

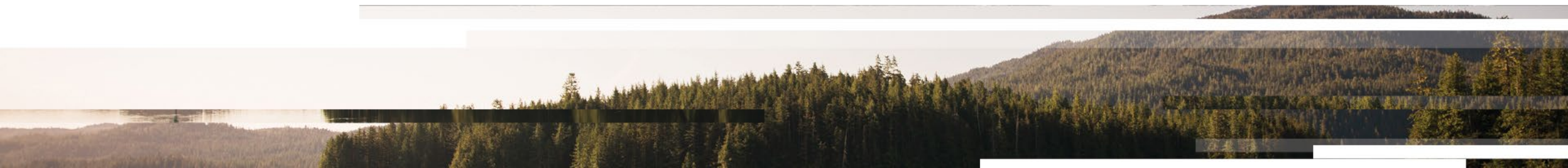


# Update: Implementation of Improved Crisis Response and Services

**Trust**  
Alaska Mental Health  
Trust Authority



- Overview
- Community Implementation
- Policy/advocacy
- Next Steps



# Innovation Timeline of Alaska's Crisis Now

Key moments that helped create and shape the future of crisis care in Alaska.

# CRISIS NOW

## 2018

Federal approval (CMS) for SUD component of 1115 Medicaid Waiver

Initial conversations about Crisis Now framework in Alaska

Behavioral Health Improvement Project focuses on psychiatric boarding in emergency departments

## 2019

Forensic Psychiatric Hospital Feasibility Study completed

Federal approval (CMS) for behavioral health component of 1115 Medicaid Waiver

RI International conducts Crisis Now implementation readiness assessment in Anchorage, Mat-Su and Fairbanks

Statewide convening on behavioral health crisis continuum

First site visit to Arizona to see Crisis Now in action

## 2020

Community planning workgroups convened in Anchorage, Fairbanks and Mat-Su

Concept-level pro formas developed for crisis services

SB 120 amends Title 47 to include crisis stabilization centers as locations for emergency detention

Settlement agreement with Disability Law Center identifies Crisis Now as a systems improvement initiative

## 2021

Crisis Now community coordinator positions funded in Fairbanks and Mat-Su

Mobile crisis teams launch in Anchorage and Fairbanks

## 2022

HB 172 signed into law

988 goes live nationwide

Mat-Su dispatch agency begins transferring behavioral health calls to Careline

Ketchikan Crisis Now community coordinator position funded and community planning begins

Five organizations across the state exploring 23-hour stabilization and/or short-term stabilization services

Planning begins in Kotzebue, Juneau, Copper Basin and Unalaska

Crisis Now Core Principles and Practices webinars begin

Child and Adolescent Behavioral Healthcare Improvement Project completed

US Department of Justice report on Alaska's behavioral health system for children released

## 2023

Careline launches law enforcement backline. Anchorage Police Department begins transferring calls.

Mobile crisis team launched in Mat-Su

Ketchikan City Council approved positions for Mobile Integrated Healthcare program

Community planning workgroup convened in Juneau

Groundbreaking for Providence Crisis Stabilization Center

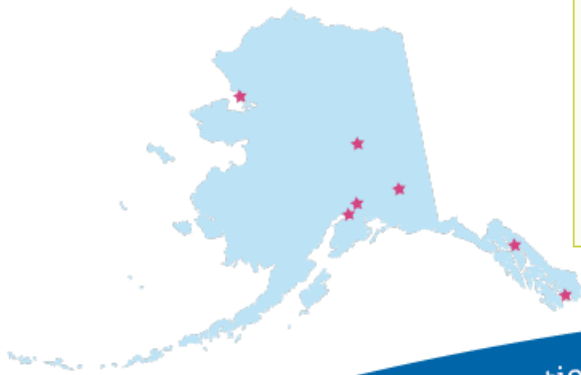
State of Alaska hosts Behavioral Health Road Map meetings across the state

HB 172 Psychiatric Patient Rights Report submitted to the State Legislature

Bartlett Regional Hospital opens 23-hour and short-term stabilization services for youth

