

Region 4 Crisis Continuum  
Presentation to the  
State Health Commissioner's Advisory Council on  
Health Disparity and Health Equity

April 9, 2024



# A Crisis System in Transformation

- **State's 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** (DBHDS, 2021)
- **National Crisis Now model** ([www.crisisnow.com](http://www.crisisnow.com))
  - Someone to talk to
  - Someone to respond
  - A Place to go
- **Right Help Right Now**
- **STEP-VA & BRAVO Comprehensive Crisis Services**
- **Marcus Alert legislation**
- **Diversity, Equity, and Inclusion principles; Significant use of peers; Zero Suicide/Suicide Safer Care**

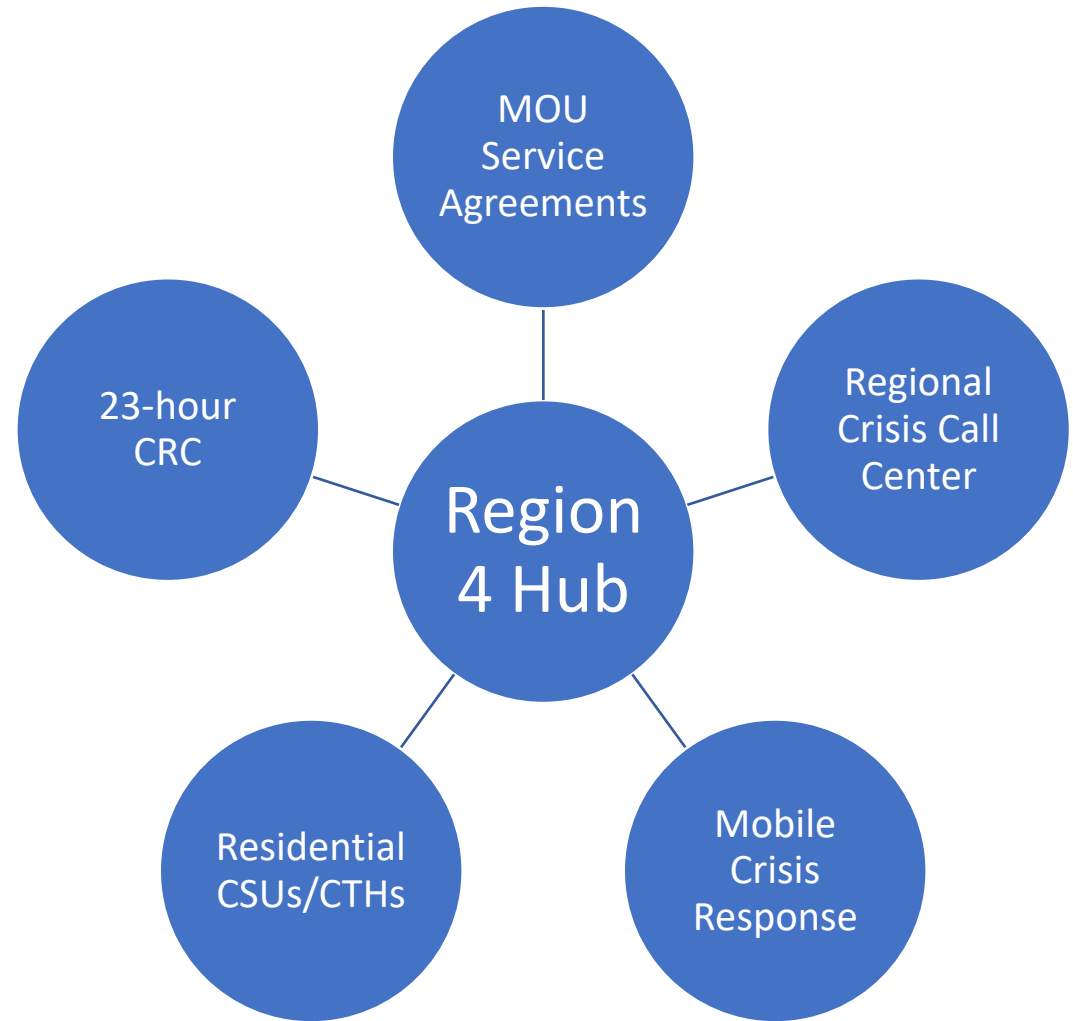


# Region 4 programs office and role

- Department of Behavioral Health and Developmental Services defines Region 4
- **Region 4 formally working together since 1999** in collaborative decision-making around state-funded regional initiatives that serve individuals from the catchment area of the 7 CSBs
- **Region 4 Consortium:**
  - Chesterfield, Crossroads, District 19, Goochland-Powhatan, Hanover, and Henrico Area Community Services Boards (CSBs)
  - Richmond Behavioral Health Authority (RBHA, Region 4 fiscal agent)
  - Central State and Piedmont Geriatric Hospitals
- **RBHA directly operates, manages and or coordinates regional activities on behalf of the consortium**
- CSBs are the local behavioral health agencies that serve as the point of entry into publicly-funded services for mental health, developmental disabilities, and substance use disorders

# Region 4: Partner in System Transformation

**Region 4 Hub:** Operated, managed, directed by RBHA, as **fiscal agent for regional crisis services** in the crisis continuum.



