National Association of State Mental Health Program Directors (NASMHPD) Annual 2017 Meeting:

A Model for a Comprehensive Behavioral Health Crisis Service

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Executive Director, Baltimore Crisis Response, Inc.
It is the mission of Baltimore Crisis Response, Inc. to provide timely and effective psychiatric crisis intervention and addictions services in the most therapeutic and least restrictive environment possible.
Baltimore Crisis Response, Inc. (BCRI) was established in 1992 with a mission to provide timely and effective community based mental health, crisis intervention services in the least restrictive environment possible. Initiated as a pilot project the organization has expanded over time developing new services to meet the needs of Baltimore City. The mission is achieved by providing a range of community based, intervention, treatment and support services.

The range of services are as follows:
CRISIS HOTLINE: The telephone crisis "Hotline" is available 24 hours a day and is staffed by trained counselors who have the ability to provide information and referral to the network of human services in the Baltimore metropolitan area. The counselors also provide supportive counseling, dispatch emergency assistance and link callers with more intensive BCRI services. BCRI is also part of the Suicide Lifeline Prevention Network of crisis hotlines. On average the Hotline receives 50,000 calls a year.
MOBILE CRISIS TEAMS: Mobile crisis teams are comprised of mental health professionals including psychiatrists, social workers and nurses who can be dispatched to community locations to provide immediate assessment, intervention and treatment. Teams operate from 7:00am – 12:00am seven days per week. Currently the teams average about 2500 responses per year.
• **IN HOME SUPPORT:** Persons experiencing a mental health crisis can often be maintained in the community through regular visits from the BCRI mobile crisis teams. An average of 350 people a year are cared for in this manner.
RESIDENTIAL CRISIS BEDS: Baltimore Crisis Response, Inc. operates 21 psychiatric crisis beds. Crisis beds are not new to Maryland, however, since its inception BCRI has operated with an average length of stay of 8.5 days compared with the historical statewide average of 16.5 days. An average of 900 people per year stay in our residential crisis beds.
● SUBSTANCE ABUSE SERVICES: In response to the growing need for addictions treatment services BCRI has expanded and now provides a 7 day residential detoxification program for chemically addicted, and dually diagnosed persons. There are currently 13 beds operated for this purpose, and over 500 people per year receive these services.
CASE MANAGEMENT SERVICES: BCRI case managers provide linkages to mental health, substance abuse, and medical services, entitlements, and other community resources. Case Managers facilitate overall wellness and recovery by helping the client navigate the healthcare system through a combination of advocacy and education. In addition to providing case management to residential clients, Community Case Managers follow 150 people per year in their homes.
Antiviral Linkage Initiative (ALI):
Services Offered:

- Confidential HIV and hep C screening in a stigma free environment
- Group and facilitator trainings focused on STI and hep C education
- Community outreach for health fairs and other related events
Antiviral Linkage Initiative (ALI):
Services Offered (cont’d.):

- Linkage to care and medical treatment for individuals at acute or chronic stages of HIV and hep C infections
- Personalized guidance and linkage to care services provided by ALI Client Navigators
- Support, outreach and education services for the entire Baltimore City community
PUBLIC EDUCATION AND TRAINING: BCRI provides public and professional education and training on a wide range of mental health related topics including: suicide prevention, crisis intervention, mental illness, and stigma. Through special grants and contracts, BCRI has provided training to Baltimore City Public School teachers and guidance counselors, clergy, 911 operators, shelter care staff and others. Public education is also provided via a cable television program called “Mental Health Matters”. This program provides practical information regarding mental health issues and community resources. BCRI has also offered professional training conferences, workshops and symposia.
Police Initiatives

- CIT Crisis Intervention Team 40 hour training program designed to make police officers more effective when dealing with behavioral crisis situations. Goal of the department is to train 30% of patrol officers.

- LEAD Law Enforcement Assisted Diversion (pilot project)-pre-booking diversion program to connect substance abusers, subsistence dealers and those involved with prostitution to services provided by BCRI staff.
Police Initiatives (cont’d)

• CRT Crisis Response Team (pilot project) Co-responder team consisting of a specially trained police officer and a licensed clinician who respond to calls for service involving a behavioral health crisis.

• HOT Homeless Outreach Team 3 uniformed officers who respond to homeless encampments and other areas where homeless individuals congregate with the goal of connecting them to services.
Source of Referrals for Crisis Services

- 40% of referrals come from hospital emergency departments
- 8% of referrals come from step-downs
- 44% of self-referrals are from families and friends
- 5% of referrals come from clinics and other providers
- 1% of referrals come from shelters
- 2% of referrals come from police
Advantages of Community-Based Crisis Intervention Services

- Comprehensive behavioral health crisis organization with a full range of services available to clients.
- Services are available based on the clinical picture of the consumer.
- Ability to manage mental health, substance abuse/addictions and co-morbid somatic conditions in residential programs.
Advantages of Community-Based Crisis Intervention Services (cont’d)