### Publications

- [Behavioral Health Improvement Project](#)
- [Forensic Psychiatric Hospital Feasibility Study](#)
- [Crisis Now implementation readiness assessment](#)
- [Child and Adolescent Behavioral Healthcare Improvement Project](#)
- [US Department of Justice report on Alaska's behavioral health system for children](#)
- [HB 172 Psychiatric Patient Rights Report](#)

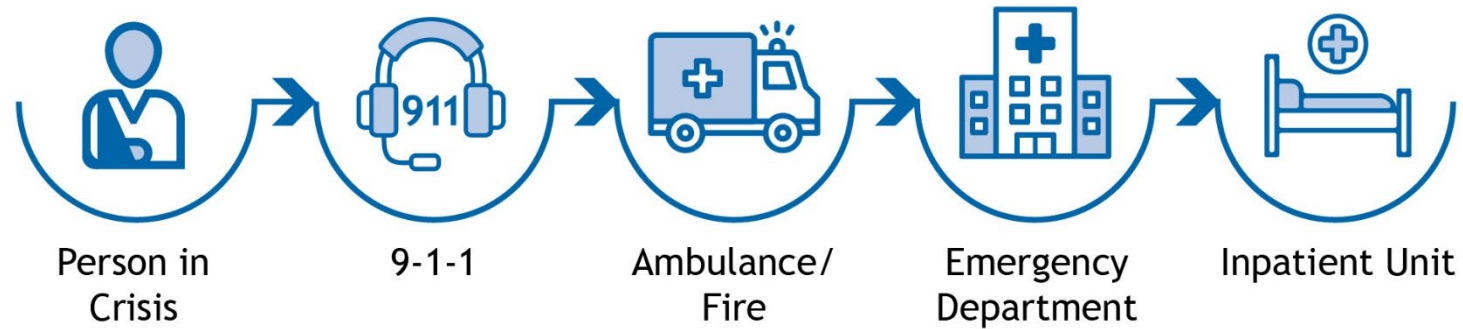


Organization and community teams participate in site visits to Crisis Now services in Arizona.  
Grant funding awarded to organizations for planning and implementation.

### Ongoing Events

GOAL: Design and implement a behavioral health crisis response system analogous to the physical health system.

### *Physical Health Emergency*



### *Behavioral Health Emergency*



# Community Implementation 2024

Crisis service planning and implementation underway in:

Anchorage

Mat-Su

Fairbanks

Juneau

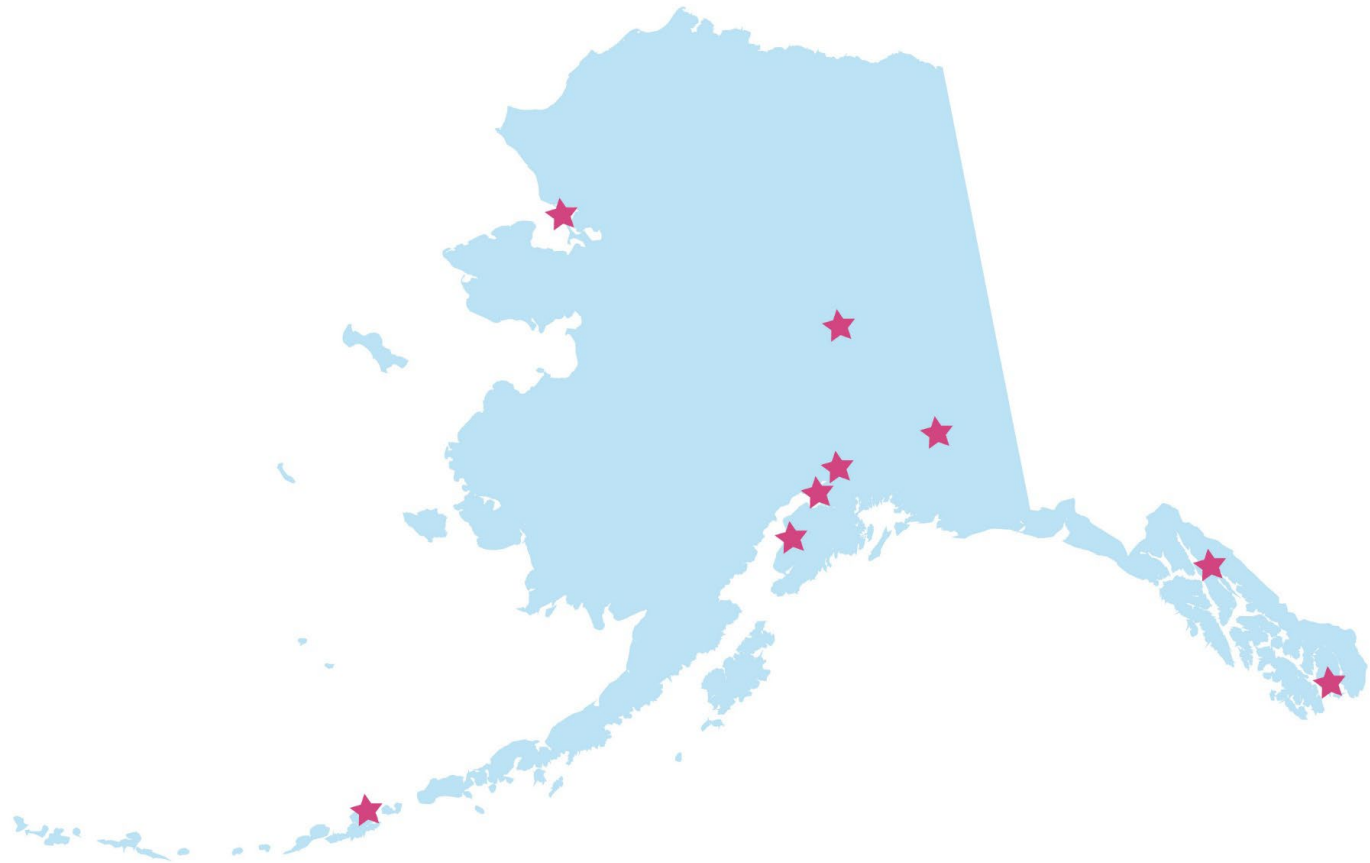
Ketchikan

Kenai Peninsula

Kotzebue

Copper Basin

Unalaska

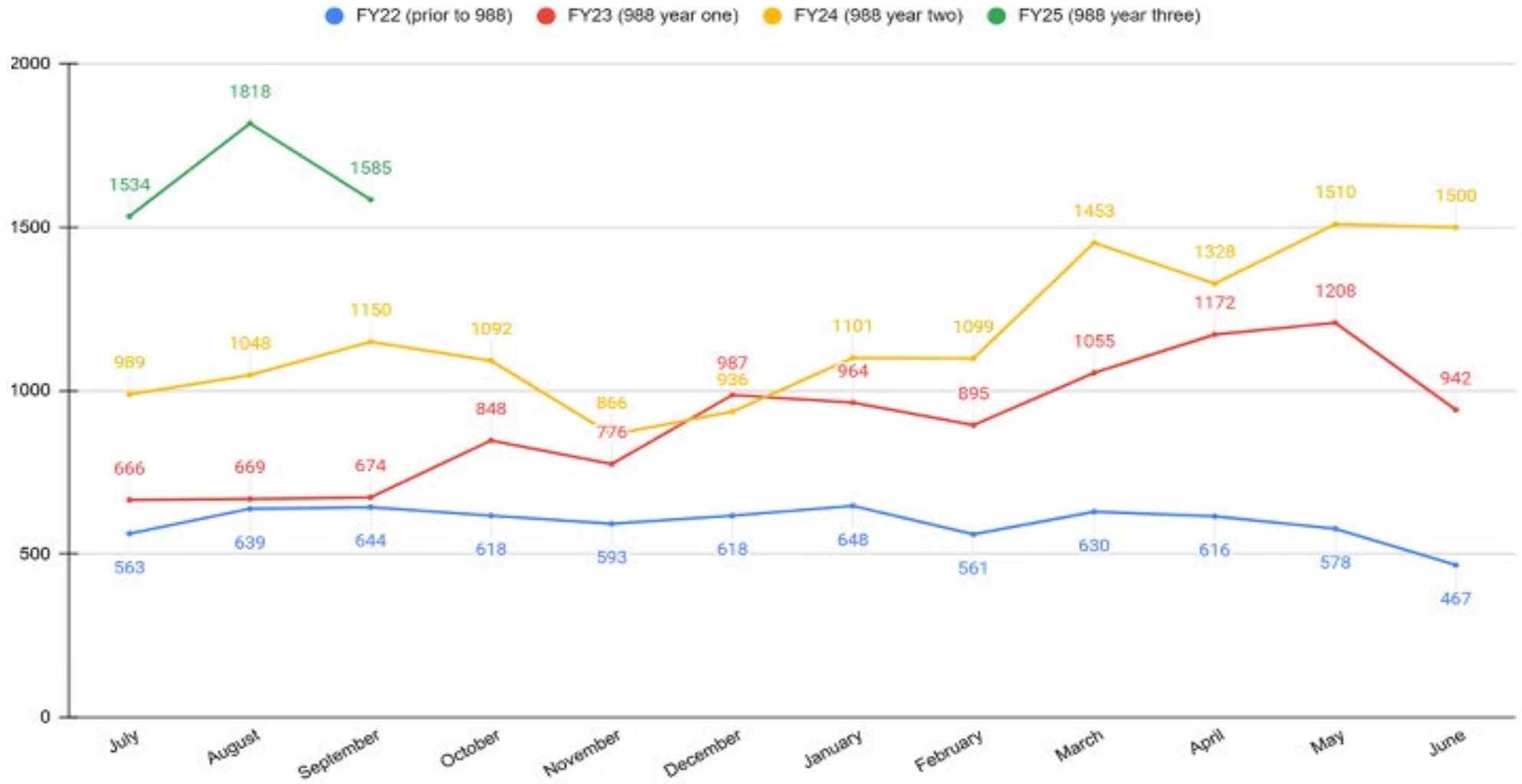


# Statewide Call Center: Careline



- Answers 988 calls dialed from a 907 area code and calls to Careline number (877-266-4357)
- 3-fold increase in call volume since 988 launch in July 2022
- Averaging 4000+ calls a month/Second office in Wasilla Opened
- MCT pilot dispatch from Careline in the Mat-su later in FY 25
- Established backline for receiving transfers from PSAPs

