Community Triage Center: Preliminary Baseline Data

November 9, 2017

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INTERCEPT 0
COMMUNITY SERVICES

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Intercept 0: Community Services

- Helpline
- Lutheran Social Services
- Southeastern Behavioral Health
- Carroll Institute
- Falls Community Health
- Avera and Sanford ERs

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Helpline Calls

National Suicide Prevention Lifeline: 1,538 calls

2016 Identified Needs for Mental Health & Addictions (Summary)	
Triage Services	756
Substance Abuse	1,128
Mental Health	537
Other (counseling, support groups, etc.)	1,666
Suicide Prevention	2,056
Talklines/Warmlines	3,005
Grand Total	**9,148**

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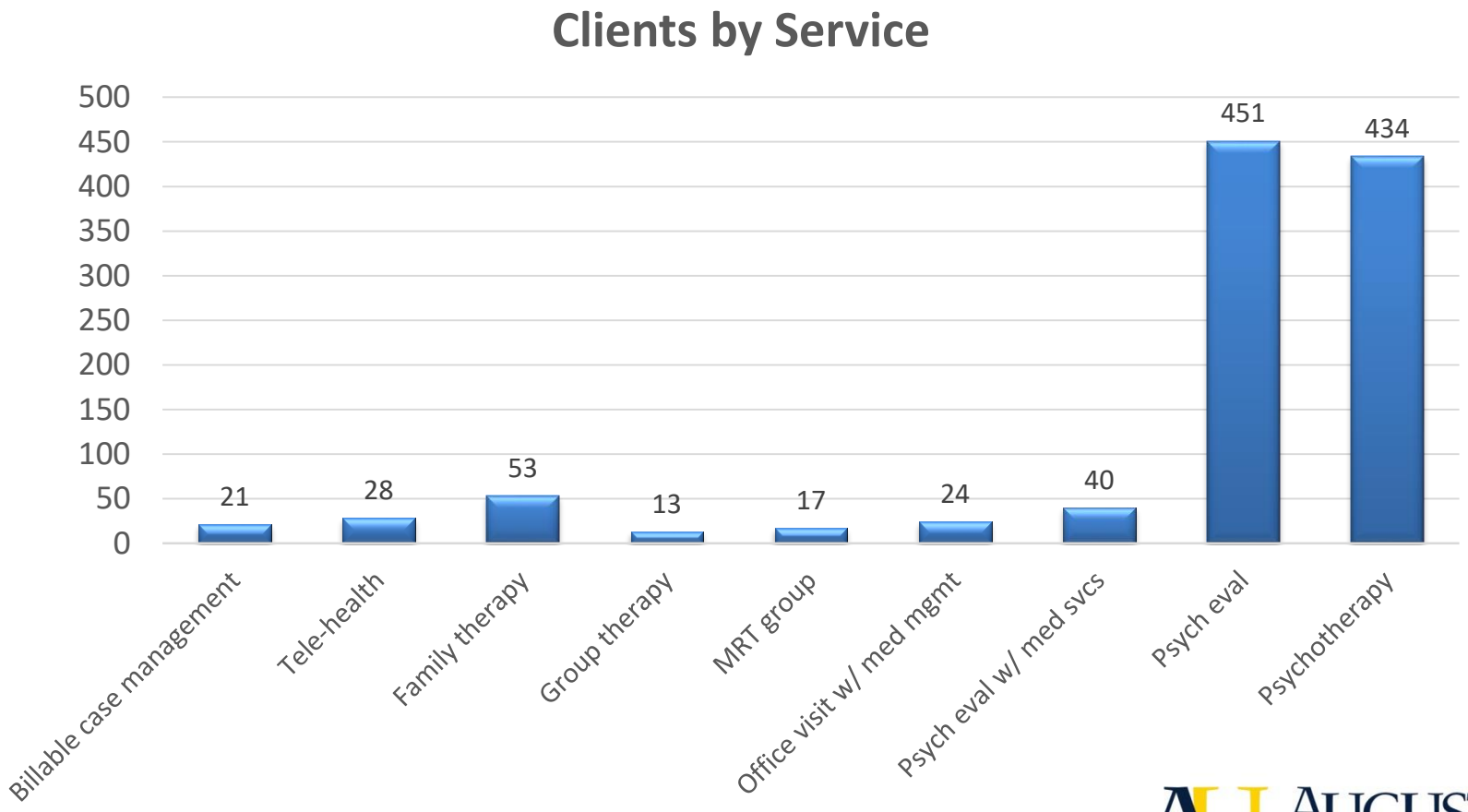
Lutheran Social Services (Counseling)

Total clients served: 667



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Southeastern Behavioral Health

Total clients served annually: about 5,000

Top referral sources:

- Department of Social Services
- Schools
- Family / self / friends
- Hospital / medical facilities
- Court / criminal justice
- Human Services Center

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Carroll Institute

Clients served annually: 2,000

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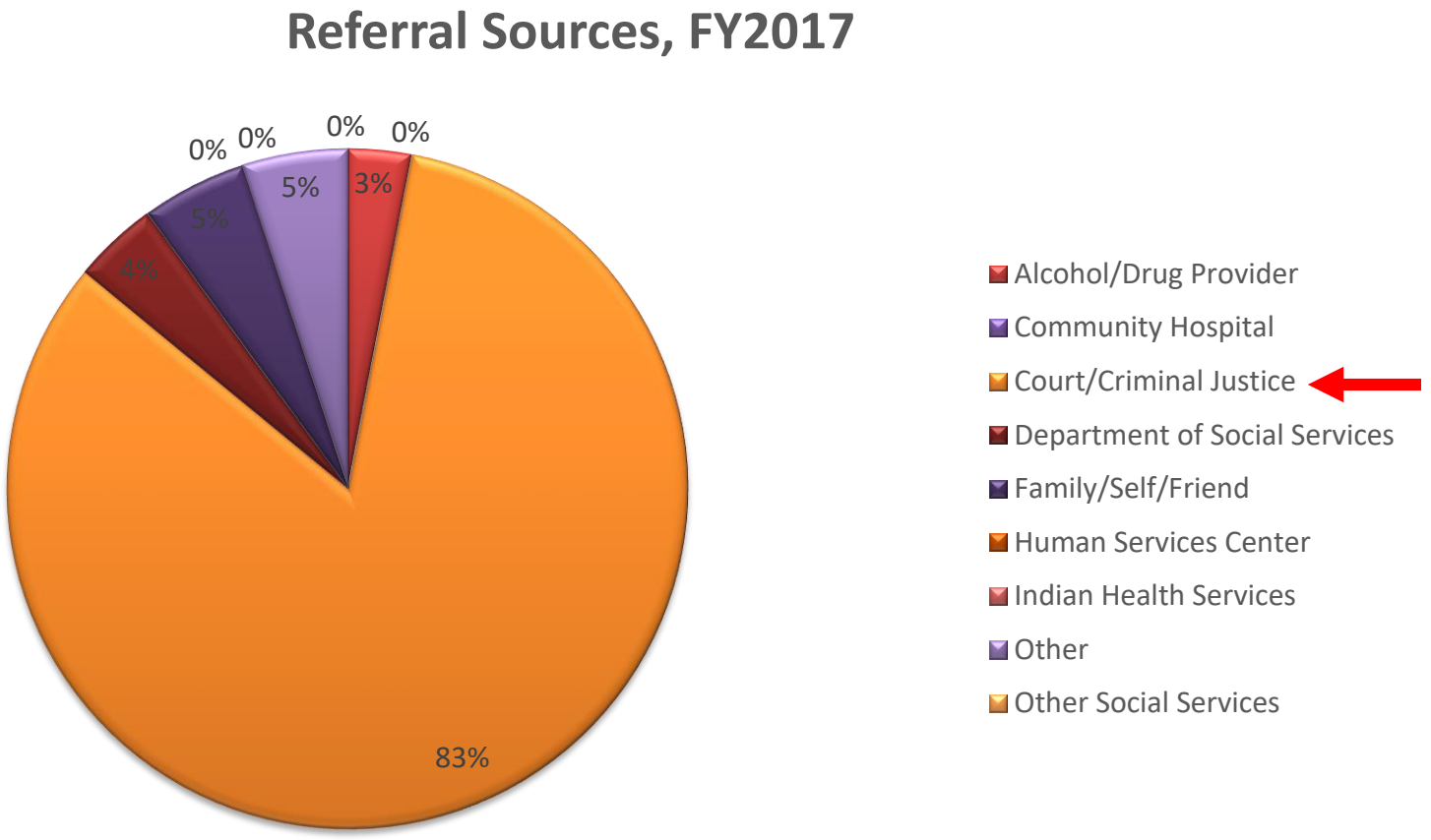
Carroll Institute: The Arch