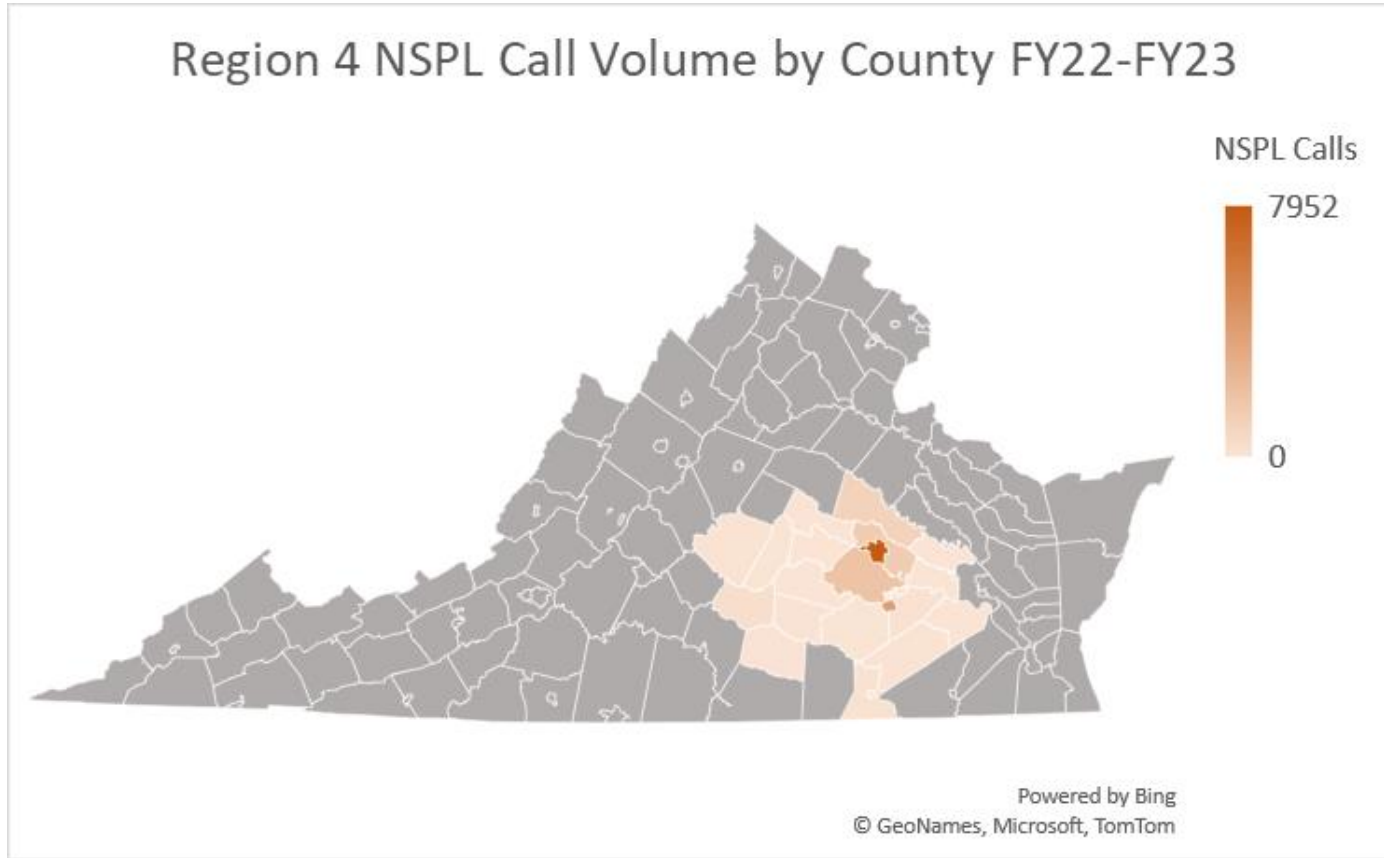
# Someone to Call: 988

**24/7 clinically staffed crisis call center** provides clinical triage capabilities via phone, text and chat; credentialed as National Suicide Prevention Lifeline (NSPL)

- **Region 4 has partnered with HopeLink** as our 988 call center vendor for:
  - Call triage, counseling and linkage to resources
  - Coordinate connection to regional mobile teams
  - Coordinate connection with 911 dispatch centers (Marcus Alert)
  - Regional care navigation connection



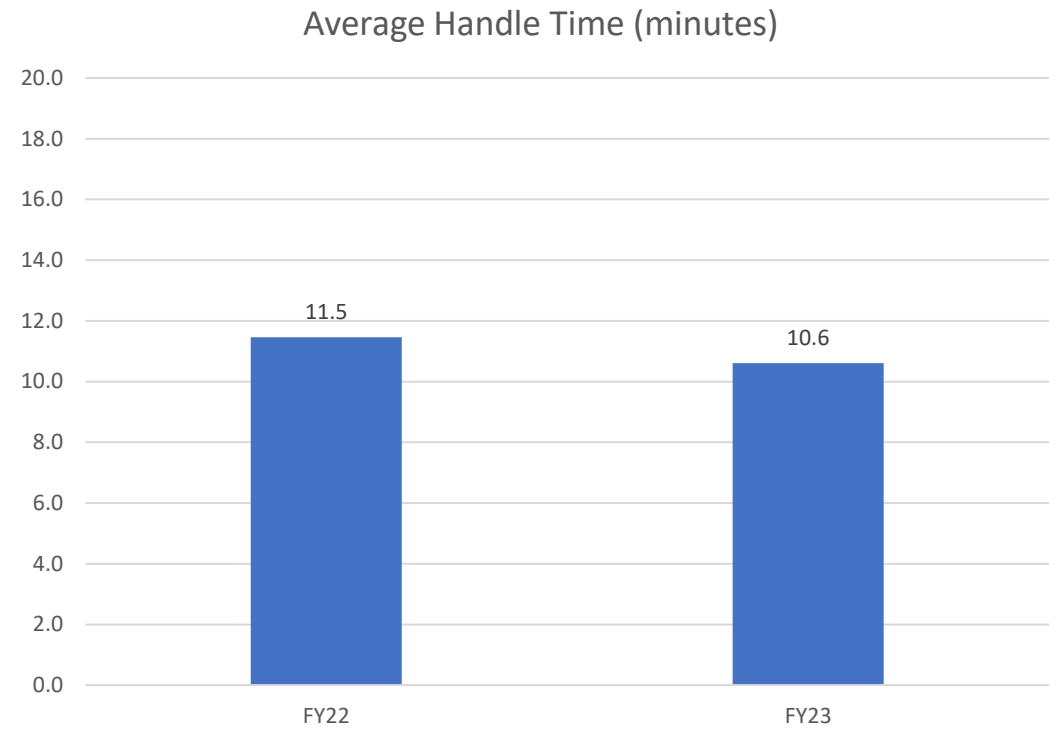
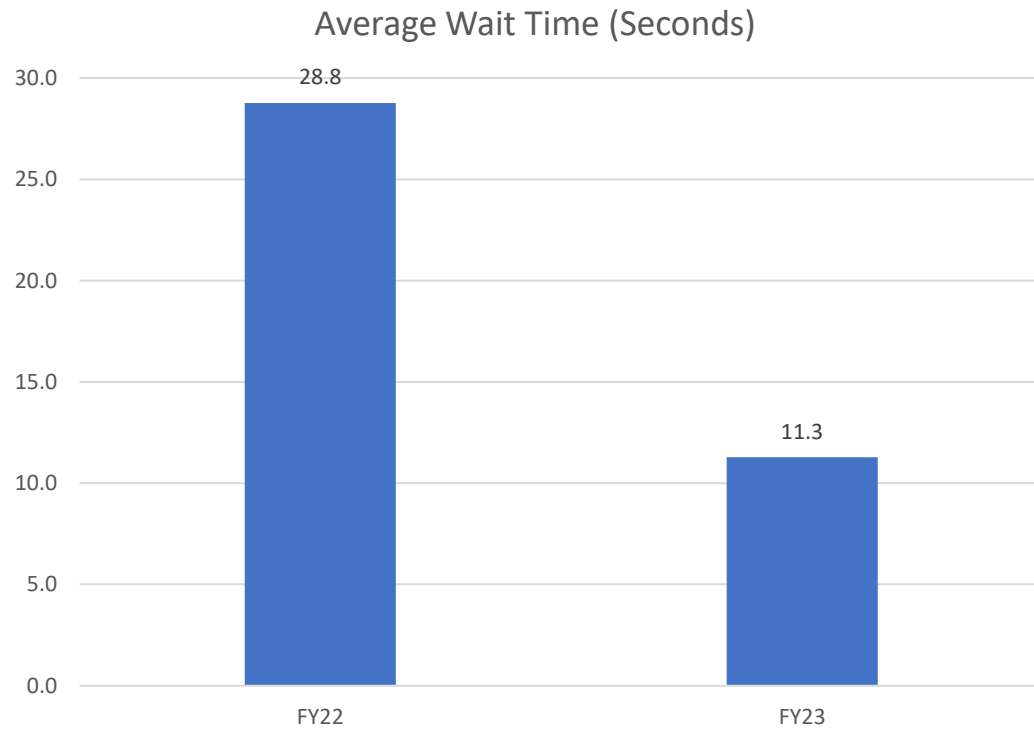
# Someone to Call: 988



