



Board Workshop / Discussion Agenda

15 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200

November 12, 2024 - 10:30 a.m.

Courthouse Room 220

WORKSHOP

1. **Ramsey County Mobile Crisis Services**

[2024-502](#)

Sponsors: Social Services



Board Workshop / Discussion

Request for Board Action

15 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200

Item Number: 2024-502

Meeting Date: 11/12/2024

Sponsor: Social Services

Title

Ramsey County Mobile Crisis Services

Attachment

1. Presentation



Ramsey County Mobile Crisis Services





Presenters

Alex Kotze, Interim Deputy County Manager, Health and Wellness

Sophia Thompson, Director of Social Services

Jessica Kisling, Crisis Manager

Jamie Jackson, Adult Crisis Supervisor

Ashley Sporer, Child Crisis Supervisor

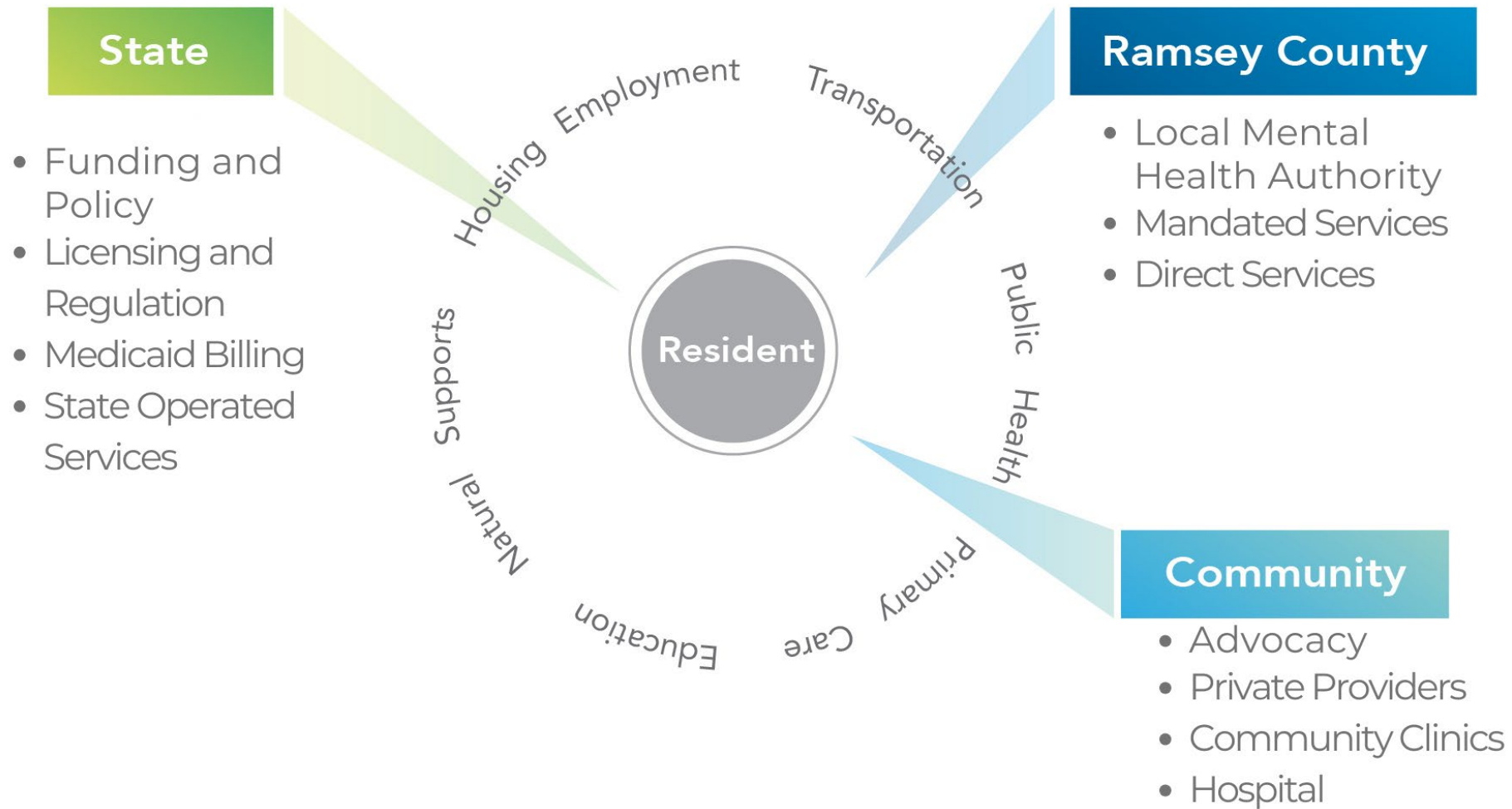
Agenda and Goals

1. Introduction - Alex Kotze
2. Understand Ramsey County Mobile Crisis Services and the Mental Health continuum of care -Sophia Thompson, Ashley Sporer, Jamie Jackson
3. Learn about the Mobile Crisis Grant and Mobile Crisis Billing - Jessica Kisling
4. Get Board feedback on strategy moving forward - Sophia Thompson and Alex Kotze



Ramsey County Mobile Crisis Services and the Mental Health Continuum of Care

Mental Health Ecosystem



Local Mental Health Authority

- MN Statute Section 245.466
 - Encourages counties to form a local mental health authority with other counties to provide services for mental health.
- Many other statutes build-out the expectations of what the mental health authority would do
 - Section 245.4661 Requires county boards to develop local plans for adult mental health initiatives. The planning process includes mental health consumers, families, advocates, and more.
 - Section 245.461 to 245.486 - Known as the Minnesota Comprehensive Adult Mental Health Act, this section defines mental health services as treatment and case management for adults with mental illness.
