



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Abuse Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
KODY H. KINSLEY • Interim Senior Director

July 23, 2018

MEMORANDUM

TO: Crisis Solutions Coalition Workgroup

RE: Crisis Solutions Coalition Workgroup Sunset

Dear Crisis Solutions Coalition Members,

First, we want to start off by saying **THANK YOU** to each person who has been an active, integral participant since the inception of the Crisis Solutions Coalition workgroup and to all who have made forward thinking developments and contributions to help strengthen the North Carolina crisis service delivery system for individuals experiencing a behavioral health and/or substance use crisis. The work completed has been a true testament of the intentional local collaborations and networks developed, conceptual ideas transformed into solid piloted programs, and meaningful conversations impacting current policy changes related to crisis definitions and services across the state. Within five years, North Carolina has transformed from overutilizing the Emergency Departments to exploring creative and alternative community based options to provide appropriate clinical treatment for our populations in crisis instead. We truly appreciate all of the time and commitment each person has devoted into improving our response and intervention strategies when an individual is in a behavioral health and/or substance use crisis.

A highlight of some of the most recent accomplishments includes the following:

- **The Behavioral Health Crisis Referral System** – (BH-CRSys) – A secure web-based application now available and accessible to assist facilities in timely and appropriate placement of individuals experiencing a behavioral health crisis
- **Child Facility Based Crisis Centers** – Currently 1 licensed 24-hour residential facilities that provide short term acute crisis stabilization for children and adolescents with a need for mental health, intellectual or developmental disabilities, or substance abuse services for mental health, intellectual or developmental disabilities, or substance abuse services across NC
- **Adult Facility Based Crisis Centers** – Currently 23 licensed 24-hour residential facilities that provide short term acute crisis stabilization for adults with a need for mental health, intellectual or developmental disabilities, or substance abuse services for mental health, intellectual or developmental disabilities, or substance abuse services across NC
- **Behavioral Health Urgent Care Centers** – Currently 8 outpatient facilities that provide walk-in crisis assessment, referral, and treatment for adults by licensed behavioral health professionals and medical staff with prescriptive authority to

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DISABILITIES AND SUBSTANCE ABUSE SERVICES**

LOCATION: 306 N. Wilmington Street, Bath Building, Raleigh, NC 27601
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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

individuals with an urgent or emergent need for mental health, intellectual or developmental disabilities, or substance abuse services across the state

- **Community Behavioral Health Paramedicine Crisis Transport Pilot Program** – currently 13 counties participating in emergency department diversion for individuals in behavioral health crisis to community alternatives for specialty behavioral health crisis intervention
- **Psychiatric Advanced Directives** – Currently providing trainings statewide to medical and behavioral health staff within state facilities, local hospitals, different agencies on advance instructions and/or appointment of a surrogate decision maker, to state their preferences from future mental health treatment in the event of an incapacitating psychiatric crisis
- **IDD/MH Web-Based Training** – Now available for access at no cost. This curriculum is designed for MH and IDD staff, health care providers, caregivers and others to expand their knowledge of IDD and MH conditions, behavioral concerns, and evidence-based strategies to treat these conditions. The courses are self-paced and certificates will be available for individual modules as well as for the series. There is also a professional track of the course for obtaining Continuing Education (CE) hours, available at: <https://bhs.unc.edu/intro-children-and-young-people-mh-idd>

With this being said, we have accomplished our main goals that we had set out from the start and are sunsetting the Crisis Solutions Coalition workgroup and email account (crisissolutionsnc@dhhs.nc.gov) effective July 15, 2018. If you have any further questions regarding Crisis Services within NC, please contact 919-733-7011. Please feel free to distribute this to others as well.

Looking to the future, your continued efforts, developments, and interagency collaborations will help further the expansion of an enriched crisis service system delivery, while allowing for North Carolina to lead the way in the nation. We must continue to set our sights on the future of Integrative care, Medicaid transformation, and additional sustainable crisis service solutions for children and adults receiving mental health, intellectual and developmental disabilities, substance use, and traumatic brain injury services in order to keep moving forward. Let's keep up the amazing work for the citizens of North Carolina!