# 988 Call Trends





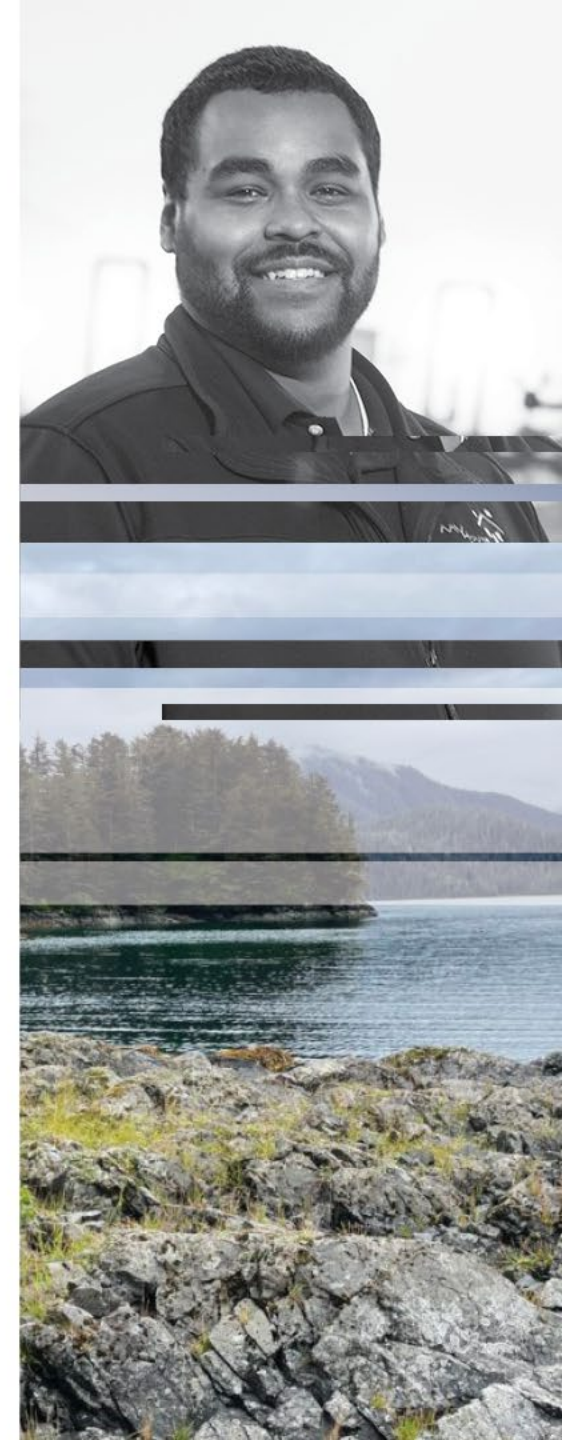
# Anchorage

- Municipality of Anchorage
  - New administration
  - Anchorage Fire Dept, Integrated Mobile Response Team - averaging 3,500-4,000 dispatched calls a year
  - 90% successful resolution in community
  - Anchorage Police Department, Mobile Integrated Teams - data is forthcoming
  - 911 Dispatch - behavioral health calls transferred to Careline
- Crisis Stabilization
  - Providence - Spring of 2026
  - Southcentral Foundation - Phased approach in 2026



# Mat-Su Valley

- True North Recovery- Mobile Crisis Team
  - Expanded reach
    - 583 crisis call outs Palmer/Wasilla - 85.7% stabilized in community; 12% to Hospital; 2% law enforcement
    - Hope Line - 2,500+ calls taken by the MCT and TNR team
- Mat-su Behavioral Health Crisis System/20+ agencies
- Dispatch Matcom/EMS/Palmer PD/AST
- Careline Crisis Line (satellite location)/expanded MCT dispatch through Careline, in development
- Crisis stabilization beds at TNR and Set Free
- Launchpad clients - over 900 to date 2024





# Fairbanks

- Alaska Behavioral Health Mobile Crisis Team
  - 744 dispatches (Oct/23-Sept/24) -85% resolved in community, 2% LE resolved, 13% hospital
  - 92% of the dispatches were solo (meaning no LE needed)
  - Referrals:273
  - Follow-ups:195
- MCT working with COF, North Pole, and AST LE
- Crisis Stabilization - City of Fairbanks working with AKBH/Trust for “no wrong door” Crisis Center
- Pediatric Crisis Beds at FMH in planning

# Juneau

- Capitol Fire/MIH team: 1519 dispatches in 2024 up through October, and triaged 1,197 crises over the phone during this same time
- Juneau Police Department dispatch is using the Careline backline to transfer behavioral health crisis calls
- MIH team is working with grant support to fund a behavioral health clinical staff to work with the MIH team- this will improve assessment and clinical transitions within the community
- On-going discussion with partners on crisis stabilization services for the region



# Ketchikan

- MIH team officially launched in June/2024 from the KFD
- MIH has reduced targeted high utilizers 911 use by **40%** as compared to the previous quarter
- 70 dispatches and 13 public outreach events in 1<sup>st</sup> quarter
- Crisis case management and crisis peer services launching in December 2024- True North Recovery





