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
DEBRA A. PINALS, M.D.
Chair, Medical Directors Division, NASMHPD
Medical Director, Behavioral Health and Forensic Programs
Michigan Department of Health and Human Services
Clinical Professor of Psychiatry and
Director, Program of Psychiatry, Law and Ethics
University of Michigan

Project Supported through the Center for Mental Health Services/Substance Abuse and Mental Health Services Administration of the Department of Health and Human Services through the 2021 Technical Assistance Coalition of the National Association of State Mental Health Program Directors.

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

• Elizabeth Sinclair Hancq, MPH
• Nili Ezekiel
• Entire NASMHPD TEAM!
• And many others
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

BEYOND THE BORDERS:

Lessons from the International Community to Improve Mental Health Outcomes

NASMHPD
2018

AUGUST 2019
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
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
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 Psychosis
  - Access to medications (Clozapine, LAIs, MAT, etc).
Olmstead, HCBS Final Rule, and Other Considerations

- Integrated
- Least restrictive
- Person centered
- Youth-guided, family-driven
3. TIMELY ACCESS TO CARE
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
Complex conditions leading to challenged engagement

Challenged Engagement Strategy

Drop-outs

Staff Burnout

Care in EDs
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
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
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...

Current demand → 988 Projections → ...sustaining as necessary but not sufficient
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!

pinalsd@michigan.gov
dpinals@med.umich.edu