



Mental Health Services
Oversight & Accountability Commission

Get Connected! Opportunities to Advance Statewide Best Practices in Crisis Response

Breakout Presentation 1: Words to Deeds Track
47th Annual FMHAC Conference

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Mental Health Services Oversight and Accountability Commission
April 14, 2022

*Breakout
Presentation
Outline*

Crisis Services Continuum

Ideal Crisis System

Upcoming Initiatives

Guest Speakers

Jonathan Porteus, Ph.D.,
Chief Executive Officer
Wellspace Health

Stephanie Welch, MSW
Deputy Secretary of Behavioral Health
California Health and Human Services Agency



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A person's legs and feet are shown from a low angle, climbing a set of wide, light-colored stone stairs. The person is wearing dark blue leggings and white athletic shoes with red and black accents. The background is a blurred view of the stairs extending upwards.

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A comprehensive and integrated crisis network is the first line of defense in preventing tragedies of public and patient safety, civil rights, extraordinary and unacceptable loss of lives, and the waste of resources.

- SAMHSA National Guidelines for Crisis Care – A Best Practice Toolkit

Crisis Services

Someone to talk to. Someone to respond. A place to go.

National Lifeline

Access Line

Warmlines

Mobile Crisis

Co-Responder Models

Crisis Stabilization Units

Sobering Centers

Behavioral Health Urgent Cares

Crisis Residential

Peer Respite Centers

Triage

Core Crisis Services

- **Crisis lines** accepting all calls and dispatching support based on the assessed need of the caller
- **Mobile crisis** teams dispatched to wherever the need is in the community (not hospital emergency departments)
- **Crisis receiving and stabilization facilities** that serve everyone that comes through their doors from all referral sources.

Crisis Lines – *Someone to talk to*

- California's 988 roll out
- Call, text, or chat
- English, Spanish, other languages when available
- Calls routed to regional crisis call centers
- Provide linkage to needed services
- Dispatch mobile crisis units

The logo for the Mental Health Services Oversight & Accountability Commission (MHSOAC). It features the acronym 'MHSOAC' in a bold, white, sans-serif font. The letter 'O' is stylized with a white sunburst or gear-like pattern inside it. The logo is set against a dark blue background that is part of a larger vertical banner on the left side of the slide. The banner also contains a photograph of a pier extending into the ocean at sunset, with the sky in shades of orange, red, and blue.

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Mobile Crisis – *Someone to respond*

- Trained crisis professionals meet the individual in crisis where they are
- Provide stabilization services, referrals, and linkage
- Transport when needed to crisis receiving facilities

Crisis Facilities – *A place to go*

- Crisis Stabilization Units
 - Limited to 23 hours
 - 33 counties
- Crisis Respite Services
 - 24-hours observation and support
 - Can be staffed by peer providers
 - 10 counties
- Short-term Crisis Residential
 - Short-term intensive supportive services
 - 26 counties

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Connecting the Pieces: Crisis Now Model

- **High-Tech Crisis Call Centers**

Real-time coordination across a system of care and high-touch support to individuals and families in crisis

- **24/7 Mobile Crisis**

Mobile crisis offers outreach and support, with contractually required response times and medical backup

- **Crisis Stabilization Programs**

These programs offer short-term “sub-acute” care for individuals who need support and observation

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Highlight: Crisis Now Model (cont.)

- Recovery-oriented
- Trauma-informed
- Use of peer staff
- Suicide care best practices (systematic screening, safety planning and follow-up)
- Commitment to safety for person and staff
- Collaboration with law enforcement

Prevention Continuum

- **Primary Prevention** to explore activators of crisis and proactively address them
- **Secondary Prevention** to identify mental health crisis or suicide warning signs
- **Tertiary Prevention** to activate plans in place for mental health crisis

A man with a grey beard and short dark hair is shown in profile, looking upwards and to the right. He is wearing a light blue suit jacket over a striped shirt. The background is a blurred crowd of people, suggesting an outdoor event or public gathering. The overall tone is contemplative and forward-looking.

Transitioning to 988

... lessons from 911



Thank You

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