

### Implementation Updates

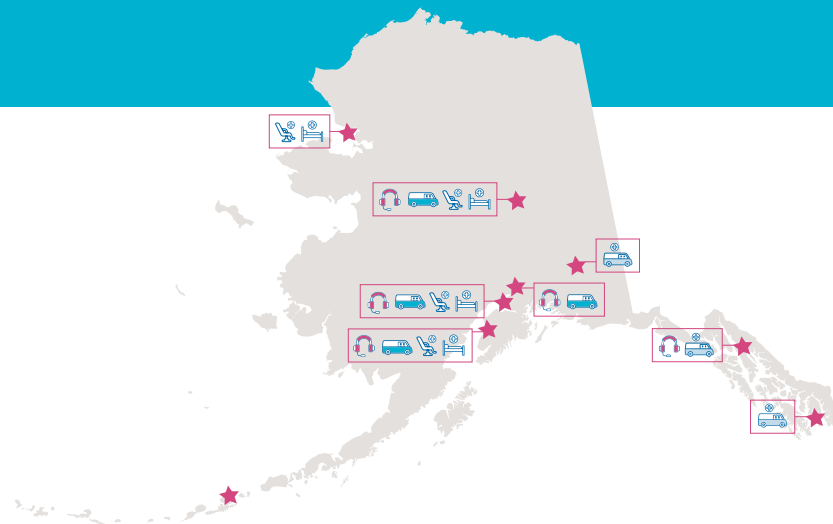
Communities and organizations across the state continue to explore how best to meet behavioral health crisis and continuing care needs of their regions. Partnership, communication and shared learning are essential elements in developing robust behavioral health systems for crisis and post-crisis care around the state. This Crisis Now Implementation Update highlights collaborative work to develop robust care systems, as well any opportunities for shared learning and workforce development across providers and communities.

### Community Updates

#### **Fairbanks**

Work continues to identify a suitable location for an Interior regional crisis stabilization center. The City of Fairbanks is grateful for Alaska Behavioral Health’s (AKBH) leadership and willingness to serve the Interior by providing this service, and for their time traveling to meet with partners. Senator Murkowski’s office has also been in contact regarding funding request confirmation for potential renovations.

The AKBH MCT’s call volume continues to increase with 69 calls in October. In addition to the hard work of being with people in their most difficult moments, the MCT takes additional time to inform first responders of available MCT services. MCT clinicians engaged in outreach with first responders in North Pole as well as the Fairbanks Emergency Communications Center and Fairbanks Police Department.



#### **Central Kenai Peninsula**

The Nikiski Fire Department’s MCT responds to behavioral health crisis calls in the Nikiski Fire Service Area over the course of 10-hour shifts, Monday-Thursday. The team is dispatched by the Soldotna Public Safety Communications Center. The team intends to transition operations to Central Peninsula Hospital in 2025 and expand their service area.

A multidisciplinary team comprised of Kenai and Soldotna Police Departments, Alaska State Troopers, Nikiski Fire Department MCT members and Central Peninsula Hospital staff will participate in a Crisis Now immersion trip in Phoenix, Arizona in January 2025. The team will visit RI International’s flagship crisis stabilization center, meet with one of the mobile crisis operators and visit Solari, the state’s crisis call center.

## Juneau

Capital City Fire and Rescue (CCFR) hired a Behavioral Health Consultant on October 1. With support from this role and in partnership with Bartlett Regional Hospital (BRH), the Mobile Integrated Health (MIH) will add MCT services for individuals in an acute behavioral health crisis. CCFR and BRH hope to slowly roll out the MCT services by the end of November.

CCFR's other programs continue to provide much-needed services in the community for people experiencing behavioral health or other health-related social needs. During July through September 2024, the Sobering Center had 228 admissions, the Emergency Service Patrol responded to 612 requests for service, and the MIH team provided 450 in person and 339 telephonic services.

NAMI Juneau is hosting a 2-day, in-person peer support specialist (PSS) refresher course in January. Please [click this link](#) for details and to sign up.

## Mat-Su

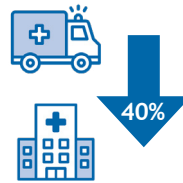
There continues to be robust crisis coordination and service provision in the Mat-Su. Recent collaborations included working with leadership from the local transit provider to discuss how to increase transit accessibility for riders with behavioral health needs. The Mat-Su Community Care Team also held a lunch and learn in mid-November with the Anchorage Police Department Mobile Integrated Team (APD MIT). APD MIT learned how the Community Care Team partnerships provide behavioral health crisis response and follow up services. Participants of the lunch and learn also discussed how to improve collaboration and care delivery for clients who spend time in both the Mat-Su and Anchorage.

