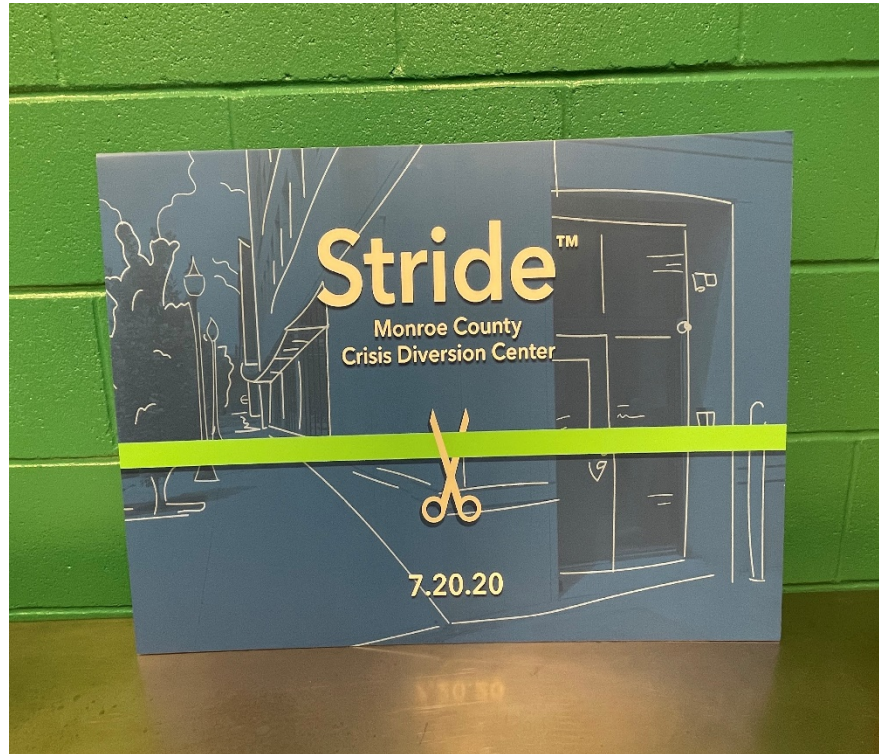




Monroe County Crisis Diversion Center



Welcome to Stride



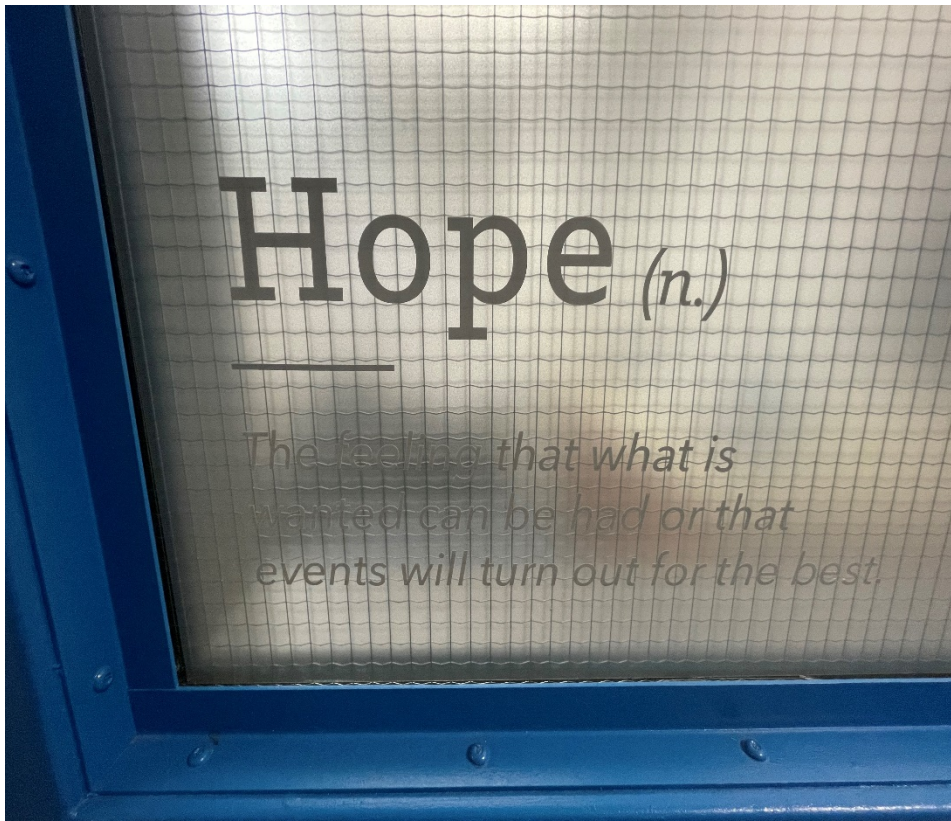
Warm Hand-Off

When Law-Enforcement brings a Guest this occurs in 5 minutes or less



Opened during the pandemic on August 24,
2020

*Covid-19 Screening Protocols



Program “Living Room”



- Up to 23-Hour Guest Visit:
 - 4.2 hrs is average length of stay
- De-escalate crisis
- Rest and detox - May be actively under the influence of drugs or alcohol
- Engage with Peer or Crisis staff
- Assess needs/wants
- Connect to resources/care
- Cup of coffee, a snack
- Shower
- Laundry
- Change of clothing

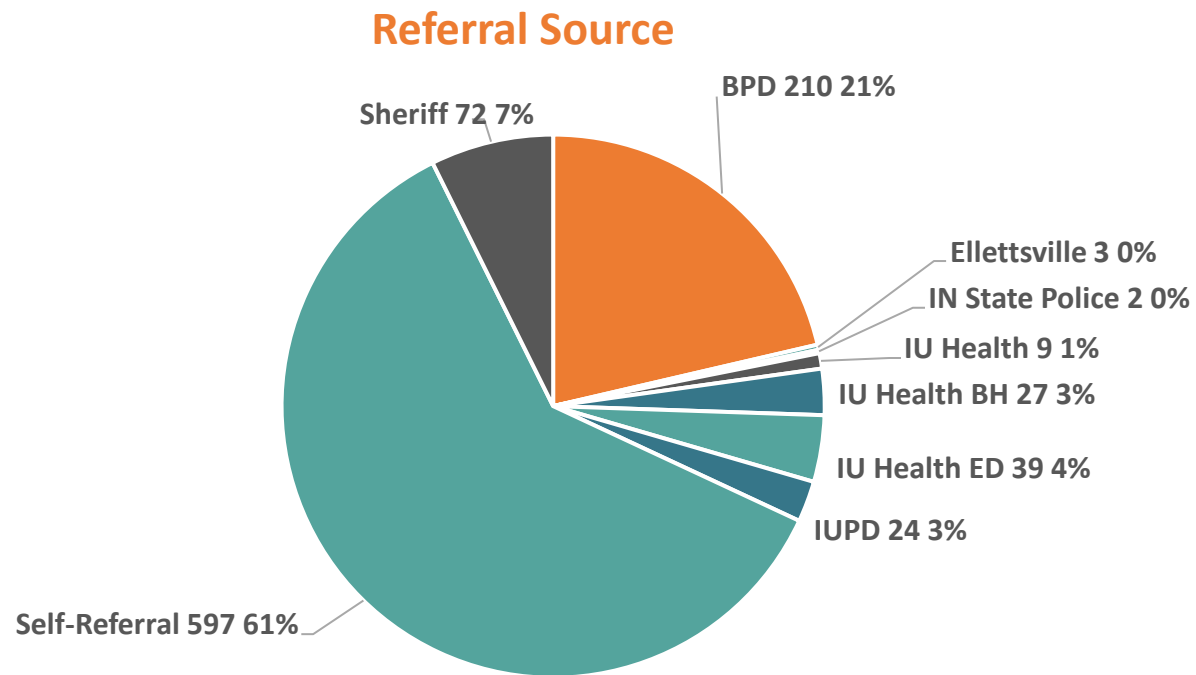
Developing Relationships with Criminal Justice

