



Behavioral Health Crisis Response Stakeholder Coalition (BHCRSC)

Minutes | Meeting 11 - Final

Monday, July 22, 2024

3 pm – 4pm CT --- Virtual

Meeting Purpose

- Review of current state of the Crisis Response System in South Dakota since the initiation of the Behavioral Health Crisis Response Stakeholder Coalition more than three years ago.

For More Information

- sdbehavioralhealth.gov | Featuring resources for individuals in prevention, mental health, addiction, and 988.
- helplinecenter.org/9-8-8/data | 988 Data Dashboard, featuring contacts to the 988 Call Center and a breakdown of demographics, presenting needs, and geographies served.

Opening Remarks

Provided by Melanie Boetel, Director, Division of Behavioral Health, SD DSS.

Committee members in attendance included:

- Melanie Boetel, Department of Social Services
- Amy Iversen, West River Mental Health
- Dave Kinser, Rapid City Police Department
- Janet Kittams, Helpline Center and 988 Call Center
- Jason Lillich, Three Rivers Mental Health Center and Chemical Dependency Center
- Jennifer Gray, Capital Area Counseling Services
- Terry Dosch, South Dakota Council of Community Behavioral Health
- Jessie Foote, Human Services Center
- Kim Hansen, Southeastern Behavioral HealthCare
- Staci Ackerman, South Dakota Sheriffs' Association
- Thomas Otten, Avera Behavioral Health
- Thomas Stanage, Lewis & Clark Behavioral Health Services
- Tosa Two Heart, Great Plains Tribal Leaders' Health Board (GPTLHB)
- Vanessa Barnes, Department of Social Services

Staff and guests included Matt Althoff, Jennifer Humphrey, Michelle Worden, Andrew Ausborn, and Andrea Heronimus on behalf of Department of Social Services (DSS); Monica Bailey on behalf of South Dakota Urban Indian Health; Sheri Nelson on behalf of NAMI SD; and Nick Oyen on behalf of Sage Project Consultants, contracted project supports for Crisis Services in DSS.

Crisis Now Pillar #1 – Someone to Talk To

Two years of 988 operations in review, presented by Janet Kittams. All data is available on the 988 Data Dashboard. Promotion materials about 988 are available for free through the Helpline Center website.

- 988 system is currently averaging more than 1,000 contacts per month.

- More than 20,000 contacts have been made with 988 since launched July 16, 2022.
- 32% of all contacts are people in crisis with the majority of the remaining contacts being people looking for general support or access to services.
- 97% of all contacts have successfully been handled with no law enforcement involvement.

Janet also provided a brief update for new and planned program expansions including the expanding relationship between 988 and tribal 988 grantees leading to enhanced cultural training through Urban Indian Health and GPTLHB as well as the hiring a Cultural Counselor. 988 will also be piloting a Peer Support Specialist role with an anticipated start date in the Spring of 2025.

A brief discussion was had about possibilities for survey data in the future.

Crisis Now Pillar #2 – Someone to Respond

Vanessa Barnes provided a brief update on the expansion of AVEL e-Care in high needs low access targeted areas of rural South Dakota including: Fall River, Oglala Lakota, Bennett, Todd, Spink, Turner, Potter, and Tripp counties. Brookings Police Department joined in June 2024 and there are active plans in place for Moody County to join in FY25. Vanessa also provided a brief review of the Rural Mobile Crisis Grant, which supports pilot-testing of mobile crisis response approaches adapted to best fit the available resources and prevalence of crisis contacts in three different mental health catchment areas in South Dakota. This work will be done in partnership with three mental health centers: Three Rivers Mental Health and Chemical Dependency Center (Lemmon), Southern Plains Behavioral Health Services (Winner), and Lewis & Clark Behavioral Health Services (Yankton). Lewis and Clark has hired a Rural Crisis Outreach Coordinator that primarily works in Union County. This outreach coordinator provides next day follow-up for rural community members with a crisis contact to LCBHS, 988 or Avel eCare. They provide care coordination for continued mental health, addiction and case management services and provide support for law enforcement agencies through routine rounds, education, and assistance with complex cases.

A brief discussion was also had affirming that continued services provided by existing mobile crisis response teams in the Pierre area as well as in the Sioux Falls area.

Crisis Now Pillar #3 – Somewhere to Go

Vanessa provided an update regarding the current projects to expand available beds in South Dakota. This includes the addition of DCI in Mitchell opening four beds by October 2024, Avera St. Lukes in Aberdeen adding 5 beds in the spring of 2025 and LCBHS expanding to 14 beds by the Summer of 2025. HSA continues to operate with four beds, Pivot Point with sixteen beds and CORE Center with eight beds. The current crisis capacity is 28 beds and will be increasing to 59 beds by the end of the Summer 2025.

Vanessa also provided an update regarding the development of a data dashboard for short term crisis services. Some highlights from the data include approximately 3,000 assessments completed since the inception of short-term crisis facilities in the state. These assessments represent approximately 1,200 admissions, 1,300 safe at home plans, and about 300 inpatient placements. Of those admitted, approximately 75% were able to be stabilized and discharged to the community. Vanessa also reviewed different tools available in the dashboard including patient demographics, referral sources, discharge results top counties served, etc. The dashboard also illustrates approximate costs associated with

transportation and admission costs based on in-patient or short-term crisis services, other transportation and personnel costs are also included in this projection.

Discussion was had to assure that the cost modeling view is used as examples of potential costs based on averages and not specifically known costs incurred by the state or individual counties.

Other Ongoing & Planned Activities in Crisis Services

Vanessa provided an update about the Regional Roadshows that took place between May and June 2024 in Rapid City, Watertown, and Yankton. This included discussing common themes heard from across the state specifically transportation and centralized intake. These ideas are being vetted by Human Services Center and the Division of Behavioral Health staff.

Melanie Boetel provided an update regarding the Transformation Transfer Initiative (TTI) Project for Youth Crisis Care. South Dakota received a award by SAMHSA and will use it to conduct a needs assessment and review best practices models from across the country for potential implementation in South Dakota.

Open Discussion and Closing Remarks

Terry Dosch started the open discussion by encouraging the group to keep sustainability in mind while continuing to grow the system. Secretary Althoff complimented the coalition and the Division on how well the system has been growing in the short-term crisis care as well as the improvements that have happened with in-patient services. Staci Ackerman complimented the group on all the system improvements as well while offering her continued support as a resource to all members of the group. Others also shared their compliments of the coalition and Division's accomplishments over the years.

Vanessa, Melanie, and Secretary Althoff all offered additional words of appreciation for all coalition members throughout the tenure of this coalition and offered additional closing remarks that while work continues with workgroups and stakeholders as described during the meeting, the work of this coalition is considered as completed and no further meetings will be scheduled.