- One service activity that has been effective is hospital diversion at a rate of 70% for clients referred by hospital emergency departments.
- Ability to step down individuals from psychiatric inpatient or somatic care.
- Annually, BCRI saves the State of Maryland $24 million through hospital diversions (comparing the average cost of a psychiatric inpatient stay at a hospital versus the average cost of a BCRI crisis bed stay).
- Focus on high cost (inpatient) users
Baltimore City Demographics

- Baltimore City Population – 614,664
- Race
  - Black – 63.3%
  - White – 28.3%
  - Asian – 2.6%
  - American Indian and Alaska Native – 0.4%
  - Hispanic or Latino – 4.6%
- Median household income 2009-2013:
  - Baltimore city - $41,385
  - Maryland: $73,538
Rate in city rose more than 20 percent from 2009 to 2010, U.S. Census Bureau estimates

25% OF BALTIMORE LIVING IN POVERTY

Nikki McClain, 26, searches for jobs on a computer at Our Daily Bread Employment Center as her mother, Mary White, 52, looks on. McClain’s unemployment and food stamps and her mother’s Social Security come to about $15,000 per year, just above the poverty line.

BY STEVE KILAR | The Baltimore Sun

About one in four Baltimore residents is living in poverty, a one-year increase of more than 20 percent, according to estimates released today by the U.S. Census Bureau.

Although the recession officially ended in June 2009, a federal survey conducted last year shows that the downturn’s enduring effects have led poverty rates to skyrocket over a short period. The uptick is straining government and charitable resources and leaving Baltimore leaders scrambling for solutions.

“People who were managing have now dropped into poverty,” said Susan J. Rall, an assistant professor at the University of Maryland School of Social Work. “The poor are everywhere. They’re not just people living in shelters. They’re the person who poured your coffee... They’re cleaning your office when you’re not there.”

From 2006 through 2009, Baltimore’s poverty rate hovered near 20 percent, according to the Census Bureau’s American Community Survey. The 2010 survey concluded that Baltimore’s poverty rate was 21.6 percent, with a 1.5 percent margin of error. That is about 1.2 percentage points above the poverty rate in 2009. For more information, see the 2010 Poverty report, page 2.

Poverty in Maryland

According to Census Bureau estimates, just under 10 percent of Marylanders live in poverty, well below the national average of 15.1 percent.

PERCENTAGE OF RESIDENTS LIVING IN POVERTY, BY COUNTY* ...

National average: 15.1%
Maryland average: 9.9%

* National and state estimates are for people living in poverty.
SOURCE: U.S. Census Bureau estimates
## Baltimore City Demographics

### Homicides

In the top 10 for the past 10 years

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<tr>
<th>Year</th>
<th>Count</th>
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<td>318</td>
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<tr>
<td>2017</td>
<td>180</td>
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</tbody>
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Baltimore City Demographics

Substance Use

- Heroin: 48,000 addicts

- There were 393 deaths related to drugs and alcohol in Baltimore City in 2015; 150 of those deaths were due to heroin.

Source: Baltimore City Health Department. In Response To Governor Hogan’s Heroin and Opioid Announcement, Baltimore Mayor & Health Commissioner Call For Comprehensive and Innovative Action to Address State’s Overdose Crisis. Baltimore: Baltimore City Health Department Press Release. 24 February 2015.
Baltimore City Demographics

- Baltimore City accounted for 29% of all drug and alcohol-related deaths in Maryland in 2013.
  
  Source:  

- According to the Baltimore City Health Commissioner, two people die per day from overdoses.
CRISIS CENTER

Johns Hopkins Bayview
Sinai Hospital
University of Maryland
Bons Secours Baltimore Health System
*St. Agnes Hospital
*Harbor Hospital
*Good Samaritan Hospital
Value Options
Union Memorial Hospital
Harford Belair CMHHC
North Baltimore Center CMHC
*Mercy

CRISIS HOTLINE
TRAINING
COMMUNITY CASE MANAGEMENT
CRISIS BEDS
TRANSPORTATION
MOBILE TREATMENT
RESIDENTIAL ALTERNATIVES
NO WRONG DOOR HIV PROGRAM

* No psychiatric inpatient beds
Baltimore Crisis Response

Scope of Referrals

- Criminal Justice System
- Elderly Providers
- Community Health Fairs
- Universities & Schools
- Police Department
- Families Friends And Neighbors
- Health Department
- Hospital Day Programs
- Government
- Faith Community
- Advocacy and Consumer Groups
- Community Mental Health Centers
- Managed Care Agency
- Hospital Emergency Services
- Homeless Shelters, Soup Kitchens
- Criminal Justice System
- Community Health Fairs
- Universities & Schools
- Police Department
- Families Friends And Neighbors
- Health Department
- Hospital Day Programs
- Government
- Faith Community
- Advocacy and Consumer Groups
- Community Mental Health Centers
- Managed Care Agency
- Hospital Emergency Services
- Homeless Shelters, Soup Kitchens
Additional Information regarding BCRI can be found in the following publications:

A Community-Based Comprehensive Psychiatric Crisis Response Service (April 2005) An Informational and Instructional Monograph Prepared by the Technical Assistance Collaborative, Inc.
Maryland Citizens in Psychiatric Crisis: A Report (2008), the Maryland Disability Law Center and the Center For Public Representation

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