- Guests reporting
Prior Arrests : 70%
- Referred by Law
Enforcement: 39%
- 5-minute or Less Warm
Hand-off

Circumstances of Law Enforcement Engagement :

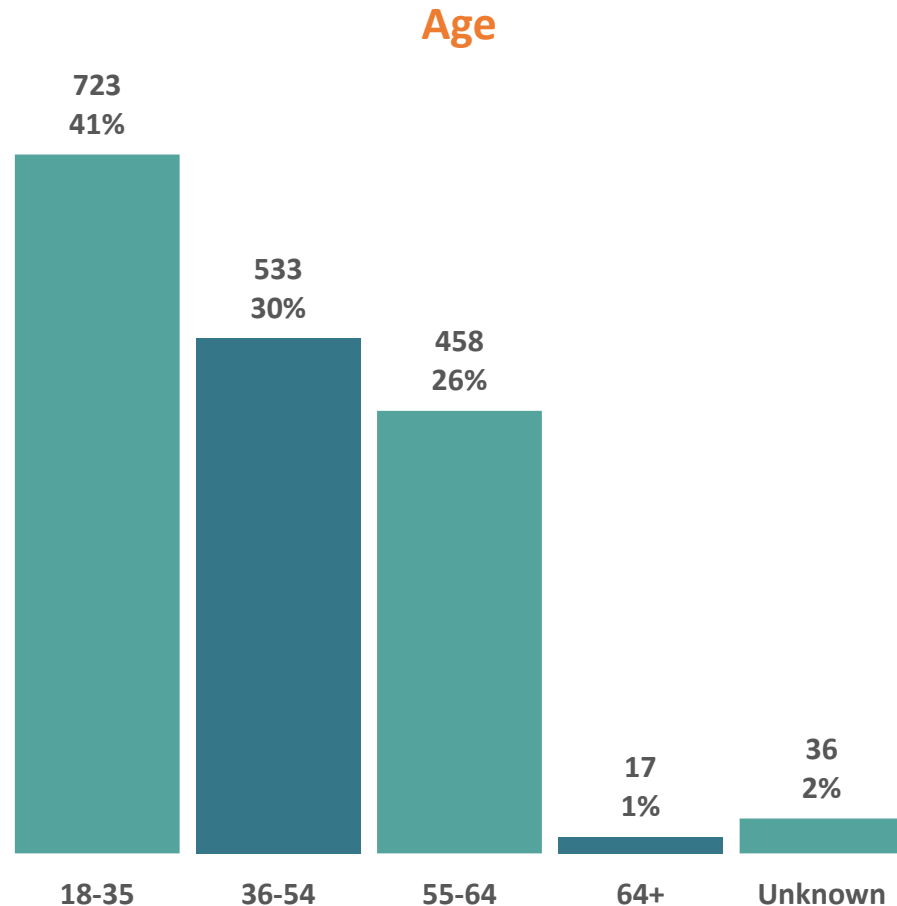
Alcohol Use
Disorderly Conduct
Family Conflict
Loitering
Mental Health
Public Intoxication
Drug Use
Trespassing

