



# Behavioral Health Crisis Continuum in Prince George's County

“Building New Lanes of Care for our Residents”

Presented to the Prince George's County Council's  
Health, Human Services and Public Safety Committee  
Thursday, March 16, 2023

Presented By:

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Prince George's County Health Department

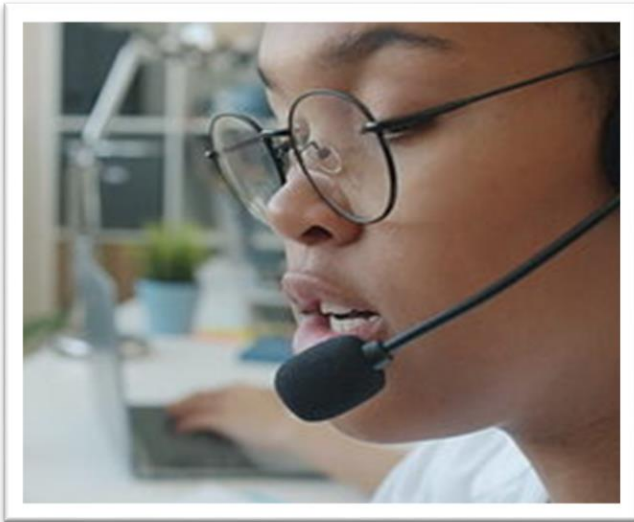
Margret Fowler  
Executive Director of TLC-MD

# Key Objectives

- ❑ Discuss the Behavioral Health Crisis Continuum (best-practice standards)
- ❑ Discuss the Regional Partnership Catalyst Grant Program and the funded components:
  - ❑ Behavioral Health Link
  - ❑ MRT Teams
  - ❑ Police Diversion Initiative
  - ❑ Dyer Care Center (Crisis Stabilization Center)
  - ❑ Mindoula Hospital Readmission Diversion Program
- ❑ Discuss the Behavioral Health Administration (BHA), Maryland Department of Health (MDH) funded components
  - ❑ 988 Call Center
  - ❑ MRT Teams and other Crisis Services
- ❑ Review the Data
  - ❑ BHL Dispatch Project
  - ❑ TLC Funded Data dashboard
  - ❑ Police Diversion Data



# National Best Practice Guidelines for Behavioral Health Crisis Care



**A person to talk to**



**People to come to you**



**A place to go**





# Principle # 1: A person to talk to

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## Community Crisis Services Inc.(CCSI)

- ❑ Located in Hyattsville, Maryland
- ❑ Prince George's County's designated 9-8-8 call center

## Funding CCSI Inc.

- ❑ Receives state funding through Prince George's County's Local Behavioral Health Authority

MD 988 Systems	\$729,925.00
988 Transition Funding	\$298,620
988 Lifeline Crisis Hotline Services	<u>\$226,175.00</u>
	\$1,254,720.00

[Suicide & Crisis Lifeline will soon have a new number: 988 - WTOP News](#)

# Principle #2: People to come to you

## Mobile Response Teams (MRT)

- ❑ once *dispatched*, a team can respond to the crisis location
- ❑ 8 teams

## Funding for Teams and Other Crisis Services

- ❑ 4 teams are funded by State through the Local Behavioral Health Authority
  - ❑ total funding for crisis programs \$2,032,727
- ❑ 4 teams are funded by TLC- MD (through cy 2024)



# Principle #3: A place to go

## Crisis Receiving Stabilization Center

- ❑ 24/7 access to psychiatric services
- ❑ 16-chair facility
- ❑ will be the first in Maryland that follows the *CrisisNow* model principles

## Funding

- ❑ TLC- MD  
(HSCRC Grant through CY 2025)



# Principle #3: Other places to go

## Urgent Behavioral Health Walk-in Centers

- Luminis Behavioral Health 8 AM -5:30 PM Monday – Friday  
Luminis 8200 Good Luck Rd, Lanham, MD 20706
- iMind Behavioral Health 10 AM- 7 PM Monday – Thursday  
1802 Brightseat Road, Suite 300 Hyattsville, MD 20850



## Emergency Petitions are also received at:

- Luminis Doctor's Community Hospital
- University of Maryland Capital Region
- Adventist HealthCare Ft. Washington
- Medstar Southern Maryland Hospital





# Dyer Care Facility v. Luminis Facility



- Behavioral health crisis stabilization
- 5-minute law enforcement drop-off
- Will accept 100% of persons who present
- Open 24/7



- Treatment services providing multiple levels of care (PHP, OMHC, Urgent Care, Inpatient, Residential SUD)
- Primary pathway is through the emergency room; limited urgent care
- Program-specific admissions criteria
- Open less than 24 hours





**Prince George's  
County  
HSCRC Regional  
Partnership Catalyst  
Grant Overview**

- ✓ TLC-MD and HSCRC
- ✓ Behavioral Health Link (Air Traffic Control)
- ✓ MRT Teams
- ✓ Police Diversion Initiative
- ✓ Dyer Care Center (Crisis Stabilization)
- ✓ Mindoula Hospital Readmission

## **Mission**

- ❑ To improve the health of residents in Southern Maryland through meaningful partnership-led education, engagement, and empowerment.

## **Vision**

- ❑ Health equity for a healthier Southern Maryland.



## **Total Linking Care in Maryland (TLC-MD)**

- ❑ TLC-MD is a nonprofit corporation of 5 hospitals that connects healthcare providers and programs with residents in Southern Maryland (Calvert County, Charles County, Prince George's County, and St. Mary's County). We believe that everyone deserves access to quality healthcare.
- ❑ We build innovative health programs through grant funding and sustain them through public/private partnerships.
- ❑ We provide support to prevent and manage diabetes, blood pressure, heart disease, and behavioral health.