County	NSPL Calls FY22* & FY23
Amelia County, Virginia	30
Buckingham County, Virginia	102
Charles City County, Virginia	66
Chesterfield County, Virginia	1921
Cumberland County, Virginia	84
Dinwiddie County, Virginia	84
Goochland County, Virginia	66
Greensville County, Virginia	198
Hanover County, Virginia	1014
Henrico County, Virginia	1430
Lunenburg County, Virginia	86
New Kent County, Virginia	38
Nottoway County, Virginia	142
Powhatan County, Virginia	61
Prince Edward County, Virginia	394
Prince George County, Virginia	155
Surry County, Virginia	66
Sussex County, Virginia	130
Colonial Heights, Virginia	0
Emporia, Virginia	0
Hopewell, Virginia	122
Petersburg, Virginia	4024
Richmond, Virginia	7952
<b>Total</b>	<b>18135</b>

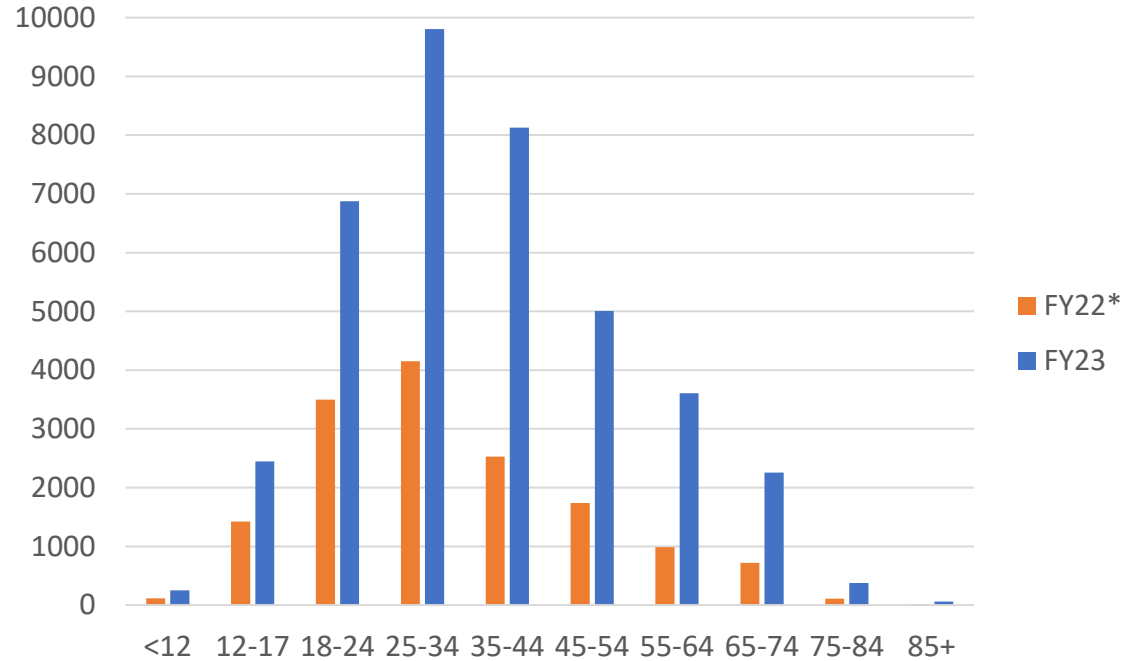
\*FY22 data includes only Dec 2021-July 2022

# Someone to Call: 988

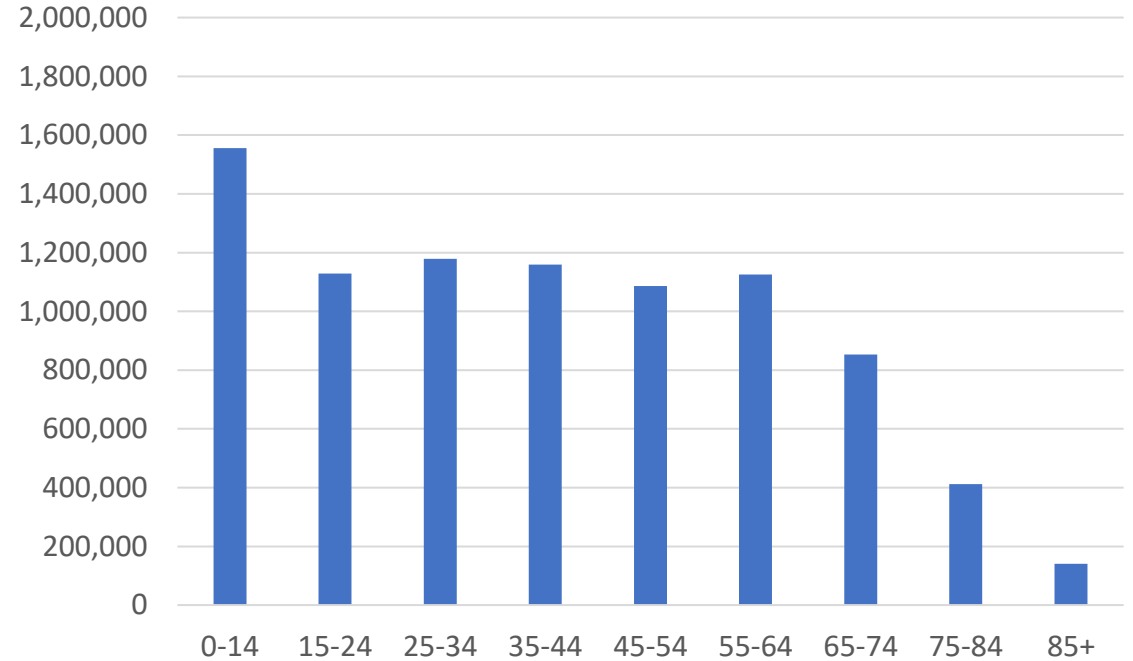


# Someone to Call: 988

988 Caller Age Distribution FY22 & FY23



VA Population Age Distribution



\*FY22 data includes only Dec 2021-July 2022

Callers of unknown age not included on graph:

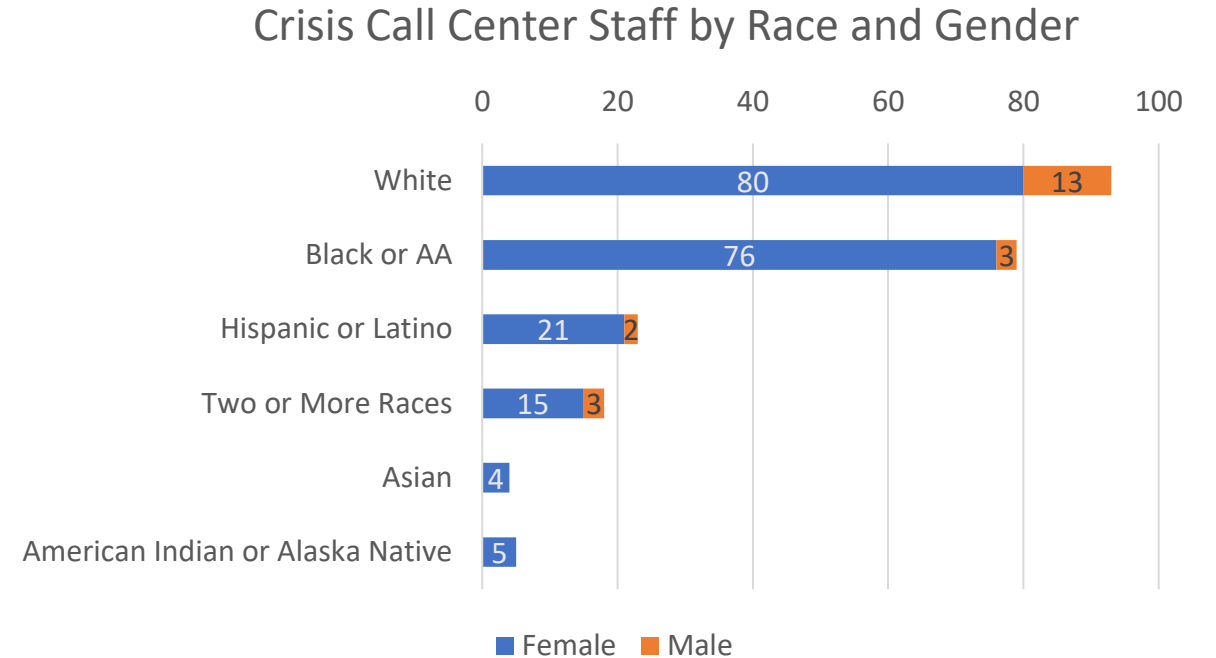
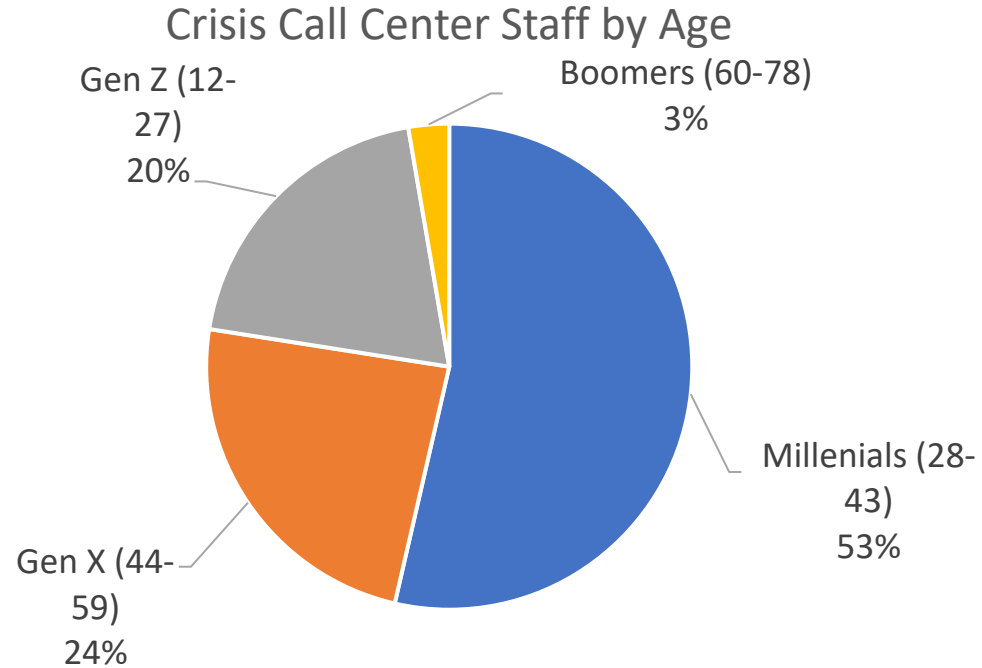
FY22: 2146  
 FY23: 13705

