Virginia Department of Behavioral Health & Developmental Services

# Virginia's Crisis System

State Health Commissioner's

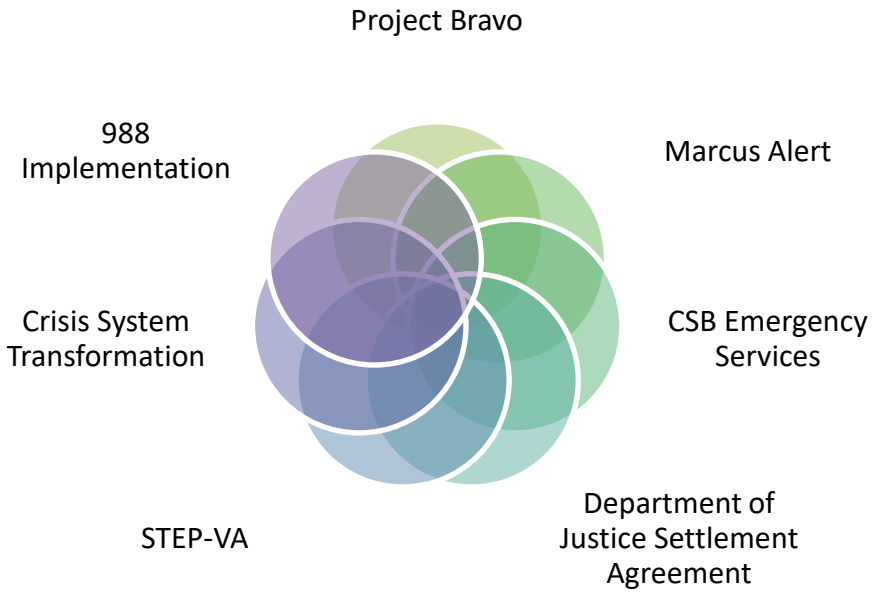
Advisory Council on Health Disparity and Health Equity

April 11, 2023

J. Curt Gleeson, LPC

# Division of Crisis Services

July, 2021 - Office of Crisis Services and Supports, Division of Developmental Services.
January, 2023 – Division of Crisis Services.



# Vision for the Crisis System Transformation

Objective: The development of a community-based, trauma-informed, recovery-oriented crisis system that responds to crises **where they occur** and **prevent out-of-home placements**

## Someone to talk to, someone to respond, a place to go.

### HIGH-TECH CRISIS CALL CENTERS

These programs use technology for real-time coordination across a system of care and leverage big data for performance improvement and accountability across systems. At the same time, they provide high-touch support to individuals and families in crisis.

### 24/7 MOBILE CRISIS

Mobile crisis offers outreach and support where people in crisis are. Programs should include contractually required response times and medical backup.