- Ramsey County Mental Health Division responded with needs assessments and allocations for grant funds

What we do in Ramsey County

- Targeted Case Management
- Pre-petition Screening
- Mobile Crisis Services
- Administration of the Adult Mental Health Initiative and Community Support Grant
- Correctional Mental Health
- Mental Health Court
- Assertive Community Treatment Services
- Certified Community Behavior Health Center / Mental Health Center
- Advocacy and Resource Promotion

What we do in Mobile Crisis Services

Social Services

Mental Health Division:

Appropriate Response Initiative (ARI) Social Workers

Embedded Social Work Programs

Mobile Crisis Teams: Adult and Children's

Crisis Stabilization Services: Adult and Children's

Crisis Psychiatric Services



Client Lived Experience



70%

Of clients said their **life is better** because of the Mobile Crisis response

94%

Of clients said that the **presence of staff was important** during their crisis

“They are doing a good job. Especially the person who has come twice in my house to talk to my daughter is very professional. My daughter connected with them and uses some of the coping skills to calm down.”

Client Lived Experience

72%

of clients **felt listened to** by staff

“Because they gave me information, I don’t have to react the way I used to. I can get on the phone and get the help I need. I don't like to upset my children by seeing their mom like that.”

“I felt alone and like no one understood me and now I feel like I have support and I’m not alone.”



Mobile Crisis Services Overview

Ramsey County's adult and child mobile crisis teams provides de-escalation, mental health assessments, initial crisis plans, crisis intervention plans, and stabilization.

Crisis is in the eye of the beholder.



