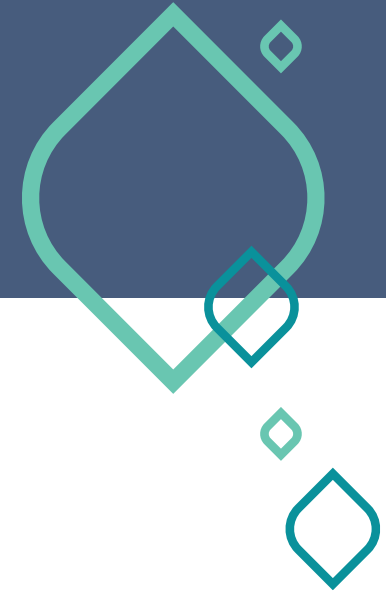


Iowa's Behavioral Health Crisis System

Julie Maas, LMSW, Iowa's 988 Project Director

October 12, 2023

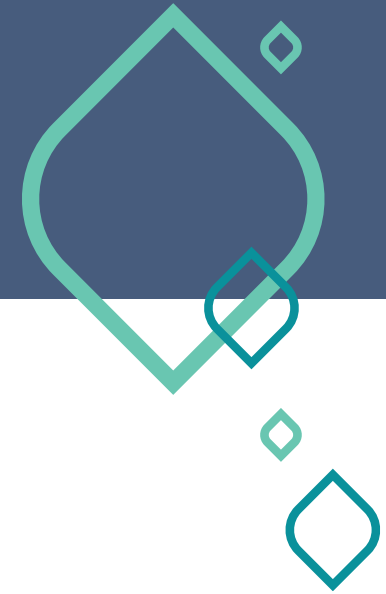
Presentation Objectives



- Gain a basic understanding of the scope of crisis services available in Iowa
- Identify what 988 is and how it operates in Iowa

National Guidelines for Behavioral Health Crisis Care

National Guidelines Behavioral Health Crisis Care

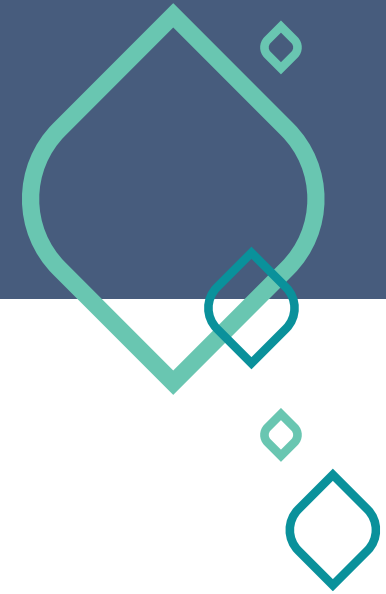


- To ensure that all Iowans have access to quality crisis care, the system of care needs the following elements:
 - Someone to Talk To
 - Someone to Respond
 - A Safe Place to Be
- Iowa's system is built on these elements

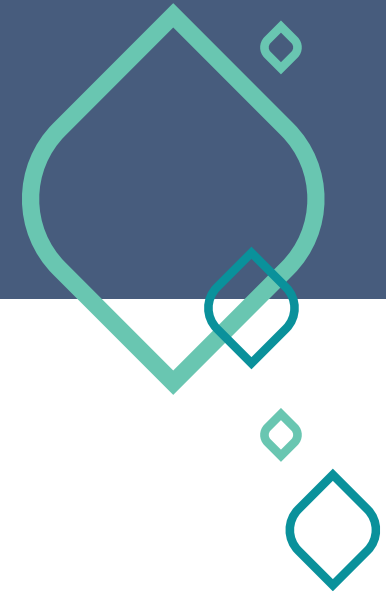
Iowa Behavioral Health Crisis System Framework

Questions

- Are you familiar with crisis services in your part of the state?
- Have you heard of Mental Health and Disability Services (MHDS) Regions?
- Have you heard of 988? Your Life Iowa?