How our Guests get connected to Stride



Evaluation: Day One Data Collection

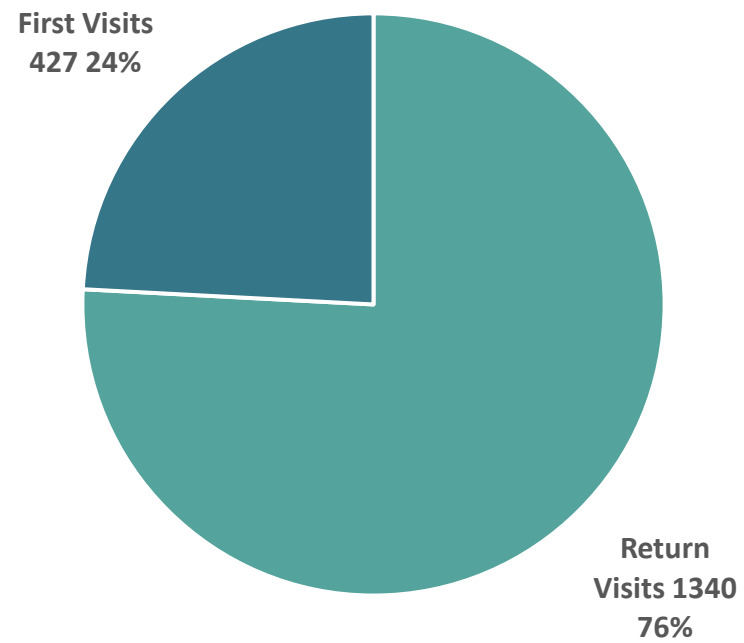
8/24/2020 – 8/3/2022 (23 months)



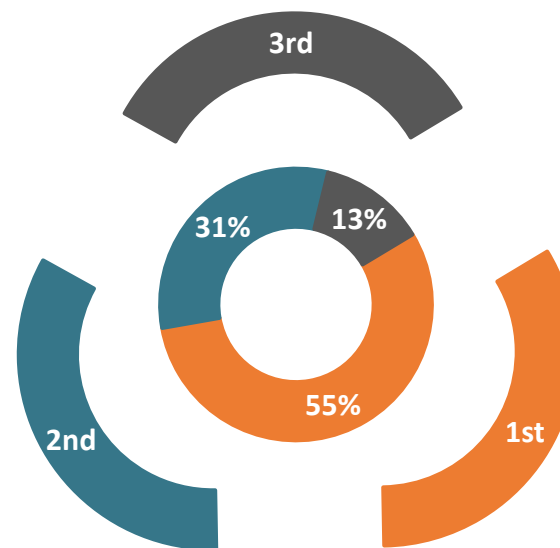
GUEST VISITS

- Total Guest Visits 1767
- 95% from Monroe County
 - Guest have come from 20 counties
- Gender
 - Male: 67%
 - Female: 31%
 - Other: 2%
- Homeless: 80%