### CRISIS STABILIZATION PROGRAMS

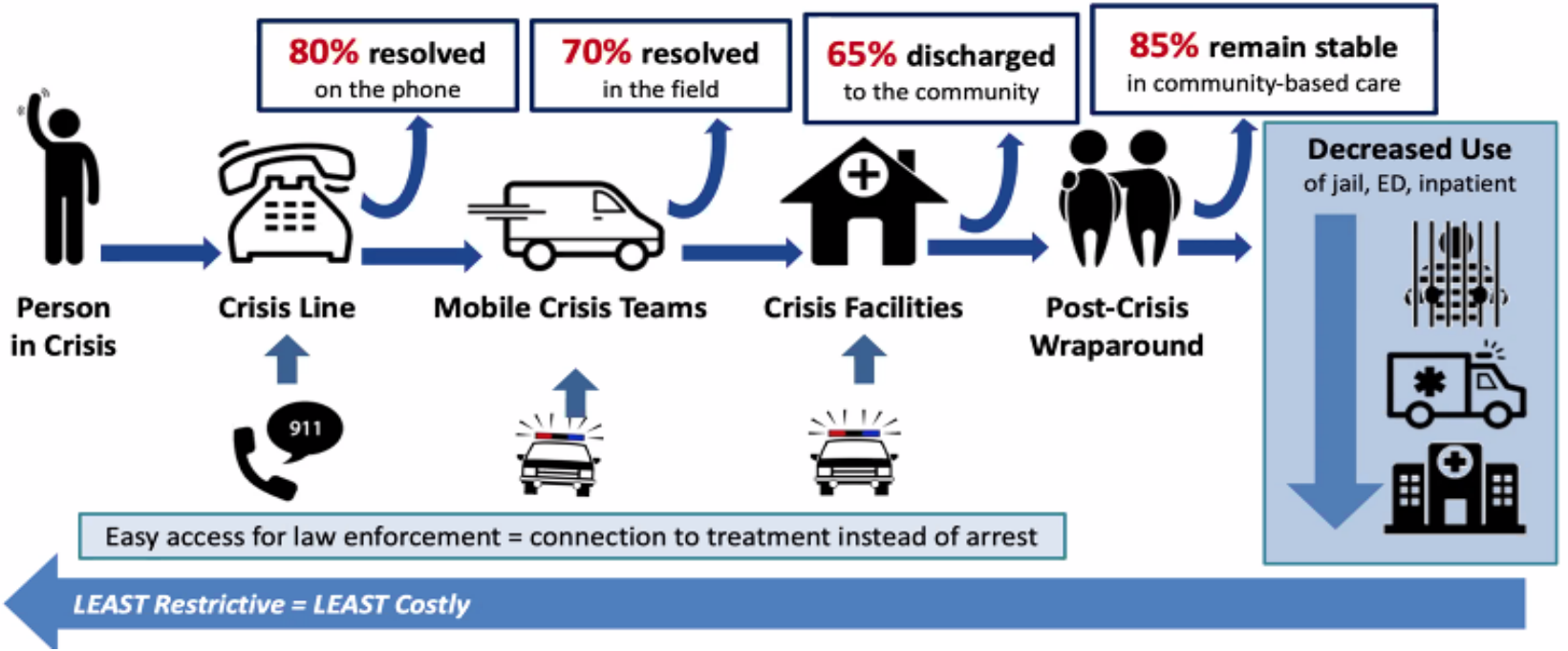
These programs offer short-term "sub-acute" care for individuals who need support and observation, but not ED holds or medical inpatient stay, at lower costs and without the overhead of hospital-based acute care.

### ESSENTIAL PRINCIPLES & PRACTICES

These must include a recovery orientation, trauma-informed care, significant use of peer staff, a commitment to Zero Suicide/Suicide Safer Care, strong commitments to safety for consumers and staff, and collaboration with law enforcement.

# Integrated Continuum

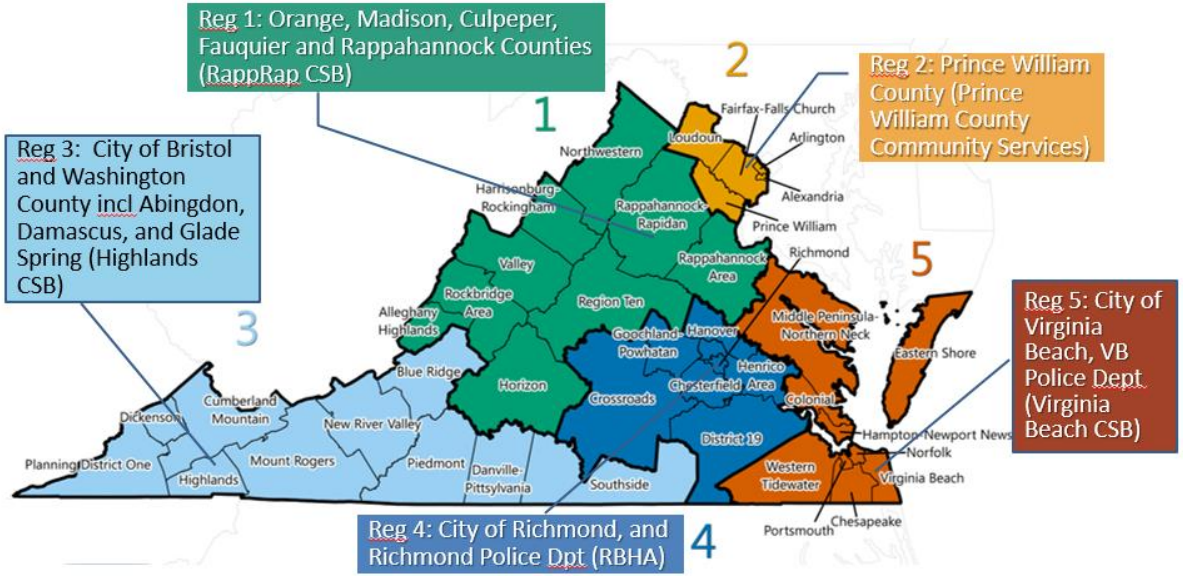
## Crisis System: Alignment of services toward a common goal