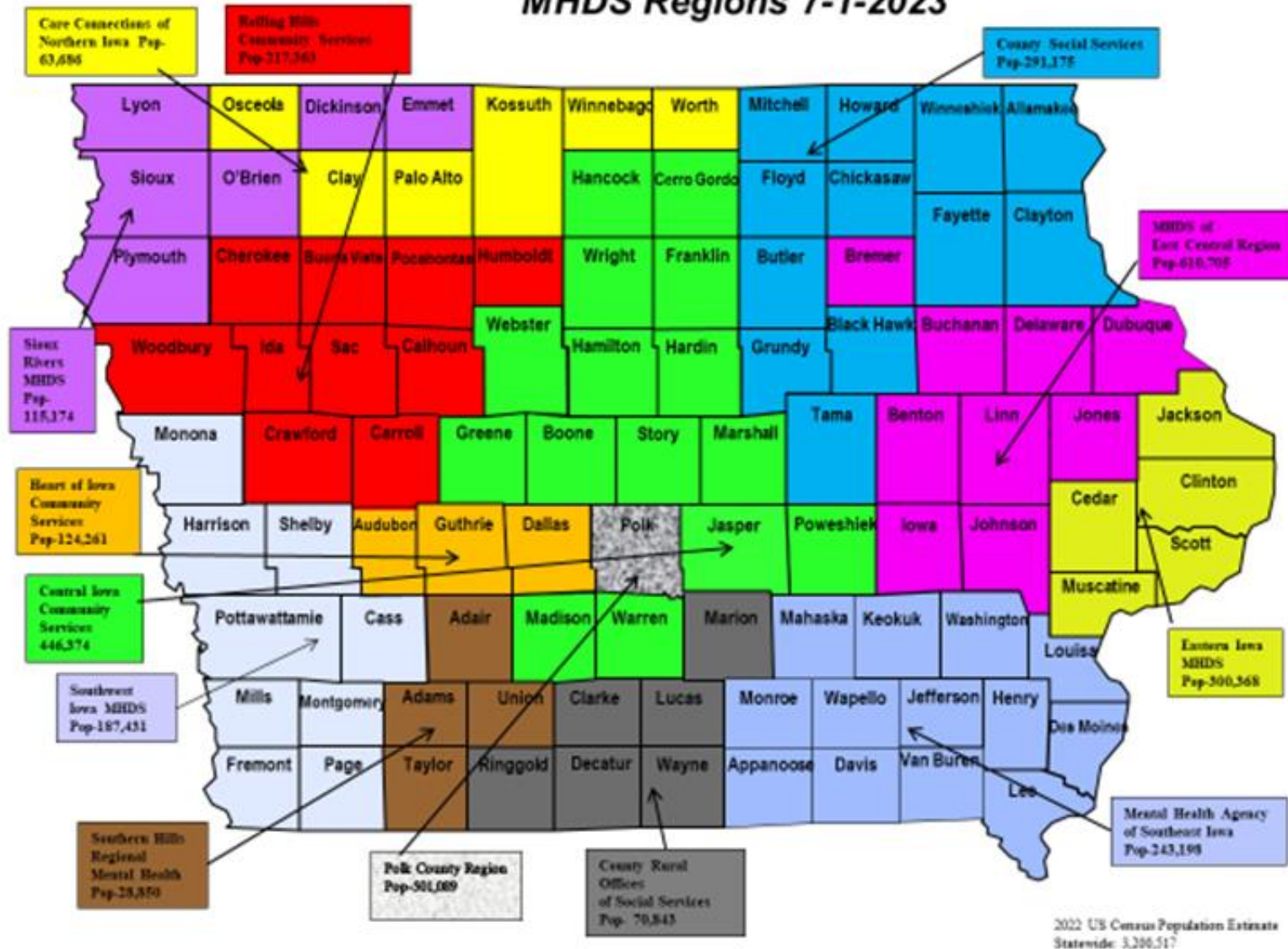


Mental Health and Disability Services (MHDS) Regions



- **2012** Legislation passed to form MHDS Regional system with goals of improving equal access to services and supports for Iowans
- **2014** Regions are effective 7/1/2014
- **2017** Complex Service Needs legislation- **added requirements for crisis services for adults**
- **2019** Children's Services legislation (effective 7/1/2021)-**added requirements for crisis services for children**
- **2021** SF 619 begins to shift funds away from property tax levy to State appropriation
- [Regions | Iowa Department of Health and Human Services](#)