Population Data taken from The Cooper Center



# Someone to Call: 988

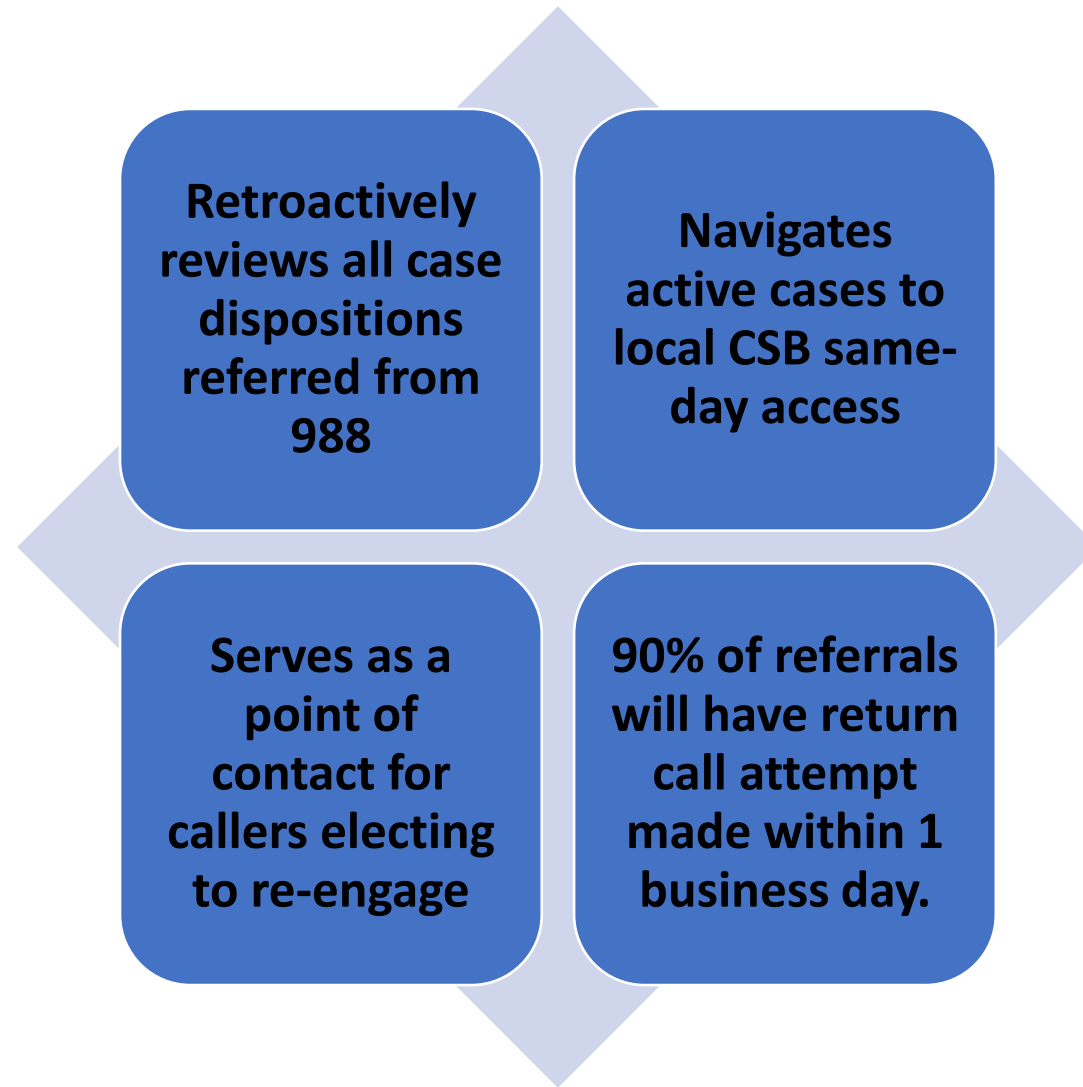
## Who's answering?



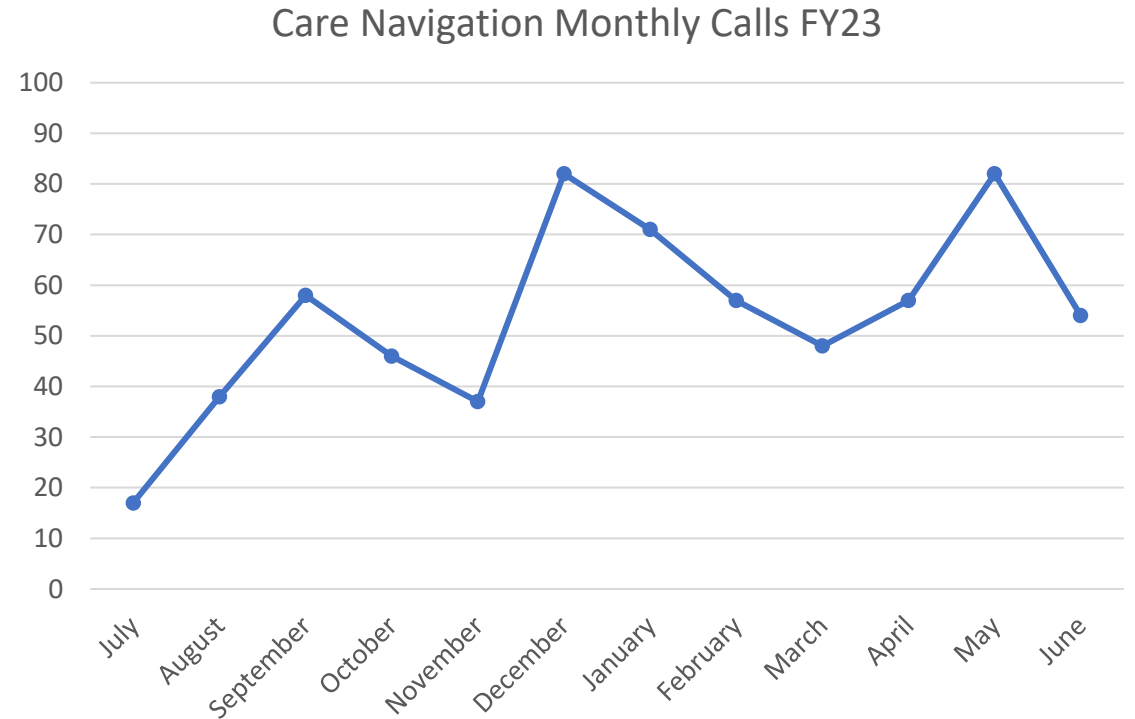
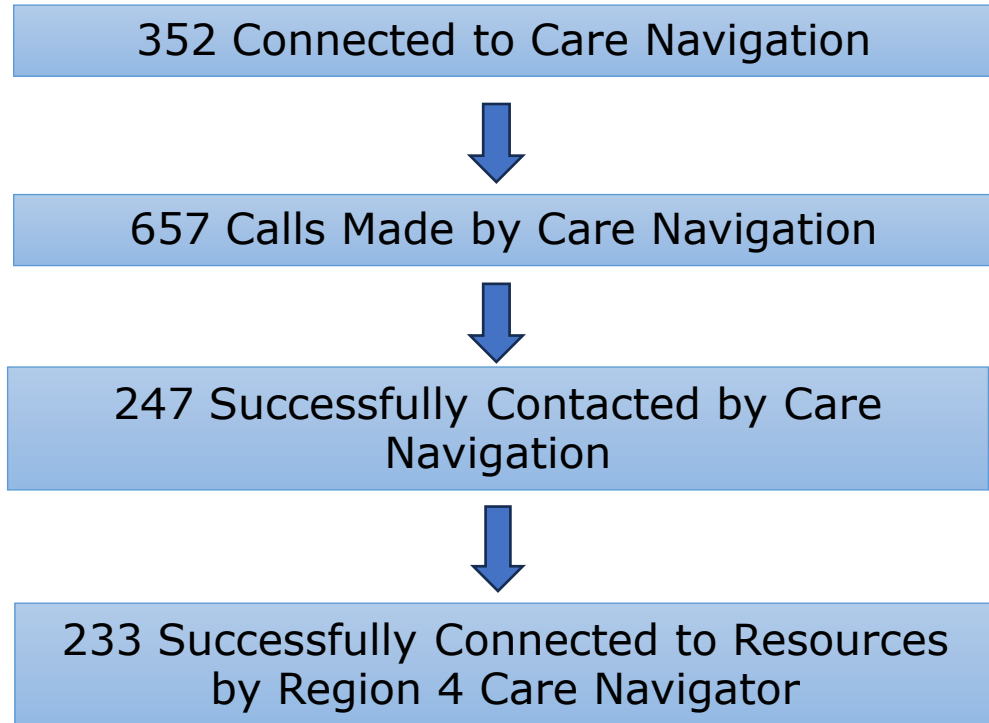
### 988 Accessibility