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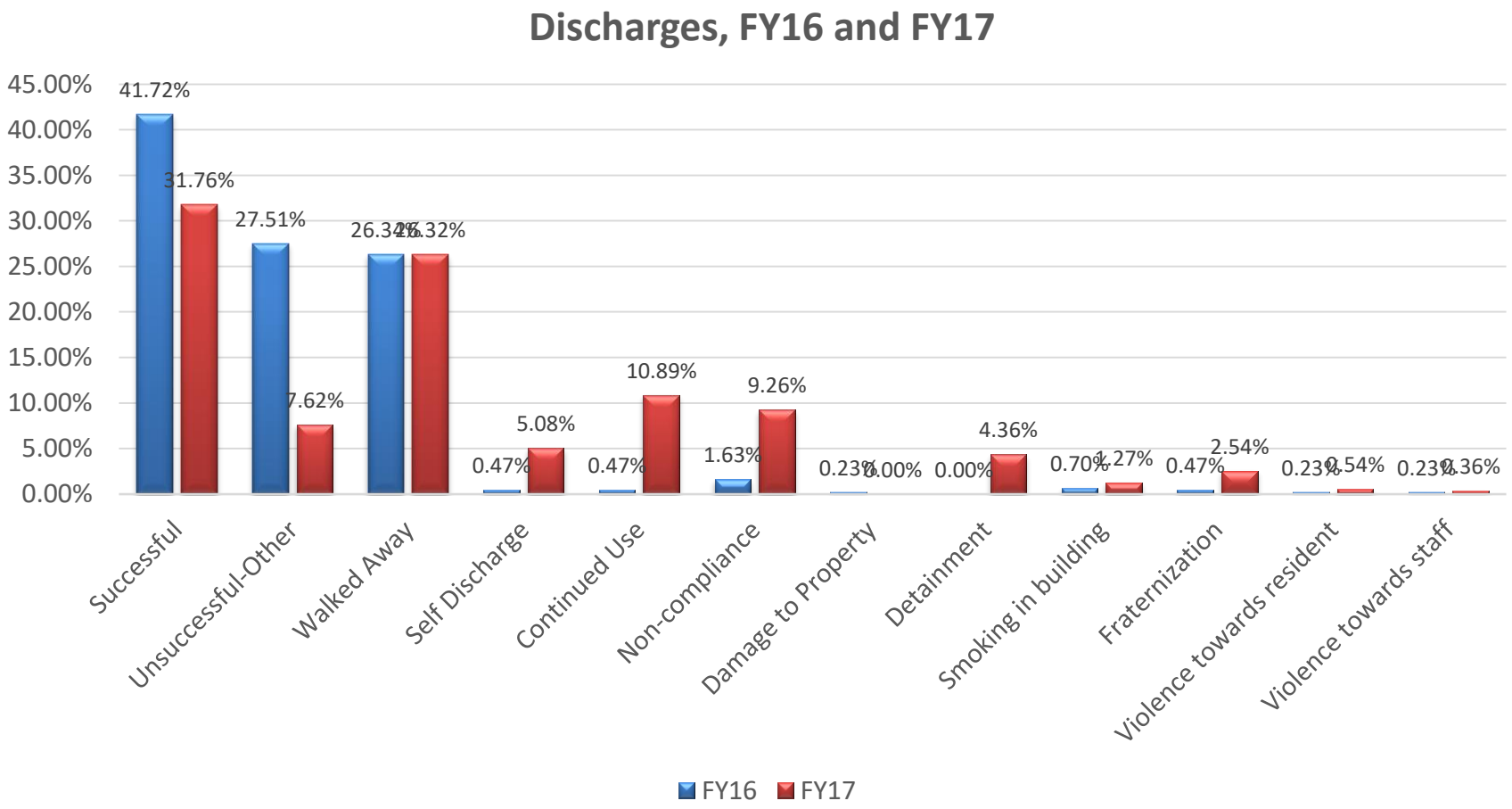
Carroll Institute: The Arch



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New Horizons

	2015	2016
Total Admissions	145	63
Average Length of Stay	11.3	9.8
Average Daily Census	6.9	2.4

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New Horizons

	2015	2016
To Inpatient	51	13
To Slip Slot	27	16
To Outpatient	45	16
IVC Dropped	6	1
Terminated	20	20
Total Discharges	149	66

