

# *From Crisis to Care!*

*Building from 988 and  
Beyond for Better Mental  
Health Outcomes*

**National Association of  
State Mental Health  
Program Directors  
Annual Meeting**

**July 2022**

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Dr. Pinals consults and advises to state and other government entities as well as organizations in addition to her teaching role. The views in this report do not necessarily reflect those of any governmental or other entity with whom she is affiliated.

# Acknowledgements

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- **Nili Ezekiel**
- **Entire NASMHPD TEAM!**
- **And many others**

# Beyond Beds

The Vital Role of a Full  
Continuum of Psychiatric Care



October 2017



## 2017 Recommendations:

1. The vital continuum
2. Terminology
3. Criminal and juvenile justice diversion
4. Emergency treatment practices
5. Psychiatric beds
6. Data-driven solutions
7. Linkages
8. Technology
9. Workforce
10. Partnerships

# **BOLDER GOALS, BETTER RESULTS**

**Seven Breakthrough  
Strategies to Improve  
Mental Illness Outcomes**

**NASMHPD**

**2018**

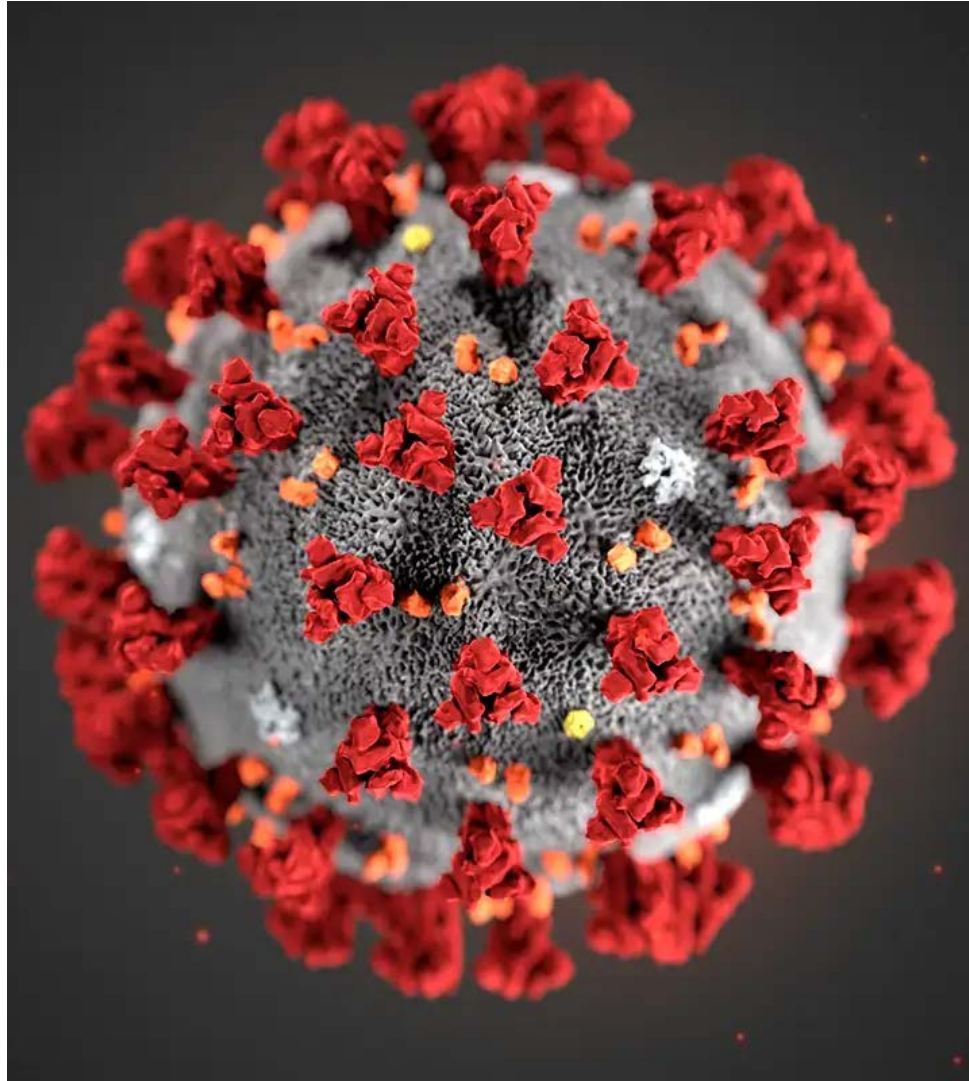
# **BEYOND THE BORDERS:**



**Lessons from the  
International  
Community to  
Improve Mental  
Health Outcomes**

**NASMHPD**

**AUGUST 2019**



National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit  
*Knowledge Informing Transformation*