During July through September of this year, the True North Recovery MCT responded to 139 call outs for 107 unique clients in Palmer and Wasilla. The True North Recovery Launchpad had 364 visits from 141 unique clients and My House had intakes for 34 new clients. Mat-Su connector services are also keeping busy this quarter. Set Free Crisis Stabilization had 47 intakes, the Palmer Navigation Center had 93 clients, and the High Utilizer Mat-Su (HUMS) program has 15 active patients.

A [short video](#) was made in honor of the MCT for their Mat-Su Health Foundation 2024 Bert Hall Award. The video highlights both the MCT and community partners on the impact of mobile crisis response in the Mat-Su.

## Ketchikan

The MIH pilot program successfully completed its first quarter of operations. The MIH provided 70 one-on-one patient contacts, 13 public outreach events and increased community partnership with 15 agencies.



Patients who historically utilized 911 emergency services at a high rate had 40% fewer ambulance transports to the Emergency Department while working with the MIH team.

Hypertension, substance use, and mental health issues are the most common reasons for MIH involvement. Addressing health related social needs, a root cause of stress for many in Ketchikan, has lowered the risk of crises and improved lives. As the City of Ketchikan Mayor Bobby Sivertsen stated at a recent city council meeting, "People were comfortable with [the MIH Team]. They've gained a rapport that I think other communities could envy – because it's working, it is." The MIH program was recently nominated for a local Chamber of Commerce award under the Emerging Leader category for their innovative approach to addressing complex challenges and helping to improve quality of life for Ketchikan residents.

The Crisis Now Coordinator at Ketchikan Wellness Coalition continues to work with the Ketchikan Police Department, 911 Dispatch, and Careline Alaska on transferring appropriate calls to dispatch to 988.

Efforts continue in the community to address youth and adult behavioral health crisis stabilization with primary prevention and risk reduction strategies, walk-in crisis services using the living room model with peer support specialists, and comprehensive addiction services.

## Kotzebue

Maniilaq Association continues to explore the EmPATH model as an opportunity to better serve behavioral health patients seen in the emergency department. In this model, patients are first screened and medically stabilized in the emergency department and if appropriate, are referred to an adjacent unit for stabilization of behavioral health conditions. The Alaska Mental Health Trust Authority is executing a small contract with Inflect Health's EmPATH Consulting Team so Maniilaq and other organizations can learn from national experts and obtain support in coordinating site visits with best practice programs.

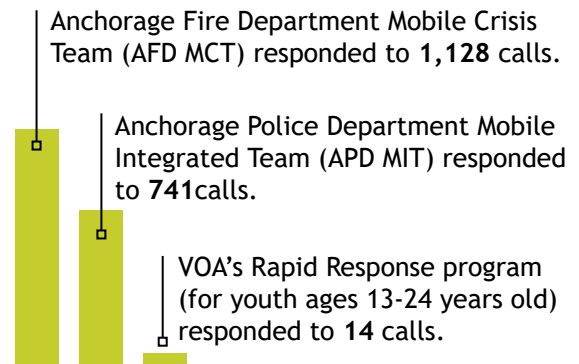
## Anchorage

Southcentral Foundation (SCF) continues building their future behavioral health facility near Tudor and Elmore. The facility will house crisis stabilization, short-term treatment, withdrawal management, adult outpatient, and medication assisted treatment services. SCF anticipates opening these new services in Spring 2026.

Providence's Crisis Stabilization Center construction is currently paused, pending acquisition of additional capital funding to complete the renovations.

Anchorage Safety Patrol and Safety Center services will transition from the Anchorage Health Department to the Fire Department (AFD) by early 2025. AFD, the Anchorage Health Department, and the City of Anchorage are also working to expand the Safety Patrol service area; this is anticipated to require less police or fire response or transport assistance to individuals outside of the current Safety Patrol service area. At the December 3 Regular Assembly Meeting, the Assembly unanimously voted (12-0) to approve AO 2024-113 to make the AFD's MCT permanent by establishing it in the Anchorage Municipal Code. This codifies the AFD MCT as an essential emergency service to promote and maintain municipal health and safety.

Mobile crisis response provided services during 1,883 call outs during July-September 2024.



APD Dispatch continues to support crisis response efforts by dispatching the appropriate mobile crisis response team or providing a warm hand-off to Alaska's crisis call center, the Alaska Careline.

