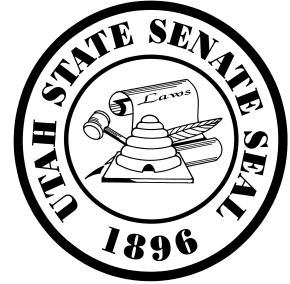




**Performance Note**  
**HB0032 - Crisis Services**  
**Amendments**  
Sponsor: Rep. Eliason, Steve



Performance Note Report

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Author: Kyle Larson

Agency: Department of Human Services

Funding For:

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New Services or Benefit

Serving a New or Larger Population

Public Benefit:

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Purpose: 509-571 - 62A-15-118. Behavioral Health Receiving Center. Is responsible for providing mental health crisis services to individuals experiencing a mental health crisis. DSAMH will provide grants for two urban no-refusal/23 hour observation/short term residential centers with crisis stabilization services. This is a two-year pilot project/grant. The purpose is to increase access to mental health crisis services for individuals experiencing a mental health crisis and reduce the number of people incarcerated or using hospital emergency room resources. 492-494/998-1004 - 62A-15-116 - MCOT Teams. Provide mobile crisis outreach services. 1005-1015 - 62A-15-1302 - Warm Line. To provide a statewide phone number or other response system that allows an individual not in crisis, but in need of extra support to prevent a crisis from occurring, to contact and interact with a qualified mental or behavioral health professional or a peer counselor.

Services: 509-571 - 62A-15-118. Behavioral Health Receiving Center. Access to mental health crisis services for individuals experiencing a mental health crisis including but not limited to a crisis assessment, clinical interventions, peer support, medication assessment and services, and general support. 492-494/998-1004 - 62A-15-116 - MCOT Teams. Five mobile crisis outreach teams. 1005-1015 - 62A-15-1302 - Warm Line. A statewide phone number or other response system that allows an individual to contact and interact with a qualified mental or behavioral health professional or a peer counselor. The \$1M ask consists of \$200,000 for the current UNI deficit as identified in the legislative audit and \$800,000 for the expansion of the warm line to statewide coverage. The details of the \$800,000 are found in the document <https://drive.google.com/a/utah.gov/file/d/0B8z5nyS00KPmaXRUVhG9SSWNmTXFQRTBidTJzS0I2eWpr/view?usp=sharing>.

Expected Outcome: 509-571 - 62A-15-118. Behavioral Health Receiving Center. To gather data and outcomes, increase crisis stabilization services, and reduce people incarcerated or using hospital emergency room resources. 492-494/998-1004 - 62A-15-116 - MCOT Teams. Increase in critical mental health crisis services resulting in life-saving interventions. 1005-1015 - 62A-15-1302 - Warm Line. Increased mental health and life-saving interventions for families/people in crisis and to prevention individuals in need of extra support from going into crisis by intervening earlier.

Implementations and Resources: 509-571 - 62A-15-118. Behavioral Health Receiving Center. DSAMH will issue a request for proposals and select two recipients from their submission of information contained in lines 527-548. DSAMH will evaluate the applications based on lines 549-557. The centers will have the support of the Local Mental Health Authorities and DSAMH. 492-494/998-1004 - 62A-15-116 - MCOT Teams. DSAMH will provide up to five grants to counties of the third, fourth, fifth, or sixth class. Awarding of the grants will be based on the number of individuals the proposed mobile crisis outreach team will serve and the percentage of matching funds the entity will provide to develop the proposed team. 1005-1015 - 62A-15-1302 - Warm Line. We anticipate we will build on the system/contract already in place with UNI and currently utilized by some of the counties. We will expand these services statewide in a coordinated way.

How: 509-571 - 62A-15-118. Behavioral Health Receiving Center. Currently, there are no no-refusal/23 hour observation/short term residential centers. This lack of resource causes the persons in crisis to end up in jails and emergency rooms at greater cost with services that are not tailored to the need. Providing this resource should reduce overall cost and provide better mental health outcomes to those needing services. 492-494/998-1004 - 62A-15-116 - MCOT Teams. The grants will create the necessary services to provide a response 24 hours a day, 365 days a year. 1005-1015 - 62A-15-1302 - Warm Line. By contracting with UNI, we will provide them with the resources for staffing/infrastructure to support a statewide system.

Performance Measures

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Goal

Title: Community-based crisis care and diversion from higher levels of care

Description: 60% of individuals receiving services within the center will be stabilized without higher levels of care (including law enforcement/jail and ED/inpatient) within 23 hours.

Collection Method: The contractor will be required to provide data elements on the number of individuals served and their discharge disposition including those who are referred to higher levels of care or who have to engage with law enforcement.

	2020	2021	2022
Target	0.00	60.00	60.00
Baseline	0.00	0.00	0.00

Goal

Title: Community-based crisis care and diversion from higher levels of care

Description: 75% of individuals who received MCOT services will be stabilized in the community without the need for higher levels of care (including law enforcement/jail and ED/inpatient).

Collection Method: The contractor will be required to provide data elements on the number of individuals served and their discharge disposition including those who are referred to higher levels of care or who have to engage with law enforcement. Contract monitoring will be used to ensure accuracy.

	2020	2021	2022
Target	0.00	75.00	75.00
Baseline	0.00	0.00	0.00

## Goal

Title: Warm Line Metrics

Description: 75% of callers to the warm line will have the call resolved without having to be escalated to the crisis line.

Collection Method: The contractor will be required to provide data of the number of individuals served and how the call was resolved or if it had to be escalated to crisis line transfer. Contract monitoring and call monitoring reports will be utilized to ensure reliability.

	2020	2021	2022
Target	0.00	75.00	75.00
Baseline	0.00	0.00	0.00

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By rule, performance notes are provided by the governmental entity that will supervise the new agency or administer the new program. Performance notes are not written by the Office of the Legislative Fiscal Analyst.