

Balancing Act

Creating a Roadmap for
Rural Crisis Services



Visit Our Website

www.thesantegroup.org



Presenters:

Tina Marie Brown, LCSW-C, ESCRS Director



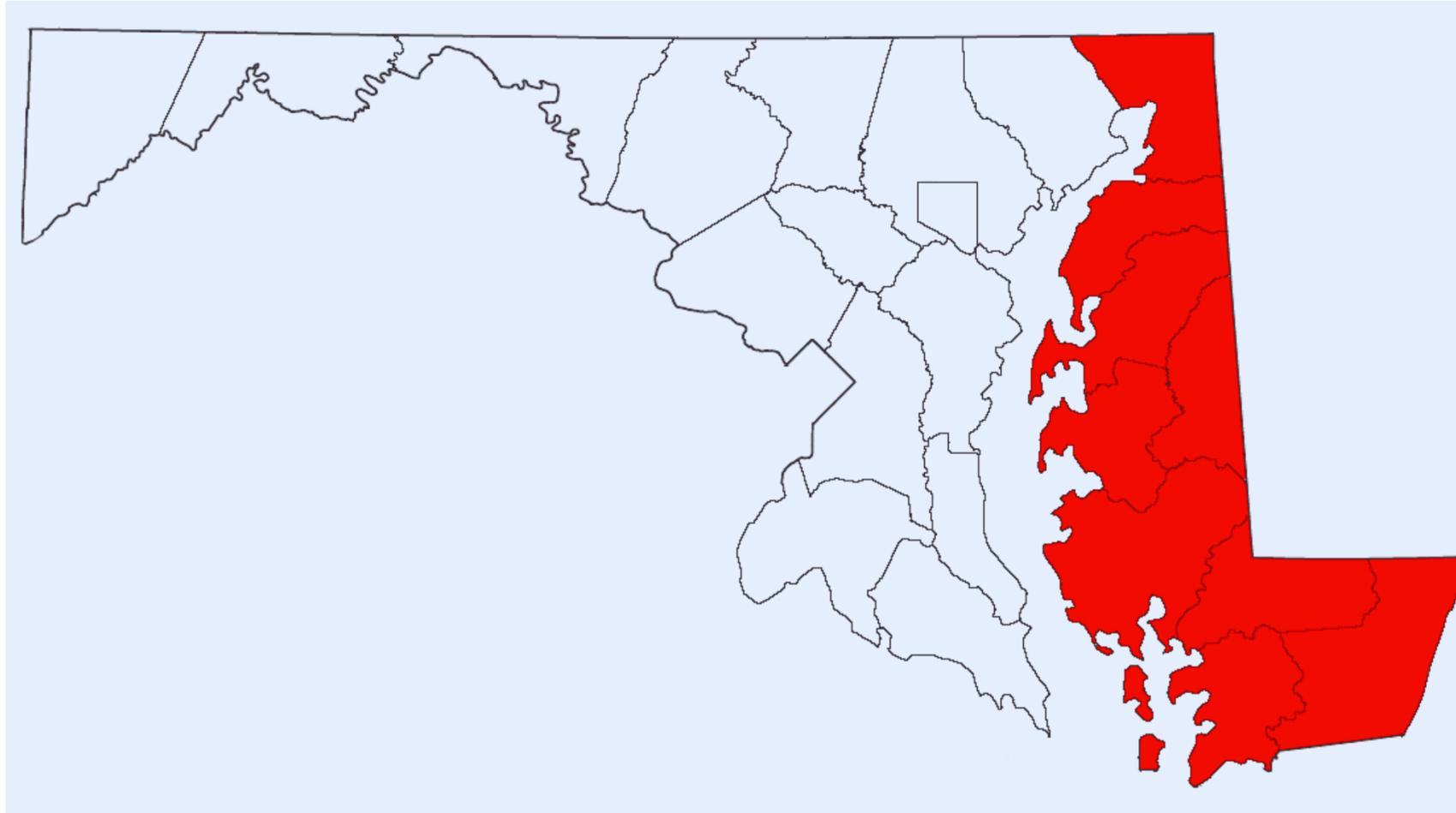
Tina-Marie Brown, LCSW-C has been with Affiliated Sante' group for 12 years. Currently the Director for Eastern Shore Crisis Response, overseeing the day-to-day operations of the regional crisis program which includes, traditional mobile crisis teams, mobile response stabilization teams, specialized child and adolescent teams, safe station services, a regional call center, and Crisis Intervention Team (CIT). Tina received her MSW from University of Maryland School of Social Work, her BSW from Salisbury University and has her Trauma Certification from Justice Resource Institute of Boston and is trained in Critical Incident Stress Management. She is a certified trainer for the CIT program. A majority of her career has been spent working with consumers who have experienced mental illness and consumers who have experienced multiple traumas. She is experienced in program & policy development, program evaluation and management.