## National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit

***SAMHSA***  
Substance Abuse and Mental Health  
Services Administration





- [Find Treatment](#)
- [Practitioner Training](#)
- [Public Messages](#)
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## Newsroom

[Coronavirus \(COVID-19\)](#)

[SAMHSA Blog](#)

[Media Guidelines for Bullying Prevention](#)

[Press Announcements](#)

[Statements](#)

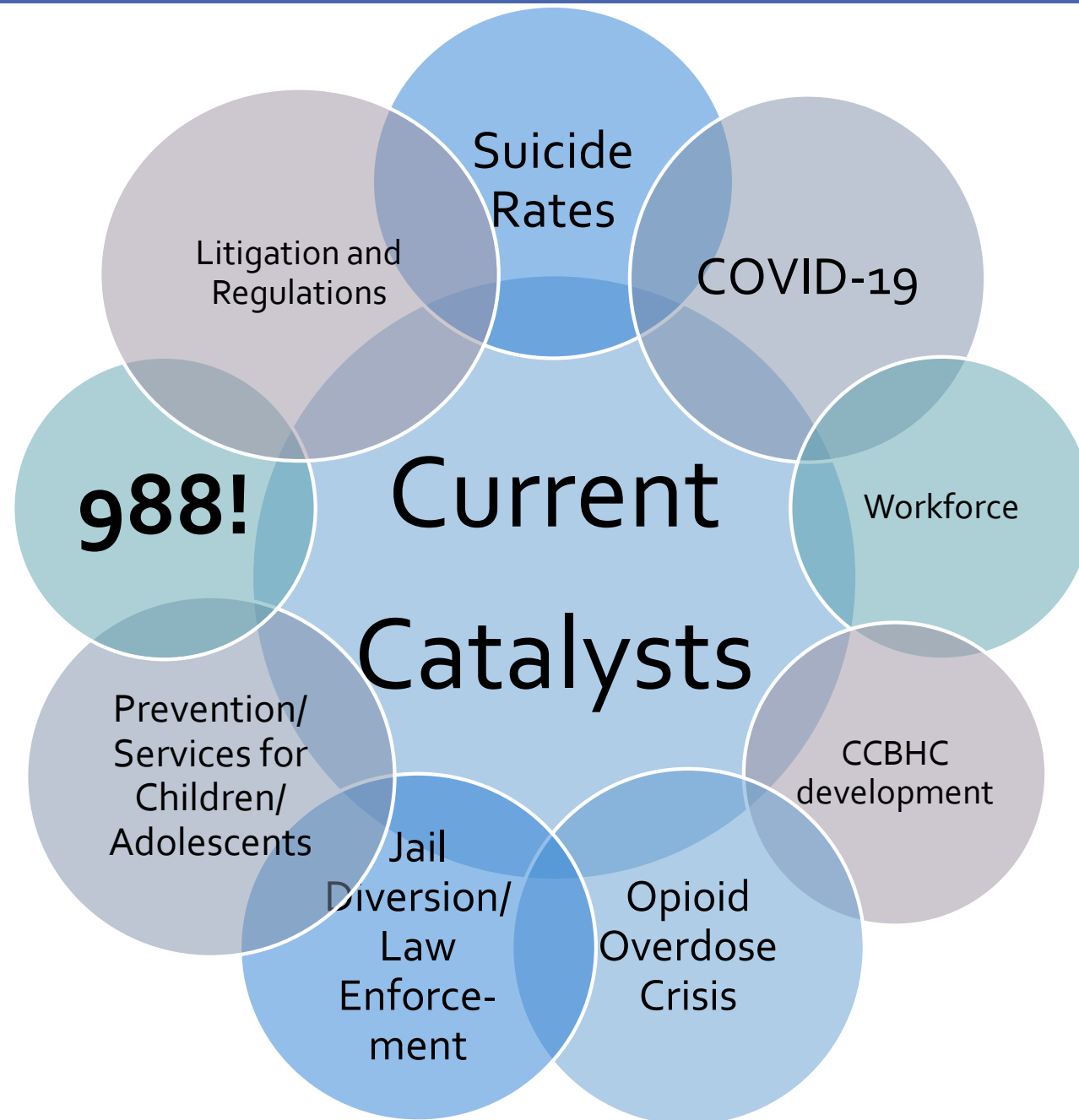
[Logo Use Guidelines](#)