MHDS Regions 7-1-2023



MHDS Region Services



Crisis Services:

23-hour crisis observation and holding,
Crisis stabilization community-based,
Crisis stabilization residential, and
Mobile response

Core Services (Adults and Children):

Screening, Assessment and evaluation
Service Coordination
Outpatient Services
Inpatient hospitalization
Day or Intensive Outpatient Treatment

Access and Funding

Core Adult Services:

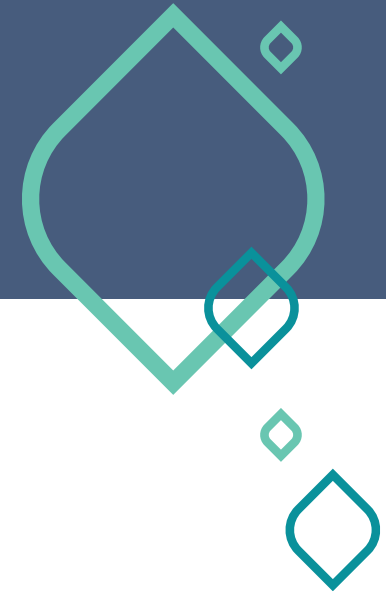
Access Centers
Assertive Community Treatment
Intensive Residential Services
Mental Health Commitment
Peer Support Services
Sub-Acute Care

Other Key Services:

Evidence-Based Practices
Provider Education and Training
Family Psychoeducation
Jail Diversion

Iowa Crisis Services

Iowa Crisis Services



**Someone to
Talk to:**

988
Your Life Iowa



**Someone to
Respond**

Mobile Response
Crisis Stabilization Community-Based Services



**A Safe Place
to Be**

23 Hour Crisis Observation and Holding
Crisis Stabilization Residential Services
Access Centers

Your Life Iowa

FUNDED BY THE IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES (IOWA HHS)


- Available 24/7/365
- Information, Resources, Referrals and Help around alcohol, drugs, gambling, suicide, mental health, and more.
- Website: yourlifeiowa.org
- Supportive Text Messaging: yourlifeiowa.support
- Help is offered by experts in the field dedicated to the health of Iowans

 CALL:

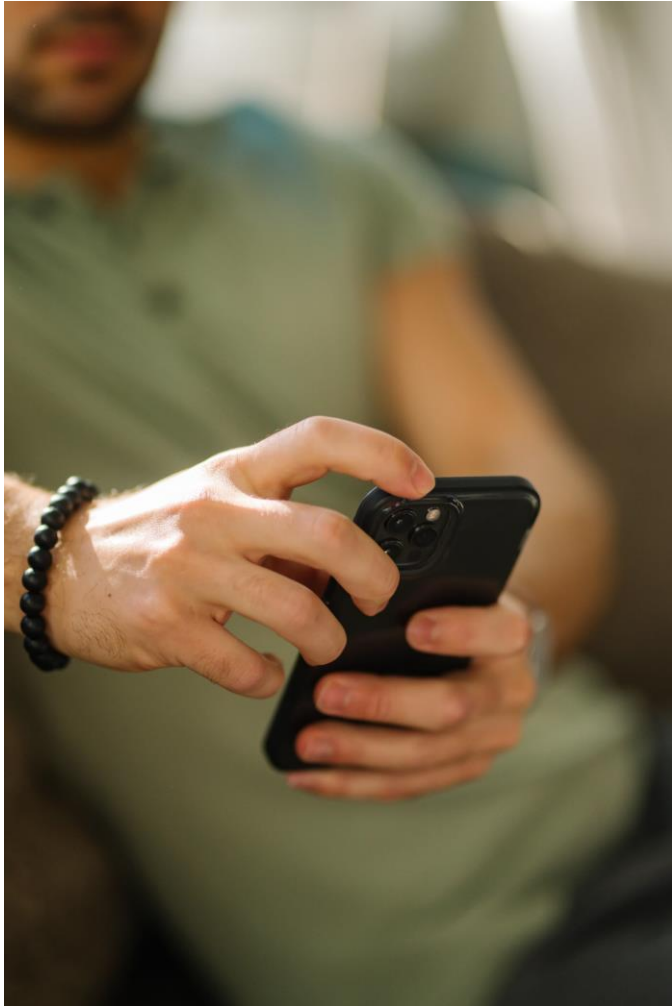
(855) 581-8111

 TEXT:

(855) 895-8398

 CHAT:

YourLifelowa.org



988 Suicide and Crisis Lifeline

- Free and confidential 24/7 emotional support to people in suicidal crisis or emotional distress
- Trained crisis counselors who support individuals considering/experiencing:
 - Suicide,
 - Self-harm,
 - Emotional distress, or
 - People looking for help for someone experiencing a crisis.
 - Crisis as defined by the individual.
- National network of over 200 local crisis centers



988 in Iowa

Talk with us.



Iowa's 988 Centers

Foundation 2 Crisis Services, Cedar Rapids
CommUnity Crisis Services and Foodbank, Iowa City



Iowa's Routing

Calls: Foundation 2 is the primary center for the entire state and CommUnity is backup
Chats and Texts: CommUnity is staffing to answer the majority of chats and texts

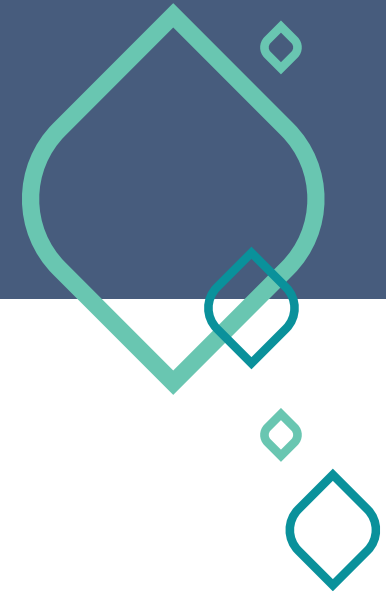


988 Crisis Services

24/7 call, chat, and text
Follow up services
Warm handoffs to mobile response
Connection to local community-based crisis services



Contacting 988



- Individuals using a phone with an **Iowa area code** will be connected to an Iowa Center
- **Note:** The following options are given before reaching an Iowa Center:
 - 1: Veterans Crisis Line
 - 2: Spanish speaker
 - 3: Specialized LGBTQ+ support for youth
- If Iowa's 988 Centers are unavailable, the contact will be routed to the 988 national backup network
 - **Callers should remain on the line.**
- The 988 national backup centers have the capability to route individuals back to Iowa 988 Centers if needed

Be the lifeline.