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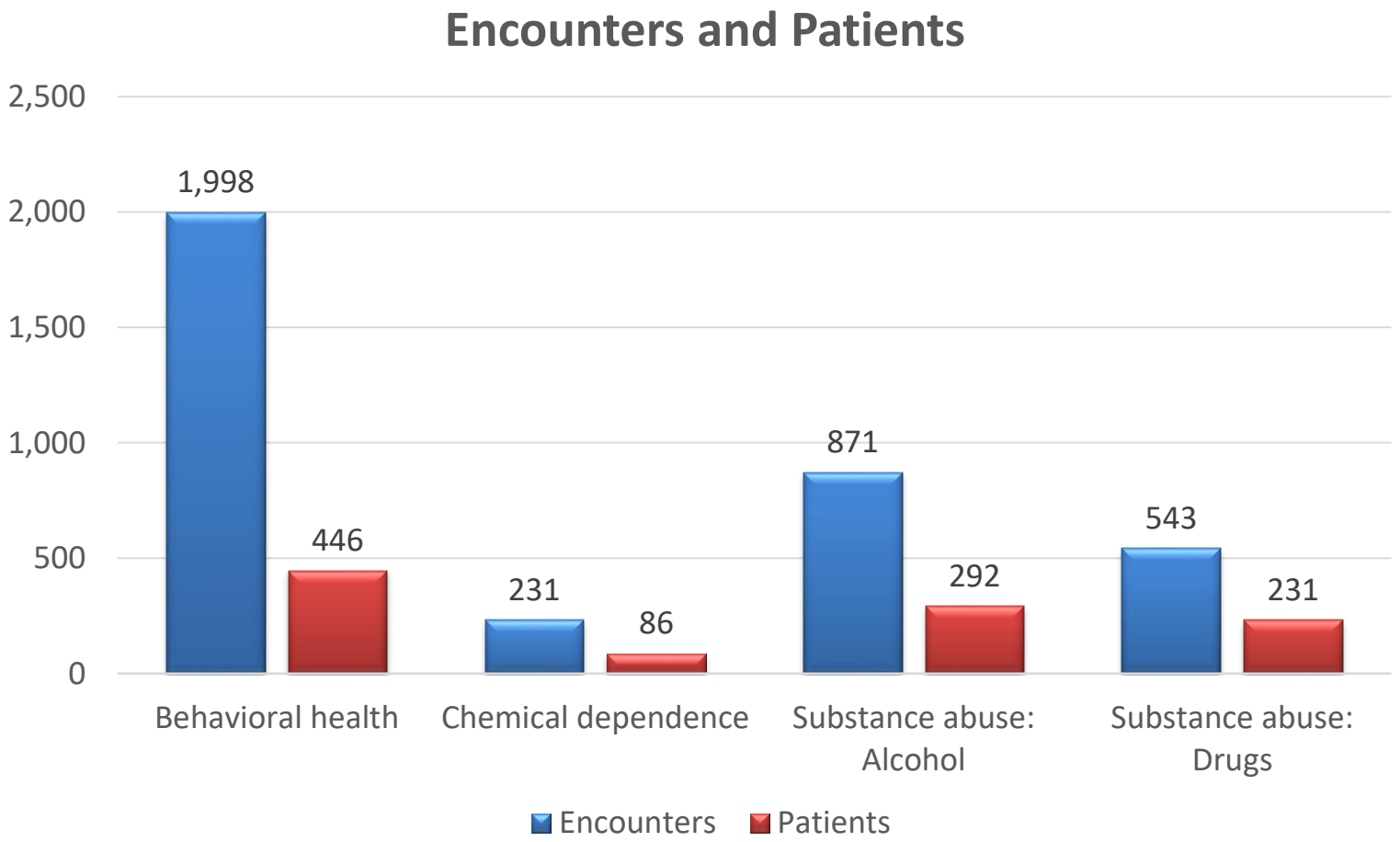
Falls Community Health



Medical encounters	27,096
Medical patients	8,852

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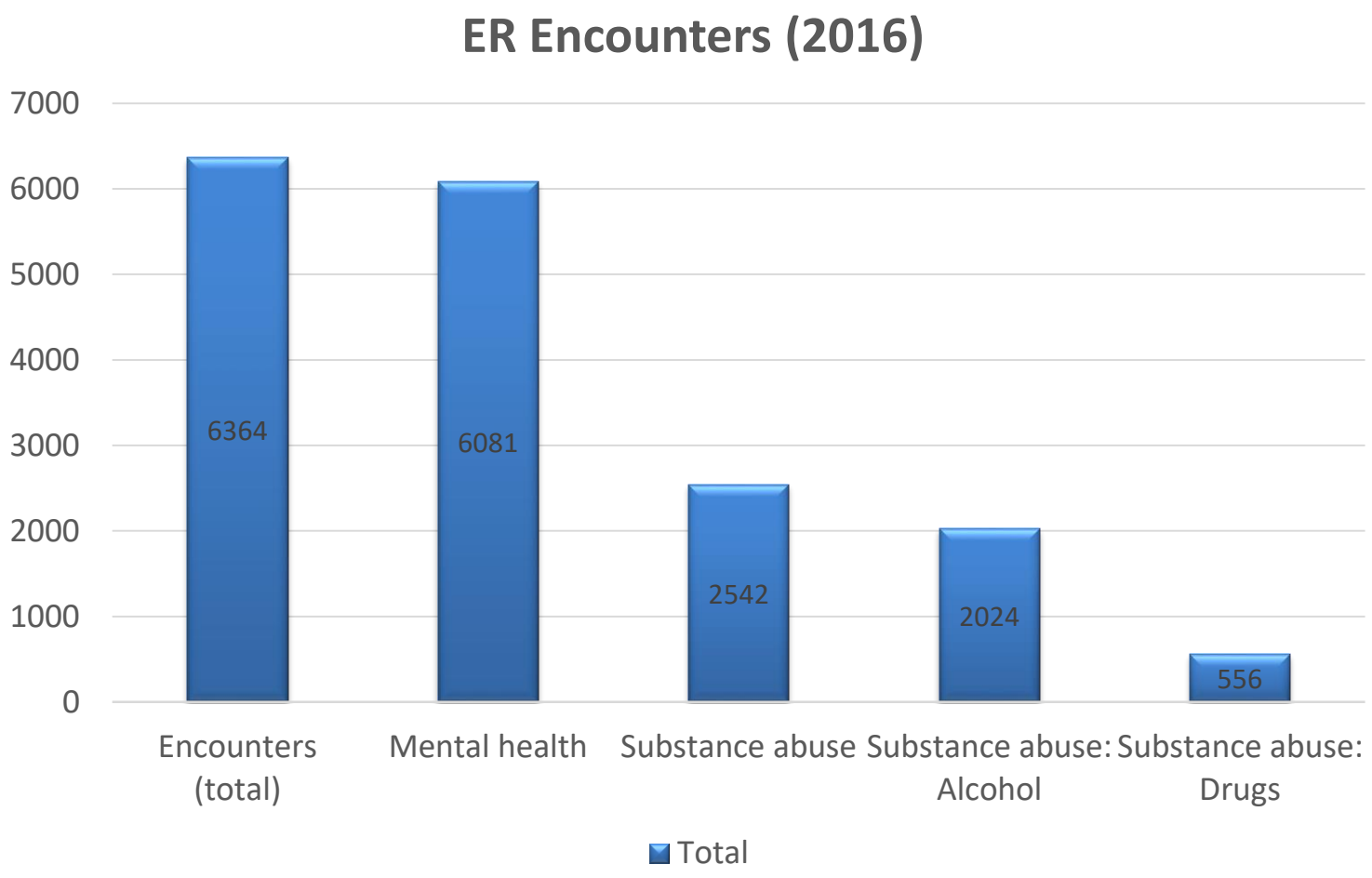
Hospital ERs



