

# Utah Crisis System

## Building Block Requests

utah department of  
**human services**  
SUBSTANCE ABUSE AND MENTAL HEALTH

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# The Need for Better Crisis Care

## People routed to Emergency Departments

- Emergency Departments are overwhelmed with increases in behavioral health needs
- Not ideal for responding to behavioral health needs
- 70% referred to inpatient psychiatric beds

## Psychiatric Boarding

- People waiting for hours to days in ED's for an inpatient bed to open,
- Often with significant deterioration in symptoms and functioning



# The Need for Better Crisis Care

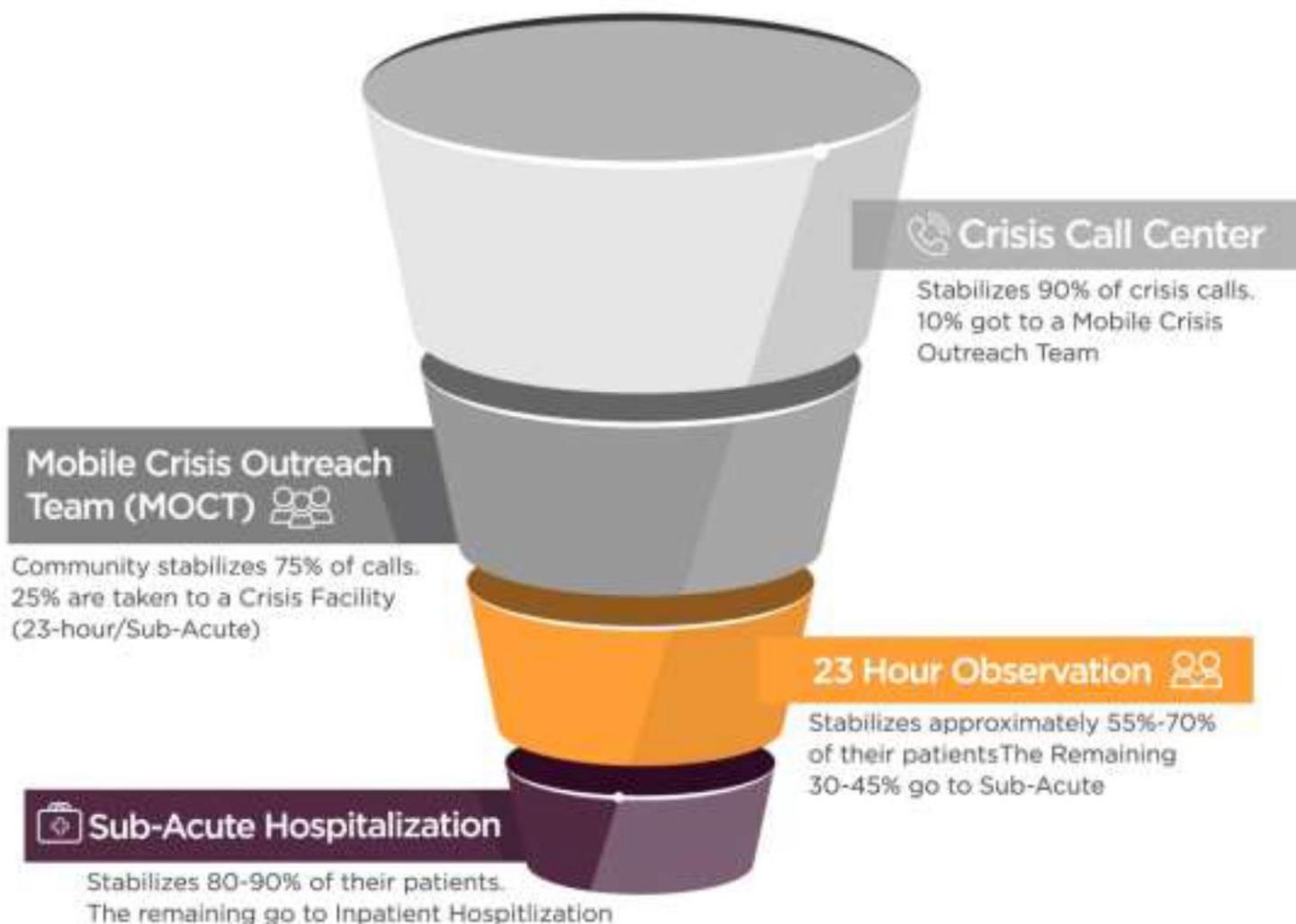


## Law Enforcement as front lines of mental health

- Approximately 1 in 10 law enforcement calls involved an individual with a serious mental illness/crisis
- Law Enforcement reports behavioral health calls take twice as long to resolve
- Law enforcement are not behavioral health professionals

## Jails as fallback mental health facilities

- Lack of other options
- Less than robust services
- Potential incarceration of people with low to no public safety risk
- Faster turn around for law enforcement



 **Crisis Call Center**

Stabilizes 90% of crisis calls.  
10% got to a Mobile Crisis  
Outreach Team

**Mobile Crisis Outreach  
Team (MOCT)** 

Community stabilizes 75% of calls.  
25% are taken to a Crisis Facility  
(23-hour/Sub-Acute)

**23 Hour Observation** 

Stabilizes approximately 55%-70%  
of their patients  
The Remaining  
30-45% go to Sub-Acute

 **Sub-Acute Hospitalization**

Stabilizes 80-90% of their patients.  
The remaining go to Inpatient Hospitalization

# Building Block Request

## Rural Mobile Crisis Outreach Teams

- Crisis response in community (homes, business, schools, etc...)
- Stabilize 75-80% of scenarios in the community
- Lower costs per outreach than crisis emergency visit

## No-Refusal Crisis Receiving Centers

- Take all referrals from law enforcement and as crisis walk in
- Divert from long law enforcement engagements and costly emergency department visits
- Stabilize 75% of visitors within 23 hour timeframe

Improving Crisis Response preserves  
resources and provides more  
appropriate and effective care

