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
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
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

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.
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.
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
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

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

Youth and Family Community-Based Services (YF CBS)
Youth and Family Intensive Community-Based Services (YF 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
Nearly 55% reduction in individual arrests.

50% decrease in hospitalizations.

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

FUNCTIONAL/SOCIAL DETERMINATES