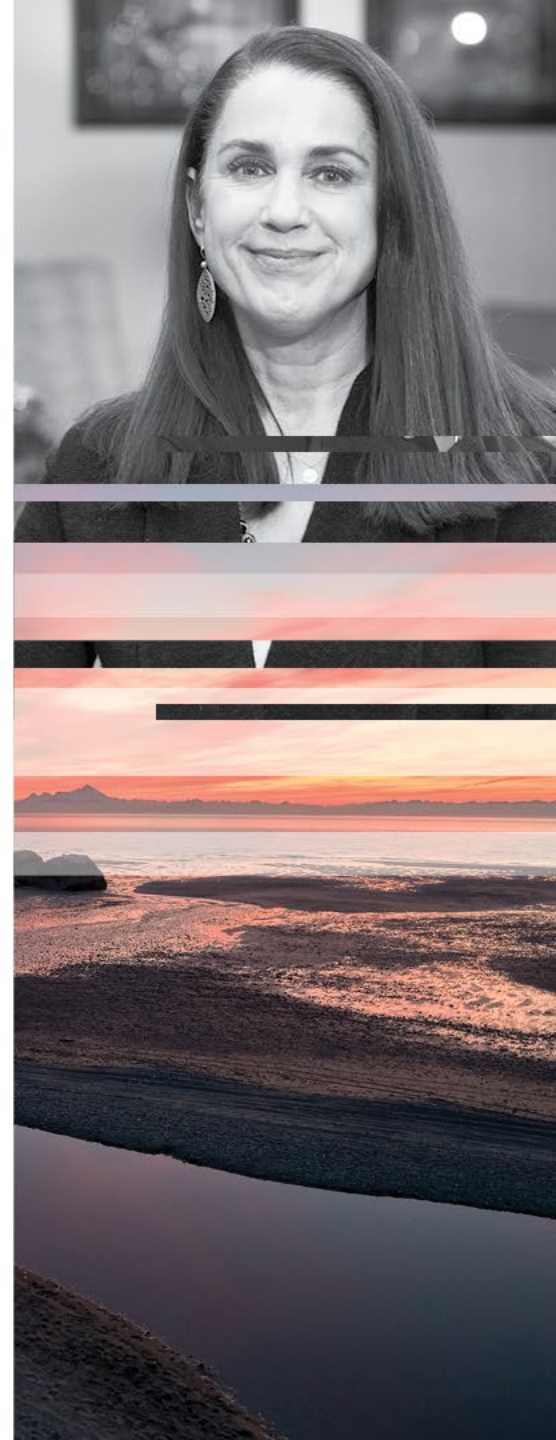


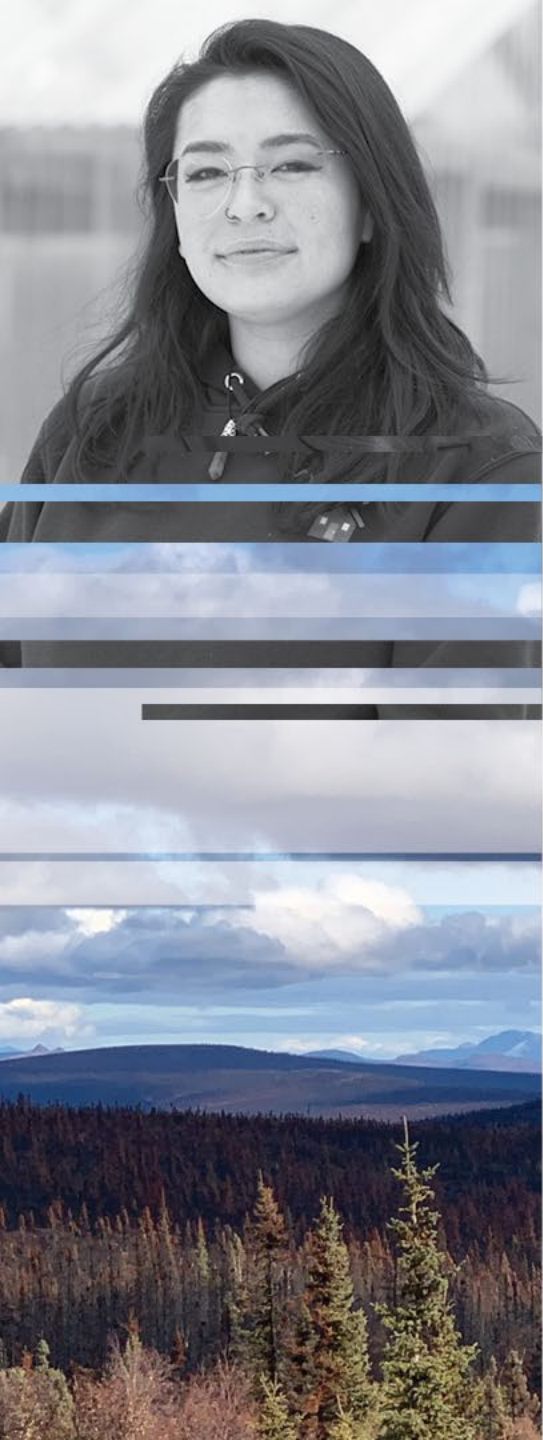
# Kenai Peninsula

- Central Peninsula Hospital
- Nikiski Fire Department MIH team: 339 dispatches
- Expanded health powers for the MIH team by joining CPH
- January immersion trip to AZ