Virginia Department of Behavioral Health & Developmental Services

# First Five Marcus Alert Programs




**PRS CrisisLink,** Regions 1, 2, 4, 5

**Frontier Health,** Region 3



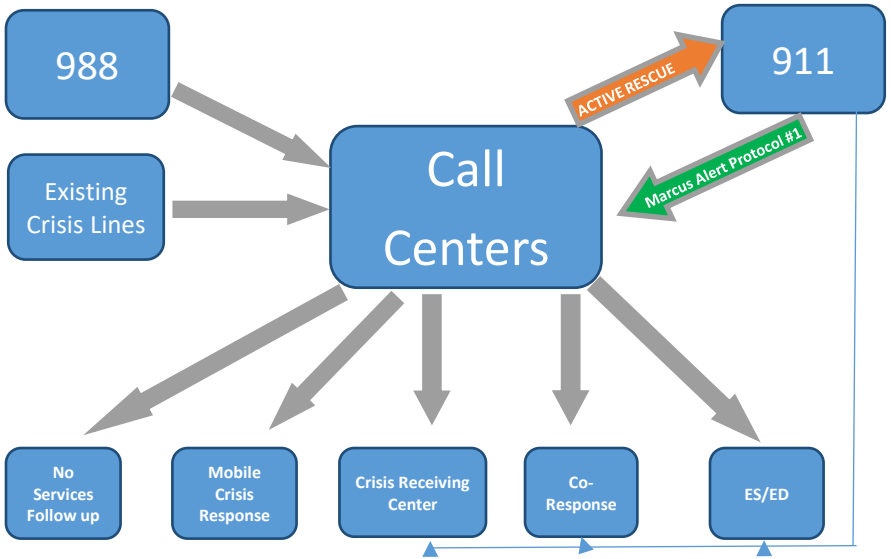
Virginia Department of Behavioral Health & Developmental Services

# Regional Crisis Call Centers

- **Incoming Lines**
  - 911 PSAP Diversion
  - The National Suicide Prevention Lifeline
  - 988
  - Regional Crisis Hotlines
  - REACH
  - Mobile Services
  - CSB Emergency Services