# U.S. Transition to 988 Suicide & Crisis Lifeline Begins Saturday

Friday, July 15, 2022

On Saturday, the U.S. will transition the 10-digit National Suicide Prevention Lifeline to 988 – an easy-to-remember three-digit number for 24/7 crisis care. The lifeline, which also links to the Veterans Crisis Line, follows a three-year joint effort by the U.S. Department of Health and Human Services (HHS), Federal Communications Commission (FCC), and the U.S. Department of Veterans Affairs (VA) to put crisis care more in reach for people in need. This initiative is part of President Biden’s [comprehensive strategy](#) to address our nation’s mental health crisis, and is identified by U.S. Health and Human Services Xavier Becerra as a top priority at HHS. Since January 2021, the Biden-Harris Administration has made unprecedented investments to support the 988 transition, investing \$432 million to scale crisis center capacity and ensure all Americans have access to help during mental health crises.





## Key Elements Needed to Move from Crisis to Care

1. A Strong Behavioral Health Workforce
2. Effective Home and Community-Based Services
3. Timely Access to Care
4. Engagement and Strategies to Foster Retention in Care
5. Strategies for Routinizing and Developing Effective Technology
6. Old, New, and Improved Partnerships
7. Sustainable and Expandable Services

# ***1. A Strong Behavioral Health Workforce***

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# Workforce Shortages: Interrelationships of BH and Workforce

## Behavioral Health distress Impacts the workforce

- Disproportionate impact of BH distress in BIPOC populations
- Parents miss work related to children's BH needs.
- MHA reports that 50% of people needing services are not receiving them

## Workforce shortages in BH

- HRSA report pre-COVID-19 2017-2030 projection particular MHPs show serious shortages on the horizon
- National Council for Mental Wellbeing/HMA report indicates that 97% of providers report challenges recruiting and retaining new employees
- States are calling in reinforcements, declaring emergencies

# Workforce Recommendations and Strategies

- Production
- Distribution
- Resilience
- Maximize potential
- Other...
  - Data re who and where to understand diversity
  - Reduce regulatory barriers/burdens
  - Improve collaborative care models

Beck, Spetz, Pittman et al. Health Affairs  
10.1377/forefront.20210913.133585

## ***2. EFFECTIVE HOME AND COMMUNITY-BASED SERVICES***

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# After the crisis....what care is available?

- A page from the children's playbook
  - Stabilization Services
- Out-of-hospital care
- Community based services with strong evidence
  - Assertive Community Treatment
  - Critical Time Intervention
  - PSH and Employment Services
  - Coordinated Specialty Care for First Episode Psych=osis
  - Access to medications (Clozapine, LAIs, MAT, etc).

# Olmstead, HCBS Final Rule, and Other Considerations

- Integrated
- Least restrictive
- Person centered
- Youth-guided, family-driven

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop S2-26-12  
Baltimore, Maryland 21244-1850



**SMD # 20-003**  
**Re: Home and**  
**Community-Based Settings**  
**Regulation – Implementation**  
**Timeline Extension and Revised**  
**Frequently Asked Questions**

**ADA.gov** Information and Technical Assistance on the Americans with Disabilities Act  
United States Department of Justice Civil Rights Division

Search ADA.gov  
  
go  
More Search Options

Law / Regulations   Design Standards   Technical Assistance Materials   Enforcement

[Olmstead Home Page](#)