# Kotzebue

- Crisis Now TA with Agnew::Beck in support of Maniilaq for planning a crisis system of care
- Phase 1: Design, Planning, and Implementation for EmPATH unit within the hospital in Kotzebue
- Phase 2: Design, build, and launch of a “no wrong door” crisis stabilization center in Kotzebue





# Copper Basin

- 355 Trust beneficiaries served through the MIH team
- Behavioral health needs assessment 2023
- Sustainability of the MIH team has transitioned into working with local community health aids, versus a paramedic/health aid model





# Unalaska

- Community For Community (C4C)
- Monthly meetings since 2023
- Collaboration of community partners, tribal and non-tribal
- Partnership with UAA/AKTC for training on best practices for responding to behavioral health crisis
- Trust program officer involvement on the C4C

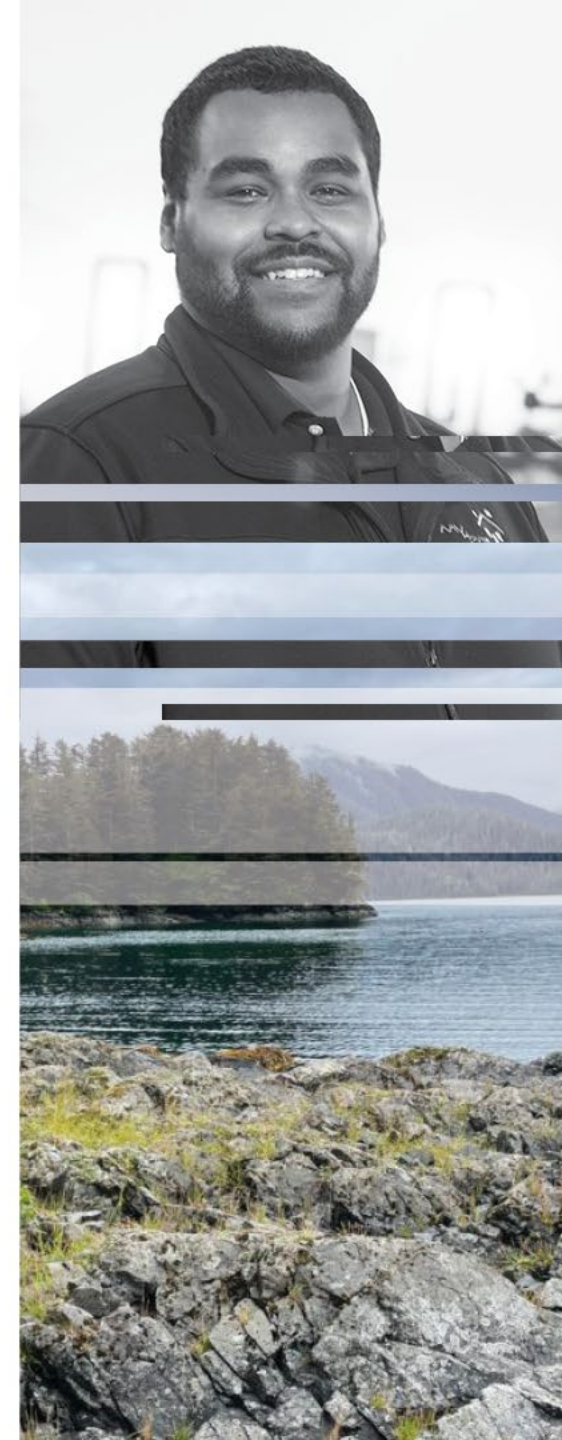
# Policy

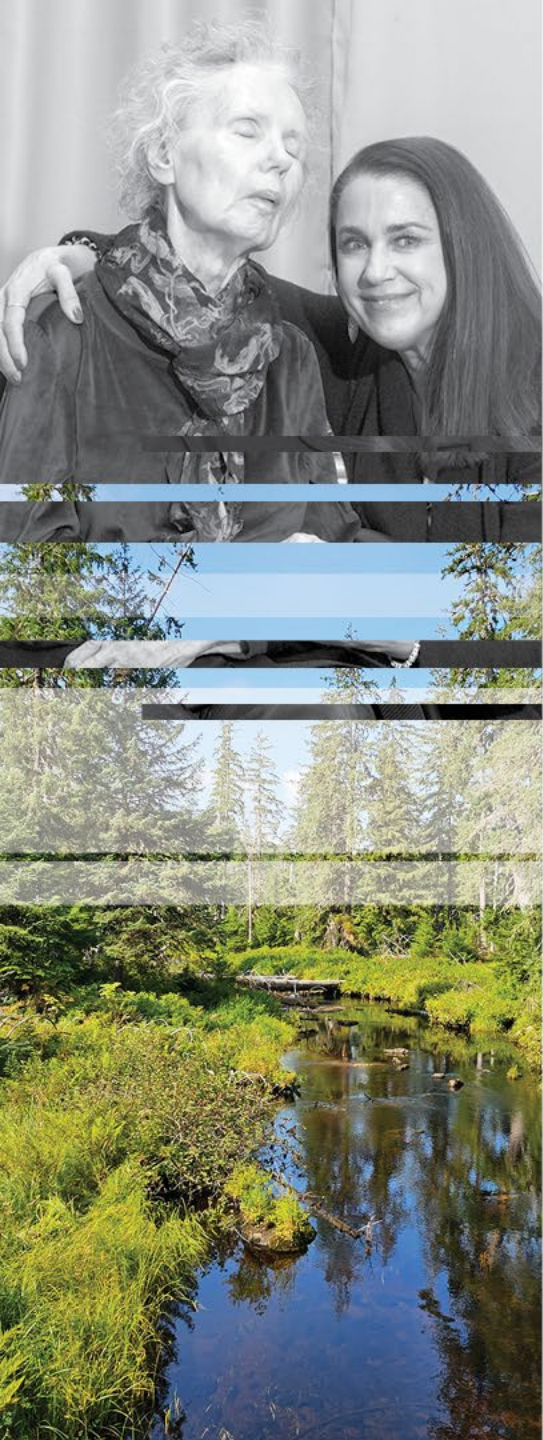
- DOH in progress:
  - State-wide rate methodology/actuarial
  - 1115 BH Medicaid waiver/State plan amendments
  - Milliman Report: Assessment of AK BH Crisis Services Continuum of Care 6/24
  - Proposed Changes on Subacute MH Facility Licensing
- DFCS:
  - Notice of Changes on Civil Commitment Facility Designation in Regulation (due 12/13)
- Key Legislative Areas
  - Overtime exemptions/12-hour shifts - BH orgs 24/7 service
  - Mental Health Parity & Addiction Equity Act
  - Multistate Licensure Compacts



# Data, System Monitoring and Care Coordination: Alaska Efforts and Needs

- 2019 - RI Consultation Report, Recommendation: Establish performance expectations and metrics, along with the data systems to collect the information