*Formalized Training Across System*

80% of calls resolved on the phone






Virginia Department of Behavioral Health & Developmental Services

# Mobile Dispatch

Mobile Dispatch

CC

CM

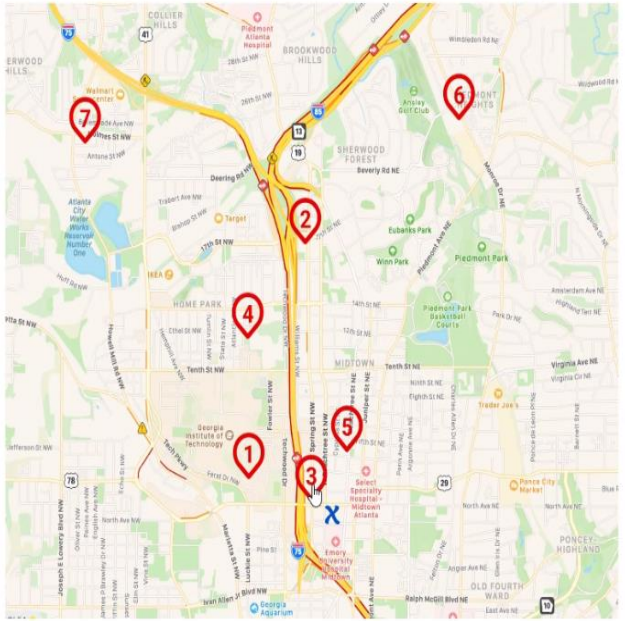
MD

CS

## Team info

| Name | ETA | Team Type | Credential Type | Phone number | # |
|---|---|---|---|---|---|
| John Dave | 6 m | Child | QMHP | 6748873465 | 1 |
| John Dave | 10 m | Adult | LPC | 5749973443 | 2 |
| John Dave | 13 m | IDD | LCSW | 7234283392 | 3 |
| John Dave | 15 m | xxxx-xxxx | PEER | 2384482934 | 4 |
| John Dave | 18 m | xxxx-xxxx | vra3f56 | 8912831491 | 5 |
| John Dave | 22 m | xxxx-xxxx | vra3f56 | 8912831491 | 6 |
| John Dave | 26 m | xxxx-xxxx | vra3f56 | 8912831491 | 7 |

## Location






Virginia Department of Behavioral Health & Developmental Services

# Mobile Crisis Response

- Rapid response, assessment and early intervention to individuals experiencing crisis
- Provided 24/7
- Purpose:
  - Prevention of acute exacerbation of symptoms,
  - prevention of harm to the individual or others,
  - provision of quality intervention in the least restrictive setting,
  - development of immediate plan of safety to help avoid higher level of care

Aleksei Morozov/iStock

## Strategies for Using Culturally Responsive Skills with Contacts

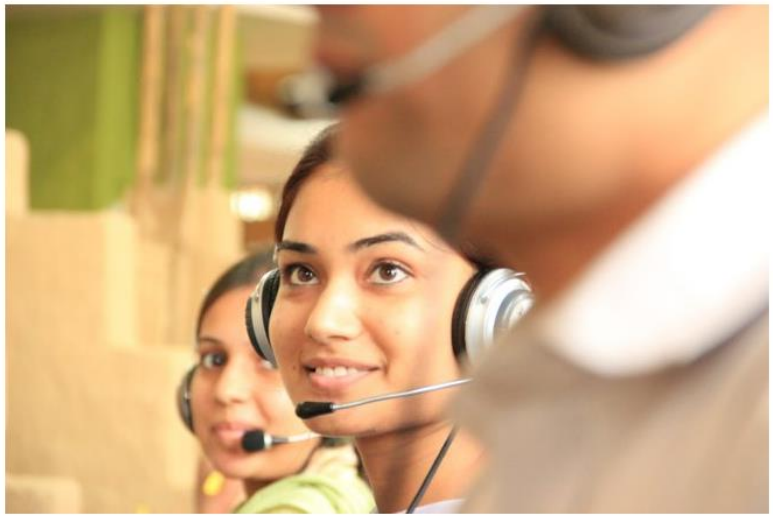


- Create a safe and affirming space
  - Use culturally responsive skills
  - Ask appropriate questions to establish rapport quickly
  - Genuinely care about getting every contact the best help for them according to their current circumstances
  - Understand how your (and their) biases can block progress
- Appendix C: Strategies for Using Culturally Responsive Skills with Contacts (pages 50-52)

