

Community Implementation Updates

Anchorage

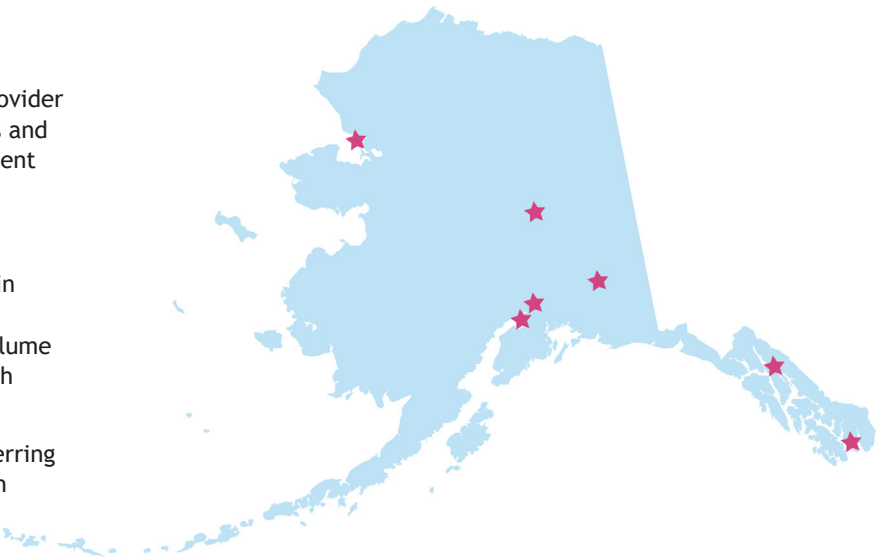
Strong attendance and engagement at community and provider meetings related to Crisis Now continues. Crisis providers and other stakeholders are working collaboratively to implement new pathways of care.

Highlights include:

- The Alaska Careline reported that 51% of calls to 988 in June 2023 (answered by Careline) originated from an Anchorage phone number. Overall 988/Lifeline call volume for Careline increased 102% (comparing June 2023 with June 2022).
- The Anchorage Police Department (APD) began transferring calls to Careline in January using limited criteria, with expanded criteria for call transfers in April. Between January and June 2023 APD transferred a total of 122 calls to Careline, with very few returned to APD for law enforcement or mobile crisis team (MCT) response.
- The Anchorage Fire Department (AFD) MCT responded to 1,539 calls between January and June 2023, with 90% of responses resolved in the community. The AFD MCT provided 233 post-crisis services during the same period.
- Providence Alaska continues design work for their crisis stabilization center, which will include 23-hour crisis stabilization and crisis residential for adults. Providence anticipates opening in May of 2024 based on the current timeline for construction.
- Southcentral Foundation anticipates an opening date of early summer 2024 for their 23-hour crisis stabilization program, located adjacent to the Alaska Native Medical Center emergency department.

Fairbanks

Between January and June 2023, the MCT in Fairbanks, operated by Alaska Behavioral Health, responded to 185 calls, averaging 82% resolution in the community. The MCT provided an additional 102 post-crisis follow-ups during the same period. The MCT uses Alaska's Health Information Exchange (HIE), [healthconnect](#), to support identification of client needs when responding to calls in Fairbanks. Team leadership reports



that accessing information available on the HIE increases the quality of care the team provides and can't imagine not using this resource to support clients in the community. Alaska Behavioral Health added a new mobile outreach and response program specific for youth and their families funded by the Department of Behavioral Health.

The Fairbanks Community Coordinator helped to create and host the Fairbanks Symposium on Opioids and the Impact on Reentry, Crisis Now, and Housing. The symposium had a strong turnout with over 200 people participating and the main funders for initiatives in Alaska traveling to Fairbanks to share the vision that fuels their funding. A consensus from this event was that Fairbanks needs a 'No Wrong Door' stabilization center and that peer support is the vehicle for lasting transformative change in people's lives. The coordinator is also engaged in work stemming from Foundation Health Partner's Community Health Needs Assessment. The main objectives are to further pediatric behavioral health services available in the local community and to address high levels of alcohol use and social isolation.