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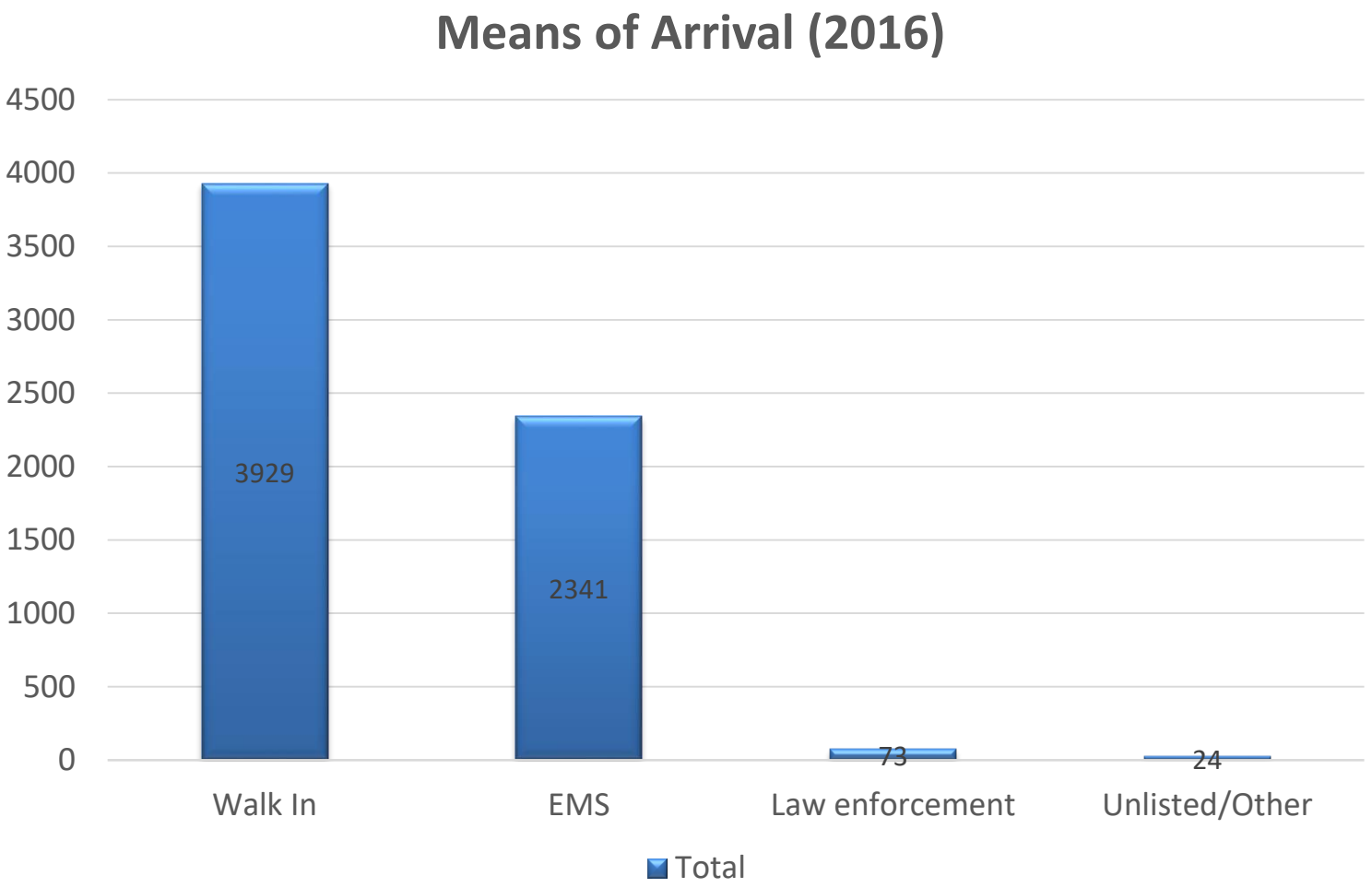
Arrival to ER



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Length of ER Stay

Average stay: 190 minutes (3.2 hours)

Total ER time: 1,197,973 minutes

832 days

2.28 beds per day

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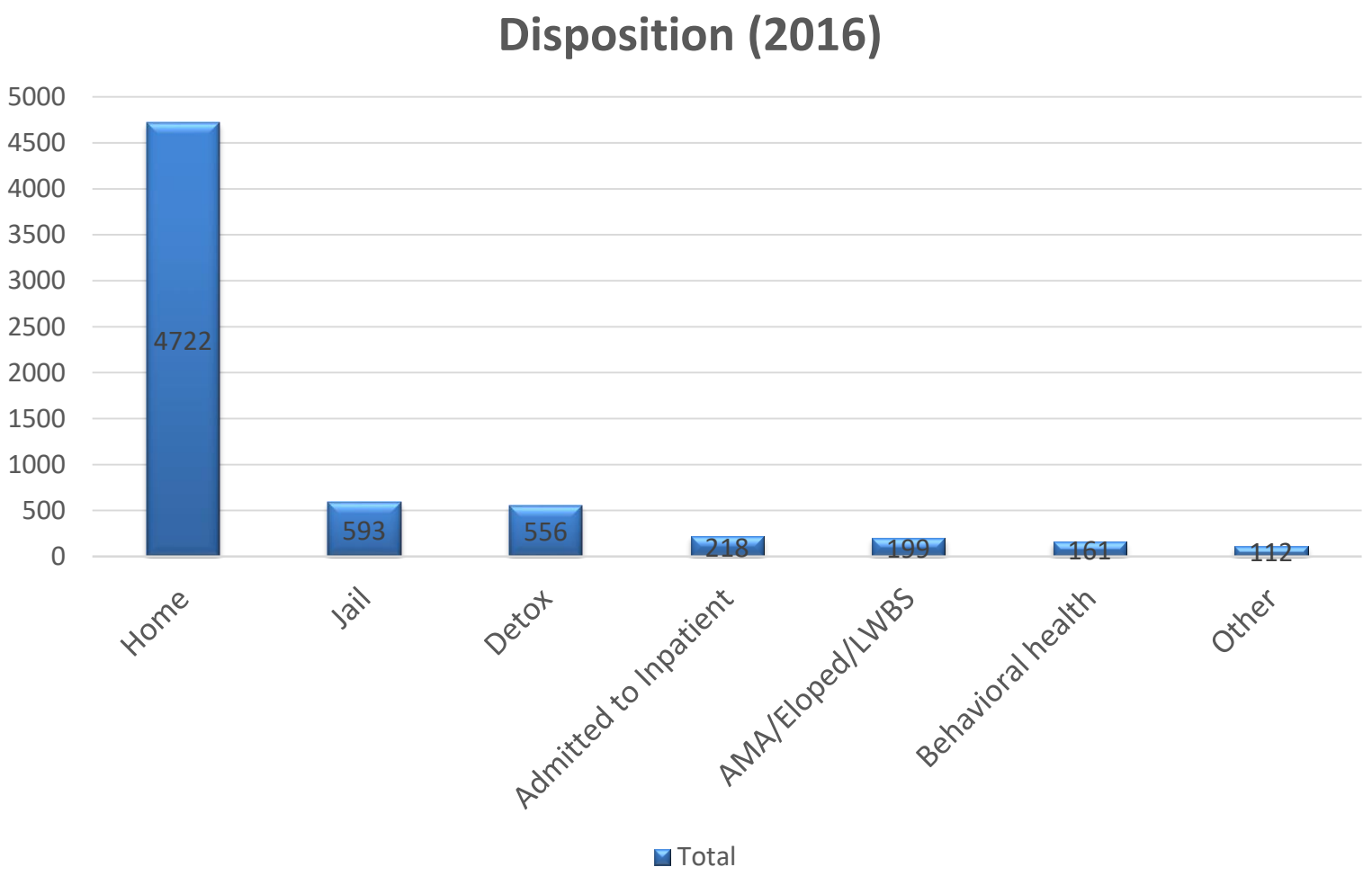
Disposition after ER



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Intercept 0: Summary

Organization	Behavioral Health Clients Served (2016)
Helpline	> 9,000 calls statewide
Falls Community Health	500 to 1,000 behavioral health patients
Lutheran Social Services	667 counseling clients
Carroll Institute	2,000 clients
Southeastern Behavioral Health	5,000 clients
Hospital ERs	6,589 behavioral health encounters
Adults with SMI (est. 5% MSA)	9,156
Adults with SUD (est. 15% MSA)	27,468

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INTERCEPT 1
LAW ENFORCEMENT

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Intercept 1: Law Enforcement

- Calls for Service
- Mobile Crisis Team
- Arrests and Charges
- Detox and Sobering Center