To learn more about community implementation efforts or to get involved, contact:

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### Ketchikan

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### Mat-Su

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### Crisis Now planning in other communities

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# Highlights and Announcements



## Innovation Award

Congratulations to True North Recovery for winning Alaska Behavioral Health Association's Innovation Award for their work on the Day One Center in Wasilla! This award recognizes a provider and their innovative program or approach to implementing and/or resourcing services in the continuum of care that demonstrates creativity and impact, showing positive outcomes for the participants and/or workforce, and offering support to other agencies for implementing or learning about the innovative work accomplished.

## Division of Behavioral Health

Calling all young Alaskan artists (ages 10-25)! Share your wonderful works of art to help spread messages of hope and awareness about the 988 Suicide and Crisis Lifeline!

Submit your unique creation to the **988 Create! 2025 art campaign** by **January 13, 2025 at 5:00 p.m.** The first 20 art submissions will be sent a swag bag with a water bottle, shirt or hoodie, and other prizes. The top 10 winners will receive a \$150 gift card and have their art featured on social media and on [988.alaska.gov/create](https://988.alaska.gov/create).

Our theme for 2025 is *'What inspires you and helps you grow?'* Young artists can submit original art including paintings, sculptures, poetry, photography, fashion, film, culture craft or any creative medium.

You can find more details about 2025 competition guidelines and entry information, and see the 2024 award winners, at [988.alaska.gov/create](https://988.alaska.gov/create). Submissions must be made through the [online portal](#) or emailed to [yaha.alaska@gmail.com](mailto:yaha.alaska@gmail.com) by 5:00 p.m. on January 13, 2025.

A colorful poster for the 988 Create! 2025 art campaign. The title '988 CREATE!' is at the top in large, stylized letters. Below it, the theme is 'What inspires you and helps you to grow?'. The poster includes submission details: 'Submissions Open December 1st' and 'Artist must be ages between 10-25 years old and an Alaska Resident'. The due date is 'January 13 2025'. There is a QR code and a link to check out submission rules and guidelines.

*988 Create! is administered by administered by the Youth Alliance for a Healthier Alaska (YAHA), with support from the Alaska Department of Health, Division of Behavioral Health, Alaska Native Tribal Health Consortium (ANTHC), Spirit of Youth, and Alaska State Council on the Arts, along with many of our other statewide suicide prevention partners.*

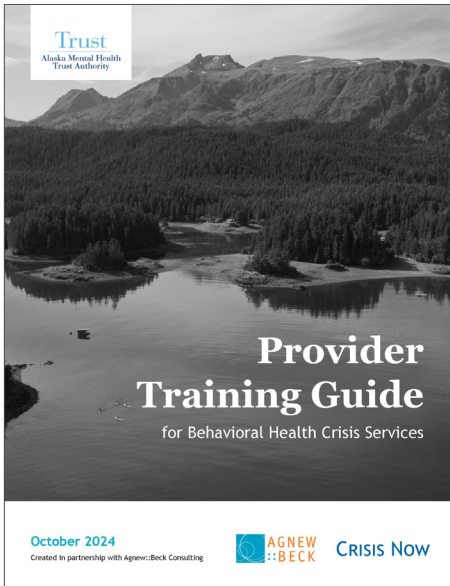
## Trust Funding Spotlight

The Alaska Mental Health Trust Authority awarded **\$2,186,547** in grants to beneficiary-serving organizations in the first quarter of fiscal year 2025. Grant awards support programs and initiatives that support Trust beneficiaries, including case management and care coordination, direct treatment support, housing, and workforce development. Go to the [Trust's website](#) to learn more about these grant awards.

The Board of Trustees also approved \$850,000 grants to both Alaska Behavioral Health in Fairbanks and True North Recovery in the Mat-Su to fund ongoing operations for their mobile crisis teams for the 2025 calendar year.



# Training and Workforce Development



## Provider Training Guide

Since 2018, the Alaska Mental Health Trust Authority, the Department of Health, the Department of Family and Community Services, and many others have worked together to implement improvements to Alaska’s system of behavioral health crisis care. This new framework of crisis response requires additional resources to guide, train, and empower the behavioral health crisis workforce.