**Adventist HealthCare**

**Adventist HealthCare Fort Washington Medical Center**



**UM Capital Region Health Laurel Medical Center**

**Luminis Health**

**Luminis Health Doctors Community Medical Center**



**MedStar Health**

**MedStar Southern MD Hospital Center**

**Totally Linking Care in Maryland**

**TLC MD**

Prince George's County

Charles County

St. Mary's County

**UM Capital Region Health Prince George's Hospital Center**

**MedStar St. Mary's Hospital**



**UNIVERSITY of MARYLAND CAPITAL REGION HEALTH**



**MedStar Health**

**Totally Linking Care in Maryland**

**Totally Linking Care in Maryland TLC MD**



The Maryland Health Services Cost Review Commission (HSCRC) is an independent state agency responsible for regulating the quality and cost of hospital services to ensure all Marylanders have access to high value healthcare.

**HSCRC's vision** is to enhance the quality of health care and patient experience, improve population health and health outcomes, and reduce the total cost of care for Marylanders.

The HSCRC establishes rates for all hospital services and helps develop the State's innovative efforts to transform the delivery system and achieve goals under the Maryland Health Model.



# HSCRC Regional Catalyst Grantees: (Nearly \$80M Dollars Awarded to Three Maryland Grantees)

*This is a highly-coveted project with  
National Healthcare Modeling  
Implications!*



Greater  
Baltimore Region  
Integrated Crisis  
System  
(GBRICS)

- 17 Hospitals in Baltimore City, County, Carroll County, and Howard County

Tri-County  
Behavioral  
Health  
Engagement  
(TRIBE)

- 2 Hospital Systems in Wicomico, Worcester, and Somerset County



- 3 Hospital Systems in Prince George's County alone

This award is the 2<sup>nd</sup> Largest Behavioral Health Award and Largest Award for Any One Jurisdiction!

# BH GRANT PARTICIPATING TLC-MD MEMBERS

Totally Linking Care in Maryland

# TLC MD



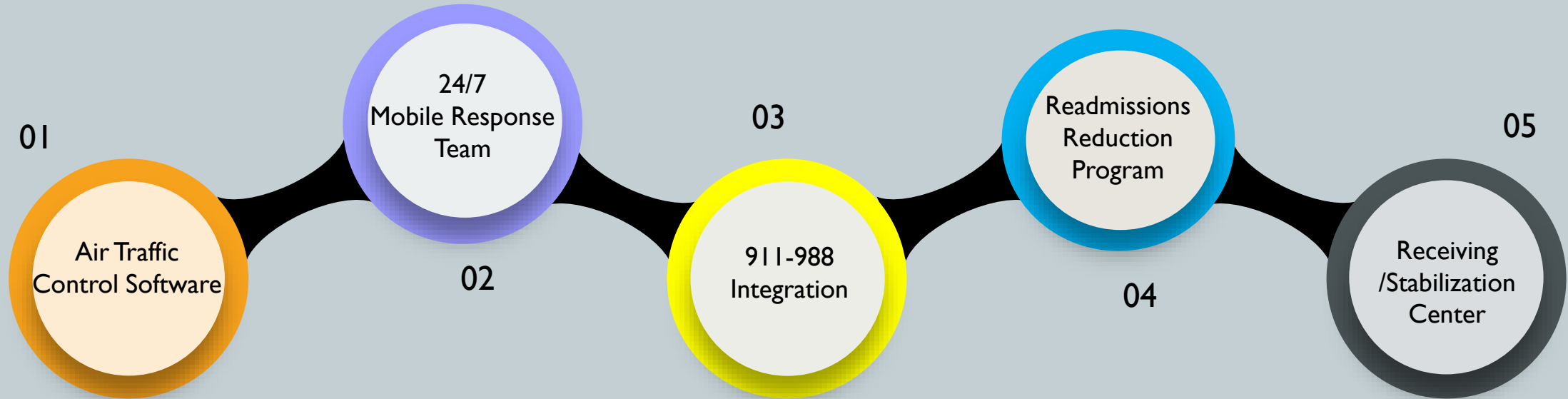
University of Maryland Capital  
Region Medical Center

Adventist HealthCare Fort  
Washington Medical Center

MedStar Southern MD Hospital



# PROGRAM COMPONENTS



# Air Traffic Control Software

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- ❑ BHL is the *CrisisNow* Model's, Best-Practice Tool
  - ❑ (BHL) Behavioral Health Link
  - ❑ "Air Traffic Control" Software
    - ❑ Geolocates each team
    - ❑ Determines the estimated distance
    - ❑ Arrival time
    - ❑ Safety features for the responding team
- ❑ Considered the state of the art for crisis response
- ❑ Recommended by the State

TLC FUNDING: \$415,500 Budgeted





**PRIMARY ROUTE: THRU CALL CENTER**

The call comes into CCSI from 301-864-7130 (old Suicide prevention line) or from 988

Does the call require a MCT response?



**CCSI** Community Crisis Services, Inc

**SECONDARY ROUTE: DIRECT TO DISPATCH**

**DIRECT CALLS**

May come from Public Safety, DSS, or Family Service to Dispatch using 301-429-2185



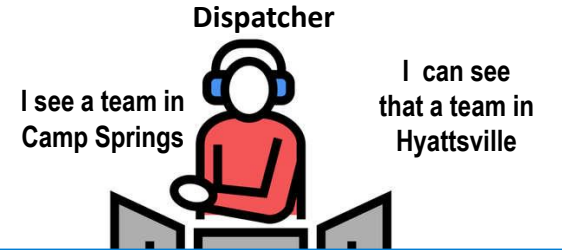
**IMIND Behavioral Health Behavioral Health Link (BHL) 24/7 Dispatch**