Michelle Grigsby-Hackett, CEO LCPC, CPRP

Michelle is a Licensed Clinical Professional Counselor (LCPC) and a Certified Psychiatric Rehabilitation Practitioner (CPRP) with over 22 years of experience in the behavioral health industry. Michelle received her Master of Arts Degree in Professional Counseling from Argosy University. She has devoted her career to assisting adults, children, and families experiencing challenges with mental health, substance use, and behavioral health crises. Michelle is dedicated to understanding the needs of our communities, as well as developing partnerships with state and community stakeholders to meet the growing needs of individuals living with behavioral health conditions, as well as those experiencing crises.



About Us:



Affiliated Sante Group's Eastern Shore Crisis Response Services (ESCRS) were established in 2010 as our first rural, regional crisis system. Our system supports 9 counties on the Eastern Shore of Maryland. Maryland's Eastern Shore is a third of Maryland's land and has a population of 456,815. The main revenue sources are agriculture, fishing, and tourism.



What Will Your System Look Like?



Plan

Do you have the plan of what your system will look like? Have you conducted a needs assessment? What goal do you plan to accomplish with your system? Have you gathered key stakeholders?



Structure Components

What will be your initial structure? How will you grow your system?



Success and Customer Satisfaction

How will you measure success?
What data will you collect?
What is the purpose of collecting data? Who will you serve? How will you measure customer satisfaction?



Funding

How will you fund your system?
What funding resources are available? Creativity is key in rural areas!

Who Will Be At the Table?

- It is important to establish who your partners will be.
 - Community providers, hospitals, law enforcement, educational systems, local businesses, government officials
- Collaborating before you start your system, know your partners, share your vision of what that collaboration will look like.
 - This was one of our initial mistakes, did not create partnerships before we were getting off the ground, so community players didn't know who we were or what we did .
- Consulting a needs assessment is critical to shaping the services to meet the needs.



Sante Eastern Shore Crisis Response Development Timeline



Created Structure in 2010

Established region's first mobile crisis team.



Revised Structure in 2011

We amended the administrative structure and received funding for an additional team.



Expansion in 2013

Received additional funding to add 2 more teams. Received a specialized grant Health Enterprise Zone for additional teams for 2 additional teams.



Established CIT in 2014

Created a CIT program in 2014 to cover 5 mid-shore counties, then later expanded to part-time in Cecil County



Established Regional Call Center in 2014

Created a Regional Call Center to cover all 9 counties and enabled the ability to dispatch Mobile Crisis Teams across the region.



Established Hospital Evaluation Program in 2015

Received private funding to complete hospital evaluations



Accreditation in 2017

Obtained CARF Accreditation for Call Center and Mobile Crisis Services



24/7 Services in 2019

Mobile Crisis and Call Center services went 24/7



Co-Responder Pilot in 2022

Partnered with Salisbury Police Department to pilot a clinician and officer Co-Responder team.



AAS Accreditation in 2023

Successfully obtained AAS Accreditation for Regional Call Center and Mobile Crisis Services.