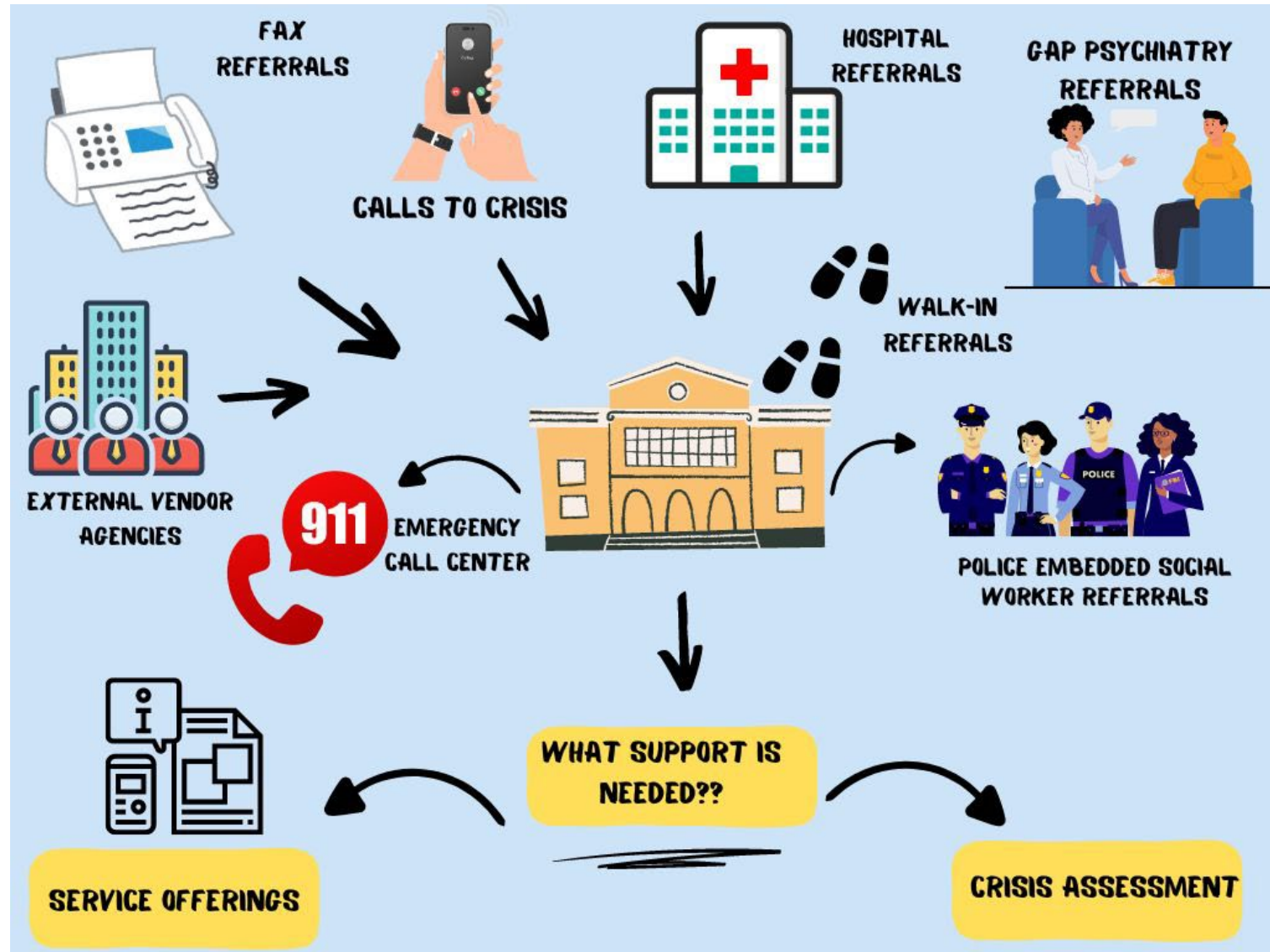
Staffing Requirements

Minnesota Statute 256B.0624
Crisis teams are required to be staffed with Mental Health professionals and practitioners.

The team must be supervised by a mental health professional, and all members must receive training in crisis response and management, cultural competency, and suicide prevention.

The mobile crisis team must be available 24 hours a day, 7 days a week

Mobile Crisis Response – How People Contact Us



Mobile Crisis Response- Decision Making

Some factors the Mobile Crisis team will consider when they receive a call:

- Safety: both client and staff
- Chemical Use
- History with caller
- Cultural or linguistic needs
- Community member's identified need/want



Mobile Crisis Response - Assessments

Crisis Assessments unpack a lot of different elements –a visit is typically more than an hour. This time is spent asking questions and understanding the perspective of the person.



The Assessment Leads to...