Ketchikan

In May, the Ketchikan Wellness Coalition facilitated a joint meeting between Ketchikan stakeholders and True North Recovery to learn about the Day One Center model and innovative approaches to caring for family and neighbors in crisis. A recording of the presentation is available for online viewing: https://drive.google.com/file/d/1-b_yJhlej_EwdOaAHQ9RWnVdT-mSa1z/view

The City of Ketchikan was awarded the Department of Health's Healthy and Equitable Communities Grant for a mobile integrated health (MIH) team, with the intention to include behavioral health staffing for crisis responses. The Crisis Now Community Coordinator has supported this work by gathering information and facilitating funding support. MIH, also known as community paramedicine, is a national model for providing health care using patient centered, mobile resources outside of hospital settings and is well suited for smaller communities that might not have sufficient volume for a behavioral health-only mobile response service. The Ketchikan Fire Department began tracking calls that could have received a MIH response rather than an EMS/ambulance response and identified 30% of calls could be addressed by a MIH team.

Mat-Su

In June, the True North Recovery MCT responded to 40 calls and successfully followed up with 25 out of 32 unique clients. Sixteen Mat-Su providers completed an memorandum of understanding to use a single release of information (ROI) for the Post-Crisis Network. An on-call calendar lists on call "connectors" and open appointment slots. Eleven clients who signed a shared ROI were served by the Network since launch with 100% successful connection to a service after the MCT call. Clients who declined to sign the ROI were informally connected to referral resources.

Mat-Su Crisis Now stakeholders continue to hold bi-weekly post-crisis network meetings, with additional meetings to recruit new network members.

Juneau

Bartlett Regional Hospital held an open house for their new facility, the Aurora Behavioral Health Center on June 14th. The center will house behavioral health outpatient and crisis services, including 23-hour crisis stabilization and short-term crisis residential for youth and adults. To learn more about the center, visit: www.bartletthospital.org/services/psychiatric-services/crisis-care-services. The opening date for the center is expected in September 2023. Current staff received specialized training in June. Some Juneau providers participated in a meeting hosted by the Ketchikan Crisis Now Coordinator to learn about True North Recovery's Day Once Center.

Other Communities

Copper River Basin

Copper River Native Association (CRNA) is targeting MIH deployment by the end of 2023 through a collaboration between CRNA MIH and Behavioral Health departments. MIH staff are currently deployed to local villages for general outreach and to provide support to Community Health Aides in the clinic and during home visits.

The MIH team has been involved in multiple networking and collaborative activities to learn more about Crisis Now and the MCT model from partners across the state. MIH team training is underway, with team members participating in the UAA Peer Support Simulation Lab and a Motivational Interviewing course.

Kotzebue

Maniilaq Association, which provides health, tribal and social services to residents of Northwest Alaska, is using funds from a planning grant from the Alaska Mental Health Trust Authority to plan for a Crisis Center for the region.

In June, key leaders and providers from Maniilaq's Social Services Division traveled to Arizona for an immersion trip where they met with service providers across the crisis continuum. Maniilaq staff toured a crisis call center and crisis stabilization facilities to learn about best practices and assess adaptations needed to support the Northwest Arctic regions' geographic and cultural needs.

