



City Manager/General Manager | 334 Front Street, Ketchikan AK 99901 | (907)228-5603

FYIb

TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Delilah A. Walsh, City Manager

DATE: December 28, 2022

RE: **For Your Information: Ketchikan Wellness Coalition, Crisis Now Update**

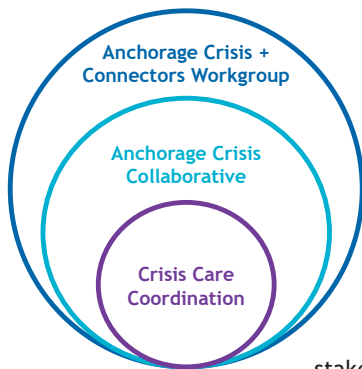
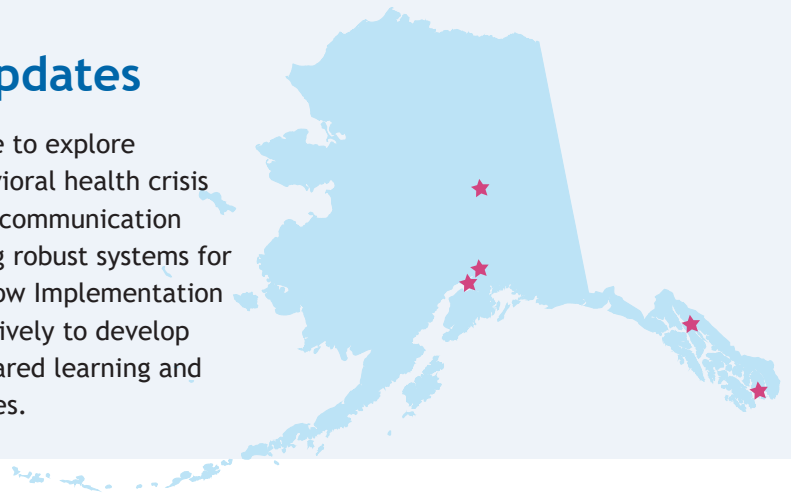
Initials: 

File #: MGR22-091

Attached for City Council's information is the Ketchikan Wellness Coalition's Crisis Now update for August and December 2022.

### Community Implementation Updates

Communities and organizations across the state continue to explore internally and with partners how best to meet the behavioral health crisis and continuing care needs of their regions. Partnership, communication and shared learning are essential elements of developing robust systems for crisis and post-crisis care around the state. This Crisis Now Implementation Update highlights how each community works collaboratively to develop that robust system, as well as some opportunities for shared learning and workforce development across providers and communities.



#### Anchorage

In October, the **Anchorage Crisis and Connectors Workgroup** convened for the first time. This group is comprised of Anchorage Crisis Collaborative members (the core providers of behavioral health crisis services in Anchorage) plus other behavioral health providers and community stakeholders. This Workgroup brings together a wide net of providers across

the behavioral health and support services continuum to share program updates and facilitate connections between crisis service providers and providers that offer services and supports following a crisis. Many of these stakeholders came together during the initial community planning meetings in 2019 and 2020 but had not been engaged as a group again since that time. The group discussed gaps in continuing care resources as identified by the Mobile Crisis Team (MCT) and existing crisis providers. Key gaps were discussed in the following areas: residential and inpatient withdrawal management, Assertive Community Treatment and Intensive Case Management teams, ongoing outpatient appointments and care coordinators or navigators to help individuals access needed services. Twenty-six individuals representing 17 organizations participated in the first convening. The Workgroup will meet on a quarterly basis, with the next meeting to be held in mid-January. To learn more or get involved, contact Becky Bitzer at [becky@agnewbeck.com](mailto:becky@agnewbeck.com).