If **YES**, the CCSI Call Specialist transfers the call to the IMIND Dispatcher

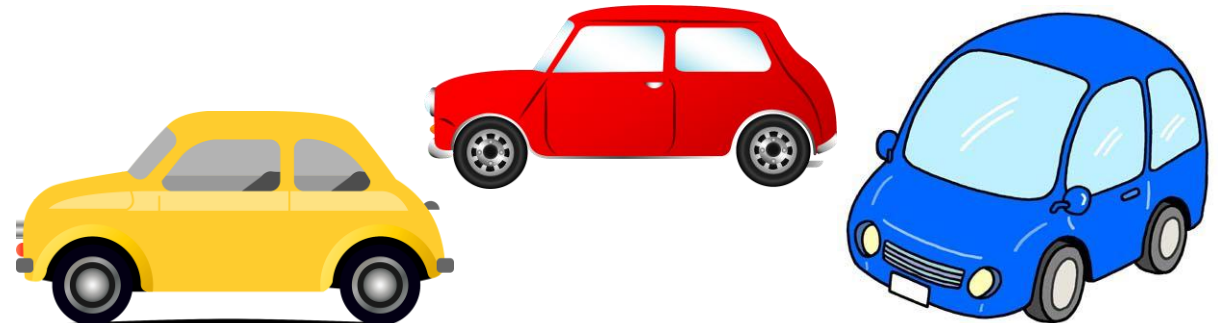


If **NO**, CCSI 988 Call Specialists resolves the call by phone (data is captured in iCarol)



**Behavioral Health Link (BHL)**

The **Dispatcher** will send the MRT closest to the location of the Crisis, using GPS data.



# Mobile Response Team Expansion

## Goals

- To increase the Number of Mobile Response Teams in Prince George's County by four for a total of six teams
- Transitioned from two MRT to one for continuity of care, seamless and unified processes
- Assure there is at least one MRT available on every shift.
- Assure Shifts are aligned with the volume of calls.
- Assure Care coordination with other Crisis Services
- Develop MRT education materials for the community and providers.

TLC FUNDING: \$5,027,730 Budgeted





# 911-988 Integration

*The pilot went live on October 10, 2022*

Prince George's County, Maryland aims to connect non-violent mental health 911 callers to behavioral health crisis responders (phone-based crisis hotline **988** and mobile response teams), per the recommendations of its **police reform task force** and consistent with Crisis Now Best Practices.

- ❑ **INCREASE** - Rapid access to health care for people experiencing mental health distress
- ❑ **DECREASE**- Police involvement with low-level calls
- ❑ **DECREASE**- Emergency (ED) utilization for behavioral health reasons in cases where it is possible to help someone stabilize in their home or a community setting

# Call Diversion Flow

911 Call-taker (Office of Homeland Security)

Determines which mental health 911 calls are eligible to divert to 988.

*Not dangerous*



988 Suicide & Crisis Lifeline

CCSI serves as the County's 988 Suicide & Crisis Lifeline. Available 24/7.  
Provides phone support and sends to Mobile Response Team when needed.

*Call specialist can not resolve emergency*



Mobile Response Team

Usually responds in under 30 minutes, available 24/7 with two crisis responders and at least one licensed clinician.





## 911 to 988 Behavioral Health Integration Program



[911 to 988](#)

[Resources](#)

[Training](#)

[Directory](#)

Maryland has a new way to connect to local behavioral health crisis services.

<https://www.tlc-md.org/988-2/>



# HOSPITAL READMISSIONS REDUCTION PROGRAM

- ❑ Service available at all involved hospital sites
- ❑ Mindoula Health readmissions reduction program:
  - ❑ Utilizing all 69 allocations. Higher than allocated usage at the University of Maryland Capital Region.
  - ❑ CY2022\*: XX% reduction in 30-day readmissions after inpatient psychiatric unit/ED discharges for member hospitals
  - ❑ Collaborating with MRT and Emergency Departments
  - ❑ Exploring coordinating services with Crisis Stabilization Center (upon opening mid to late Summer)

## Mindoula's Simple Formula

Care Managers and  
Care Extenders

Team-based,  
Tech-enabled



+

Technology

Integrated Multiplatform  
Engagement w/Analytics and  
Risk Stratification & Archetypes



+

Psychiatry

Using Measurement-based  
care



=

**Better Outcomes**

**TLC FUNDING: \$X,XXX,XXX.00 Budgeted**

# RECEIVING/ STABILIZATION CENTER

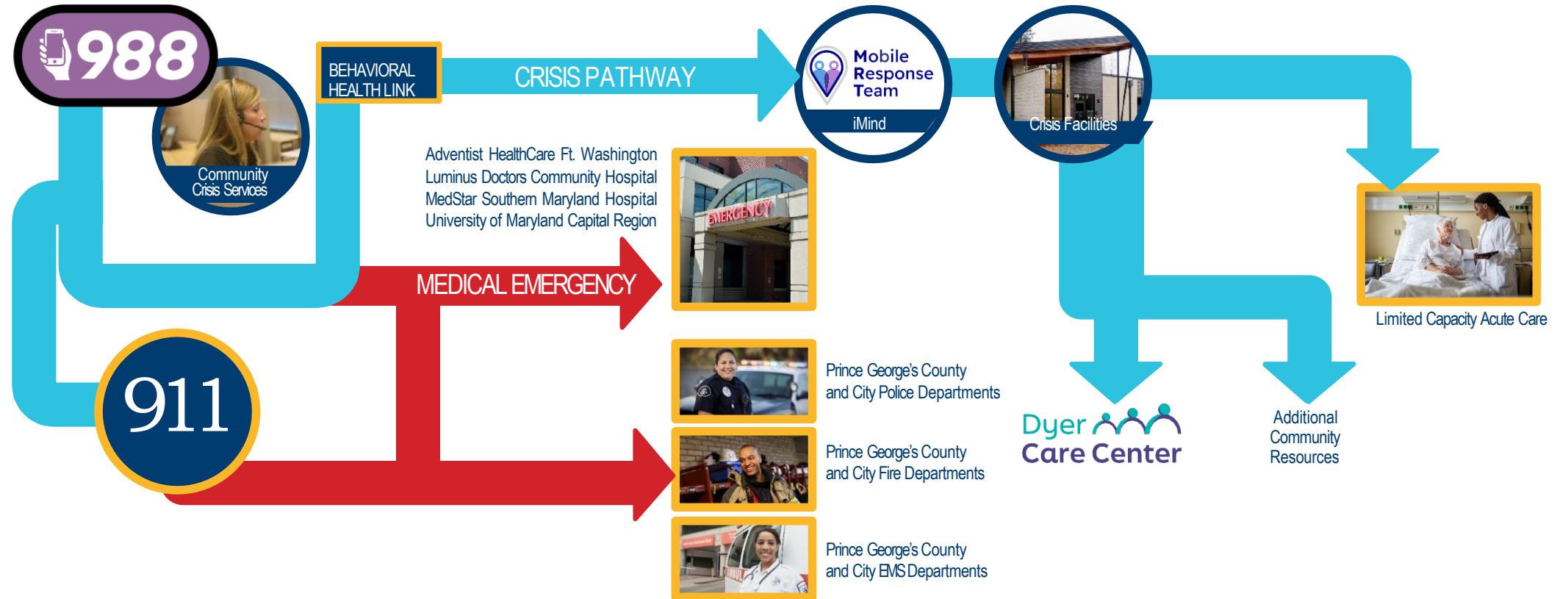
- 16-chair facility
- 23-hour observation/  
stabilization
- No wrong door: walk-in,  
police escort (voluntary or  
involuntary)
- Coordinate Care