**About Olmstead**

[DOJ Olmstead Technical Assistance](#)

[DOJ Olmstead Enforcement by Circuit Court](#)

**Olmstead: Community Integration for Everyone**

**About Olmstead**

The story of the Olmstead case begins with two women, Lois Curtis and Elaine Wilson, who had mental illness and developmental disabilities, and were voluntarily admitted to the psychiatric unit in the State-run Georgia Regional Hospital. Following the women's medical treatment there, mental health professionals stated that each was ready to move to a community-based program. However, the women remained confined in the institution, each for several years after the initial treatment was concluded. They filed suit under the Americans with Disabilities Act (ADA) for release from the hospital.

**The Decision**

On June 22, 1999, the United States Supreme Court held in *Olmstead v. L.C.* that unjustified segregation of

Medicaid Director:

Medicare & Medicaid Services (CMS) is issuing guidance pertaining to the community-based services (HCBS) Settings Rule, which became effective on .<sup>1</sup> As states are responding to the Coronavirus Disease 2019 public health



### ***3. TIMELY ACCESS TO CARE***

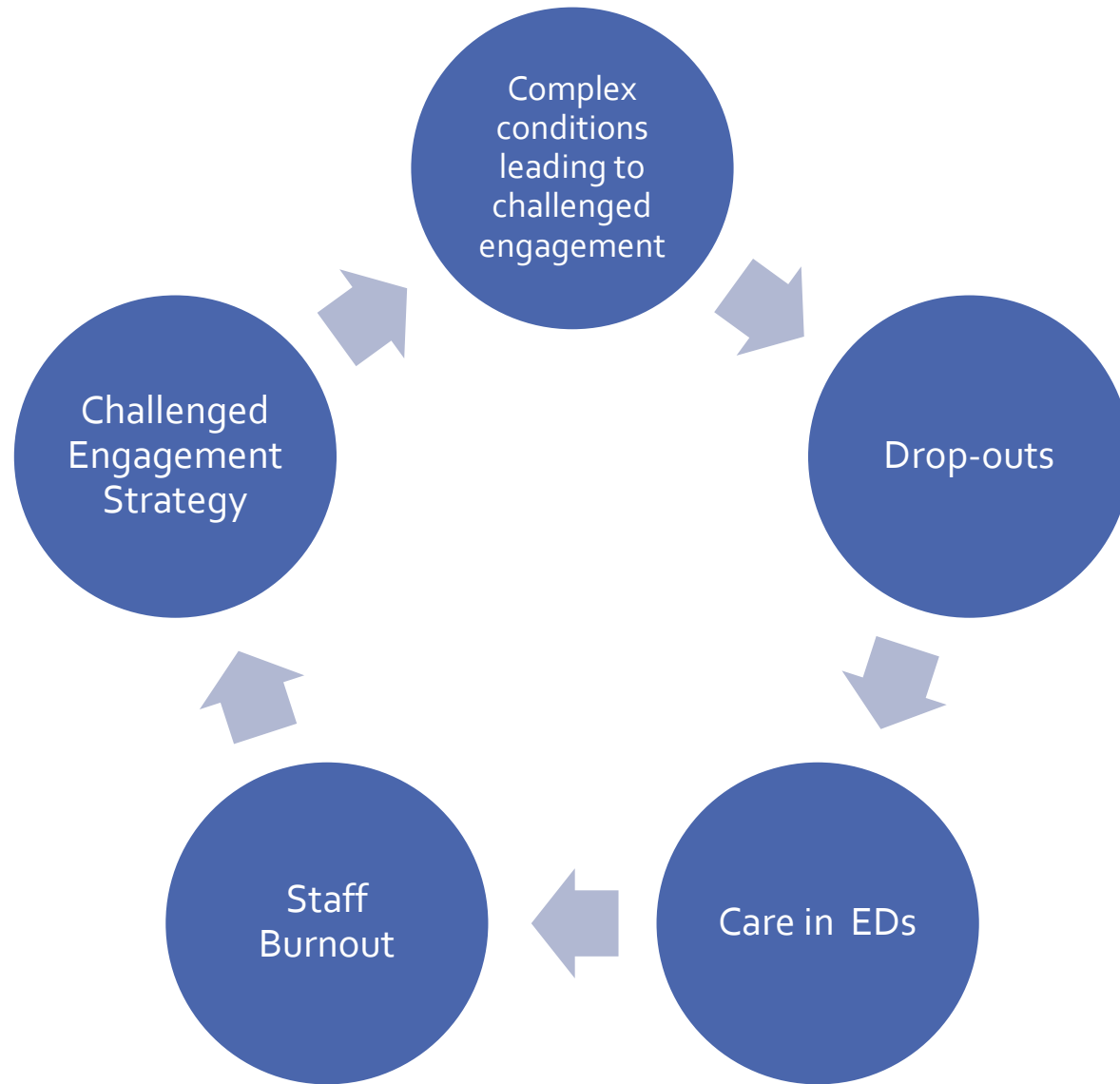
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# Waitlists and Efforts to Eliminate Them