#### Juneau






In early October, members of the Juneau community participated in a two-day site visit to Phoenix, AZ to see components of the Crisis Now framework in action. Participants included 16 people representing the City and Borough of Juneau, the Police Department, Dispatch, Juneau Alliance for Mental Health, Inc. (JAMHI), Bartlett Regional Hospital, SouthEast Alaska Regional Health Consortium (SEARHC), Capital City Fire and Rescue, the State of Alaska, and the Alaska Mental Health Trust Authority. Day one began at RI International for a presentation on Crisis Now and the positive outcomes of the framework in Arizona. After touring RI International's 23-hour stabilization and short-term stabilization facilities, the team traveled to Solari to learn more about the region's call center. The second day began with a presentation from La Frontera EMPACT about MCTs. In-depth round-robin discussions followed the presentation, with Juneau team members sharing impressions from the site visit, including inspirations and concerns, lessons learned, current community gaps, and visions for meeting Juneau's behavioral health crisis needs. This team and other community partners in Juneau will convene in December to kick off a Crisis Now Workgroup.



*Juneau Site Visit to Arizona: Trip debrief*



## True North Recovery, Inc.

Crisis and Pre-Treatment Programs	
	<b>Lazarus Collaborative</b> <ul style="list-style-type: none"> <li>• Staffed by Collaborative Care Coordinators who support navigation to needed services</li> <li>• Connections to network of participating providers</li> <li>• Financial and navigation support for basic needs such as medication copays, food and identification</li> </ul>
	<b>Mobile Crisis Response</b> ★ <ul style="list-style-type: none"> <li>• 24/7 clinician and peer team</li> <li>• Boundary: City of Wasilla, possibly extending to greater Wasilla area and Palmer</li> <li>• All ages</li> </ul>
	<b>The Launchpad</b> <ul style="list-style-type: none"> <li>• Peer based crisis services and navigation</li> <li>• 9AM – 9PM, 7 days/week</li> <li>• 18+</li> </ul>
	<b>Assessment Program</b> <ul style="list-style-type: none"> <li>• Integrated assessments</li> <li>• Virtual and in person</li> <li>• 9AM – 5PM, Monday – Friday with walk-in appointments available from 9AM – 11AM</li> </ul>
Treatment and Recovery Programs	
	<b>Withdrawal Management</b> ★ <ul style="list-style-type: none"> <li>• Clinically Managed Residential, ASAM 3.2</li> <li>• Medically Monitored Inpatient, ASAM 3.7</li> </ul>

### Mat-Su

True North Recovery's Day One Center answers the question "what does someone need right now?" by providing a variety of low barrier pre-treatment services in a central location. Assessment services and Lazarus Collaborative care coordinators are currently accessible within the Day One Center. A peer-based crisis program and residential withdrawal management expected to open in 2022, followed by mobile crisis and medically monitored withdrawal management in 2023.



### True North Recovery's Day One Center Program Launch

In November, the Trust Board of Trustees approved funding to support the launch of two new programs to be operated out of True North's Day One Center. Funds will help support operational start-up for a new withdrawal management program called Dylan's Place (\$255,000) and implement Mat-Su's first 24/7 MCT (\$499,591).

### Ketchikan

**Building the peer-support workforce:** The Ketchikan Wellness Coalition sponsored a week-long peer-support specialist training in Ketchikan. Jenifer Galvan, Lead Peer Support Professional and Trainer with Alaska Behavioral Health also spoke at the Ketchikan Crisis Now kick-off event and shared how to incorporate and maximize the use of peers into service provision.

**Making the case:** The Ketchikan Crisis Now Community Coordinator presented on the Crisis Now framework and Ketchikan's movement towards new behavioral health services to the City Council and Borough Assembly. Both bodies acknowledged the need for additional services and supports to address behavioral health crisis.

**Kicking off community planning:** The Ketchikan Crisis Now Community Workgroup kicked off with an in-person event in mid-November. At the kick-off, community stakeholders learned about the challenges and successes of other Alaska communities that have implemented parts of the Crisis Now framework and heard from the Ketchikan Fire Department regarding their plans to develop a Mobile Integrated Health Team which will incorporate a behavioral health response.