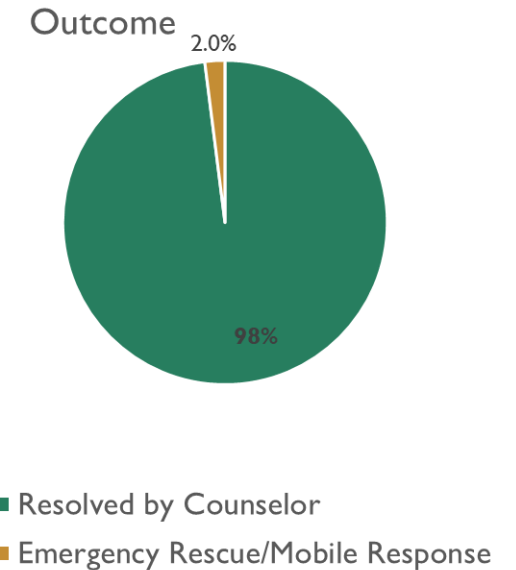
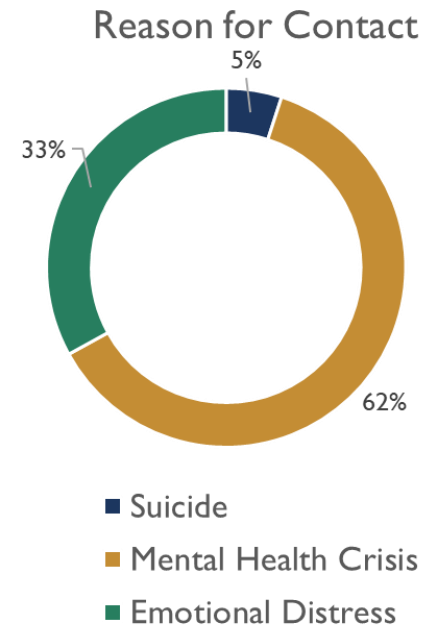


988 Year One Successes (July 2022-June 2023)

Iowa Contacts

- Total Iowa Contacts: 41,916
 - Veterans Crisis Line (Push 1): 4,867 Contacts
 - Spanish Speaker (Push 2): 296 Contacts
 - Routed to Iowa's 988 Centers: 36,753
 - Calls: 21,927
 - Chats 9,453
 - Texts 5,373
- Iowa Answer rate: 77%
 - 88% of calls
 - 58% of chats
 - 68% of texts

Reason and Outcome of Contacts



Iowa Year One Activities (July 2022 – June 2023)

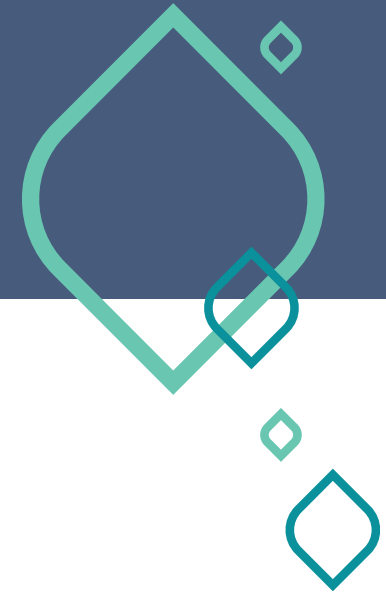
Mobile Response Warm Handoffs

- **Purpose:** directly connect individuals contacting 988 with their local mobile response provider
 - Operational Guidelines Developed and implemented with all mobile response teams in the state
 - 103 Handoffs Occurred

911 Transfer to 988 Pilot Project

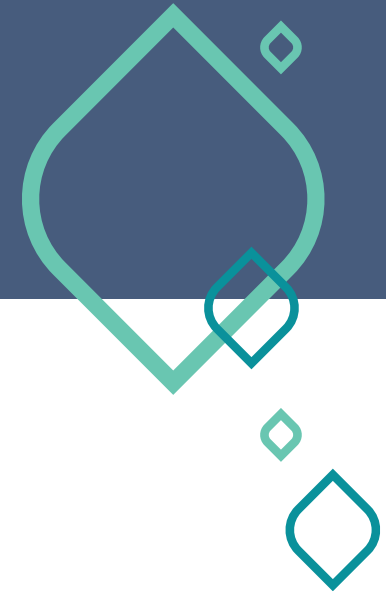
- **Purpose:** develop three pilot sites to initiate direct transfers from 911 to Iowa 988 Centers for individuals who would benefit from behavioral health crisis interventions.
 - Black Hawk, Muscatine, and Johnson Counties
 - Criteria for transferring from 911 to 988 established
 - Training for PSAP dispatchers developed and provided

