

Connecticut's Crisis Care System

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Discussion

Description of Connecticut's crisis care system

- Someone to Talk To
 - 24/7 Statewide Crisis Call Center
- Someone to Respond
 - Mobile Crisis Teams
- Somewhere Safe to Go for Help
 - Emergency Departments, Crisis Respite & Crisis Stabilization



NAMI/SAMHSA/Crisis Now

3 Essential Elements of a Crisis Care System

1. “Someone to talk to”

24/7 Local Crisis Call Centers

All calls to 988 should be answered locally by staff who are well-trained and experienced in responding to a wide range of mental health, substance use and suicidal crises. Crisis call centers should be able to connect people to local services, including dispatching mobile crisis teams and scheduling follow-up appointments with local providers.

NAMI/SAMHSA/Crisis Now

3 Essential Elements of a Crisis Care System

2. “Someone to respond”

Mobile Crisis Teams

Mobile crisis teams should be available for people in crisis who need more support than can be offered over the phone. Staffed by mental health professionals, including peers, these teams can de-escalate crisis situations and connect a person to crisis stabilization programs or other services. Mobile crisis teams should collaborate closely with law enforcement, but only include police as co-responders in high-risk situations.

NAMI/SAMHSA/Crisis Now

3 Essential Elements of a Crisis Care System

3. “Somewhere safe to go for help”

Emergency Rooms, Crisis Respite & Crisis Stabilization Programs

Some individuals in crisis will need more assistance from crisis stabilization programs that provide short-term observation and stabilization. These trauma-informed programs may also identify additional treatment needs and provide a “warm hand-off” to follow-up care, from peer supports and outpatient services to more intensive services, such as hospitalization.

Someone to Talk To

24/7 CRISIS CALL CENTER

Connecticut's Crisis Call Center

All operated by the United Way of Connecticut:

- National Suicide Prevention Lifeline/988
 - 1.800.273.TALK (8255) has become 988
- ACTION Line
 - Adult Crisis Telephone Intervention and Options Network
 - 1.800.HOPE.135
- DCF Crisis Hotline
 - Accessed by calling 211



How Crisis Calls Work in CT

- **United Way is the statewide crisis call center in CT**
- Handles crisis calls that come in via multiple crisis lines including 211, 988, and the ACTION Line and provides crisis support for all ages;
- Designated contact center specialists, specially trained in taking crisis calls;
- Contact center specialists respond to calls in one of three ways:
 - Telephonic support and resolution – 94% of calls
 - “Warm handoff” (telephonic transfer) to the mobile crisis team in the area – 5% of calls
 - “Active rescue” – 1% or less of calls

Connecticut Crisis Call Data

Total Calls Handled	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
988	3,484	3,996	4,432	4,157	4,676	3,998	4,477	4,691	4,426	4,460	4,219
ACTION Line- English	6,866	6,018	7,484	6,498	6,388	6,460	6,823	6,858	6,285	5,877	5,769
ACTION Line- Spanish	146	132	119	252	165	98	103	121	122	124	118
Total:	10,496	10,146	12,035	10,907	11,229	10,556	11,403	11,670	10,833	10,461	10,106

Average Speed of Answer (ASA) (in secs)	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
988	5	6	4	5	6	4	4	5	6	5	5
ACTION Line- English	62	90	59	55	53	36	35	30	39	34	40
ACTION Line- Spanish	9	24	6	5	6	10	4	4	7	9	5

Average Handled Time (AHT) (in mins)	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
988	14.38	13.07	12.47	12.97	12.53	12.23	11.87	11.06	12.23	12.32	11.93
ACTION Line- English	11.59	12.38	10.52	10.47	10.58	10.67	10.15	11.20	11.25	11.19	10.52
ACTION Line- Spanish	13.18	14.18	14.02	9.47	10.26	12.83	12.51	13.40	12.50	12.34	12.12