A Safety Plan

Stabilization

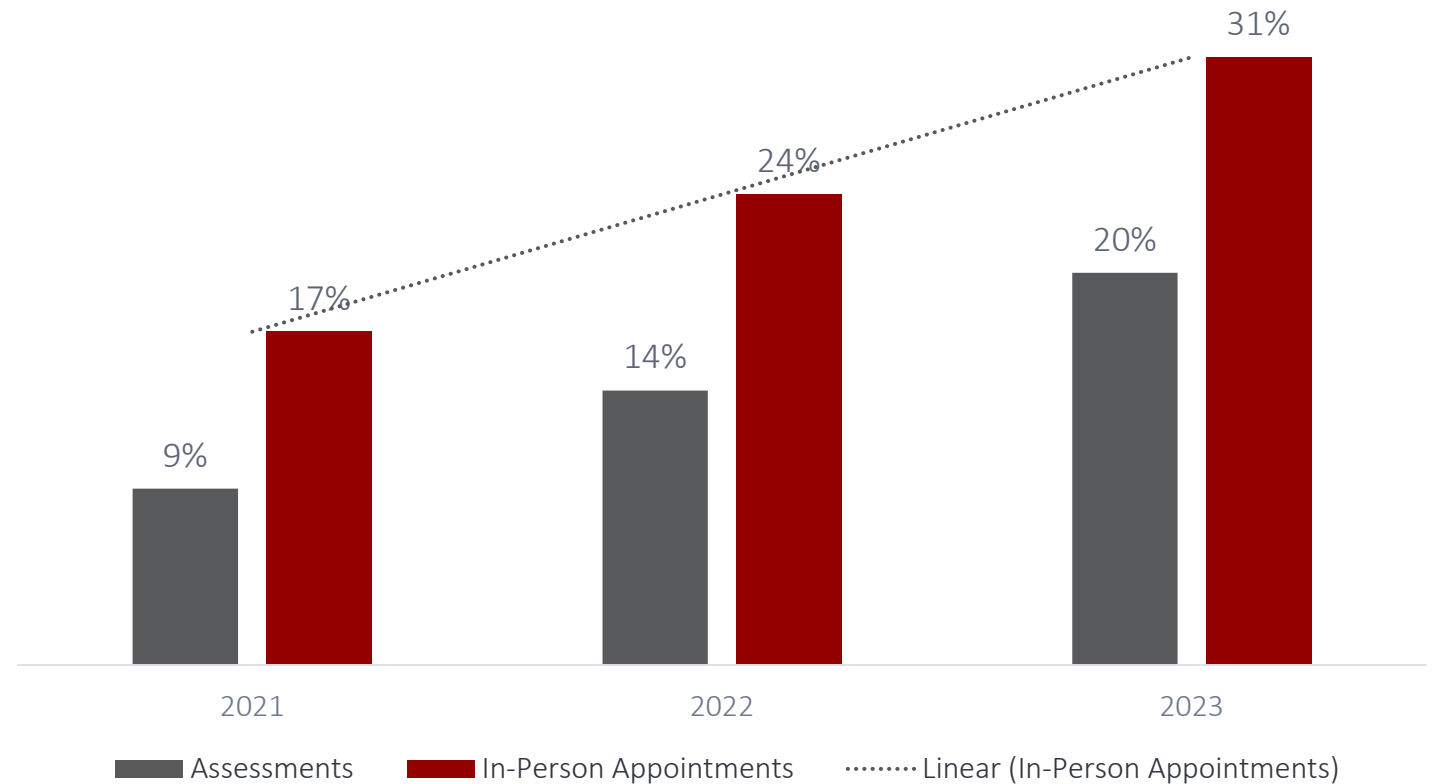
Evaluation in an
Emergency Room



Mobile Crisis Response Data

- Increased engagement in face-to-face assessments.
- These efforts were influenced by feedback from the community.
- Aligns our work with other services areas, such as justice system transformation

Increased In-Person Engagement from Calls (2021-2023)





Mental Health Crisis Grant and Mobile Crisis Billing

Mobile Crisis Grant

 **Funded by DHS**

 **Funding period is a two-year grant cycle**

There are specific service provisions outlined in the grant which include some of following:

- Face-to-face crisis assessment provided to individuals and families that are identified or identify themselves as experiencing a mental health crisis or emergency.
- Dispatch of mobile crisis response teams to individuals or families that are dealing with a mental health crisis or emergency.

AND specific allowable expense for the grant funds which can include:

- Hiring, training, and supervising staff who provide direct services to people experiencing a mental health crisis.
- Making staff available to respond to those in a crisis (on-call cost).
- Attendance at required State meetings and State funded trainings

Ramsey County has utilized grant funding for staffing for the past four grant cycles.

Grant Language Related to Billing

The County is required to bill third parties for Crisis Services.