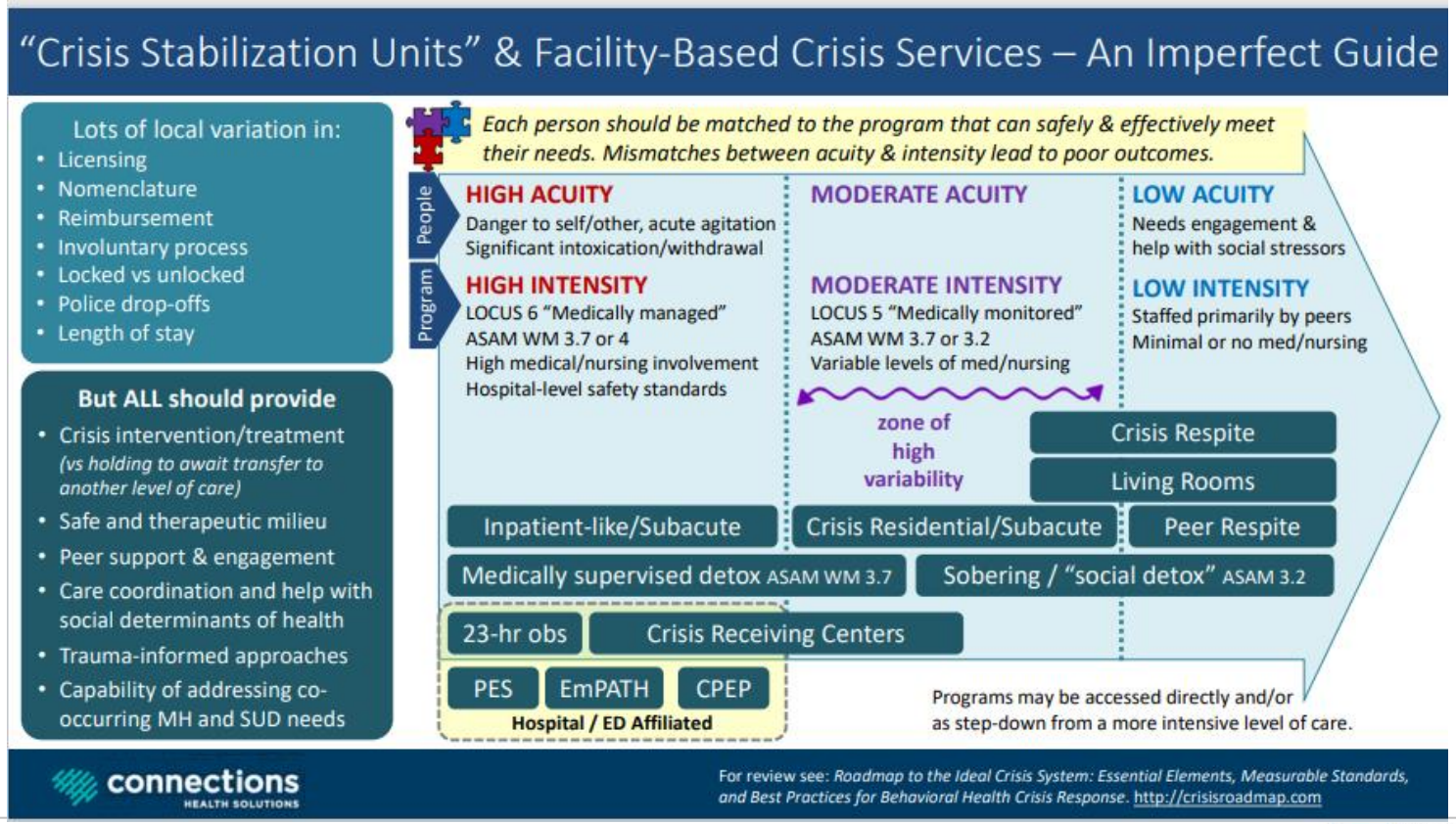
## Referring Culturally Relevant Support Services



- Focus on the needs of the individual
- Make sure the contact understands their rights around receiving services
  - An interpreter when not fluent in English
  - Abilities accommodations (services like sign language for contacts who are deaf, wheelchair access for people in wheelchairs, etc.)
- When transferring to a PSAP or mobile crisis dispatch, keep in mind the following information:
  - 911 dispatch is verbal (no computer transfers), so include relevant verbal information to dispatch
  - Behavioral-related dispatch is electronic, so include relevant dispatch notes in the data platform.