To learn more or get involved, contact:

Anchorage: Becky Bitzer, Agnew::Beck Consulting, becky@agnewbeck.com, (907) 277-5534

Fairbanks: Brenda McFarlane, bmcfarlane@fairbanks.us, (907) 459-6794, www.fairbanksalaska.us/crisis

Ketchikan: Lisa DeLaet, lisa@KetchikanWellness.org, (907) 225-9355

Mat-Su: Melissa Toffolon, mt@actionabledataconsulting.com, (907) 414-8180

Juneau: Megan Carlson, Agnew::Beck Consulting, megan@agnewbeck.com, (907) 277-1150

Crisis Now planning in other communities: Eric Boyer, Alaska Mental Health Trust Authority, eric.boyer@alaska.gov, (907)-269-7912

Training & Workforce Development

Zero Suicide

The Alaska Division of Behavioral Health's Zero Suicide Initiative continues work to expand best practices in safer suicide care throughout Alaska. Current free training opportunities include virtual trainings in the Collaborative Assessment and Management of Suicidality for Teens (CAMS4Teens) and Assessing and Managing Suicide Risk (AMSR) - Inpatient and Direct Care Inpatient seats. If you are interested in AMSR seats, please email charity.lee@alaska.gov. If you would like to be notified of upcoming CAMS4Teens training opportunities, join the UAA Training Cooperative email list: <https://lp.constantcontactpages.com/su/CTPH0gB/AKTCEmails>.

Upcoming training opportunities include a Zero Suicide Workshop and a Zero Suicide Community of Practice through the Zero Suicide Institute. For continued engagement in State of Alaska Zero Suicide work, you can join the Zero Suicide Community of Learning meetings, which occur every other month by emailing charity.lee@alaska.gov. You can also join the State of Alaska, Suicide Prevention listserv here: <https://list.state.ak.us/mailman/listinfo/alaskagatekeeper>.

Center for Human Development - Alaska Training Cooperative

The Alaska Training Cooperative offers numerous training courses relating to crisis response, including but not limited to Mental Health First Aid for Public Safety/Youth/Higher Education/Fire/EMS, Suicide Prevention (ASIST/QPR), Trauma Informed Care, and supports the Crisis Intervention Team training for law enforcement. The catalog can be found here: <https://continuingstudies.alaska.edu/Registration.aspx?AffiliateID=R78W51> for scheduled training events. To request training, please contact Jill Ramsey, Behavioral Health Training Coordinator, at jdramsey2@alaska.edu.

Crisis Intervention Team (CIT) Training

CIT Training is a community partnership between law enforcement, mental health professionals, and individuals and their families with mental illness and/or substance misuse. CIT training focuses on improving crisis response and reducing criminal justice involvement for individuals in a behavioral health crisis. The 2023 CIT Academy will be on October 23-27th in Wasilla. If you or someone from your organization would like to attend, please contact Sgt. Derek Cottle at derek.cottle@alaska.gov and provide the following information 1) Name, 2) Organization, 3) Title, and 4) Preferred email for communications.

University of Alaska Anchorage (UAA) Resiliency Lab

The UAA Resilience Lab launched in 2022 following the conclusion of widespread contact tracing in Alaska. Funded by the State of Alaska, this project was aimed at helping our health workforce recover following the COVID-19 pandemic and related responses. The Resilience Lab's work is specifically geared towards increasing intrinsic motivation by focusing on the people who make up the organizations and the interactions between them.

In FY24, the Trust formed a partnership with the UAA Resilience Lab to create an employee retainment program aimed to ensure the "No Wrong Door" approach of the Crisis Now framework is realized. The Resilience Lab will focus on meeting with various crisis providers to better understand the strengths and challenges they face. Our goal is to partner with each provider to develop a strategy for employee retainment across the crisis continuum that is inclusive of all and dynamic enough to meet ever-changing needs. FY24 will focus on program development, with the aim of implementing the finished product in FY25.

For more information, please contact the UAA Resilience Lab at uaa_resilience@alaska.edu.

Over 2,200 employees across the state participated in Resilience Lab program offerings in FY23.