**TLC FUNDING: \$X,XXX,  
XXX.00 Budgeted**

Leonard Dyer Building  
9314 Piscataway Road  
Clinton, Maryland



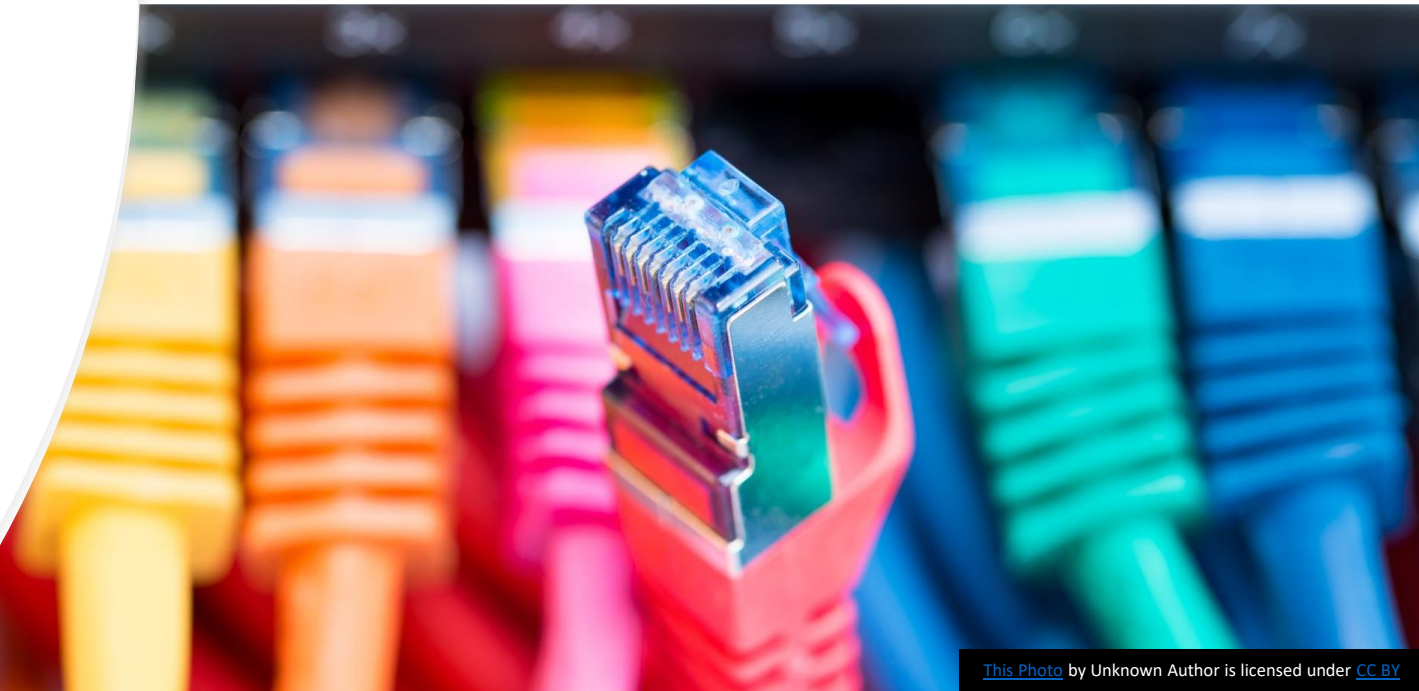
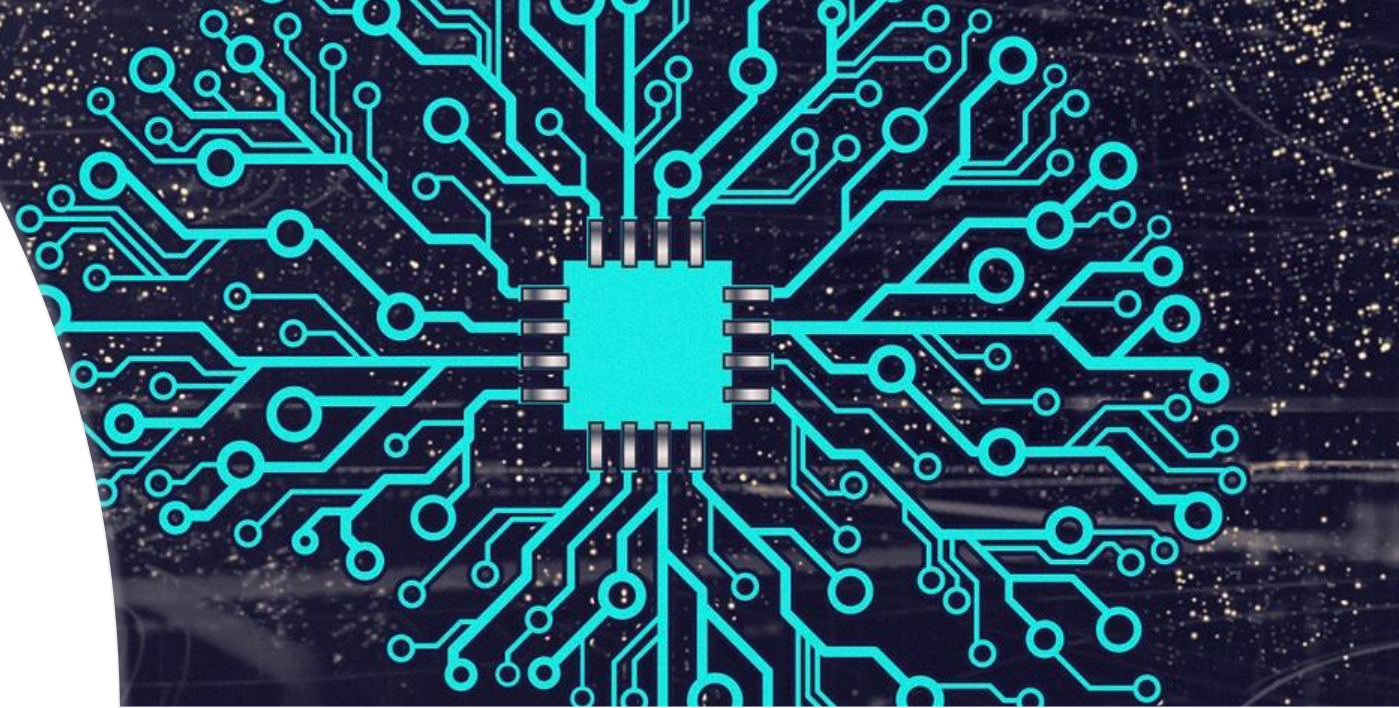