- Language Line
- 711 TTY
- Video Relay Services
- Chat and Text options

# Someone to Call: Region 4 Care Navigation

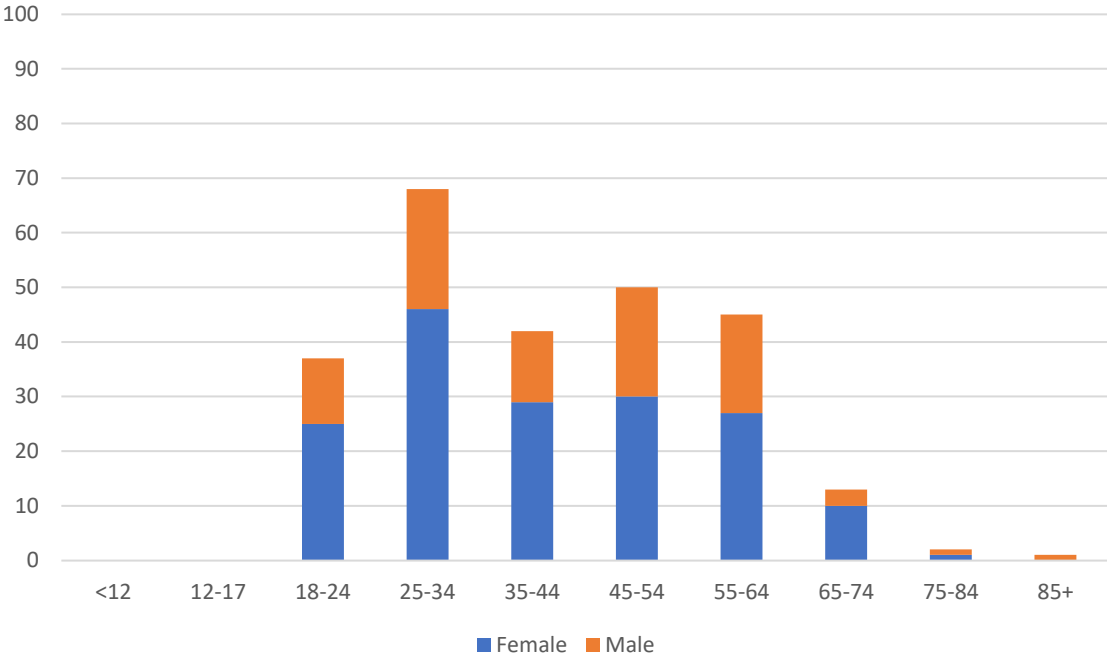


# Someone to Call: Region 4 Care Navigation

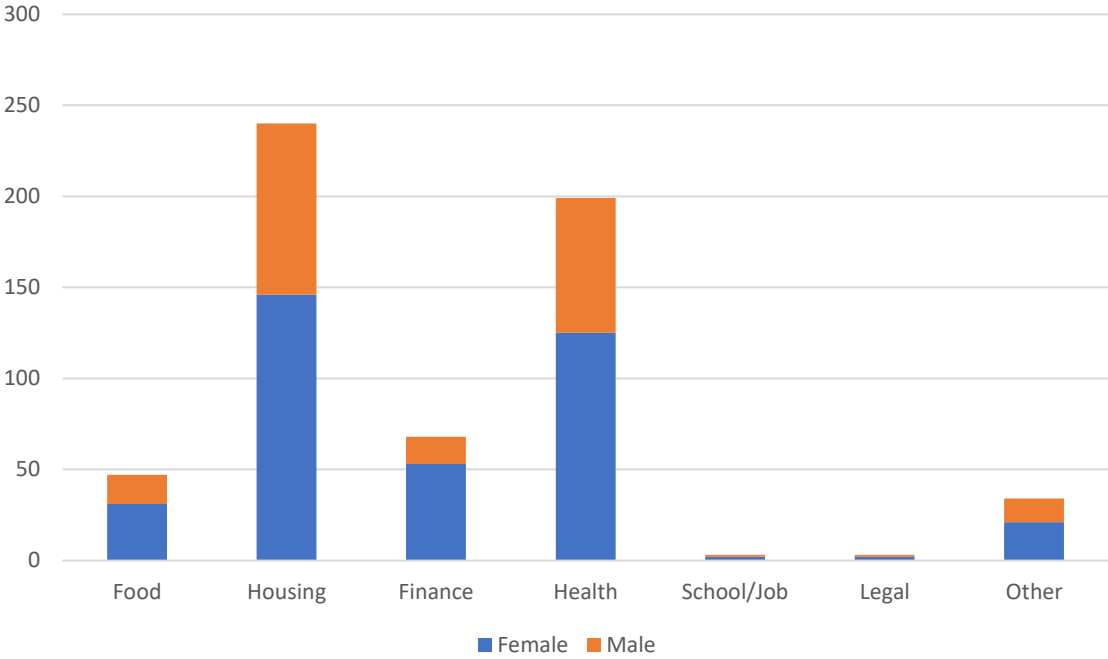


# Someone to Call: Region 4 Care Navigation

Care Navigation Referral by Gender and Age FY23



Care Navigation Resource Needs by Gender FY23



# Someone to Respond: Mobile Crisis Response Services

- Mobile crisis response services offer **community-based intervention** wherever individuals are: home, work, community
  - One- or two-person teams (licensed; licensed-eligible; QMHP; peer staff)
  - **Specialty teams** for unique populations (e.g. REACH, youth-focused)
  - Voluntary services
- **Link individuals** to follow up care (e.g. residential or mobile stabilization, CSB Same Day Access or other community supports and services)