### Fairbanks

The Fairbanks MCT completed a full year of 24/7 operations at the end of October. During the first year of operations, 283 Alaska Mental Health Trust beneficiaries received services from the hard work and collaboration of MCT staff from The Bridge, True North Recovery, and Alaska Behavioral Health. Alaska Behavioral Health began full operation of MCT in October 2022, employing both the mental health clinicians and peer support specialists. The Fairbanks Emergency Communications Center received 708 MCT calls during the first year and the MCT was able to divert 78% of the calls from further involvement of law enforcement, other first responders, and the hospital. After a successful partnership with the Fairbanks Police Department for over a year, the MCT is ready to expand beyond the Fairbanks city limits and is collaborating with the Alaska State Troopers to reach a wider circle of people in need. In November, the Trust Board of Trustees approved \$800,000 to support continued operation of the MCT.

The Refine Stabilization Center operated by Restore, Inc. is seeing multiple clients in distress daily. They are filling the gap Fairbanks is experiencing in the lack of shelter options and warming centers by offering stabilization and detox services in downtown Fairbanks.

To learn more about community implementation efforts or to get involved, contact:

**Anchorage, Juneau + Statewide Coordination:** Becky Bitzer | [becky@agnewbeck.com](mailto:becky@agnewbeck.com)

**Fairbanks Coordination:** Brenda McFarlane | [BMcfarlane@fairbanks.us](mailto:BMcfarlane@fairbanks.us) | [www.fairbanksalaska.us/crisis](http://www.fairbanksalaska.us/crisis)

**Mat-Su Coordination:** Melissa Toffolon | [mt@actionabledataconsulting.com](mailto:mt@actionabledataconsulting.com)

**Ketchikan Coordination:** Lisa DeLaet | [lisa@ktnkwc.org](mailto:lisa@ktnkwc.org)

# Training and Workforce Development

## University of Alaska Anchorage Simulation Center Launch

The Peer-Centered Crisis Response Workforce training is ready to launch! The College of Health and Simulation Center at the University of Alaska Anchorage have come together to create simulation training to provide Peer Support Specialists (PSS) an opportunity to experience working in a call center, on a mobile crisis team, and in a living room model 23-hour stabilization center. Using the Simulation Lab, PSSs can receive safe practice opportunities paired with clinicians and other responders in various crisis scenarios. A successful pilot of the training occurred in June. Since then, stakeholder feedback and edits were made to the training. The training is ready, and outreach is underway to determine interest in participating in the first session. An announcement will be generated in December regarding spring training dates and opportunities for Peer-Centered Crisis Response training. For more information, contact Jill Ramsey, [jdramsey2@alaska.edu](mailto:jdramsey2@alaska.edu).

## In case you missed it...

Presentations from the Trust's Improving Lives Conference are available on the conference [website](#). Thea Agnew Bemben with Agnew::Beck Consulting facilitated a plenary panel on Transforming Behavioral Health Crisis Response in Alaska. Panelists included: Karl Soderstrom, True North Recovery; Jacob Butcher, Mat-Com; Renee Rafferty, Providence Alaska; and Michelle Baker, Southcentral Foundation.

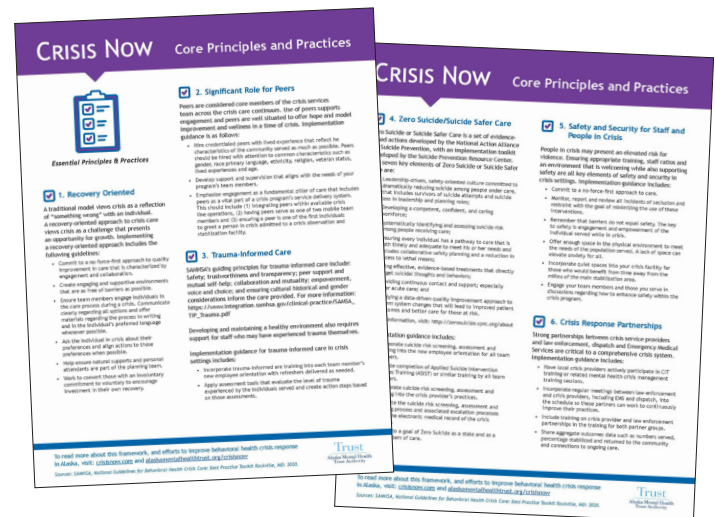
Behavioral health crisis related presentations included:

- Expanding Alaska's Mental Health Crisis and Suicide Care Practices
- Addressing the Continuum of Adolescent Behavioral Health Care in Alaska
- Improving Behavioral Health and Crisis Response via Community Care Coordination

## Crisis Now Core Principles and Practices Webinars

In November, RI International provided first in a series of webinars dedicated to implementation of the Crisis Now Core Principles and Practices as documented in SAMHSA's National Guidelines for Behavioral Health Crisis Care. The first addressed Core Principle 2 – Significant Role for Peers. Lisa St. George, Vice President of Peer Support and Empowerment for RI International provided an overview of RI's "peer powered" crisis services and share how peer integration is foundational to the "RI Way". The webinar recording can be accessed [here](#).

The next webinar will be held on January 19th on the topic of creating recovery-oriented environments. To be added to the invitation for this or future webinars, please contact Megan Carlson at [megan@agnewbeck.com](mailto:megan@agnewbeck.com).



## Core Principles & Practices

1. Recovery Oriented
2. Significant Role for Peers
3. Trauma-Informed Care
4. Zero Suicide/Suicide Safer Care
5. Safety and Security for Staff and People in Crisis
6. Crisis Response Partnerships

To read more about the framework and efforts to improve behavioral health crisis response in Alaska, visit: [alaskamentalhealthtrust.org/crisisnow](http://alaskamentalhealthtrust.org/crisisnow) or contact Eric Boyer, Alaska Mental Health Trust Authority, (907) 269-7912 or [eric.boyer@alaska.gov](mailto:eric.boyer@alaska.gov).



# CRISIS NOW

## Implementing a Behavioral Health Crisis System of Care in Alaska

Implementation Update 4: August 2022

### Community Updates

#### Mat-Su

Crisis Now work in Mat-Su has centered around development of the core Crisis Now services and exploring how the post-crisis system and two existing multi-disciplinary teams that meet to discuss complex cases will be coordinated with new crisis services. The Mat-Su Crisis Now Implementation Team meets quarterly to share updates with the community and discuss next steps. Key updates for core service areas include:

- **Crisis Call Center:** Mat-Com, a local 911 dispatch center, has been working with the Alaska Careline to coordinated transfer of calls.
- **Mobile Crisis Team:** Organizations are working together to support a Letter of Interest to be submitted to the Alaska Mental Health Trust Authority (the Trust) to start a Mobile Crisis Team (MCT). A meeting was hosted by True North Recovery with all the interested organizations to discuss the creation of the MCT and how to work collaboratively together.
- **Crisis Stabilization:** The Mat-Su Health Foundation and the Trust funded technical assistance projects with Mat-Su Regional Medical Center, True North Recovery, and Set Free Alaska to explore the development of crisis stabilization services.

#### Anchorage

The Anchorage Crisis Collaborative, comprised of first responders, existing crisis providers and providers planning to offer crisis services began meeting monthly in February 2022. The group is working to map the flow of individuals through the crisis system and the various resources available in Anchorage's current system, to provide clarity on the resources available and to ensure the right response is received at the right time.

#### Juneau

Bartlett Regional Hospital in Juneau currently offers a full range of behavioral health services including outpatient, residential, crisis and mental health inpatient services. In 2019, Bartlett released an RFP to develop a new building to house existing outpatient behavioral health and applied behavior analyst services and two new levels of care for the community – 23-hour crisis stabilization and short-term crisis residential for adults and youth. The new building is slated to open in March 2023.

To learn more, visit:

[www.bartletthospital.org/patients-visitors/crisis-stabilization-center](http://www.bartletthospital.org/patients-visitors/crisis-stabilization-center)

A Juneau community workgroup will convene this fall to further the development of the behavioral health crisis continuum in the community.

