

CNYCC Spotlight: Behavioral Health Services Expansion

CNYCC Friday Webinar Series

June 21, 2019

Bj Adigun

Director of Communications & Stakeholder Engagement, CNYCC

Kellie Dunn, M.S, LMSW

Division Director of Behavioral Healthcare, The Neighborhood Center, Inc.

Kortney R. Dale

Family Services Vice President, Liberty Resources, Inc.

Agenda

- Introduction
- Overview of Crisis Stabilization Services
- Partner Profile – **The Neighborhood Center**
- Partner Profile – **Liberty Resources**
- Final Thoughts
- Q & A



Behavioral Health Services Expansion

Crisis Stabilization Services Expansion RFP initiated in 2016 **(\$2.7 million)**



- Intended to fund projects that would offer fully functioning **MOBILE CRISIS** teams to provide services across the PPS region. Also intended to support a broader, coordinated, comprehensive response to crisis services.
- Additionally, the RFP intended to address the lack of **COMMUNITY-BASED RESPITE** supports as an alternative to emergency room utilization



Crisis Stabilization Services Expansion RFP



Service Delivery Models

Mobile Crisis Services	Target Population & Service Availability
<ul style="list-style-type: none"> ➤ Adults in crisis ➤ 365/24/7 ➤ Phone and Face to Face services provided ➤ Un-scheduled availability ➤ Face to Face response time will be based on need, but will not exceed 24 hours; Phone services provided for immediate needs. 	
Service to be Offered by the Project	
<p>Interventions delivered through: Needs Adapted Treatment Model & Intentional Peer Support Model with staff being cross-trained in both models. Services to include:</p> <ul style="list-style-type: none"> ➤ De-escalation, mediation, safety planning, aftercare planning, linkages to community services, client assistance, comprehensive assessment, assessment for eligibility for enhanced treatment (below), follow up and support, consultation with a physician or other qualified providers to assist with the individual's specific crisis and plans for the individual's future. ➤ Assessment and Screenings: Evidence based and appropriate for target population and setting. ➤ Linkages to least restrictive care: <ul style="list-style-type: none"> ○ Primary Care ○ Outpatient ○ Short-term residential stabilization ○ Observation ➤ Transportation to community services ➤ Enhanced Mobile Treatment and Support for individuals with psychosis-related crises <ul style="list-style-type: none"> ○ Intentional Peer Support and Needs Adaptive Treatment models ○ Provided as often as needed for up to 1 year ○ Duration of follow up will be determined by the individual/family ○ Target of follow up could be individual service recipient, provider and/or natural supports, but nothing done without individual being aware ○ Staffed by certified peers, psychiatrist or psychiatric nurse practitioner, licensed behavioral health provider 	



Crisis Respite Center	Target Population & Service Availability
<ul style="list-style-type: none"> ➤ Adults in crisis ➤ Phone support line – shared with mobile crisis ➤ 365/24/7 	
Service to be Offered by the Project	
<p>Interventions delivered through: Intentional Peer Support Model. Services to include:</p> <ul style="list-style-type: none"> ○ Provide a 100% voluntary, warm, safe, and supportive homelike environment that encourages community and family network connection. ○ Onsite peer support during the respite stay (up to 7 days per episode) ○ Health and wellness coaching ○ Relaxation techniques to help reduce stress, anxiety, emerging panic or feelings of losing control ○ Coordinating with primary care, Health Home or other BH providers (on-site or through referrals) ○ WRAP (Wellness Recovery Action Plan) planning ○ Wellness activities ○ Family support ○ Conflict resolution ○ Ongoing communication between the consumer, crisis respite staff, natural supports, and the individuals' established mental health providers to assure collaboration and continuity in managing the crisis situation and identifying subsequent support and service systems ○ Collaboration with the individuals, BH providers, and natural supports to make recommendations for modifications to the recipients' plan for care and treatment. <p>➤ Linkages to least restrictive care:</p> <ul style="list-style-type: none"> ○ Primary Care ○ Outpatient ○ Short-term residential stabilization ○ Observation 	