Each crisis response program must be certified as a Medical Assistance crisis provider.

Crisis Response providers are expected to bill third party payers before accessing grants funds.

Individuals and families being served should not be billed for Crisis Services until all other billing options have been exhausted.



Mobile Crisis Billing

As previously mentioned, the Mobile Crisis Grant has a two-year funding period.

The average crisis expenditures are approximately \$3.2 million annually.

- Adult Crisis
- Children's Crisis
- Crisis Stabilization

Amount awarded annually for the Mobile Crisis Grant

2021	2022	2023	2024
\$715,744	\$715,744	\$732,562	\$837,268

The grant covers approximately 23% of Crisis expenses.



Mobile Crisis Billing cont.

- Ramsey County began billing Self pay clients in late 2016.
- In 2023, Ramsey County billed \$57,226 to self-pay individuals.
 - Of that amount, Ramsey County received \$11,872
- In 2023, Ramsey County billed \$753,657 to Medicaid.
- Private insurance and Medicare do not reimburse for crisis services.

Total grant funds and payments received do not cover all the costs of Mobile Crisis.



Moving Forward

Moving Forward

- Given the lack of mental health parity – we recommend the grant funds be used for self-pay crisis services.
- Resolution will be before the Board on November 19, 2024, for County Board consideration.
- Support items on State and Federal legislative platform.



Questions

Attached and referenced in this presentation is a Crisis Services Overview.



Crisis Services Overview

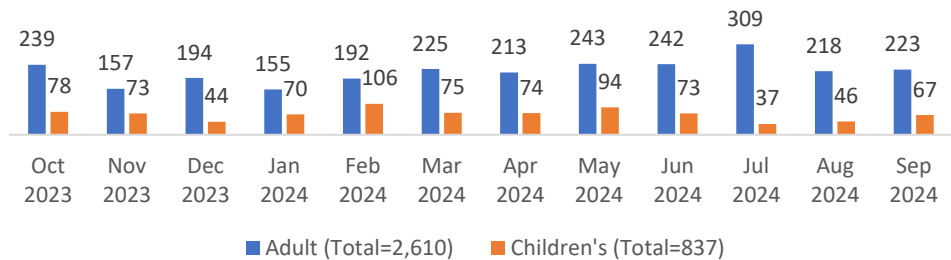
October 1, 2023-September 31, 2024

Clients of Crisis Services

Total Services Provided: 1,386 by Child and 5,557 by Adult Teams

Adult and Children's Crisis Appointments

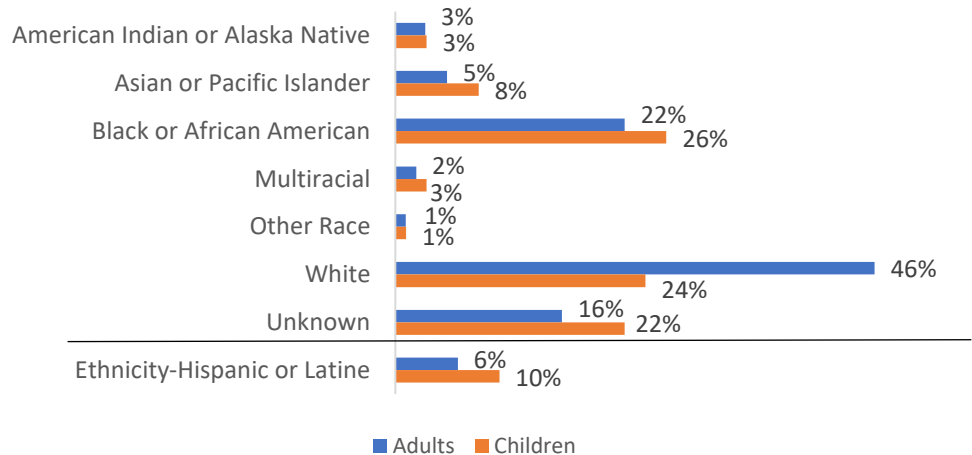
Oct 2023-Sept 2024



Source: Next Gen EHR client records

Race and Ethnicity of Crisis Clients

Oct 2023-Sept 2024



Note: Ethnicity is calculated separately from race, so Hispanic or Latine clients are also represented in the race categories. Clients identifying as American Indian and another race are identified here as American Indian.