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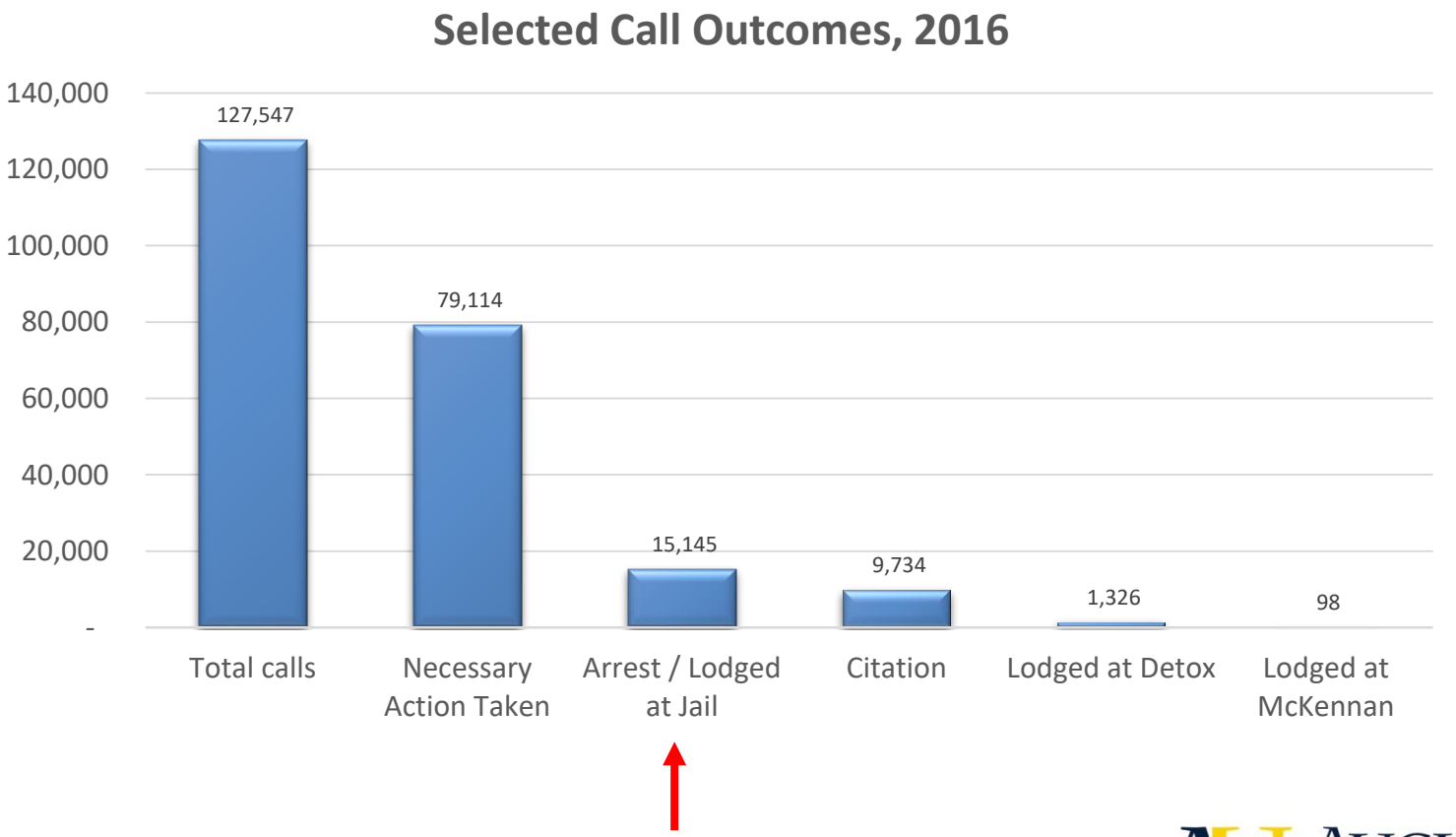
Calls for Service

Total calls in 2016: 127,547

Incident Type	Calls	% of All Calls
Disorderly Subjects	12,462	9.77
Accident	8,988	7.05
Larceny	4,594	3.60
Family Dispute	4,416	3.46
24/7 Violation	4,048	3.17
Check Wellbeing	3,946	3.09
Narcotics Violation	3,738	2.93
Intoxicated Subject	2,769	2.17
Prisoner Transport	2,611	2.05
Vandalism	2,537	1.99
Abandoned Vehicles	2,466	1.93
Assault	2,419	1.90

Calls for Service

Most calls are resolved on scene.



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Mobile Crisis Team

In 2016, MCT's diversion rate was 94.7%.

Calls Received	**572**	
Calls Declined	85	
Calls Taken	487	
Remained Home	417	85.6%
Voluntary Admission to Avera Behavioral Health	30	6.2%
Detox / Other Placement	14	2.9%
Involuntary Hold	26	5.3%

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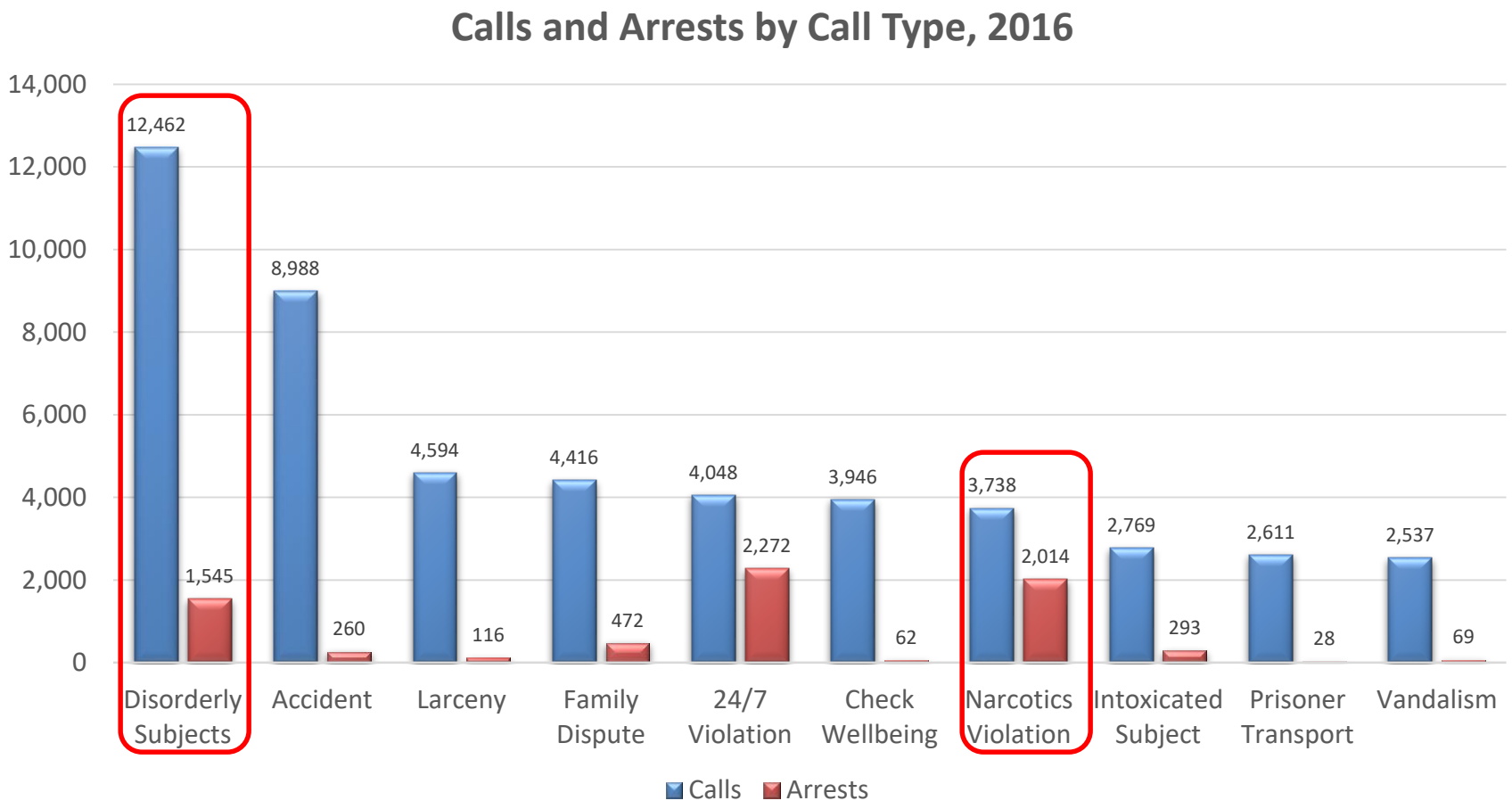
Which calls result in arrest?