Crisis Stabilization Services Expansion RFP – Award Winners



Crisis Respite
Onondaga



Mobile Crisis/Crisis Respite
Madison, Onondaga,
Oswego



Mobile Crisis
Oneida



Crisis Respite
Cayuga



Mobile Crisis
Oswego



Crisis Stabilization Services Expansion RFP – Award Winners



Berkana Center opens in Syracuse



Syracuse respite home offers mentally ill alternative to hospital ER

Posted Jan 24, 2018



Berkana Crisis Respite home at 2320 James St., Syracuse.
(Provided photo)

By [James T. Mulder | jmulder@syracuse.com](mailto:jmulder@syracuse.com)

SYRACUSE, N.Y. - A respite home designed as an alternative to hospital emergency rooms has opened in Syracuse for adults with mental health and drug abuse problems.

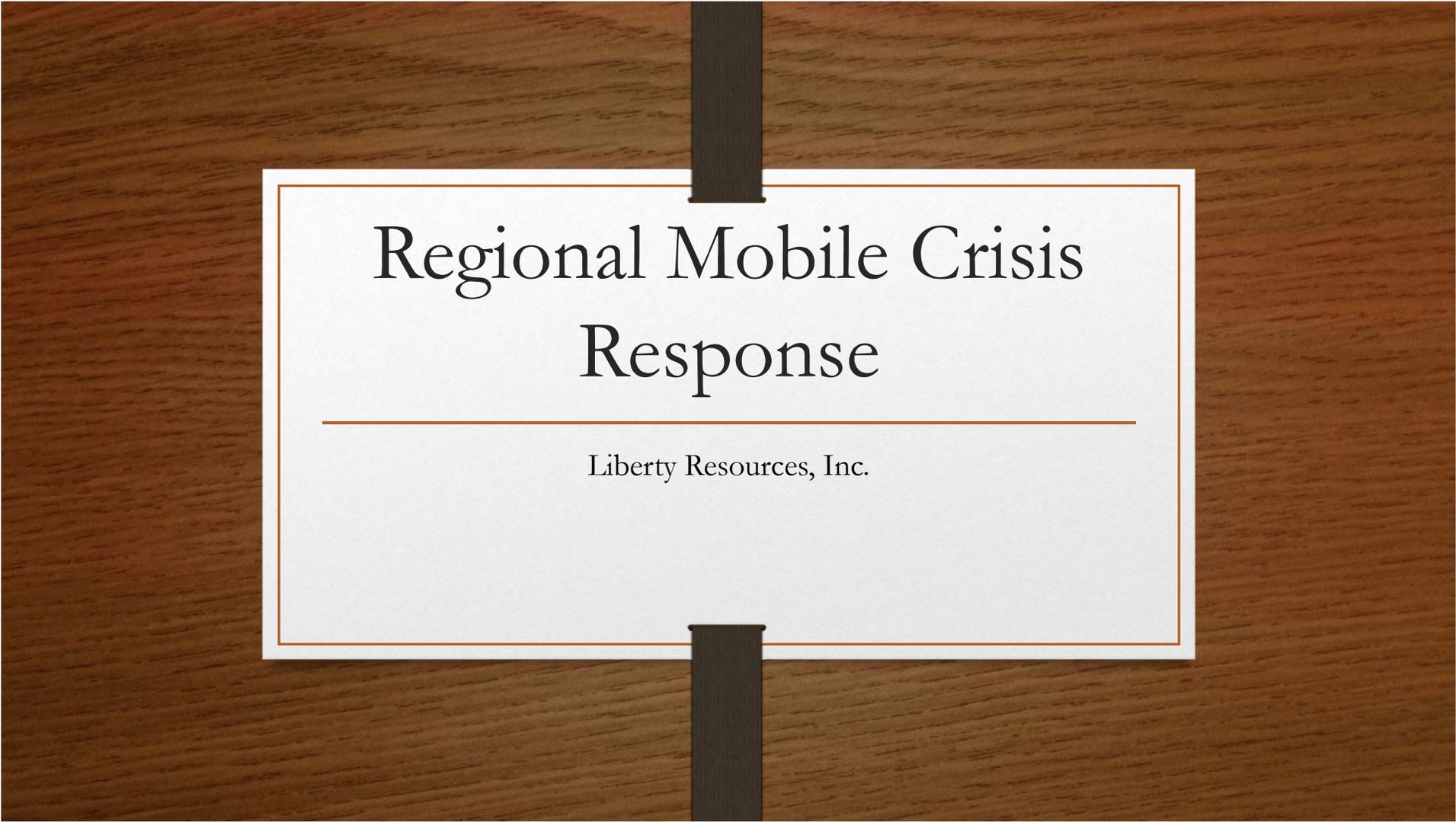
The home at 2320 James St. can accommodate up to six people who need help, but not emergency care. Guests can stay for up to seven days.