#### Fairbanks

Community collaboration is key in Fairbanks. The Fairbanks Workgroup briefed and established connections with multiple fire departments, the public library, homeless shelters, The Breadline soup kitchen, the Fairbanks Wellness Coalition, and other partners. The staff members of every agency are hungry for more options for the people they serve and are extremely grateful for the resources that Crisis Now has brought to the community. The Crisis Now Coordinator was invited to teach a session at the August Crisis Intervention Training (CIT) at the University of Alaska Fairbanks. The relationships built will expand connections and possible referral sources for law enforcement officers who serve the university campus.

#### Ketchikan

##### Spotlight on the new Crisis Now Ketchikan coordinator, Lisa DeLaet

*My family and I are excited to live in Ketchikan for the third time. With my husband in the US Coast Guard, we've moved around the country and keep coming back to Ketchikan. We love this community, and all that Alaska offers.*

*I am thankful that the Ketchikan Wellness Coalition (KWC) received the Crisis Now grant which is funded through the Alaska Mental Health Trust Authority. KWC is a non-profit made-up of a group of individuals, organizations, businesses, and local government and service representatives that work together to improve quality of life for Ketchikan residents. KWC promotes community wellness through assessment and action. As the Crisis Now Community Director, I am working with our local and state stakeholders to see how the Crisis Now model could be implemented in Ketchikan. The community has wonderful people and agencies providing excellent services to those in need. It's exciting to work collaboratively on creating a better system for mental health and substance use crisis care.*

To learn more about the KWC, visit: [ktnwc.org](http://ktnwc.org).

Lisa can be reached at (907) 254-8716 or [lisa@ktnkwc.org](mailto:lisa@ktnkwc.org).

To learn more about community implementation efforts or to get involved, contact:

**Anchorage +  
Statewide Coordination:**

Becky Bitzer | [becky@agnewbeck.com](mailto:becky@agnewbeck.com)

**Fairbanks Coordination:**

Brenda McFarlane | [BMcfarlane@fairbanks.us](mailto:BMcfarlane@fairbanks.us)  
[www.fairbanksalaska.us/crisis](http://www.fairbanksalaska.us/crisis)

**Mat-Su Coordination:**

Melissa Toffolon |  
[mt@actionabledataconsulting.com](mailto:mt@actionabledataconsulting.com)

# Crisis Call Center + Technology Updates



## Sometimes you call 911, now you can also call 988.

**988 went live July 16th!**

Who should call 988?

- Anyone experiencing emotional distress, suicidal, substance use and/or mental health crisis, including those who are emergency responders and others who are supporting people who are high risk. 988 is a confidential safe space to be able to talk.
- Family and friends who are concerned about someone close to them experiencing crisis and/or emotional distress.

Who answers 988 calls?

- Trained counselors are on staff to listen to caller, understand how the problem is affecting them, provides support, and shares resources if needed.
- Alaskans dialing from a 907 area code will be connected into Alaskan-specific support via the Alaska Careline; while those with a non-907 phone number will be connected into a national support.

To learn more, visit: [health.alaska.gov/dbh/Pages/Prevention/988/default.aspx](https://health.alaska.gov/dbh/Pages/Prevention/988/default.aspx)



## OpenBeds – Connecting Alaska Providers and Care-Seekers to Services

In 2019, OpenBeds, with funding from Department of Health, initiated in Alaska to connect referring entities like social service provider, hospitals, and the criminal justice system to receiving entities like outpatient and inpatient providers to support people seeking treatment for substance use disorders and mental illness. As of 2022, one in four substance use disorder treatment providers are on OpenBeds, and overall the availability 76 programs across 26 organizations can be found on OpenBeds. These programs range from residential to outpatient to sober housing, and represent tribal, nonprofit, and for-profit agencies in communities across Alaska. What is unique to OpenBeds is that treatment availability is in real time, as long as the agency updates their availability. This is key because OpenBeds includes a public facing site called [www.treatmentconnection.com](https://www.treatmentconnection.com). In the past two years, over 800 people have accessed this site to identify available treatment options Find out how your organization can join the network as a referring and/or receiving provider by contacting [jane.sullivan@alaska.gov](mailto:jane.sullivan@alaska.gov).