Incident Type	Calls Resulting in Arrest	% of Incident Type Resulting in Arrest	% of All Calls Resulting in Arrest
24/7 Violation	2,272	56.13%	15.00%
Narcotics Violation	2,014	53.88%	13.30%
Disorderly Subjects	1,545	12.40%	10.20%
Warrant Service	1,352	59.09%	8.93%
Assault	922	38.11%	6.09%
Shoplifting	848	44.40%	5.60%
DWI	842	61.59%	5.56%
Runaway	517	31.51%	3.41%
Family Dispute	472	10.69%	3.12%
Non Hazardous Moving Violations	371	36.92%	2.45%
Traffic	337	47.13%	2.23%
Intoxicated Subject	293	10.58%	1.93%

Which calls result in arrest?



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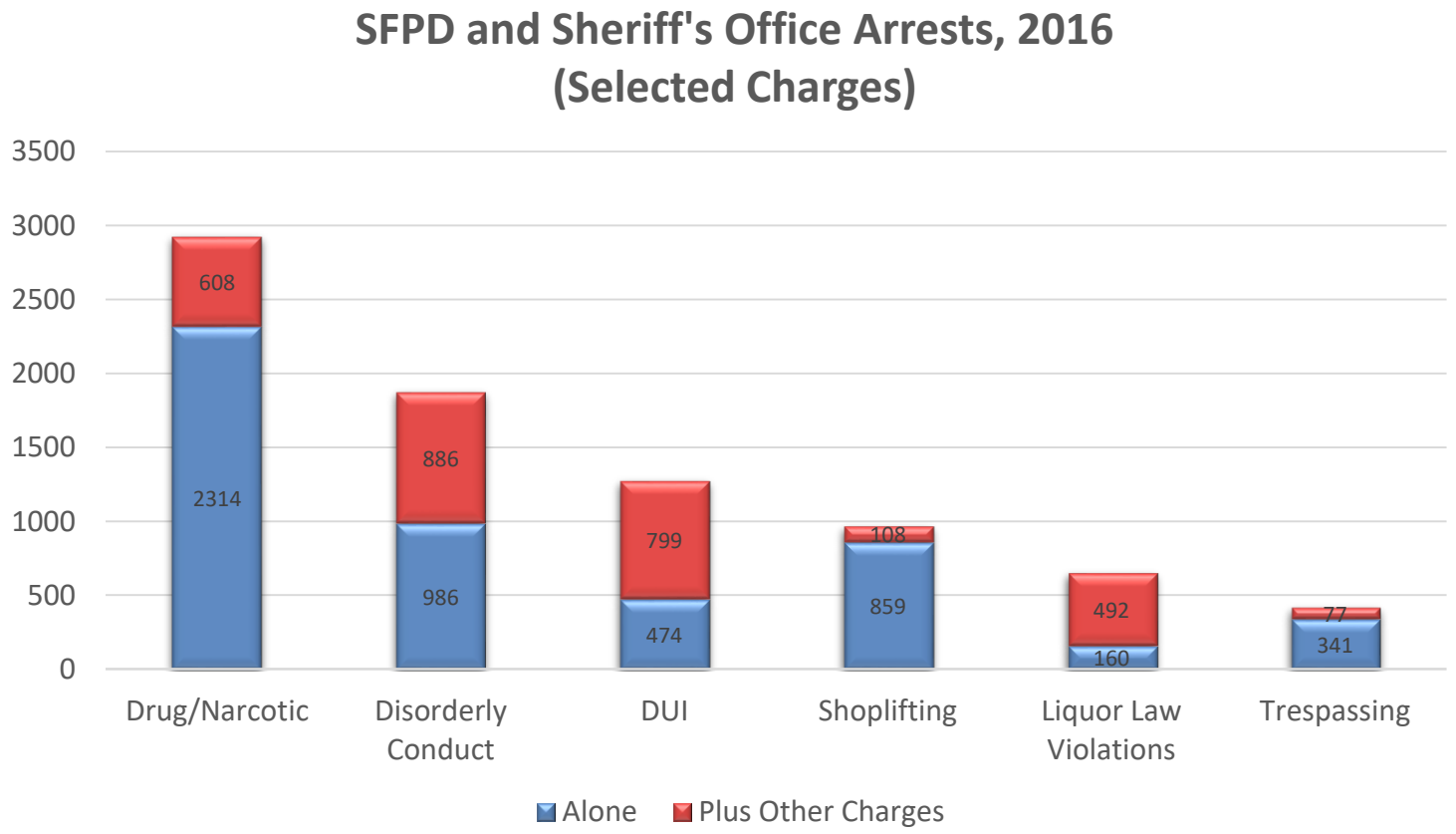
Arrests and Charges

Total arrests in 2016: 11,993



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Detox

Clients:	241 (165 IVCs)
Bed days:	1,552
Average daily census:	4.25

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Sobering Center

Total bookings:	2,621
Bookings per day:	7.18
Average length of stay:	9.7 hours

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Intercept 1: Summary

Organization	Instances (2016)
Calls for service	127,547 calls
Necessary action taken	79,114 calls
Arrests	15,145 calls
MCT calls	572 calls
Detox	241 clients
Sobering Center	2,621 bookings