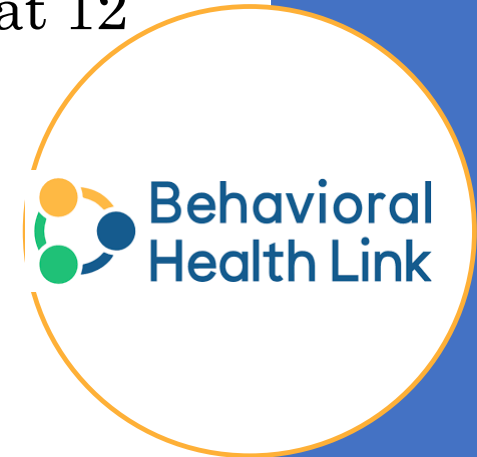
# TLC- Centralized Data Warehouse

- Integrate data sources from multiple agency platforms
- Data Mapping
- Data Analysis
- Data Dashboard
- Longitudinal call tracking across agencies
- Strategic Planning
  
- Funded by TLC-MD

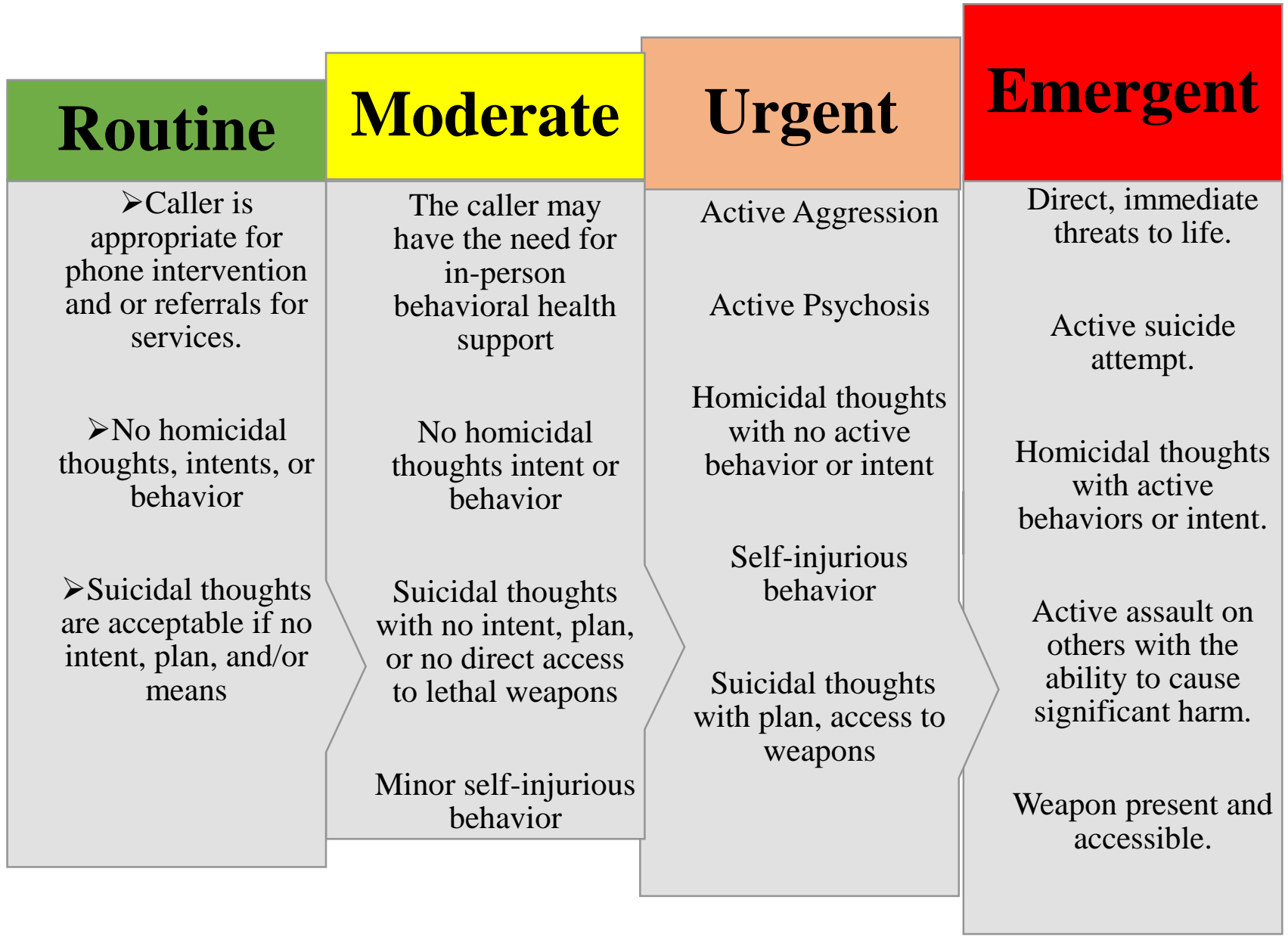


# Data- Heath Department Dispatch Pilot

- ❑ Behavioral Health Division of the HD assisted County residents in receiving Mobile Response Services by dispatching the County's Mobile Response Teams
- ❑ Sunday, October 9, 2022, at 10 PM - Friday, December 16, 2022, at 12 Midnight