- 988 and referrals...goals for timely access to services
- Major area of concern, litigation, strain
- Often waitlist create other challenges with revolving door care
- Strategies...
  - Data collection
  - Identify barriers to next levels
  - Process improvements
  - Targeted funding
  - CCBHCs
  - Cooperation with partners

## ***4. ENGAGEMENT STRATEGIES TO FOSTER RETENTION IN CARE***

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# Strategies to Foster a “Culture of Engagement”

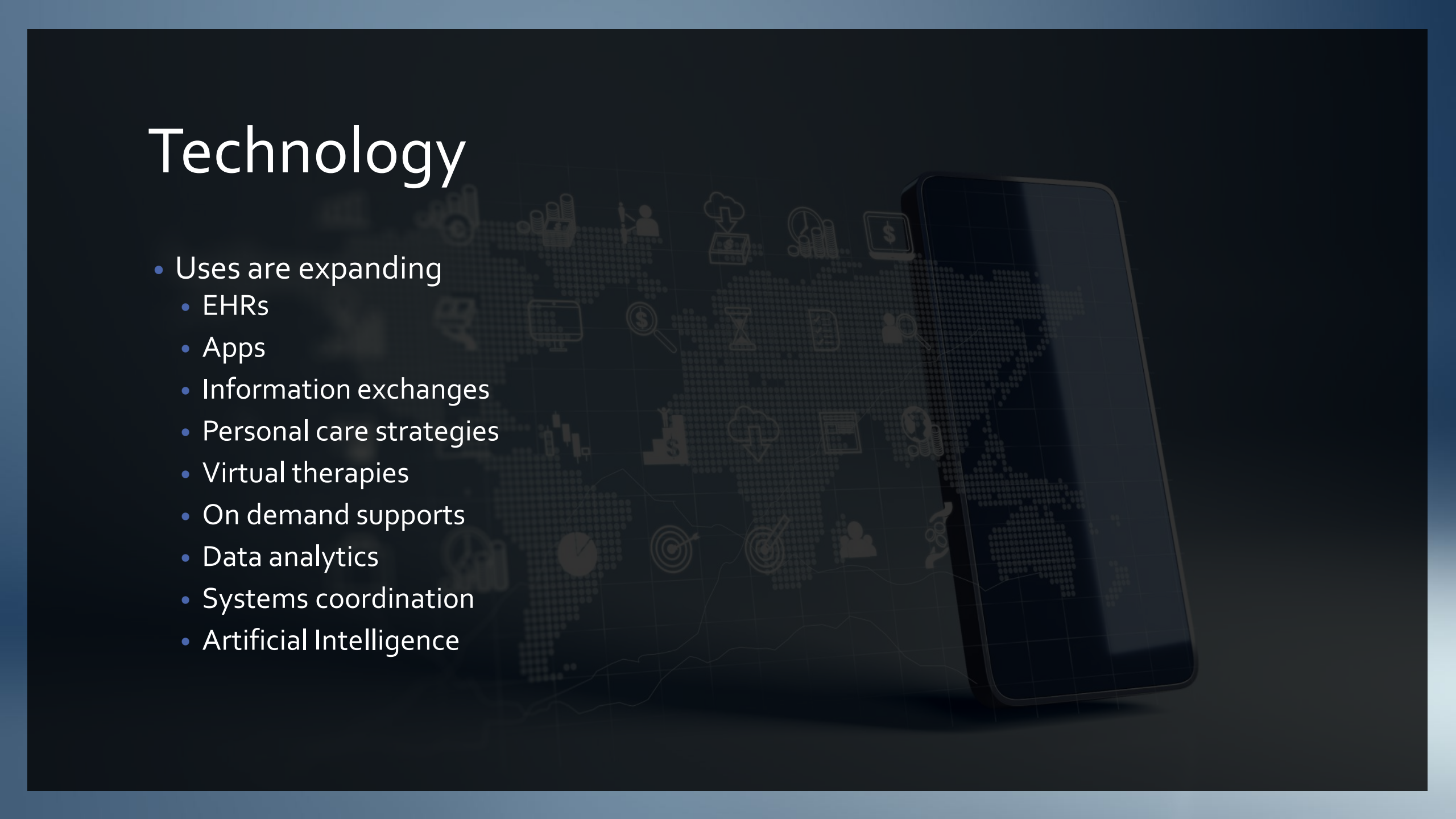
- Follow-up care post-crisis
- Prioritize engagement
- Meaningful peer and family involvement
- Collaboration
- Meet people where they are at
- Develop data on barriers to treatment retention
  - E.g. Cravings in SUD
  - Trauma histories