Messaging to Share

- **There is “no wrong door” in CT.** To reach the CT crisis contact center for telephonic support or mobile crisis services, people can call 211 and press 1 for crisis and then 1 for children or 2 for adults, or they can call 988 to be routed to the CT contact center. They will not have to press any other numbers when they call 988 to get services, and call, text and chat services are all functioning. Veterans are still guided to press 1 for the Veterans Crisis Line when they call 988, just as the 800 NSPL line did.
- **Youth in crisis?** In CT, call 211 (press 1 for crisis, 1 for youth), Call/Text – 988 or Chat www.988lifeline.org
- **Adults in crisis?** In CT, call 800-HOPE-135 or 211 (press 1 for crisis, 2 for adults), Call/Text – 988 or Chat www.988lifeline.org

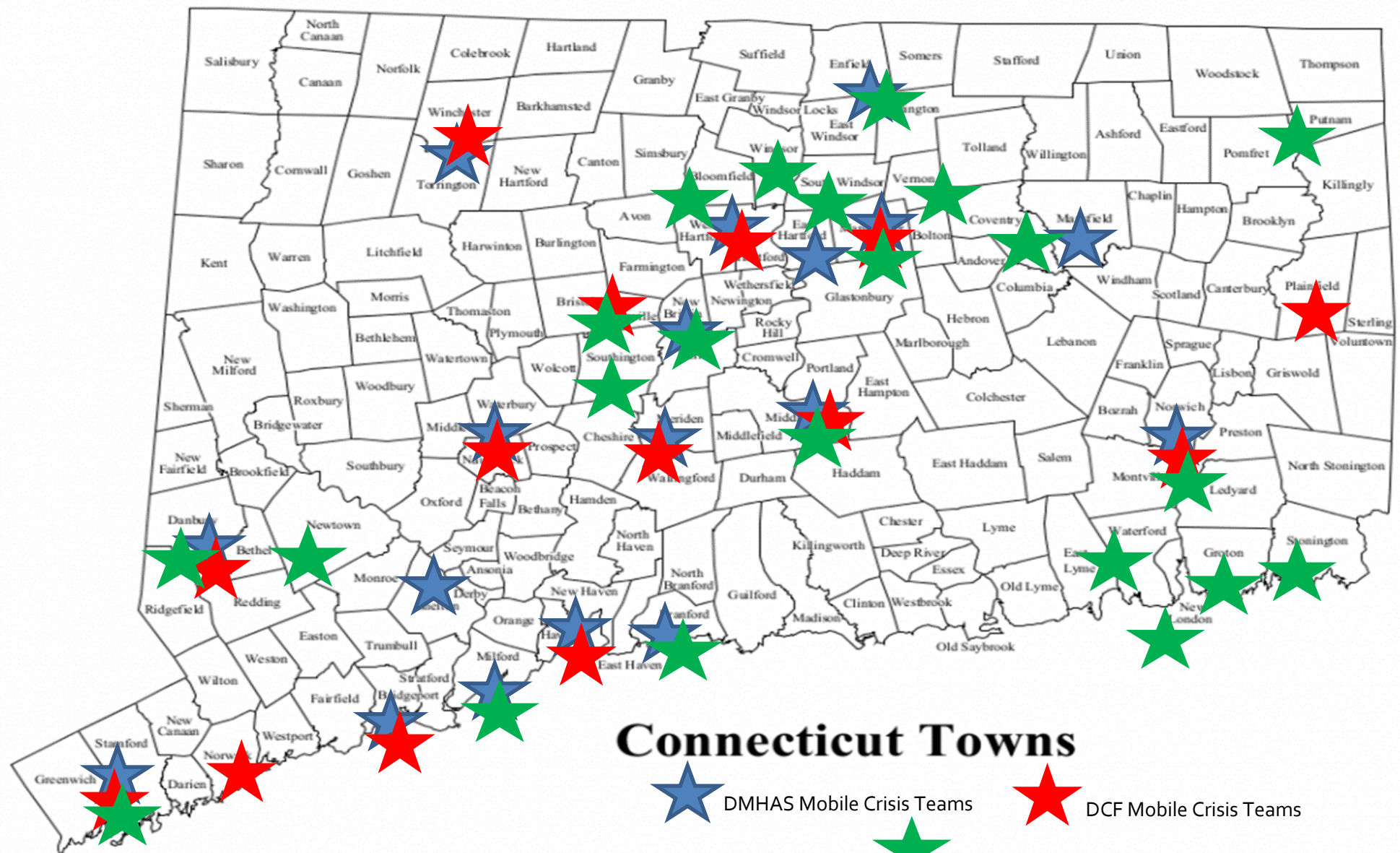
Someone to Respond

MOBILE CRISIS TEAMS

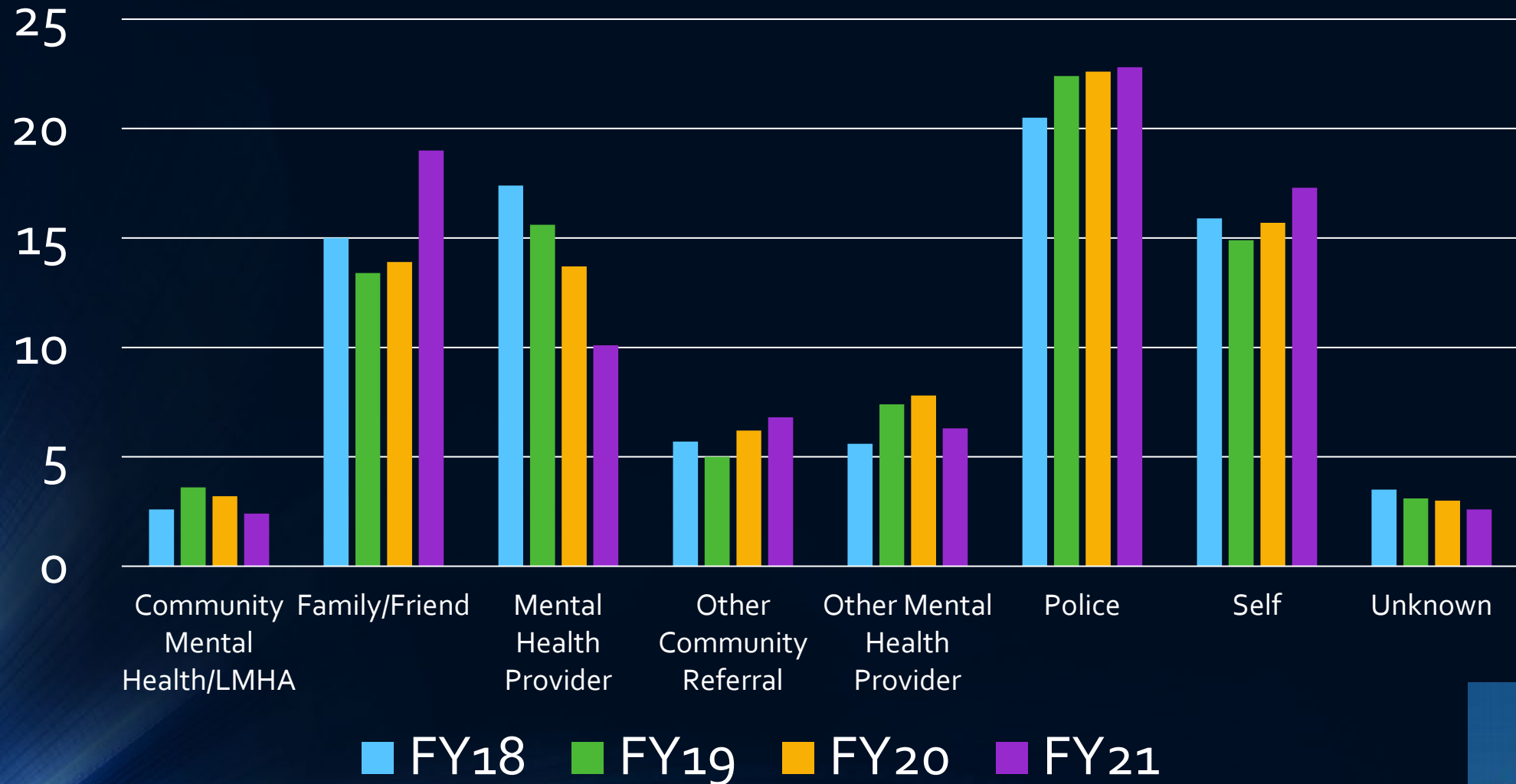
Mobile Crisis Teams

- Department of Children and Families (DCF)
 - Mobile crisis response for individuals under age 18
 - 6 contracted providers, 14 locations
- Department of Mental Health and Addiction Services (DMHAS)
 - Mobile crisis response for individuals age 18 and over
 - 18 mobile crisis teams statewide
 - Emergency Certificates