The Provider Training Guide (Training Guide) was created to be a resource to all behavioral health crisis care service providers and based on SAMHSA’s National Guidelines for Behavioral Health Crisis Care. The Training Guide incorporates essential principles from SAMHSA with expert-recommended core training objectives for all crisis service providers. The Training Guide provides core objectives, instead of course materials, to support training adaptability depending on crisis service type, setting, and team composition. This resource is intended as a guide for incorporation of best practices as identified by SAMHSA with the acknowledgment that not

all agencies will have the resources, staff, and time to complete all the identified training modules and that additional training may be required by accreditation and regulatory bodies.

The Training Guide is supported with the following supplemental documents:

### Essential Principles and Practices Training Comparison Charts:

Charts detailing currently available training providers and courses based on SAMHSA’s essential principles.

### Selection of Sample Training PowerPoints, including:

- Behavioral Health Crisis Workforce: Recruit, Train, Retain
- Crisis Facility Daily Programming and Schedule
- Intake Crisis Facility Workflow: Guest Journey
- Crisis Now Framework and the Crisis Continuum of Care
- Impact of Knowing Your Why in Your Work
- Importance of a Recovery Oriented Environment
- The Power of a Team

The Training Guide and Comparison Charts are available by request and will be posted to the [Trust website](https://www.alaska.gov/AMHTA). The PowerPoint templates are available by request only, accessed via a closed Teams channel. To request materials or additional support, please contact Megan Carlson, [megan@agnewbeck.com](mailto:megan@agnewbeck.com).

## Alaska Training Cooperative

The AKTC continues to focus much of its efforts to provide statewide training in recognizing, preventing, and managing mental health and substance use crises and suicide prevention. To achieve these aims and follow the recommendation of SAMHSA's National Guidelines for Behavioral Health Crisis Care services, AKTC created a list of essential trainings and identified the need to increase the number of Peer Support Specialists (PSS). AKTC recently collaborated with MUSKEG Wellness to conduct a 5-day Peer Support Certification course, producing nine new PSSs! An additional training is scheduled for February 2025.

AKTC continues to offer courses on Trauma Informed Care, Mental Health First Aid (MHFA), Youth MHFA, Motivational Interviewing, Call Center Crisis Response Simulation, Mobile Crisis Response Simulation, Crisis Stabilization Settings Simulation, Managing Triggers in Crisis Work, the Impact of Secondary Trauma, and Compassion Fatigue on Behavioral Health Providers.

Applied Suicide Intervention Skills Training (ASIST) has been made available statewide, and training has been delivered in Petersburg to crisis responders including Petersburg Fire Department and will be provided to Catholic Social Services in the early December. AKTC also offers Crisis Intervention Training (CIT) for law enforcement, and recently had a successful CIT Academy in Wasilla with 28 graduates. Additional academies are planned for the Mat-Su, Fairbanks, and Kenai Peninsula in 2025.

AKTC is offering a culturally attuned workshop on suicide prevention for community members "Be Sensitive, Be Brave for Suicide Prevention," infusing culture and diversity throughout a foundational workshop on suicide prevention. This free workshop teaches community members to act as eyes and ears for suicidal distress and to connect individuals to help. AKTC training opportunities are available at <https://continuingstudies.alaska.edu/Registration.aspx?AffiliateID=R78W51> or by contacting Jill Ramsey ([jdramsey2@alaska.edu](mailto:jdramsey2@alaska.edu))

## Alaska Center for Rural Health and Health Workforce

Thanks to the valuable input from last year's listening sessions with behavioral health crisis workforce members across the state, the Alaska Center for Rural Health and Health Workforce has developed training modules to address the needs, insights, and priorities shared by those directly involved in the work. Each module is designed to equip, engage, and empower the workforce in their critical role. This curriculum reflects the collective vision to support, strengthen, and unify Alaska's Crisis Now workforce, preparing those to respond effectively to the unique challenges encountered in the field.

The modules will be available in January 2025 on [CACHE: Clearinghouse for Alaska's Continuing Health Education](#) and provides continuing education credits for completion (excluding MHFA). The curriculum can be delivered in multiple formats to meet the needs of the varying and complex schedules of the workforce. Asynchronous modules are open for registration and can be completed within a 1-hour timeframe (excluding MHFA and Cultural Competence). Training can be held synchronously, in-person, or virtual, by request. If you are interested in these tailored training options, please [complete the request form](#) to schedule.

### Training Topics:

1. Addressing Burnout and Compassion Fatigue
2. An Intergenerational Workforce
3. Personalities and Work Styles
4. Boundaries for Workplace Wellness
5. Defining Needs and Requests
6. Exploring Communication in the Workplace
7. Exploring Healthy Conflict
8. Cultural Foundations for Healthcare Providers in Alaska
9. Mental Health First Aid