

**Mercer Government**  
Ready for next. Together.

# Crisis Care Continuum



## Challenges

- BH crisis system isn't really a system, it's a combination of services provided by multiple entities. Funding and responsibility is split amongst multiple entities. This varies from state-to-state.
- Often the only treatment options for individuals in behavioral health crises are in settings that do not adequately meet their needs and are extremely costly, such as emergency rooms and inpatient psychiatric units.
- Lack of appropriate and accessible behavioral health crisis response results in unnecessary and costly ED utilization and engagement with law enforcement, which may lead to an increase in unneeded arrest and incarceration for people with acute behavioral health needs.
- Funding and oversight for BH crisis services often split between state department of mental health and state Medicaid program.

## Opportunities

- Growing recognition that behavioral crisis needs special attention to ensure appropriate response for everyone, on par with that provided for medical crises, disaster response, fire response and public safety.
- Federal Legislation – National Suicide Designation Act & 988
- Diverse public and private funding opportunities.

## Need

- For states to respond to the need for effective behavioral health crisis response and to implement successful 988 response systems, significant guidance will be needed.
- Existing reports, such as the SAMHSA guidelines, provide helpful direction for making progress but do not address all the essential elements of a behavioral health crisis system or measurable standards and implementation strategies for communities.
- Consequently, states have limited guidance regarding the development, implementation and maintenance of behavioral health crisis systems that effectively meet their specific population needs.

## Did you Know?

**In July 2022, there will be a new phone number for individuals in crisis to connect with suicide prevention and mental health support. This new national emergency number will be available to communities across the country on July 16, 2022.**

**This could change the way we help individuals in a behavioral health crisis.**

**Is your state ready to respond?**

## The Behavioral Health Crisis System as it is Today



## A Better Path Forward



Person in Crisis



**Crisis Line**  
80% resolved on the phone



**Mobile Crisis Teams**  
71% resolved in the field



**Care Facility**  
68% discharged to the community



**Least Restrictive  
Least Costly**  
85% remain stable in community-based care

## Crisis Response — A Holistic Vision



Integrated at system level

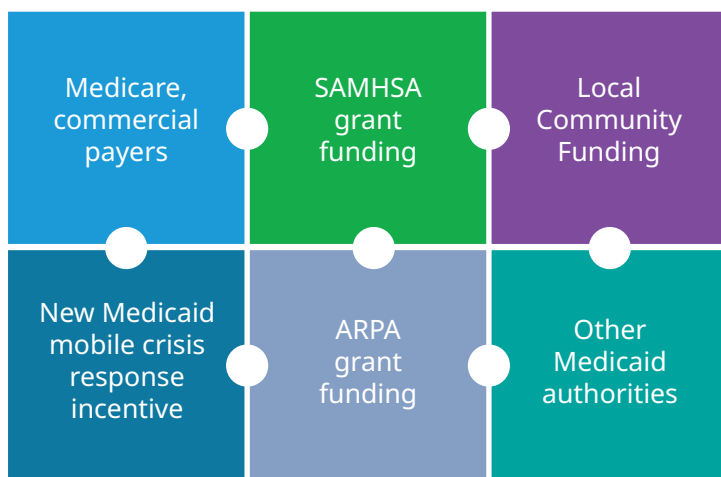


Many levers, many design options



Maximized funding utilization

## Funding Streams



## Conclusion

Mercer can help in all phases of the crisis continuum to ensure states reach their program and policy goals.

We begin with the planning.

Our multi-dimensional team assists with our design, development, implementation and evaluation steps necessary for success.

## For more information

Visit our website at [www.mercer-government.mercer.com](http://www.mercer-government.mercer.com) to view our experience, services and client feedback.