- ❑ Funded by TLC-MD and BHS
- ❑ **Calls from:**
  - ❑ **(301) 429-2185**  
(County Residents, Law Enforcement, EMS, the School System, or other Health and Human Services County agency (DSS, DFS, or HD employees))
  - ❑ **Warm transfers from 9-8-8**  
(Community Crisis Services Inc. (CCSI) the designated 9-8-8 call center



# Call Classification



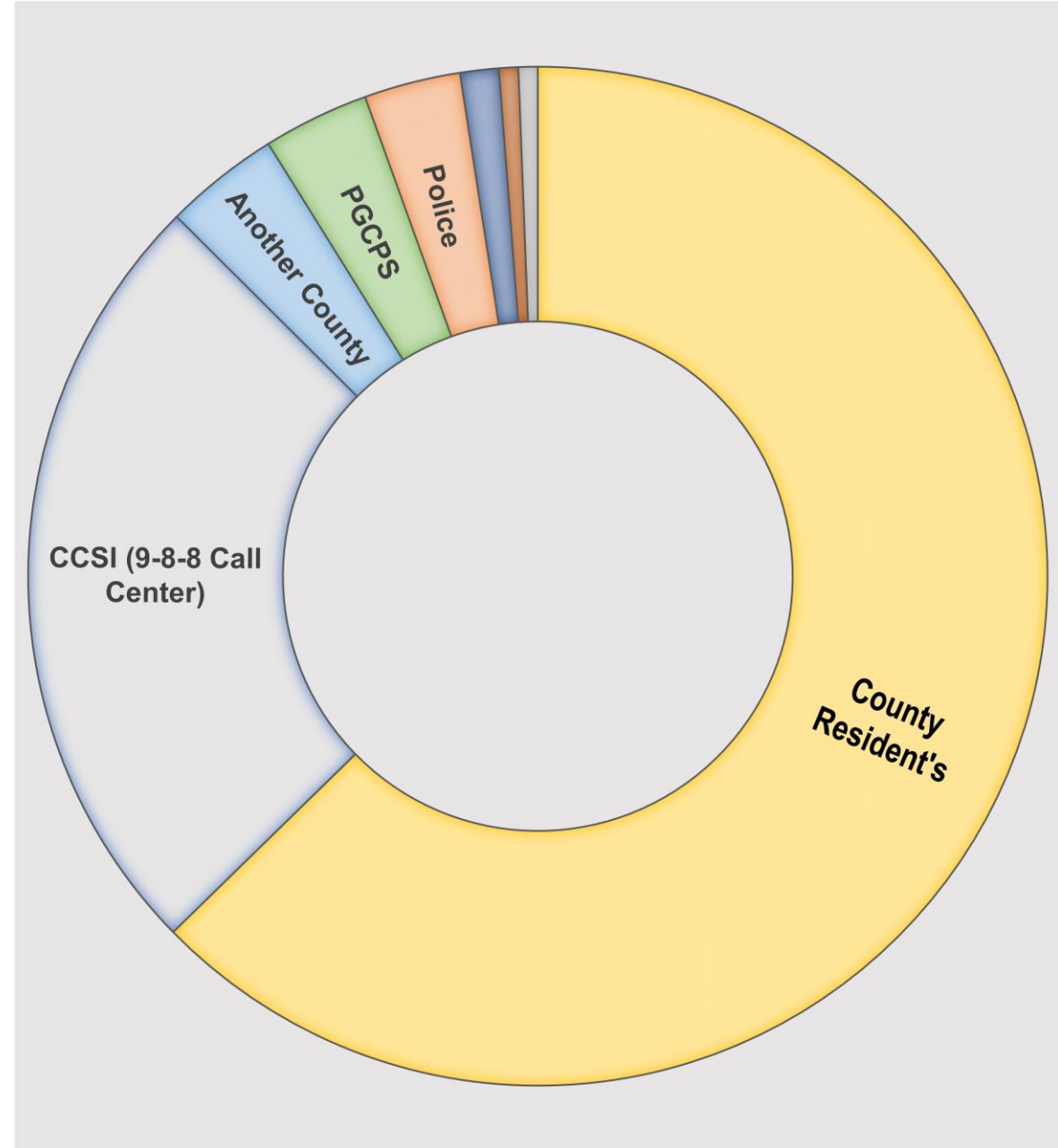
<b>Routine</b> or information seeking	268
<b>Moderate</b> / requires dispatch	206
<b>Urgent</b> / requires dispatch	138
<b>Emergent</b> /requiring dispatch	23
<u>Follow-Up Calls</u>	<u>19</u>
Total	654