INTERCEPTS 2 AND 3
INITIAL DETENTION AND JAIL

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Intercepts 2 and 3: Jail

- Bookings
- Mental health and substance abuse

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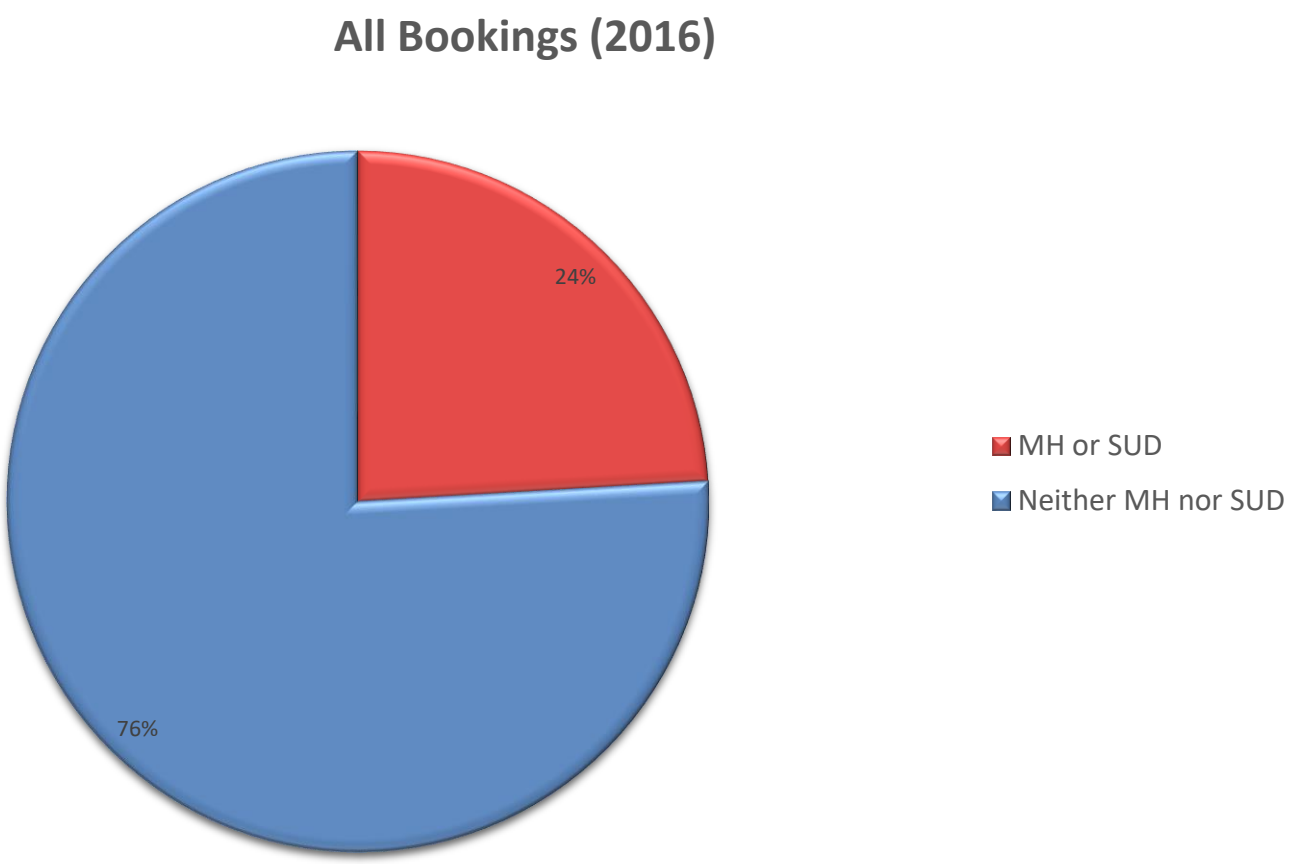
Bookings



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Bookings

	Bookings	% of all bookings
MH or SUD	4,201	24.1%
SUD alone	1,942	11.1%
MH alone	1,465	8.4%
Co-occurring	794	4.5%
Neither MH nor SUD	13,256	75.9%
All bookings	17,454	

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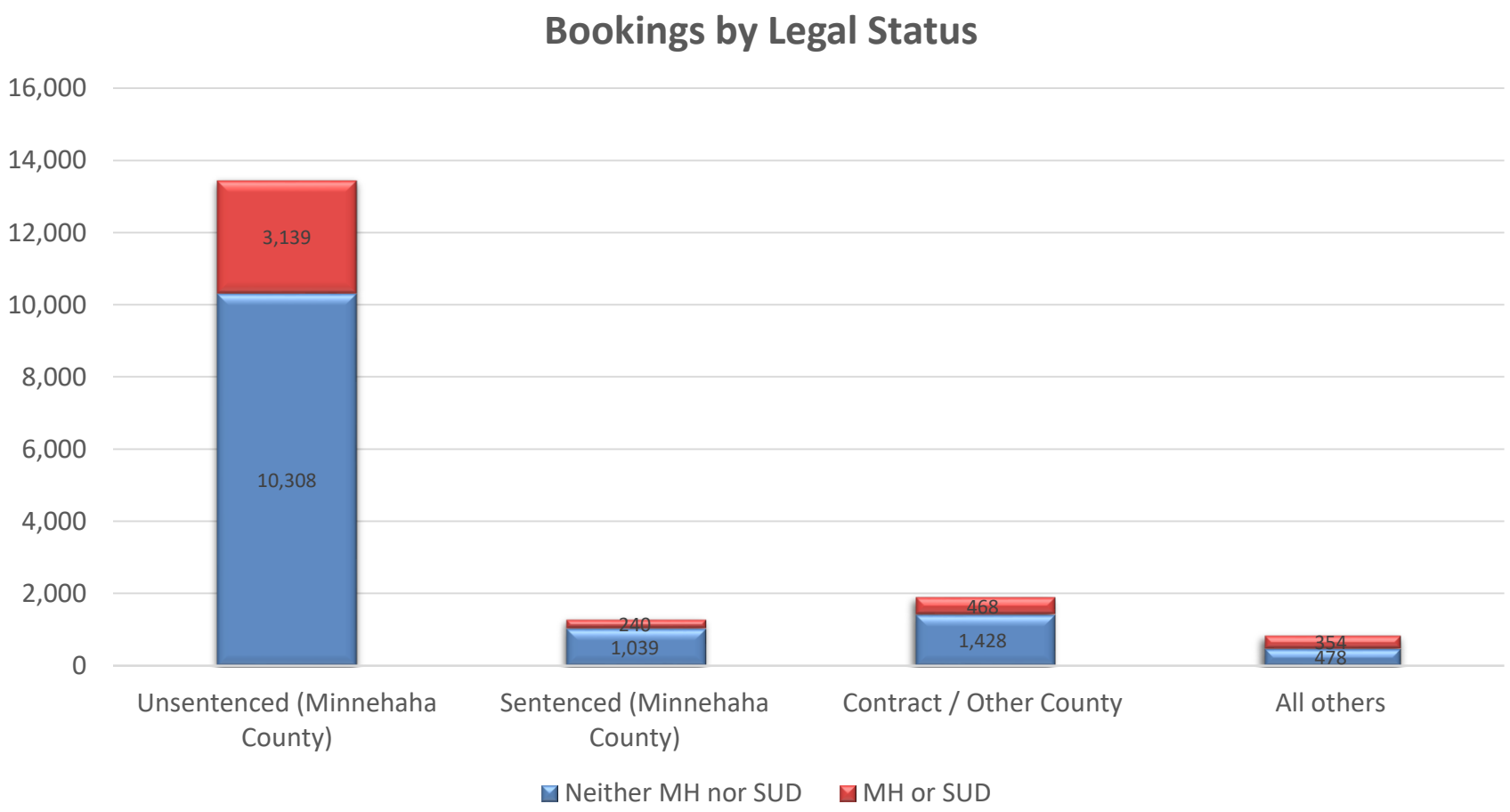
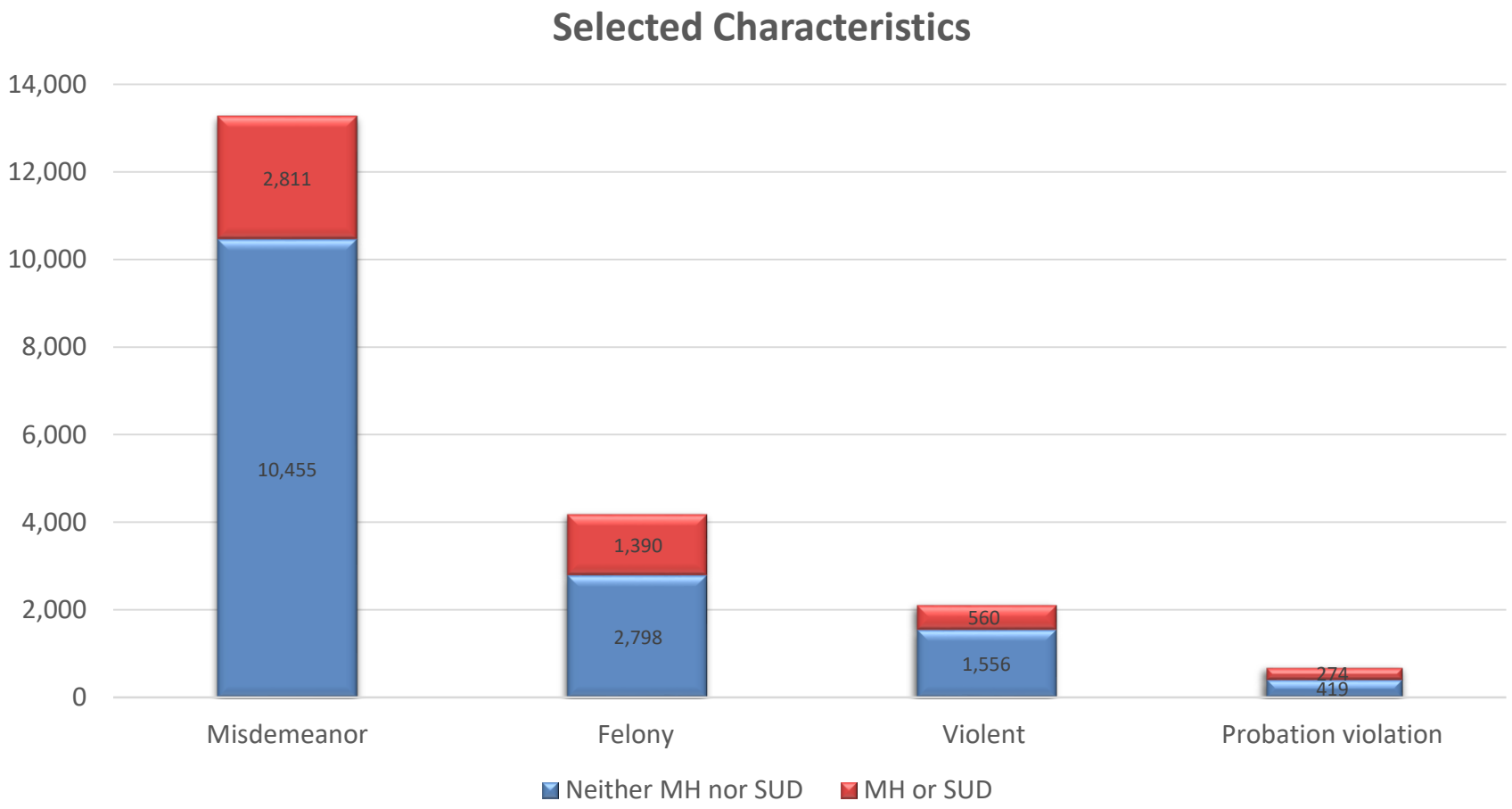
Bookings