Mobile Response in Iowa



- On-site, face-to-face mental health crisis services for individuals experiencing a mental health crisis
- 12 providers covering 89 of Iowa's 99 counties
- Models vary in the state:
 - 2 providers dispatch from 911 and use law enforcement as a team member
 - 4 providers use a combination of crisis staff and law enforcement as team members
 - 6 providers have teams comprised of only crisis staff

Mobile Response Warm Handoff Process



Mobile Response is requested or identified as need and individual provides consent for warm handoff

988 Counselor connects with dispatching entity, explains situation, and brings individual on to the call

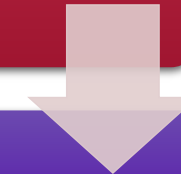
988 Counselor leaves the call and the mobile response entity continues with process for dispatching mobile response

911 Transfer to 988 Flow



Caller Concerns Appropriate for 988 Transfers

- Suicide Ideation without action, mental health, family mediation, youth behavioral health



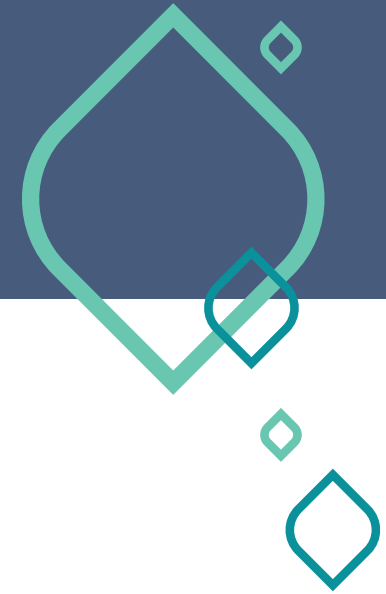
988 Exclusionary Criteria Not Present

- Medical attention is needed, threatening other's personal safety/property, on a structure or bridge, welfare check request, unable to give consent



Offer 988 to caller and if consent is provided transfer occurs

Additional Crisis Services



■ Crisis Stabilization Community Based

- Services to de-escalate a crisis and stabilize an individual; provided where the individual lives or works.
- Adults and Children

■ 23-hour Crisis Observation

- Services up to 23 hours in a medically staffed treatment environment
- Adults

■ Crisis Stabilization Residential Based

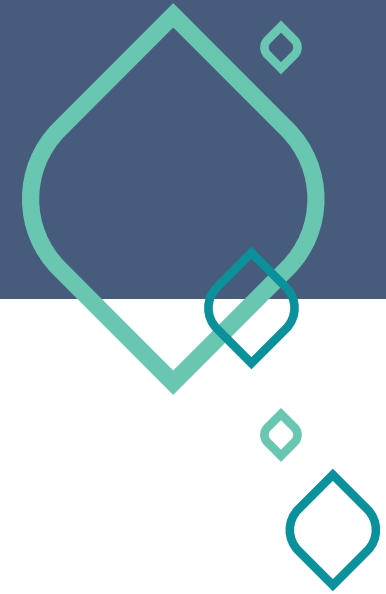
- Services to de-escalate a crisis and stabilize an individual; provided in a residential setting
- Adults and Children

■ Access Centers

- Coordinated services providing assessment and screening for multi-occurring conditions, care coordination, crisis stabilization residential services, subacute mental health services, and substance use disorder treatment for individuals experiencing a mental health or substance use crisis
- Adults

<https://dhs.iowa.gov/mhds/crisis-services>

Next Steps for Crisis Care in Iowa



- 988:
 - Statewide marketing campaign
 - Expand 911/988 Pilot Project
- Move from a mental health crisis system to a behavioral health crisis system
 - Health Management Associates has been awarded a contract to provide a roadmap to improve Iowa's crisis system
- Explore additional ways to support first responders when responding to calls with behavioral health components

Questions

Thank You!

Julie Maas, LMSW, 988 Project Director

jmaas@dhs.state.ia.us