# Someone to Respond: Mobile Crisis Response Services



**IMMEDIATE &  
LOW-BARRIER  
ACCESS**



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- Mobile Crisis Response Team - Must respond within **one hour**
  - **Low-Barrier Access** – Anyone is eligible to receive service regardless of location within Region 4 or ability to pay
  - **Available 24/7/365**
  - **Dispatched by 988**

# Someone to Respond: Mobile Crisis Response Services

## Team Composition



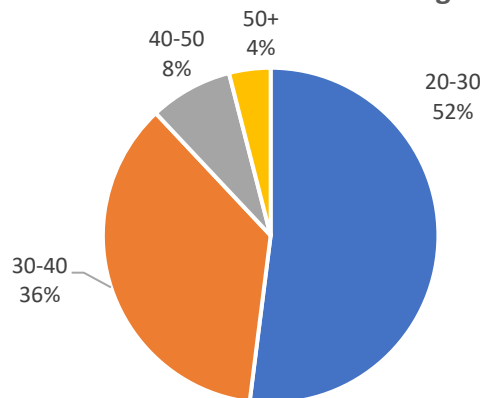
Race	Number	%
Caucasian	27	54%
Black/African-American	19	38%
Asian	2	4%
Hispanic	1	2%
Other	1	2%
<b>Total</b>	<b>50</b>	

## Team Composition

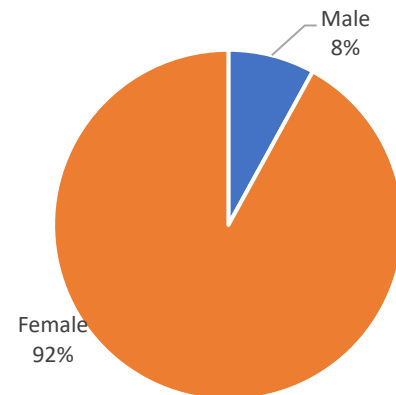


Race	Number	%
Caucasian	4	15%
Black/African-American	23	85%
Asian	0	0%
Hispanic	0	0%
Other	0	0%
<b>Total</b>	<b>27</b>	

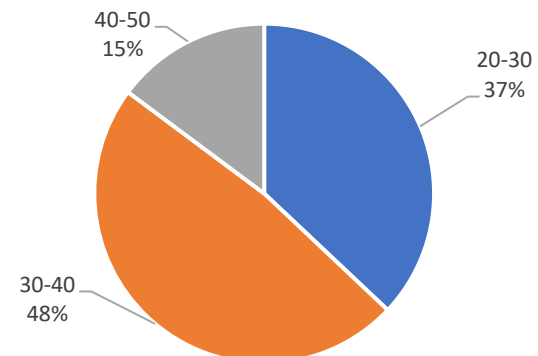
CREST Team Breakdown - Age



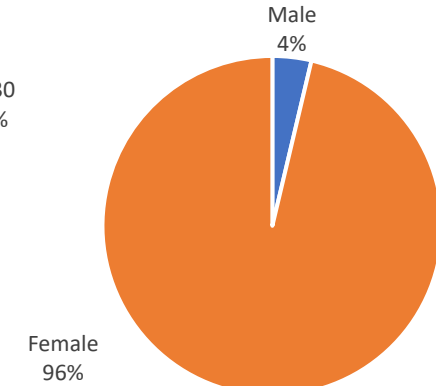
CREST Team Breakdown - Gender





REACH Team Breakdown - Age



REACH Team Breakdown - Gender





# Someone to Respond: Mobile Crisis Response Services

	FY22	FY23
	113	221
	1,019	948
<b>Total (one-hour) Mobile Crisis Responses</b>	<b>1,132</b>	<b>1,169</b>

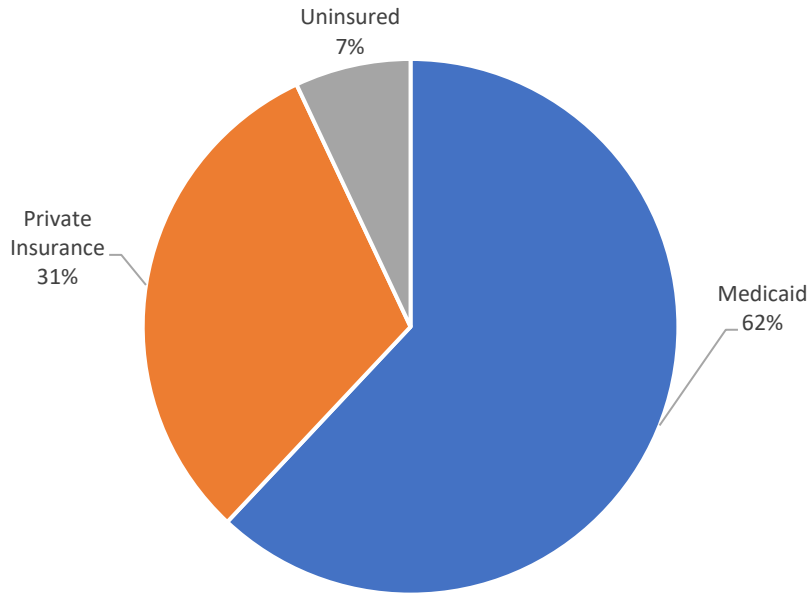


# Someone to Respond: Mobile Crisis Response Services

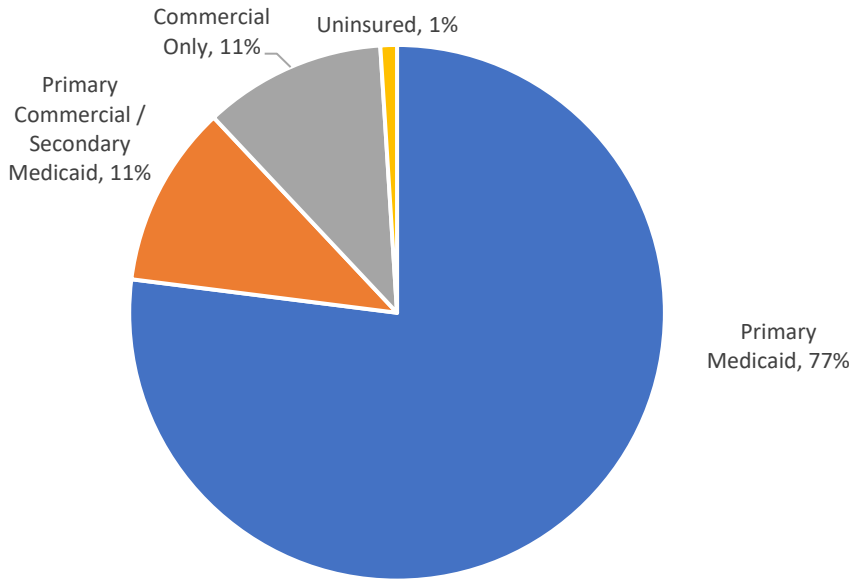
	FY22	FY23
	736	1,003
	191	183
<b>Total Community Stabilization Responses</b>	9,27	1,186