System Evolution

Partnership provided opportunities

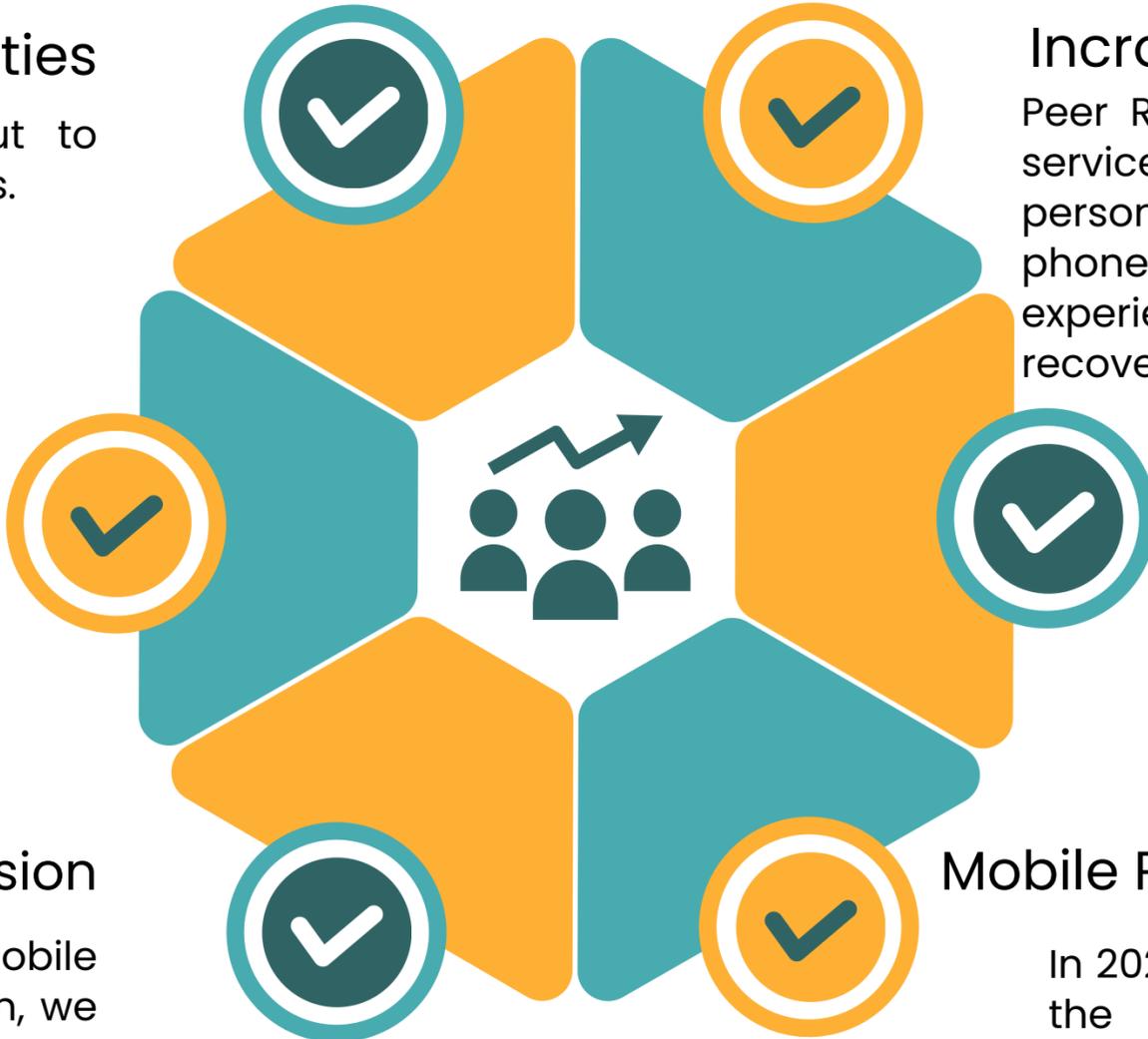
Through our partnerships we were able to receive funding from community foundations.

Accreditation

We are CARF and AAS Accredited. Accreditation strengthens accountability and quality of services but maintaining standard practices.

State Funded Overnight Expansion

Maryland is committed to providing 24/7 Mobile crisis services to individuals in need, as such, we received funding to expand our Mobile Crisis Teams overnight to provide 24/7 system.



Incorporation of Peers

Peer Recovery Specialists are invaluable to our service provision. They serve as part of our two person Mobile Crisis Team and as call center phone counselors. Their connection to individuals experiencing a crisis is key to assisting in the recovery process.

Safe Station Establishment

In 2019, we established the region's first Safe Station in partnership with the Caroline County's Sheriff's Department.