## ***5. STRATEGIES FOR ROUTINIZING AND DEVELOPING EFFECTIVE TECHNOLOGY***

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# Technology



- Uses are expanding
  - EHRs
  - Apps
  - Information exchanges
  - Personal care strategies
  - Virtual therapies
  - On demand supports
  - Data analytics
  - Systems coordination
  - Artificial Intelligence

# Technology

Expand with  
enthusiasm

Expand with  
caution

Evolving  
Regulations



## ***6. OLD, NEW, AND IMPROVED PARTNERSHIPS***

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# Old, New and Improved Partnerships

988 and 911

Public Health and Behavioral Health

Child welfare and children's behavioral health

Criminal Legal/Juvenile Justice Behavioral Health

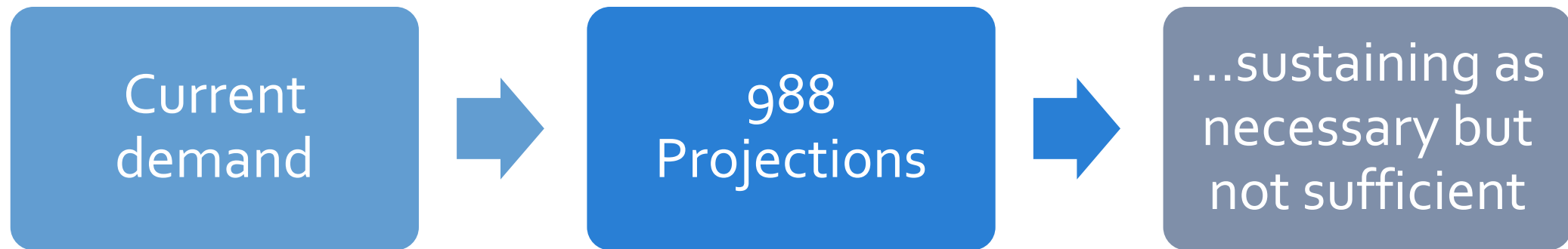
I/DD and SMI leaders

Family/Peer partners and State Leaders

Etc.

## ***7. SUSTAINABLE AND EXPANDABLE SERVICES***

# Sustain and Expand...





BRIEFING ROOM

# FACT SHEET: Biden-Harris Administration Highlights Strategy to Address the National Mental Health Crisis

MAY 31, 2022 • STATEMENTS AND RELEASES

As we mark [Mental Health Awareness Month](#), our country faces an unprecedented mental health crisis among people of all ages. Two in five American adults [report](#) symptoms of anxiety and depression, and more

- Strengthen system capacity
- Connect Americans to care
- Support Americans by creating healthy environments

## **Summary:**

- Taking steps now will help set the stage for tomorrow
- SBHAs and their teams are well-poised to take this on!

# WITH APPRECIATION AND GRATITUDE!

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