# Services For All Acute Levels

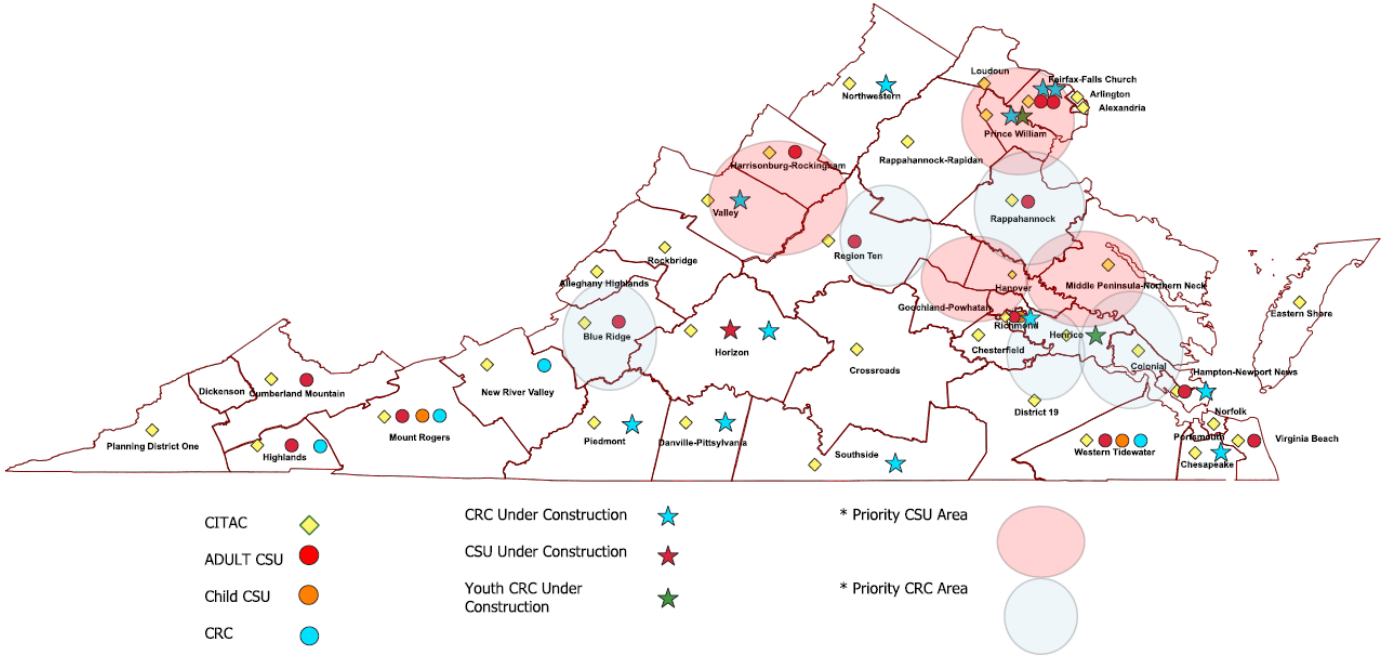





Virginia Department of Behavioral Health & Developmental Services

# Distribution of Projects

## *Existing and Planned Crisis Sites, Including Priority Areas*




- Shaded areas noted as priority sites considering TDO rates per population and current access to services.
- DBHDS will evaluate new funding proposals based upon set criteria to equitably distribute funds for projects across the state, including consideration of priority sites.

Questions, Answers, and Discussion

J. Curt Gleeson, LPC
Assistant Commissioner for Crisis Services
curt.gleeson@dbhds.virginia.gov