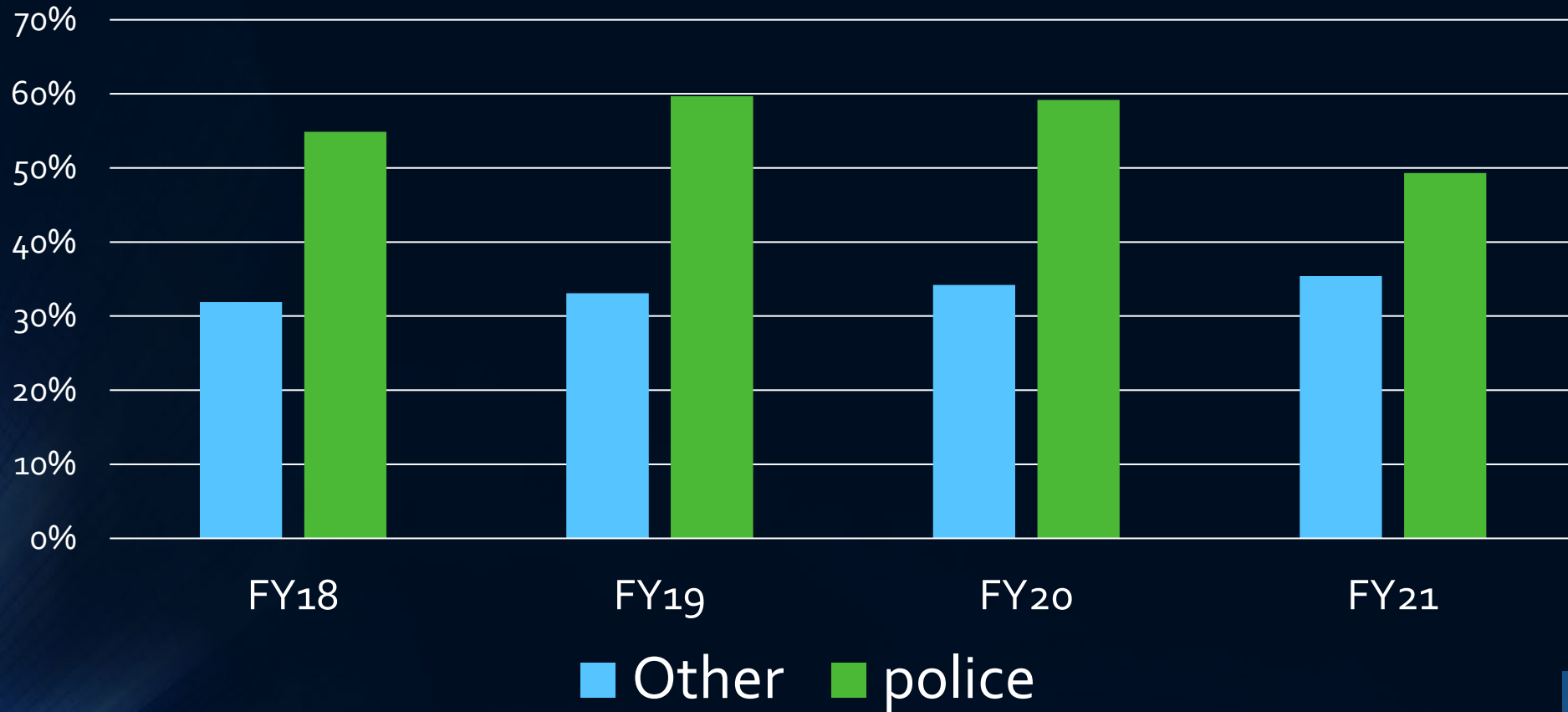




Adult Mobile Crisis Evaluation Referral Source



Adult Mobile Crisis Evaluation Disposition Emergency Department



Adult Mobile Crisis and Law Enforcement

- All adult mobile crisis teams collaborate and communicate with their local police departments
- Innovative and collaborative police response models are being initiated throughout CT
 - Hartford: HEARTeam, Hartford Emergency Assistance Response Team
 - New Haven: COMPASS, Compassionate Allies Serving our Streets
 - Stamford: Mental Health Crisis Adaptive Patrol Response Program



Somewhere Safe to Go for Help

EMERGENCY ROOMS, CRISIS RESPITE & CRISIS STABILIZATION

Connecticut Suicidal Ideation and Self-Harm Emergency Department Visit Report

ED Visits for "Suicidal Ideation and Self Harm" Syndrome in Connecticut, by State/County,
August 2022

STATE/COUNTY	CURRENT MONTH RATE PER 100,000 POPULATION	CURRENT MONTH TOTAL VISITS	YEARLY CUMULATIVE RATE PER 100,000 POPULATION	YEARLY CUMULATIVE TOTAL VISITS
Connecticut	91.67	3295	762.50	27408
Fairfield	60.49	573	481.67	4563
Hartford	98.95	888	836.73	7509
Litchfield	81.86	151	707.49	1305
Middlesex	81.65	134	673.33	1105
New Haven	126.32	1089	1047.53	9031
New London	89.00	241	807.69	2187
Tolland	61.35	93	495.40	751
Windham	107.99	126	820.23	957

Data Source is the Connecticut Department of Public Health EpiCenter Syndromic Surveillance System. In keeping with confidentiality regulations, numbers and rates are not disclosed for counts between one and six events ("a"). Fields with counts of 7 or greater may be suppressed to preserve censoring of an adjacent cell ("aa"). Rates were calculated based on 2018 population statistics. These data are preliminary and subject