First Visits vs. Return Visits

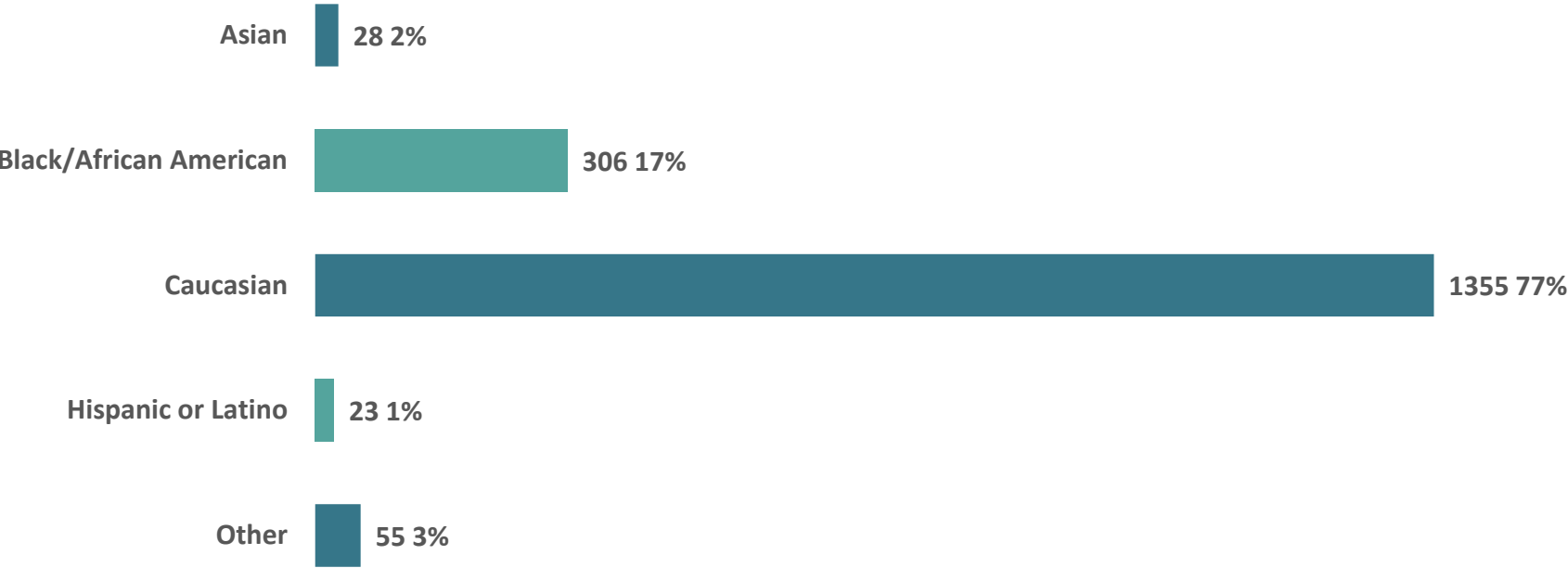


Referral Shift

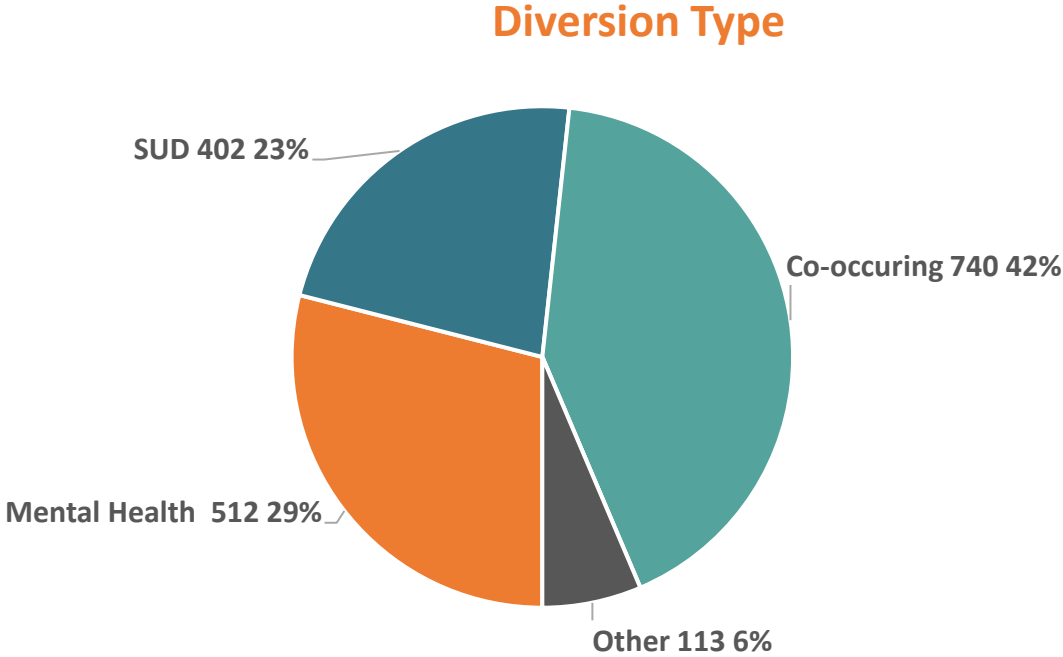


Ethnicity of Guest Visits

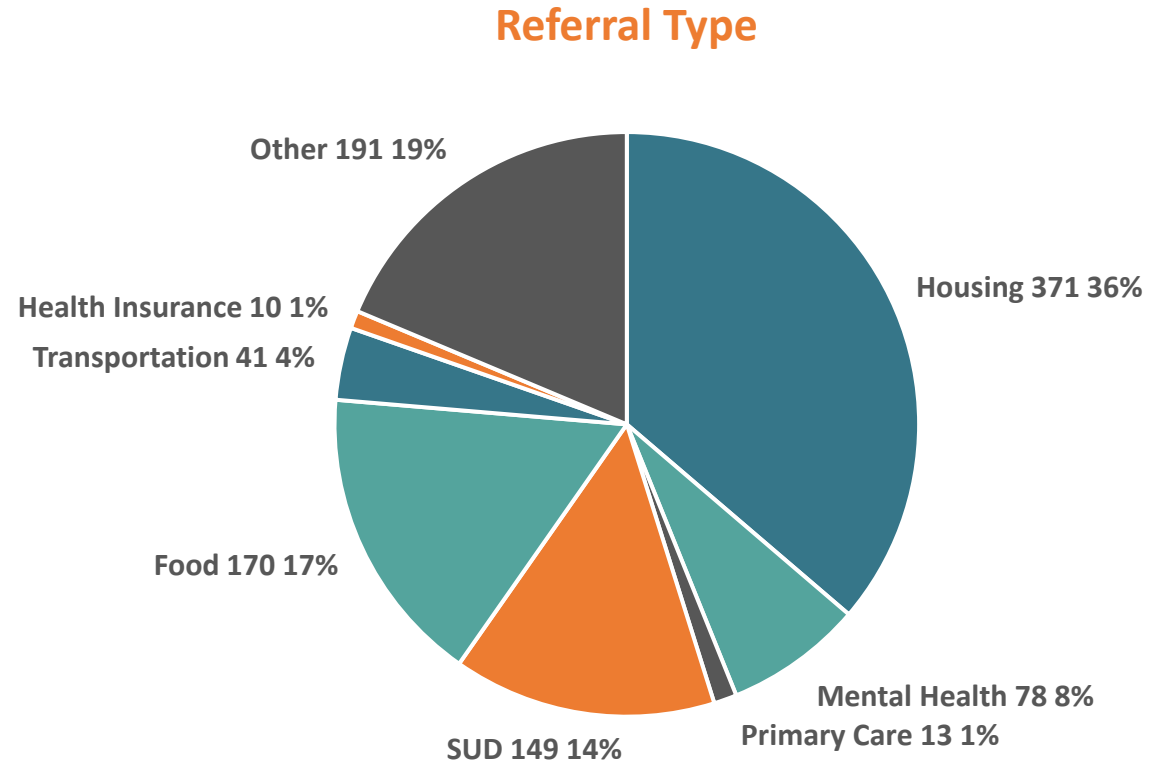
Ethnicity



Diversion Type



Connections provided



Evaluation Outcome Measures

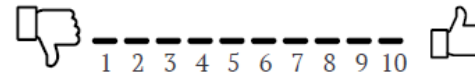
- On a 10 point scale, Stride Guests are reporting an extremely high level of satisfaction with the Stride Center (9.3), a fairly high level of confidence in being able to meet their basic needs after the visit (7.0), and a change in mood of 1.4 between intake (5.9) and discharge (7.3).

STRIDE CENTER

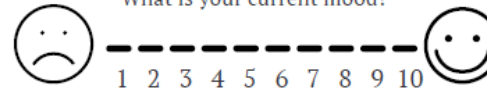
How many hours has the guest been at STRIDE currently? _____

The following questions should be answered by how you are feeling at this very moment. Please mark a dash on the lines below representing where you are at. For example, with the second question, the far left represents the worst mood you have ever been in, it really couldn't get any worse. The far right represents the best mood you have been in, it really can't get any better. Right in the middle would be "so-so" and anywhere in between.

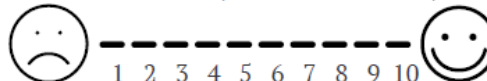
How confident are you that your basic needs (i.e., food, water, shelter, sanitation, and healthcare) will be met in the next week



What is your current mood?