AccessCNY received a \$250,000 two-year grant to open the house from the Central New York Care Collaborative, a partnership working to improve and coordinate health care in the region. One of that group's goals is to create more community-based options for people going through mental health and substance abuse crises who often end up in emergency rooms.



Partner Spotlight

Liberty Resources



Regional Mobile Crisis Response

Liberty Resources, Inc.

Serving our Communities

- “ I wanted to share with you that we had a great experience with the Homer Police on Saturday and I think you/ they should hear about it. We had to call 911 for an ambulance transport to take an individual to the hospital. Homer PD was the first responders. I went outside to meet them while Susan stayed inside trying to calm this individual down. I shared with the officer this lady was very anxious about going to the hospital and that she has had significant trauma in her past. He asked me if it would be best to have just MCT inside with her while we waited for the ambulance and I stated that it would. He waited outside and kept the other officers outside while waiting for TLC to arrive. It went very smooth and we were able to keep this individual calm through her panic attacks about going to the hospital with minimal contact. I was really impressed.”

Introduction

- Until now, law enforcement, first responders, and hospitals have been primarily responsible for the care of those suffering a mental or behavioral health crisis.
- The Regional Mobile Crisis team was developed to assist first responders, community partners and members with mental health assessment, intervention and follow-up supports for individuals, children and adults, experiencing mental and behavioral health crisis in the least restrictive setting.

Behavioral & Mental Health Crisis

(including, but not limited to the following)

- Anger, aggression, self-injury
- Suicidal & homicidal thoughts or behaviors
- Depression & anxiety symptoms
- Overwhelming parent/ child conflict
- Intense emotions causing confusion
- Not taking prescribed medication



Who? What? Where?

- Mobile Crisis team is comprised of approximately 40 local, mental health trained professionals
- Telephone Triage
- Onsite Response & Stabilization
- Follow-up
- Transportation, as appropriate



Oswego

Onondaga

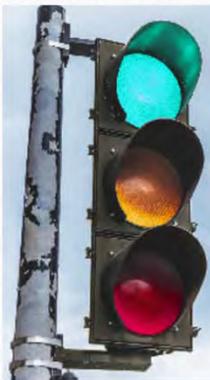


Syracuse

Madison

Cayuga

Cortland



IN CRISIS?

Overwhelmed?
Feeling Low?
Need Support?
Need a Break?

YOU ARE NOT ALONE

LIBERTY RESOURCES Crisis Stabilization can help.

