

# KS DCF Family Crisis Response Helpline Background and Functionality



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Program Director

# Carelon Behavioral Health

Carelon offers clinical mental health and substance use disorder management, a comprehensive employee assistance program, work/life support, specialty programs for autism and depression, and insightful analytics to improve the delivery of care.

We offer access to a broad network of behavioral health providers and facilities, encompassing all levels of specialty mental health and addiction services so members can receive the right care at the right intensity and at the right time.



Headquartered in Boston, with more than 70 locations across the U.S.

More than 4,700 employees, including 1,200 licensed clinicians serving more than 40 million people

Nation's largest virtual care network with more than 500 state-licensed, board-certified therapists nationwide

Behavioral health specialty network of more than 115,000 providers across 50 states

250 clients including 180 employer clients, including 43 Fortune 500 companies, as well as large and medium employers

Services for 5.4 million military personnel and their family members

Accreditation by both Utilization Review Accreditation Commission (URAC) and National Committee for Quality Assurance (NCQA)



## Examples of Crisis System Work

### Washington State

Services offered across eight counties for all individuals regardless of insurance coverage; ~5,000 calls per month  
Beacon contracts with and oversee mobile crisis teams/designated crisis responders and provide funding for partner to run 24/7 hotline service

### Georgia Crisis and Access Line

Crisis line available to full GA population (~10M residents); ~200K calls into the crisis line annually  
Beacon and partner manage hotline calls, capture and track critical information, and refer callers to care (via Beacon Referral Connect)

### Massachusetts Emergency Services Program

Unrestricted access for covered Medicaid individuals, uninsured, Commercial, and Medicare members (~2.65M residents)  
Beacon manages the Emergency Services Program (ESP), including crisis assessment, intervention, and stabilization services.



## **Colorado**

Since 2019

Serve as Crisis ASO in three regions (32 Counties) ensuring appropriate resource distribution, coverage, and compliance with state crisis services directives. Responsible for managing contracts for mobile crisis services, walk-in centers, crisis stabilization units and crisis respite.

## **Kansas**

Effective 2021

Statewide hotline for youth, including mobile crisis dispatch. Contract management of mobile crisis teams and administration of funding partnership.

## **New Hampshire**

Effective 2022

Statewide hotline for all ages, including mobile crisis dispatch. Air traffic control using a closed loop referral system to access and track services. Training of mobile crisis teams.



# National Call Centers

National Backup Center for Text and Chats for 988 centers, crisis stabilization units and crisis respite since 2022

Our call centers answer more than 3 million calls each year nationwide.



# History in Kansas

## **Kansas Department of Aging and Disability Services**

Since 2007

Kansas Block Grant, Driving Under the Influence, Problem Gambling and State Opioid Response Funds

## **Kansas Sentencing Commission**

Since 2018

Court-ordered treatment for repeat non-violent offenders



# KS DCF Family Crisis Response Helpline

## Network of Providers

### KS Community Mental Health Centers

Community Mental Health Centers (CMHCs) are charged by statute with providing the community-based public mental health services safety net. In addition to providing the full range of outpatient clinical services, Kansas's 26 CMHCs provide comprehensive mental health rehabilitation services, such as psychosocial rehabilitation, community psychiatric support and treatment, peer support, case management and attendant care. Rehabilitation services have been proven to be key factors in supporting adults with severe and persistent mental illness (SPMI) and children/youth with Severe Emotional Disturbance (SED) in their recovery.





# Program Elements

Operate toll-free state-wide crisis line available 24 hours a day/7 days a week

Available to all Kansas residents 0-20yrs of age

Develop and manage a state-wide network of mobile crisis response providers

Triage in-coming calls and deploy a mobile response unit to the caller's location while adhering to the 60-minute response time for non-life-threatening emergent dispatch.

Development of plans within 72 hours and appropriate service referrals to CMHC or other resource or short term service coordination with other entities.

DCF reporting requirements



## Crisis Line Event Outcomes

- Minimal wait time, less than three minutes, and no default to a voicemail option. 100% of callers should be able to connect to a qualified staff person.
- Help line staff will triage calls and deploy a mobile response unit to deescalate and provide immediate crisis intervention services which can be offered for 72-hours from the time of initial call.



# Mobile Crisis Unit

- After triage, the mobile response unit is anticipated to respond in-person to:
  - Non-life-threatening Emergency - 1hr
  - Urgent Request - 24hrs
  - Routine Request - 72hrs
- Development of plans within 72 hours and appropriate service referrals to CMHC or other resource or short-term service coordination with other entities