How satisfied are you with STRIDE today?



Key Lessons Learned & Challenges

- Harm Reduction Philosophy
 - No wrong door
 - Importance of welcoming guests to return repeatedly
 - Valuing small incremental change
- Community Partnerships
 - Collaboration especially with Law Enforcement is key
 - IU Health and other emergency and medical providers
 - Social Service Agencies, NAMI, city and county government, etc
- Communication & Feedback
 - Ongoing dialogue
- Barriers
 - Philosophies & Community Attitudes
 - Staff/Staffing Challenges
 - Funding

Sustainability

- Work with MCE's (Managed Care Entity's) to look at cost savings with crisis diversion model.
- Federal 988 Initiative to be implemented in July 2022. The Crisis Now Model that Indiana is implementing has crisis centers as a key component to the crisis continuum.
- SAMHSA funding/C-CMHC grant for 2 years to expand the capacity to deliver care across the crisis continuum that includes development of mobile crisis mental health services.
- Expectation of new mechanisms to possibly access new revenue through the ability to bill for crisis services.

What is 9-8-8? We're Just Talking about a New Suicide Prevention Crisis Line, Right?

"9-8-8 is designated as the universal telephone number within the United States for the purpose of the **national suicide prevention and mental health crisis hotline system**"

S.2661 - National Suicide Hotline Designation Act of 2020
116th Congress (2019-2020)

LAW Hide Overview ✕

Sponsor: [Sen. Gardner, Cory \(R-CO\)](#) (Introduced 10/22/2019)

Committees: Senate - Commerce, Science, and Transportation

"Beginning July 16, 2022, 988 will be the new three-digit dialing code connecting people to the existing National Suicide Prevention Lifeline, where compassionate, accessible care and support is available for anyone experiencing mental health-related distress—**whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress**. People can also dial 988 if they are worried about a loved one who may need crisis support."



988 is More than a Number: It's a Chance to Transform Crisis Care



Someone to Contact

Statewide 988
Center(s)