- 2020 - Crisis Now Community implementation logic models (Anchorage, Mat-Su, Fairbanks)
- 2023 - Crisis Now component logic models: community level data reporting for performance monitoring (in progress)
- 2024 - Identification of platform(s) to standardize data and information sharing across levels of monitoring (in progress)





## Next Steps.....

- Continue to partner with DOH/DFCS/APS/etc. on providing policy, funding, and programmatic support to the functionality of the crisis system of care.
- Work with Agnew::Beck and other contractors to bring forward the Crisis Now model and/or approximations of that model.
- Collaborate with provider agencies/trade associations on advocating for policy changes needed to make these services viable.
- Ensure systems for data monitoring and care coordination are executed fully.



Questions?

# To learn more or get involved:

- Learn more about the initiative on [the Trust's website](#)
- Sign up to receive [quarterly newsletters and invitations to webinars](#) on best practices, workforce development and other key implementation areas - Email [becky@agnewbeck.com](mailto:becky@agnewbeck.com)
- Participate in your local [community workgroup](#). Workgroups convening in Anchorage, Mat-Su, Fairbanks, Juneau and Ketchikan - Email [becky@agnewbeck.com](mailto:becky@agnewbeck.com)
- Contact the Trust to learn about [technical assistance and funding](#) available to support the development of crisis and post-crisis services - Email [eric.boyer@alaska.gov](mailto:eric.boyer@alaska.gov)