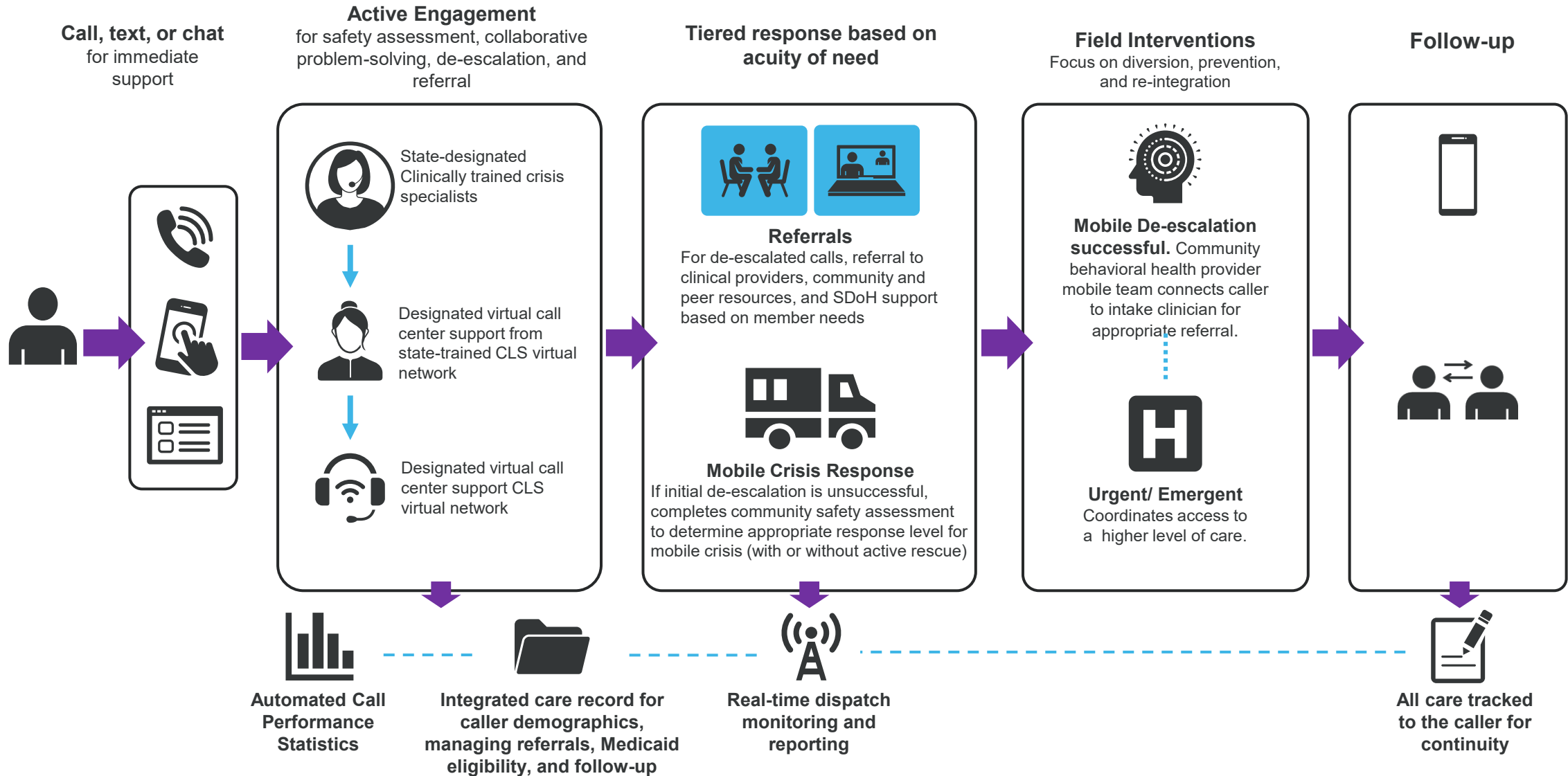


# Targeted Program Outcomes

- 75% of individuals will not require another contact to the crisis hotline for 12 months after initial crisis call.
- 90% of children who receive MRSS will remain at home with a caregiver for 6 months after the date of initial MRSS contact.
- 90% of children who receive MRSS will not experience a need for entry into foster care out of home placement with custody of the Secretary of DCF 12 months after the date of initial MRSS contact.
- 90% of juveniles who receive MRSS will not experience a contact with Juvenile Intake and Assessment Services 6 months after the date of initial MRSS contact.
- 75% of Children with mobile response services will experience no re-admissions to Psychiatric Hospital within 30 days of discharge from the hospital
- 75% of children who receive MRSS will not experience a move to another placement provider within 90 days after the date of MRSS contact



# Virtual Crisis Call Center Workflow



## Some of our Experiences

- Beacon program staff member in Valley Falls
- Family Crisis staff member in Topeka
- Foster Parent
- 18-year-old member



# Bringing stakeholders together to achieve crisis system transformation

Listen and learn: How do consumers experience the current system?

Identify key actions that are impactful and achievable in a relatively short timeframe so everyone can see/feel results.

Bring diverse stakeholders together in a purposeful, action-oriented collaborative.

Gather and share data. Be transparent.

Iterate and build. Drive the system forward.



# Questions and Answers

- Is there a charge for the service?
- Who can call?
- What constitutes a crisis?
- Will a Mobile Crisis Unit be dispatched every time?
- What if there is a medical emergency or a risk of physical harm or other criminal activity?





# Contact

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