# Who's Calling?

Entity Placing the Call	Number of Calls
Prince George's County Resident	410
Community Crisis Services Inc. (9-8-8 Call Center)	162
Police (Law Enforcement)	20
Emergency Medical Services (EMS)	4
Fire Department	4
Prince George's County Public Schools (PGCPS)	22
Another County's Resident (Frederick County, Howard, Montgomery, Charles, Ohio, Washington DC, Calvert)	24
Other: Dyer, Optum Health Care, Hope House, Domestic Violence Counselor	8
<b>Total Calls Received To Date</b>	<b>654</b>

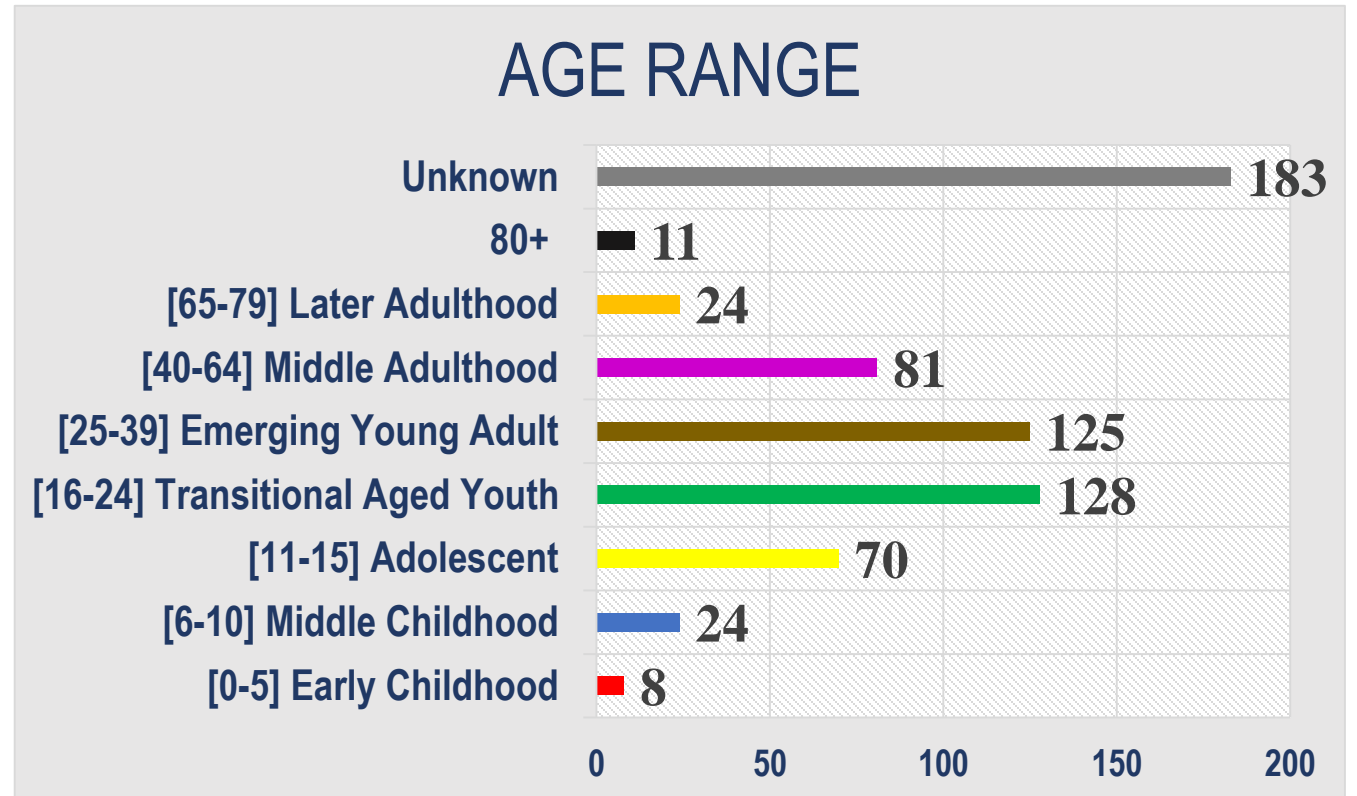
Which County Residents are Calling?	
Concerned Citizens	213
Person in Crisis	151
Parent	118
Family Member (relationship not identified)	63
Child	8
Sibling	11
Aunt/Uncle	7
Spouse	1
Teacher/School	22
Other	60
<b>Total Calls</b>	<b>654</b>





# How old is the person in crisis?

Age*	Population	Number of Calls
0-5	Early Childhood	8
6-10	Middle Childhood	24
11-15	Adolescent	70
16-24	Transitional Aged Youth	128
25-39	Emerging Adult	125
40-64	Middle Adulthood	81
65 -79	Later Adulthood	24
80+	Older Adulthood	11
	Age Unknown	183
	<b>Total Calls Received To Date</b>	<b>654</b>