Peer Support Specialist Training and Continuing Education

Division of Behavioral Health, Peer Support Specialist Training

The Alaska Division of Behavioral Health, via contracted training providers, supports numerous free trainings for peer support specialists. Planned trainings for FY24 include peer support specialist certification training (see Alaska Behavioral Health below), Peer Supervision, Wellness Recovery Action Plan (WRAP), Whole Health Action Management (WHAM), and Intentional Peer Support. Additional learning opportunities include an annual conference and an ECHO hosted by UAA. For more information or to receive information on upcoming trainings, contact Crystal Smith at crystal.smith@alaska.gov.

Additional training resources and information on peer support specialist certification in Alaska are available on the Alaska Commission for Behavioral Health Certification website: <https://akcertification.org/peer-support-professionals>.

University of Alaska Southeast (UAS) Peer Support Training Program

UAS is now offering Peer Support Professional Training online and in-person. This course is designed to prepare students with the academic knowledge to serve as Peer Support Specialists in the state of Alaska and to support those in recovery from substance use, mental health disorders, or other challenges. Students who have lived experience with mental health or substance use disorders will learn how to apply their experiential knowledge with evidence-based practices to support others on their recovery journey. This course meets the 40-hour training required by the Alaska Commission for Behavioral Health Certification to become a Peer Support Associate in the State of Alaska. Students will also have the option of receiving QPR Suicide Prevention certification and Adult Mental Health First Aid certification at the end of their training. The first class runs October 7-November 4, 2023 and meets in-person every Saturday from 9-5. For more information, please contact the UAS Registrar's Office at (907) 796-6100 or email Sarah Niecko at sniecko@alaska.edu.

Alaska Behavioral Health

Alaska Behavioral Health offers several Peer Specialist Training and Support education opportunities. Trainings include Basic and Advanced courses, and continuing education offerings including Peer Support Ethics, Confidentiality, and grant writing. Contact Jenifer Galvan at jgalvan@akbh.org for more information.

UAA Peer Support Simulation Lab

Simulation education is a bridge between classroom learning and real-life experience and offers scheduled, valuable learning experiences that prepare participants for real-life situations. Participants can engage in opportunities that encourage hands-on practice and the use of critical thinking, decision-making, and effective communication to develop critical teamwork behaviors.

The Mobile Crisis Response Team simulation experience intends to provide a safe learning environment for members of crisis response teams to collaboratively engage in their unique roles with community members in crisis who need supportive, compassionate, and least restrictive interventions and services. This simulation involves an “unfolding” scenario that incorporates the various settings and approaches through which clients can be supported by the Crisis Now framework, including a Crisis Call Center, Mobile Crisis Response Team, and a Crisis Stabilization Center. The simulation training is appropriate for a variety of types of mobile crisis response teams, including those that pair behavioral health and non-behavioral health professionals (e.g., EMTs, law enforcement).

Simulation training dates through early 2024 will be released in early August. Please contact Sasha Tsumos at saturnos@alaska.edu with any questions.

Crisis Now Core Principles and Practice Webinars

**7 webinars by RI International
November 2022-June 2023**

Topics included: Peer Support,
Trauma-Informed Care,
Zero Suicide, and more!

375+
unique
registrations
and participants
throughout the
state!

You can view recordings of the webinars at the Trust's website: <https://alaskamentalhealthtrust.org/alaska-mental-health-trust-authority/what-we-do/crisis-continuum-of-care/>

988 Turns One!

July 16 marked the one-year anniversary of the activation of 988. The three-digit, easy-to-remember number connects people around the US in behavioral health crisis to trained crisis counselors.

In just one year after activation, the 988 Lifeline had nearly 5 million contacts around the country via call, text, or chat. This is nearly 2 million more contacts than the previous 12 months. In that same period, text contacts increased by 1,135%, chats answered increased by 141% and calls answered increased by 46%. Average speed to answer for contacts decreased from 2 minutes and 39 seconds to 41 seconds.

See <https://health.alaska.gov/dbh/Pages/Prevention/988/default.aspx> or <https://www.samhsa.gov/find-help/988> for more information about 988, key messages, FAQs, and other information.

