



Result Area 4 Meeting

Strengthen Crisis Response: All OC residents can access crisis support through a network of facilities, mobile teams, and digital tools

Agenda

1. Welcome & Introductions
2. Single Point Entry & Crisis System
3. Discussion & Questions
4. Result Area 4 Priorities
5. Schedule of Future Meetings

Framework of Functions

OC Residents — Supports

Framework represents holistic OC system to be developed through collaboration among existing resources and ongoing initiatives

One Digital Portal
(Single Point Entry | Single Point Access)

I'm Curious

I'm Concerned

I'm in Crisis

Navigation System
COORDINATION | CONNECTION

Crisis Response System
CARE

Self Navigation
(Phone & Digital)

- Digital Resource / Social Needs Directory
- Learning Library
- App Library
- Assessments (Psychometrics, SDoH)

Supported Navigation
(Phone & Digital)

- Social Needs (HMIS & 211 funct)
- Warm Line (NAMI)
- County BH Line (OC Links)
- Public/Private BH Lines (Payers)

Non-Crisis

- Info & Referral (211 & Cal Optima)
- Care Coordination (OC Links)
- Warm Line (NAMI)

Crisis

- Crisis Hotline (Didi Hirsch)
- Mobile Crisis Dispatch
- 911

Telehealth Care Delivery

Face-to-Face (expanded CAT continuum)

First Responders

Care Coordination / Link to Needs

Community Stabilized

CSU

Cohesive Information System Enablement

- Tools for Orgs. & Providers**
 - Scheduling, messaging, telehealth
 - Care planning, patient information
 - Content, assessments, intake; Training portal
- Coordination Platform**
 - Care coordination and transitions, closed-loop referrals
 - Risk stratification & Care mgmt.
 - Service gap analysis, system reporting
- Data Sharing and Analytics**
 - Protocols/systems to enable sharing PHI and SDOH info
 - Member attribution for VBC
 - Integrated consent management

Discussion Topic:

Result Area 4 Priorities

Result # 4: Strengthen Crisis Response

Strategies and Activities

Short Term Outcomes

Long Term Outcome

Create a Single, Integrated Mental Health Crisis Resource System

- Create a curated list of public/private crisis support resources in OC
- Support/participate in community feedback process to inform broader crisis system navigation efforts (e.g., County Digital Resource Directory)
- Develop strategy to educate and coordinate among law enforcement, hospitals, health plans, schools, etc.

Identified list of evidence-based screening tools

Trained different providers, sectors and agencies

Provided input into community driven efforts to streamline access

Support Expansion of Crisis Stabilization Units

- Develop standard CSU referral protocols
- Develop standard CSU discharge protocols
- Create evidence-based, best practice Trauma Informed (TI) Toolkit for use in EDs and CSUs
- Develop and implement trainings for providers using TI toolkit

Codified and standardized CSU referral and discharge protocols

Established recommendations for CSU service capacity

Increased trauma informed care competency among providers by 2021

Develop Family Support Tool Kit

- Collect and develop guidebook materials related to understanding and navigating the MH system and developing System Navigation Tool
- Develop consumer/patient history form(s)
- Conduct focus groups with consumers & family members on Tool Kit relevance and usability
- Develop training for peer navigators in using the Tool Kit

Developed resource tool-kit accessible by consumers, families and peer navigators

Enhanced knowledge of community resources and how to access them

All Orange County residents can access crisis support through a network of facilities, mobile teams, and digital tools.

Inputs

Potential Resources & Capacities to Leverage

Health Care Entities:

- Health Plans (CalOptima, commercial, etc.)
- OC Health Care Agency (behavioral health, public health), includes Tech Suite
- Hospital Association of Southern California (HASC)

Crisis Services/Supports:

- Mobile crisis assessment teams (College Psychiatric Emergency Response Teams, HCA Crisis Assessment Teams)
- NAMI programs (e.g., Family to Family, Warmline, etc.)
- Community-based organizations and providers of crisis services/supports (e.g., Waymakers, TeleCare, Child Abuse Prevention Center, South Coast Children’s Society, Didi Hirsch etc.)
- First 5/Family Resource Centers

Education:

- OC Department of Education (OCDE) Colleges and Universities
- School Districts

Potential Stakeholders to Align & Engage

- Health systems & Emergency Departments
- Urgent Care entities
- First Responders (i.e., law enforcement, paramedics, ambulance, etc.)
- OC Health Care Agency
- OC Department of Education
- OC Psychiatric Association
- EMS

Portfolio of Activities

- Create a **Crisis Resource Inventory**; a curated list of all resources in county for urgent crisis supports.
- Create a single integrated **Mental Health Crisis Line**
- Create a **Family Support** best practice for all health plans (i.e., guidebook/materials, behavioral health navigator, MH History, Return Home Registry, NAMI Connect, peer connect, post crisis resource)

- Expand **Crisis Stabilization Unit** (CSU) service capacity/geography
- Creation of **Trauma Informed Care Tool Kit** (i.e., trauma informed care, peer in lobby, mental health history, assessments) for use in all Emergency Departments & CSUs

Near Term Outcomes

- **Establish online directory**
- **Education and coordination for law enforcement, hospitals and schools so they know how to use this resource**
- **Call data to track easier and more timely access to pre-crisis support**
- **CRN consultant retained**
- **OC Stakeholders engaged / interviewed**
- **Crisis line blueprint developed**
- **Education to the public**
- **Identify peer mentor opportunities**
- **Develop Patient History Form(s)**
- **Collect/develop guidebook/materials for families**

- **Open CSU in Central region**
- **Develop Standard Protocols for referral to CSU**
- **Development of Trauma Informed Care Tool Kit and dissemination to Emergency Departments (ED) & CSUs by January 2021.**

Longer Term Outcomes

- **Decreased incidence of MH crisis and suicides (attempts, deaths)**
- **Mental health crisis line implemented in OC**
- **Decrease in 911 calls for psych**
- **Crisis line number posted on documents such as student ID cards**
- **50% health plan adoption of one or more best practices by 2021 and 100% by 2023**

- **Open CSU in North region**
- **% decrease of patients waiting in ED for psych services**
- **Track transition of care post-discharge from CSU**
- **50% ED adoption of one or more Best Practices by 2021 and 100% by 2023**

1-3 Years

4-7 Years



Next Meeting:

Determine meeting schedule & frequency



Thank you