## Upcoming conferences and trainings

Interested in learning more about Alaska's behavioral health continuum of care, best practices and comprehensive crisis response systems? Upcoming conferences and on-demand trainings are available!

- Alaska Mental Health Trust Authority Improving Lives Conference, September 27th and 28th, 2022: This conference will focus on issues impacting Trust beneficiaries and will share information on data-driven, innovative and promising practices to strengthen Alaska's continuum of care. [improvinglivesalaska.org](https://improvinglivesalaska.org)
- EMS World Expo, October 10th-14th, 2022: Several sessions in this conference will be focused on the role of community paramedicine in substance use disorder support and mental health. [emsworldexpo.com/agenda](https://emsworldexpo.com/agenda)
- The Crisis Prevention Institute (CPI) will offer their Non-Violent Crisis Intervention training in Anchorage, November 1-3, 2022. If you are looking to add CPI to your organization's training toolkit or have trainers who are up for renewal, consider registering for this in-person training. Contact Sandra at (414) 979-7084 or [stomczak@crisisprevention.com](mailto:stomczak@crisisprevention.com) to learn more.
- Project ECHO virtual learning communities:
  - [UAA Project ECHOs](#)
  - [ANTHC Addiction Medicine ECHO \(live and recorded sessions\)](#)

To read more about the framework and efforts to improve behavioral health crisis response in Alaska, visit: [alaskamentalthtrust.org/crisisnow](https://alaskamentalthtrust.org/crisisnow) or contact Eric Boyer, Alaska Mental Health Trust Authority, (907) 269-7912 or [eric.boyer@alaska.gov](mailto:eric.boyer@alaska.gov).

# Mobile Crisis Team Implementation Updates



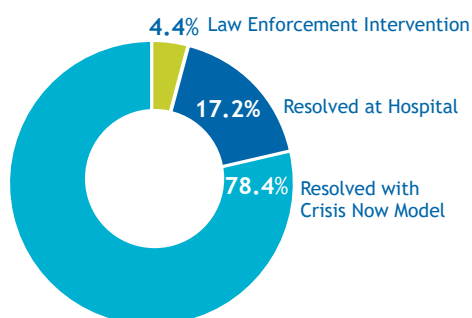
## Fairbanks Mobile Crisis Team

**Operators:** Partnership between Alaska Behavioral Health and The Bridge

Data provided by the City of Fairbanks. Reporting timeframe: October 2021 (inception of program) to June 2022.

Total crisis responses	393
Unique individuals served	263
Average time from call initiated to arrival on scene	27 min
Average time on scene	38 min

### Outcomes



To view updates to MCT data on a monthly basis, visit the Fairbanks Crisis Now webpage: [www.fairbanksalaska.us/crisis](http://www.fairbanksalaska.us/crisis)

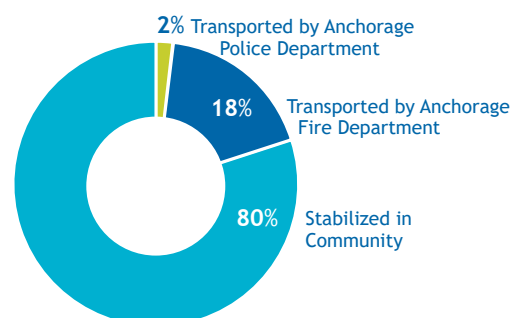
## Anchorage Mobile Crisis Team

**Operator:** Anchorage Fire Department

Data provided by the Anchorage Fire Department. Reporting timeframe: July 15, 2021 (inception of program) to June 30, 2022.