Someone to Respond

Mobile Crisis Teams and
Mobile Response and
Stabilization Services

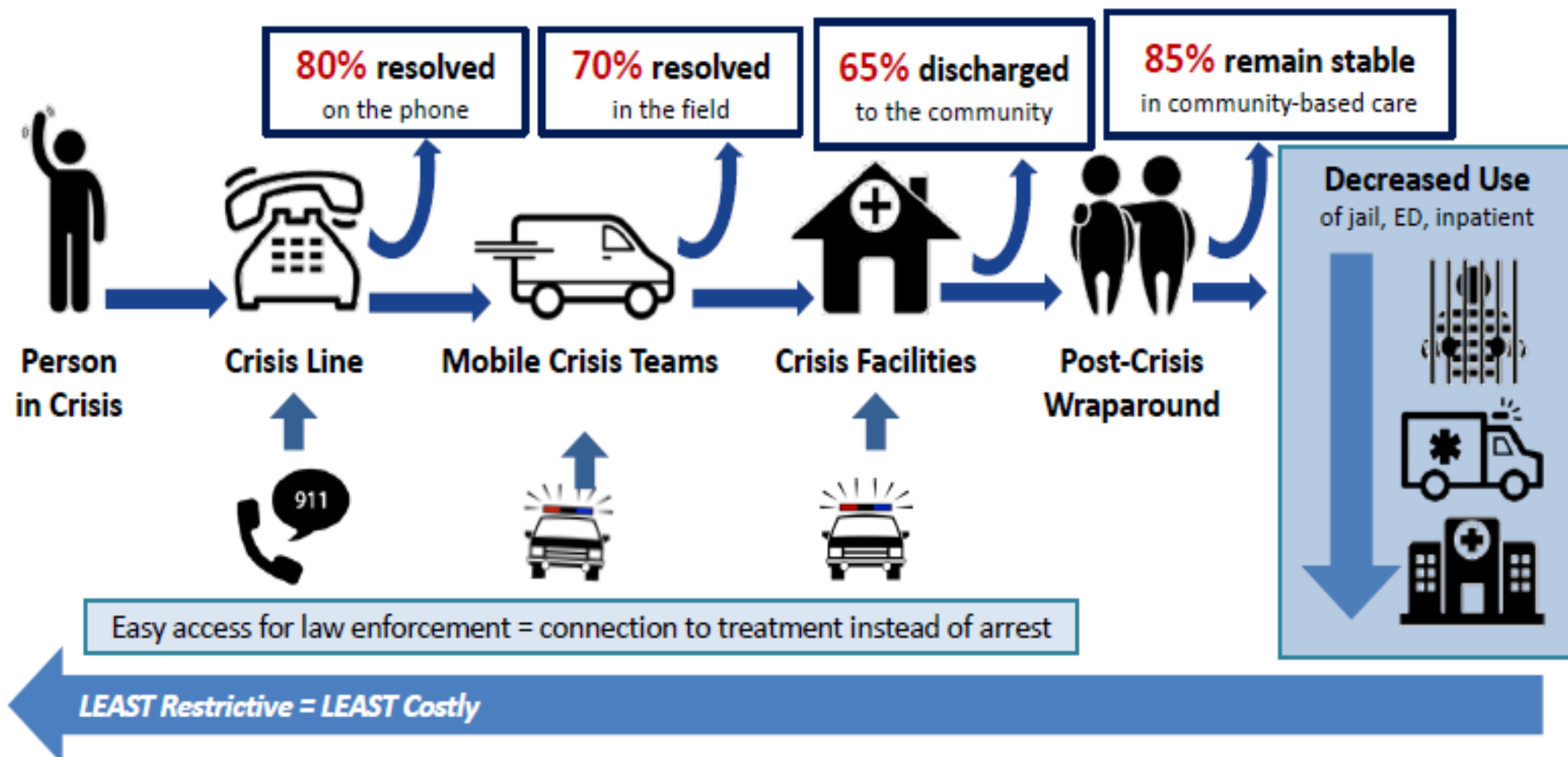


A Safe Place for Help

Subacute and Acute
Crisis Stabilization
Centers

A system capable of serving *anyone, anytime, anywhere*

Crisis System: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

988 - About

- Went “live” in July: 988 became available in all areas nationwide July 16th
 - The mental health version of 911
- When you call: calls will go to the existing call centers that were used for the Suicide Prevention Lifeline
 - Currently: Gary, Muncie, Lafayette
 - Future: Indianapolis and Fort Wayne
 - Goal: callers will reach an **individual trained in crisis response** AND be able to have **in-person response** and a **safe place to go** for help if needed

Comparing 911 and 988

(From “988 Launch and Future Priorities”)

	911	988
Nationwide network to route calls	NO	YES
Assistance available via text	NO	YES
Assistance available via chat	NO	YES
Call centers with trained professionals	YES	YES
Provide de-escalating emotional support via phone, text or chat	NO	YES
Provide referrals to community-based resources	YES	YES
Capacity to dispatch mobile emergency response personnel	YES	Not in all locations
Capacity to provide emergency care	YES via ERs	Not in all locations
Capacity to provide ongoing treatment	NO	Yes via local providers
Funding to support comprehensive emergency response system	YES	NO

CMHC- Centerstone SAMHSA Grant for 988

Primary Expansion Goals

- Support Existing Crisis Center (Stride Center Bloomington)
- Establish Stride as Mobile Crisis Hub
 - Crisis Services available for up to 24/7 365
 - on-site to support individuals in need and can be accessed by walk-in or via phone at (877) 463-6512.
- Expand and add a second Crisis Stabilization Center in Columbus
- Develop Mobile Crisis Teams in Bloomington and Columbus
 - Serve clients face to face 24/7
 - Serve within a 60 mile radius