Source: Next Gen EHR client records.

Use of the Crisis Hotline

Crisis Hotline Calls

Oct 2023-Sept 2024



Source: Cisco CSQ Activity Report

SERVICES

Adult Crisis Response

Children's Crisis Response

Police Embedded Social Workers

Mental Health Urgent Care for Adolescents

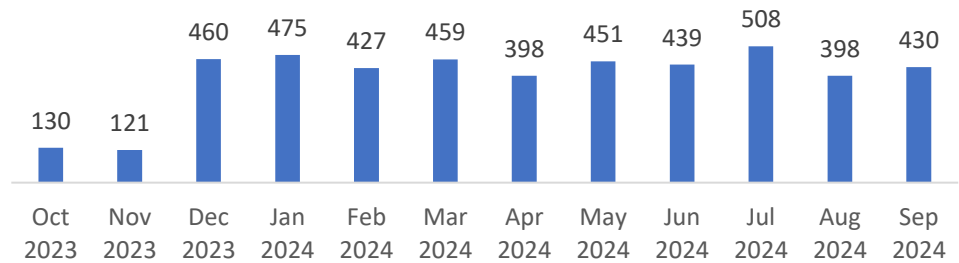
Appropriate Response Initiative (see reverse)

Prepared for Social Services by the Evaluation, Research and Reporting team and ARI evaluation staff in Corrections Evaluation Unit in the Division of Innovation and Strategy. Nov. 2024

The Appropriate Response Initiative (ARI) enhances the 911 response by embedding social workers in the Emergency Communication Center. The initiative helps build safer communities, prevent violence and reduce disparities by investing in a wider range of response options for people in need. Expanded response options include additional social services crisis response, public health response and new community responders.

Alternative Response Initiative (ARI)

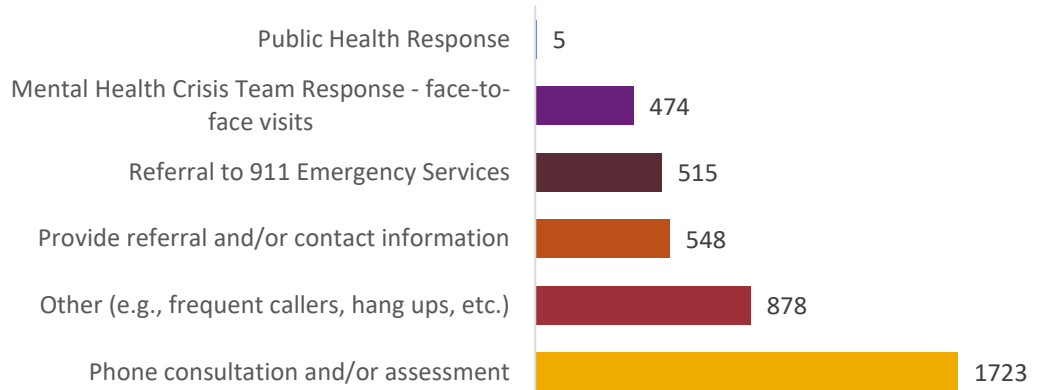
Monthly Appropriate Response Initiative Triaged Calls
(Total=4,696)



Note: In December 2023, there was a change in the data collection method. The total of 460 calls for that month is a combined estimate, based on entries from both the old and new systems.
Source: Next Gen EHR phone records, ECC CAD database.

Type of ARI Calls

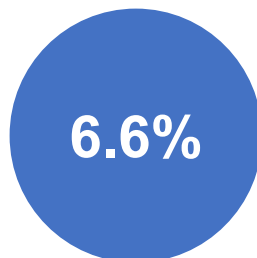
Types of Calls Serviced by ARI, Oct 2023-Sept 2024



Note: Not all call types were documented. Source: Next Gen EHR phone records.

Transfers of ARI Calls to Crisis

Oct 2023-Sept 2024



6.6% of 911 mental health calls are referred to Crisis for an in-person response.

*Mental health calls=calls with either a mental health disposition or calls handled by the ARI social workers (Total =7,173)

Source: Next Gen EHR phone records, ECC CAD database.