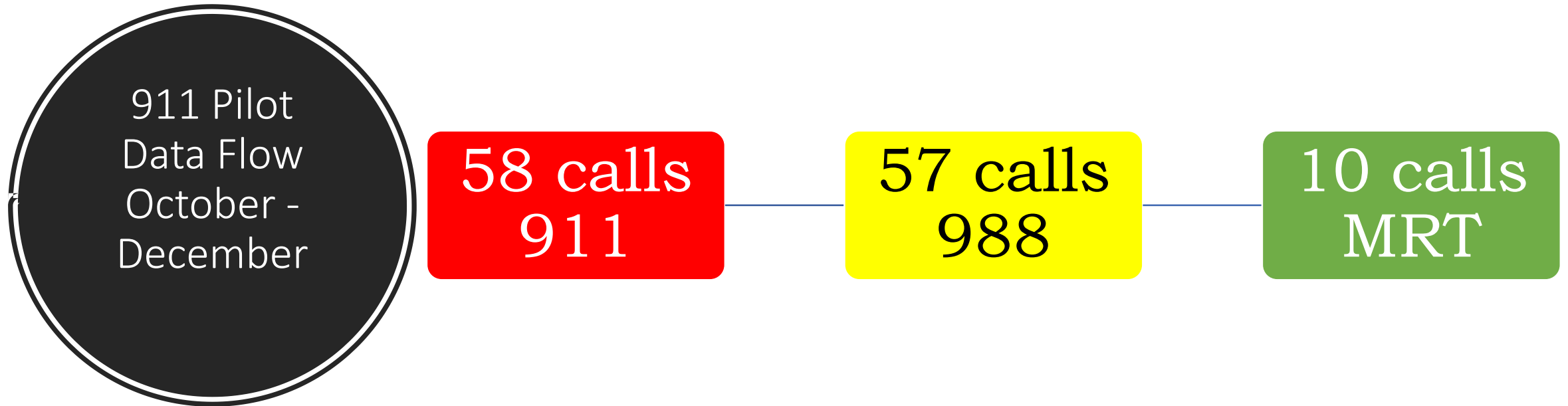
\* Age categories depicted do not accurately reflect the latest data on categorizing age groupings but, rather, reflect commonly used terminology

# Where are we dispatching to? (By Zip Code)

Zip Code	Location	Number of Calls
20745, 20746, 20747, 20748	Suitland, District Heights, Temple Hills, Oxon Hills	109
20740, 20781 - 20785	Hyattsville, College Park	84
20743, 20744	Capitol Heights, Fort Washington	60
20772, 20774	Upper Marlboro	52
20704,20705, 20708,20707	Beltsville, Laurel	48
20710, 20735, 20737	Bladensburg, Clinton, Riverdale	42
20706, 20770	Lanham Seabrook, Greenbelt	47
20715, 20716, 20720, 20721	Bowie	29
20607, 20613, 20623,20616	Brandywine, Accokeek, Cheltenham	19
20712, 20722	Mt Rainier, Brentwood	4
20769	Glenn Dale	2
Call Routed Incorrectly	Other County (Frederick, Howard, Montgomery, Charles, Calvert, Ohio, Washington DC)	31
	Unknown	127
	Total	654

# 911 Diversion Pilot

(Police Task Force Reform Initiative)



# 911 Pilot Quarter 1 (October-December, 2022) (Office of Homeland Security Data)

## 58 total calls

- 44 calls within 8 am-6 pm pilot
- 14 calls outside pilot hours
- 1-3 calls per day
- Busiest Times: 1-6 pm
- Busiest Day: Wednesday





# 911 Pilot Quarter 1 (October-December) Community Crisis Service Inc. Data

## 57 total calls

- 24 calls traced by CAD #
- 23 calls no CAD#
- 10 calls traced to MRT

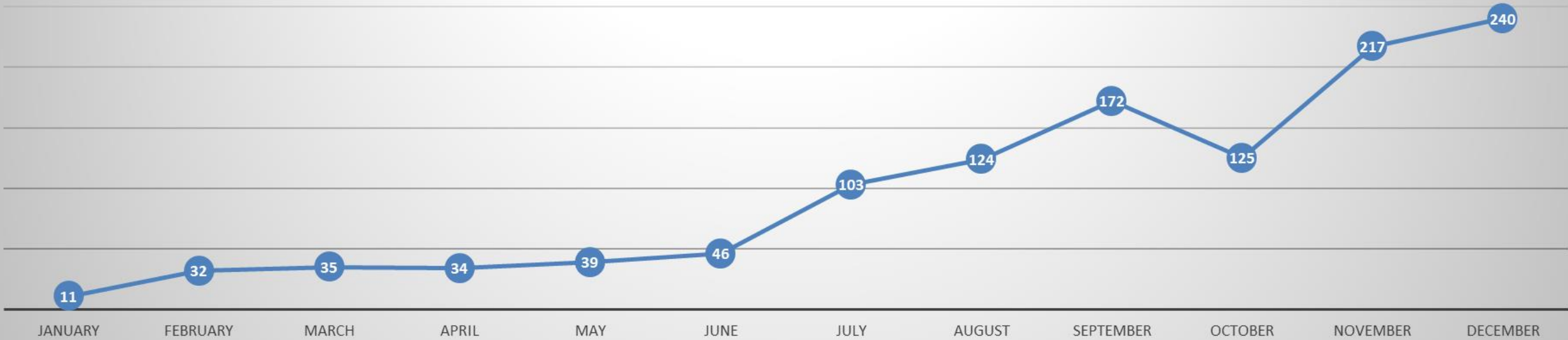
## Of the 10 total calls traced by CAD#

- 2 welfare check
- 3 mental health
- 5 suicide ideation
- 1 call required LE



# Mobile Response Team Dispatches January -December 2022

Number of Dispatches





# Legislative Implications

TLC and Prince George's County have actively been engaged in advocacy efforts and stakeholders at the legislative and regulatory levels to support the changes needed

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- ❑ TLC-MD working closely with MDH, CMS, and BHA to develop COMAR for Crisis Stabilization Center and rates.
- ❑ TLC-MD working closely with Medicaid to establish Plan changes are already underway such as adding Mobile Crisis Team rates in the state plan
- ❑ Quarterly reports on grant updates are being made to the leadership of the Maryland Department of Health Behavioral Health Administration and Maryland Medicaid

# Funding and Sustainability



1. HSCRC grant funds are seed money to help model new programs until required regulations and rates are established.
2. Start-up and gap funds to support construction and early operations of the crisis stabilization center.
3. Start-up funding to expand Mobile Response Teams and build infrastructure aligned with the payment model.
4. Advocating for additional funding to support Emergency Crisis Service beyond the grant period of CY 2025.