CRISIS CONNECTS

24/7 Live Support Line Staffed by Trained Counselors
Call: 315-251-0800

SHORT TERM CRISIS RESPITE - ADULTS

Wellness & Relaxation at Your Home Away From Home

Madison	Onondaga	Oswego
315-280-0384	315-870-3740	315-216-4320
Madisoncrisisbeds@liberty-resources.org	Onondagacrisisbeds@liberty-resources.org	Oswegocrisisbeds@liberty-resources.org

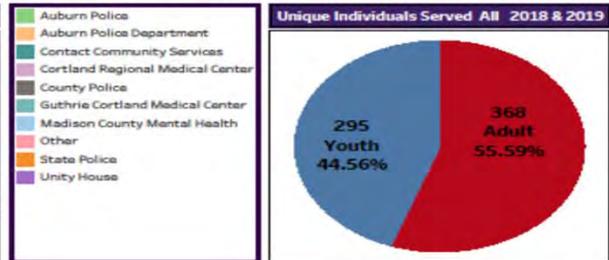
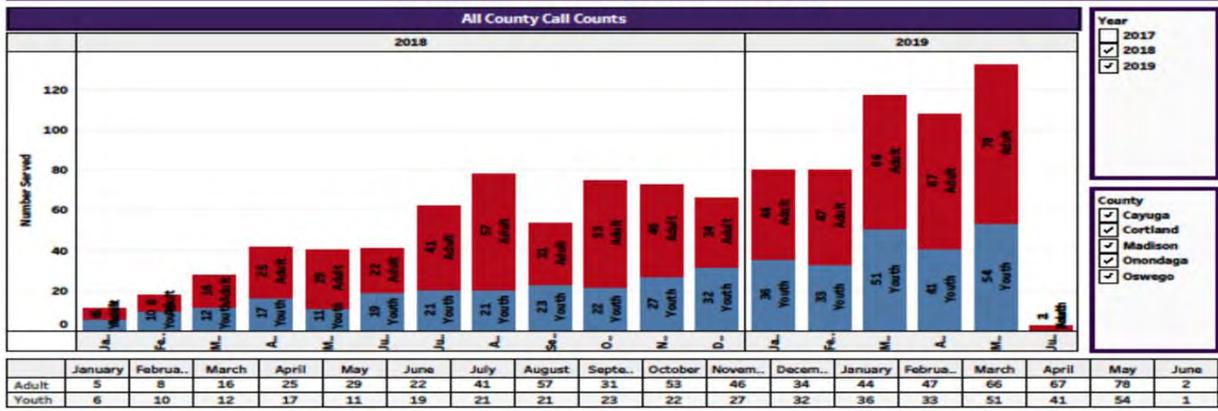
MOBILE CRISIS - ADULTS & YOUTH

Immediate Support Just a Call Away - We Come to You!

Cayuga	Cortland	Onondaga	Madison	Oswego
315-251-0800	607-756-3771	Adults: 315-251-0800 Youth: 315-463-1100	315-366-2327	315-251-0800

EMERGENCY
DIAL 9-1-1

Regional Mobile Crisis Summary



Disposition of Mobile Crisis Call (duplicated)

Responses	2018	2019 (Thru May)	
Follow-up Needed	307	128	
Safety Plan	255	105	
Hospital	92	20	
Respite	41	20	
Grand Total	695	273	

Impact in Real Life

- “I just wanted to reach out to you and say thank you for your help a few weeks ago. Daughter is doing better now but we have a long road ahead of us still. After you left that day and my husband came home, daughter did what you said she should. She told him how she felt and instead of him being open to her he instead told her that everything that happened with her brother was her fault and that she was the reason that we fought. It took that to give me the strength to leave. We are no longer in the County and I have the girls with me. I know that we have a long road ahead but am happy that I no longer have him controlling me or my children. The phone number you have for me is no longer as I left that along with (daughters) phone. Thanks again”

Impact in Real Life

- “Having real-time intervention and assessment was a huge relief. The Mobile Crisis Team was able to communicate with [my son’s] therapist directly and address issues immediately, rather than waiting until the next appointment.”
- “[Mobile Crisis] was extremely helpful... having my son seen in his own environment was far more effective than taking him out of his home for an evaluation.”

On the Horizon

- NYS Children and Family Treatment and Support Services
- NYS 1115 Medicaid Waiver Crisis Intervention

Final Thoughts

Community Hotline



Questions



Please email questions to info@cnycares.org