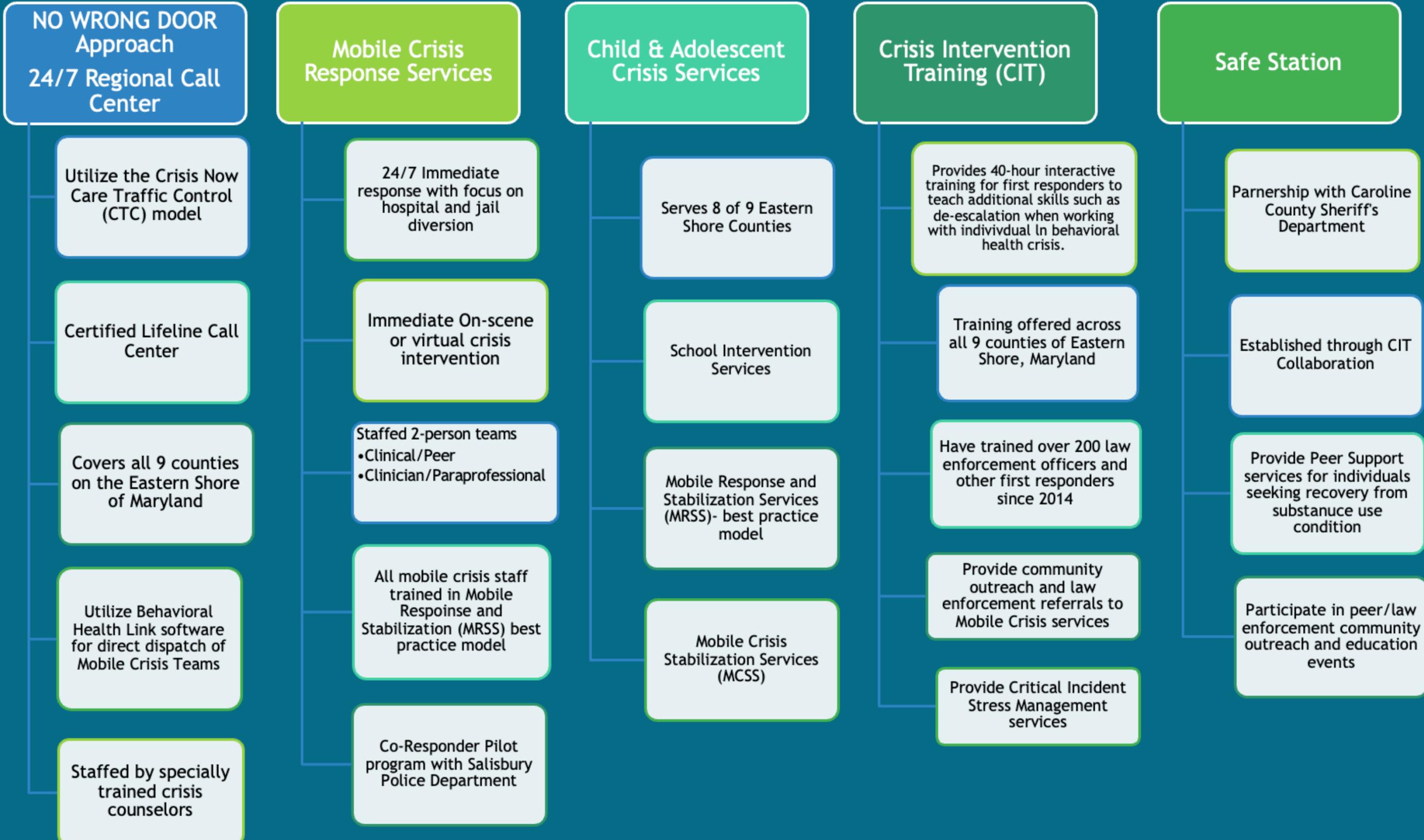
Mobile Response and Stabilization Services Pilot

In 2020, we were selected as one of 2 providers in the State of Maryland to pilot the Mobile Response and Stabilization Services (MRSS) youth focused mobile crisis services. These services are now expanding this services across the state of Maryland.

Sante ESCRS Crisis Community Partners



Sante Eastern Shore Crisis Response Services



NO WRONG DOOR Approach 24/7 Regional Call Center

Utilize the Crisis Now Care Traffic Control (CTC) model

Certified Lifeline Call Center

Covers all 9 counties on the Eastern Shore of Maryland

Utilize Behavioral Health Link software for direct dispatch of Mobile Crisis Teams

Staffed by specially trained crisis counselors

Mobile Crisis Response Services

24/7 Immediate response with focus on hospital and jail diversion

Immediate On-scene or virtual crisis intervention

Staffed 2-person teams
•Clinical/Peer
•Clinician/Paraprofessional

All mobile crisis staff trained in Mobile Response and Stabilization (MRSS) best practice model

Co-Responder Pilot program with Salisbury Police Department

Child & Adolescent Crisis Services

Serves 8 of 9 Eastern Shore Counties

School Intervention Services

Mobile Response and Stabilization Services (MRSS)- best practice model

Mobile Crisis Stabilization Services (MCSS)

Crisis Intervention Training (CIT)

Provides 40-hour interactive training for first responders to teach additional skills such as de-escalation when working with individual in behavioral health crisis.

Training offered across all 9 counties of Eastern Shore, Maryland

Have trained over 200 law enforcement officers and other first responders since 2014

Provide community outreach and law enforcement referrals to Mobile Crisis services

Provide Critical Incident Stress Management services

Safe Station

Partnership with Caroline County Sheriff's Department

Established through CIT Collaboration

Provide Peer Support services for individuals seeking recovery from substance use condition

Participate in peer/law enforcement community outreach and education events

To Learn More About us



SCAN ME

**Sante Eastern Shore Crisis
Response Services Webpage**



 SCAN ME

Sante FY23 Impact Report





Thank You

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