# Someone to Respond: Mobile Crisis Response Services

CReST Client Breakdown by Payer

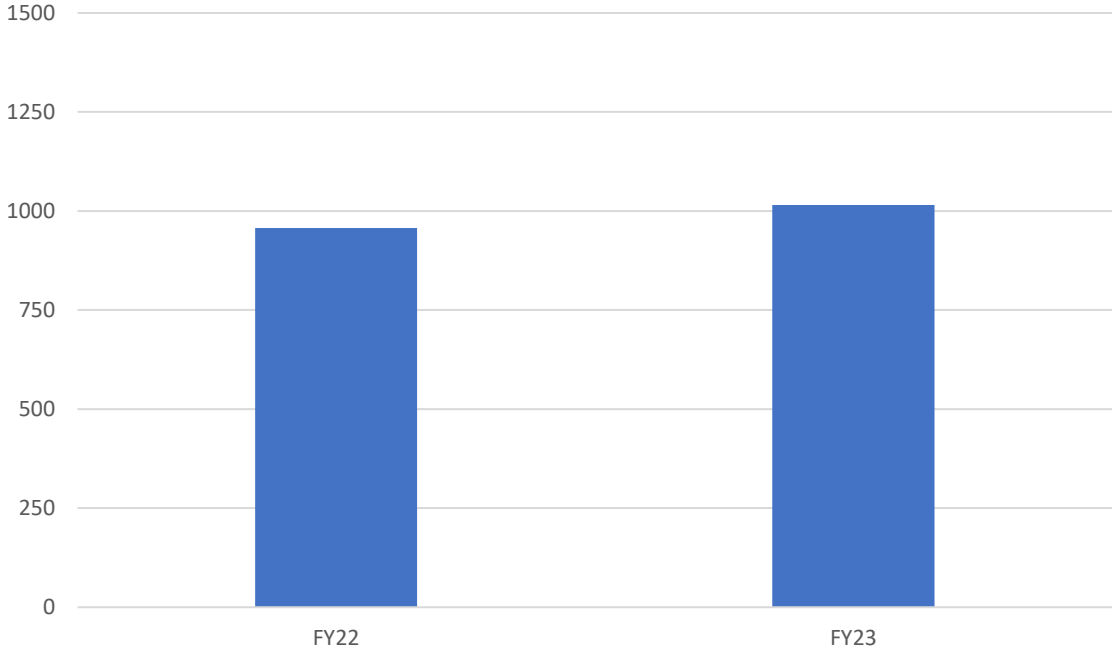


REACH Client Breakdown by Payer



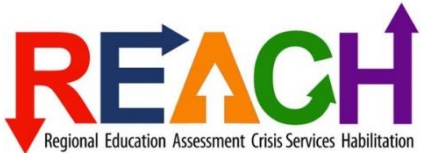
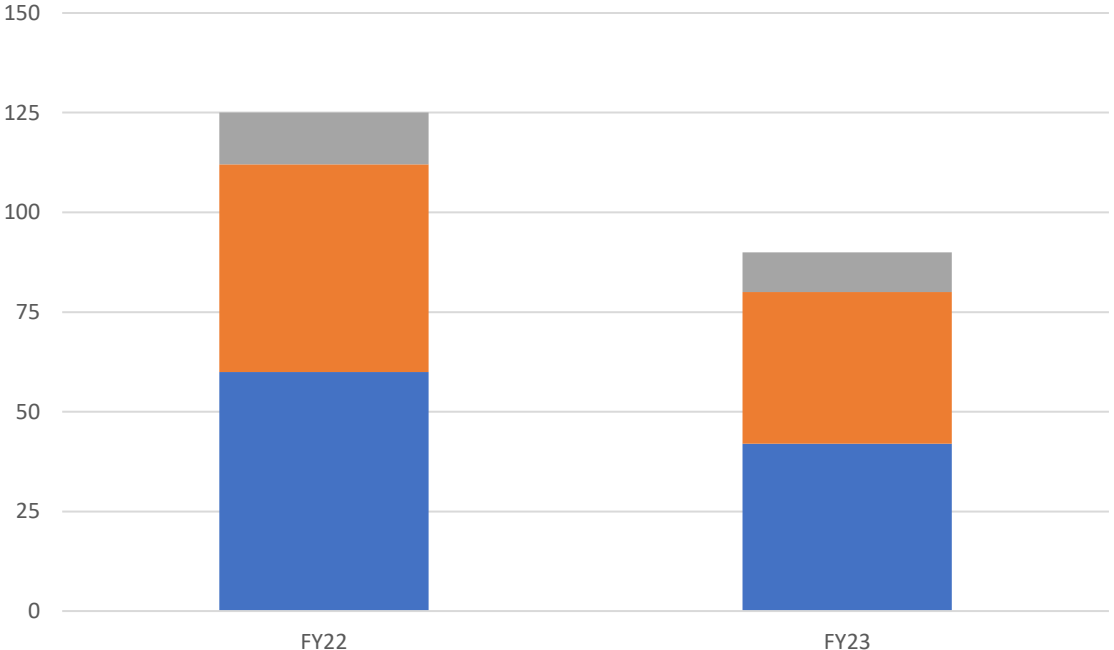
# Someone to Respond: Mobile Crisis Response Services

### CRest Service and Treatment Connections



Diversion Outcome: 96%

### REACH Internal Service Connections



Diversion Outcome: 97%

# A Place to go: Center-based care

- Crisis Triage Centers/Crisis Intervention Team Assessment Centers
- Crisis Receiving Centers/23-hour observation
- Crisis Stabilization Units
- Crisis Therapeutic Homes



# Marcus Alert legislation

The **Marcus-David Peters Act** seeks to divert individuals needing behavioral health care from the criminal justice system by creating a framework that provides a **behavioral health response to behavioral health crises**

## Marcus Alert 3 Protocol Framework

1. Establish **connection between 911 centers and (988) Call Centers**
2. Divert crisis response to **behavioral health teams**
3. Expand **specialized behavioral health response** from law enforcement

## Phased Implementation in Region 4 through 2028

- Richmond
- Chesterfield
- Henrico



# Region 4 Crisis Continuum: Next Steps

- 988 and Crisis Continuum information, education, awareness
- Crisis workforce recruitment and retention
- Ongoing development of new services and supports
- Private provider partnership
- Enhance data collection and reporting



Questions?

Thank you.

