 days a week, 365 days a year. You should contact 2-1-1 or call your local human service center. All centers are open and available for walk-ins Monday-Friday 8 a.m. to 5 p.m.

What if I don't live in North Dakota?

Even if you call from outside the state, we can connect you to crisis services in their area. Many times, family and friends call from outside the area with concerns about a loved one. We are available to help.

Is there any limit to how many times I can access the services?

No. You may access these services as you need. Our hope is that we can help resolve the crisis situation and connect you with resources and services to prevent future crisis.

Are the services confidential?

Yes. By law, we must protect the confidentiality of each individual who accesses crisis services. Only in situations when someone is in danger do we need to access emergency response personnel. We must also report suspected child abuse and neglect and suspected abuse and neglect of vulnerable adults.

Can I call about someone else?

Yes. We are here to help and welcome anyone to call who may have concerns about someone in distress.

I am under 18, can I access these services?

Yes. We will help in any situation, but there may be times we will need to identify your parents/guardian to support safety in a situation.