to change as data quality and completeness may vary over time. Of the 38 ED facilities participating in EpiCenter, 0 facilities transmitted data for less than 75% of the days in the specified one-month time frame. Caution should be used when interpreting these results.

Crisis Respite Programs FY22

Private Non-Profit Programs	Program Name	Town	# of Beds
CMHA	Crisis Services Respite Bed	New Britain	4
CHR	Respite Services	Enfield	6
Rushford	Crisis/Respite Program	Meriden	10
Inspirica	Gilead Jail Diversion	Stamford	3
Continuum of Care	Crisis Respite NH	New Haven	9
Continuum of Care	ASIST	New Haven	1
Continuum of Care	Crisis Respite Bridgeport	Bridgeport	10
Continuum of Care	Respite Jail Diversion	New Haven	1
Continuum of Care	YAS Crisis	New Haven	1
Mercy Housing and Shelter	Community Respite	Hartford	10
Yale New Haven Hospital	Acute Care	New Haven	7
State-Operated Programs	Program Name	Town	# of Beds
RVS	Crisis Respite	Middletown	8
WCMHN	Crisis Respite	Waterbury	8
WCMHN	Jail Diversion	Waterbury	4
WCMHN	YAS	Waterbury	3
SMHA	Crisis Respite	Norwich	15
Total Programs= 16			Total Beds= 100

23-Hour Crisis Stabilization Center

- R.E.S.T. Center (Rapid Evaluation, Stabilization and Treatment)
 - In New Haven
 - Run by Continuum of Care
 - Multi-disciplinary team
 - LOS less than 24 hours
 - Welcomes up to 10 individuals
 - Very similar but an alternative to the ED
 - Police drop-offs
 - Open to anyone in the state.

Peer Respite

- The Gloria House
 - In New Britain
 - Run by New Life II
 - Staffed by individuals with lived experience
 - LOS 1-7 days
 - Welcomes up to 4 individuals
 - Less acute crisis
 - Open to anyone anywhere in the state

Questions?

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