Total crisis responses	1002
Unique individuals served	507
Average time from call initiated to arrival on scene	not available
Average time on scene	34 min
Total follow-ups	648

### Outcomes



### Customer Satisfaction Survey ★

Satisfied with MCT Services (1-10)	9.4/10
Treated you with Respect (1-10)	9.9/10
Was MCT helpful (1-10)	9.6/10

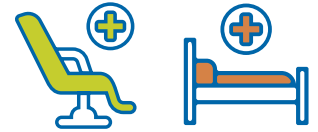
To receive monthly data updates from the Anchorage Fire Department Mobile Crisis Team, contact Mike Riley at [michael.riley@anchorageak.gov](mailto:michael.riley@anchorageak.gov).

## Trust Funding Spotlight

### Copper River Native Association Mobile Integrated Health Program \$391,000

Copper River Native Association, with funding from the Trust, the Alaska Department of Health and Ahtna, Inc., plans to develop a mobile integrated health (MIH) team to provide mental health engagement, intervention, and follow-up support to individuals in the Copper River Basin. MIH response will be provided by an emergency medical technician (EMT) and a Behavioral Health Aide (BHA). Planning and team development is set to begin in October 2022, with the launch of the MIH team expected in 2024.

# Crisis Stabilization Center Updates



## HB 172 signed into law

On July 18th, 2022, Governor Dunleavy signed HB 172 into law. With this law in hand, medical and behavioral health agencies, social service providers, and the overall public safety and criminal justice system can work together more effectively to connect people into care allowing for improved quality of life, and opportunities to survive, and even better, thrive.

HB 172 creates a “no wrong door” approach to services stabilizing people in crises. It enhances options for first responders to efficiently connect Alaskans to the appropriate level of crisis care. With HB 172, first responders can support people in crisis by linking them to care in a crisis stabilization center instead of an emergency department or jail. Thank you to all who supported and advocated for the passage of this legislation and its companion, Senate Bill 124.

Looking ahead, the Department of Health and Department of Family and Community Services will draft regulations for the new legislation. The Departments, the Trust and other partners are also tasked with the development of a report and recommendations to the Legislature regarding patient rights.

## Why are crisis stabilization centers so important?

**Amy Pugsley, Executive Vice President, RI International, informs Fairbanks Workgroup**

Amy Pugsley, Executive Vice President of RI International, presented to the Fairbanks Workgroup in July, emphasizing the outcomes of the Crisis Now system. She reported \$260 million in lower overall healthcare spending including \$37 million avoided cost and losses in hospitals. She explained the overall system by using graphics and videos. One graphic stood out: when someone in mental crisis goes to the emergency department, they face a “sterile” environment, which can only serve to often escalate their symptoms. However, when they go to a crisis respite center, the atmosphere is trauma-informed with warm hues to support the individual in recovering. At the end of the presentation, she answered questions which included a discussion on the significant challenge of turnover in Alaska and the nation and highlighted solutions such as policy change and interstate employment that are striving to overcome these challenges.

[Watch the recording](#) and [check out the slides](#).

## Preparing the Workforce for Crisis Now

Delivering care as part of the Crisis Now framework requires a workforce who feels comfortable and competent identifying, deescalating and stabilizing individuals in behavioral health crises. Across Alaska, communities and providers are working to develop a behavioral health crisis workforce.

- Providence Alaska requested and received \$884,762 in American Rescue Plan Act funds, allocated by the Anchorage Assembly, for a workforce development program to recruit and train staff for their crisis stabilization center, slated to open in 2023.
- The Fairbanks Crisis Now Workgroup brought Crisis Prevention Institute (CPI) training to Fairbanks for the purpose of a Train-the-Trainer event for the organizations providing mobile crisis and crisis stabilization services. CPI training *provides the de-escalation techniques and behavior management strategies you need to create a culture of safety*. The Fairbanks Police Department sent two members to the training. True North Recovery and Restore Incorporated also sent staff members who are now able to train the staff at their organizations in calm and consistent interventions. The City of Fairbanks sent the Crisis Now Coordinator for training to be able to train any City employee interested in learning CPI skills for their public-facing jobs. Find more information about CPI Training Programs here: [www.crisisprevention.com/Training-and-Events](http://www.crisisprevention.com/Training-and-Events)