Bookings by Legal Status
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
3,139
10,308
240
1,039
468
1,428
354
478
Unsentenced (Minnehaha County)
Sentenced (Minnehaha County)
Contract / Other County
All others
Neither MH nor SUD
MH or SUD

Bookings



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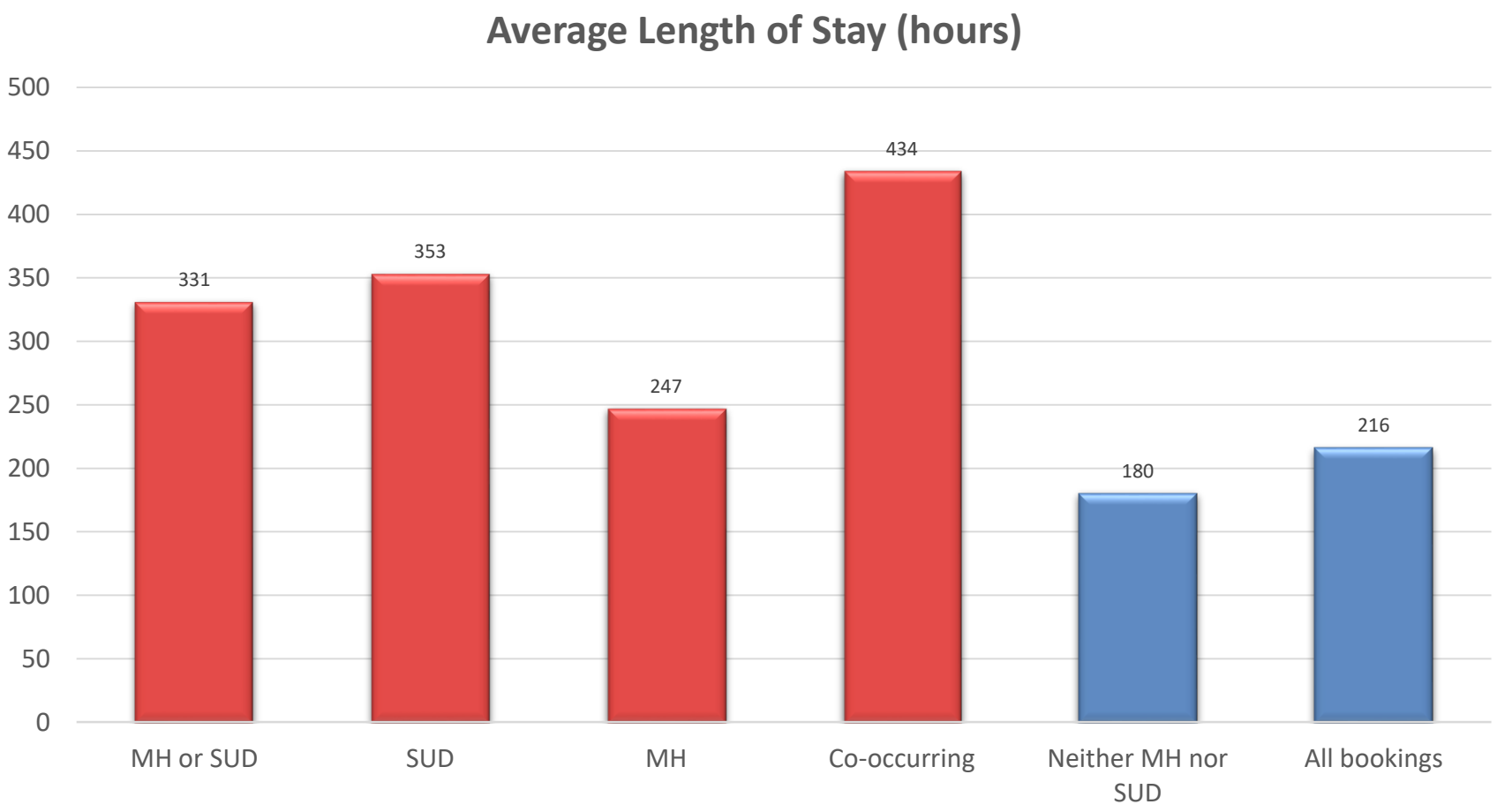
Length of Stay



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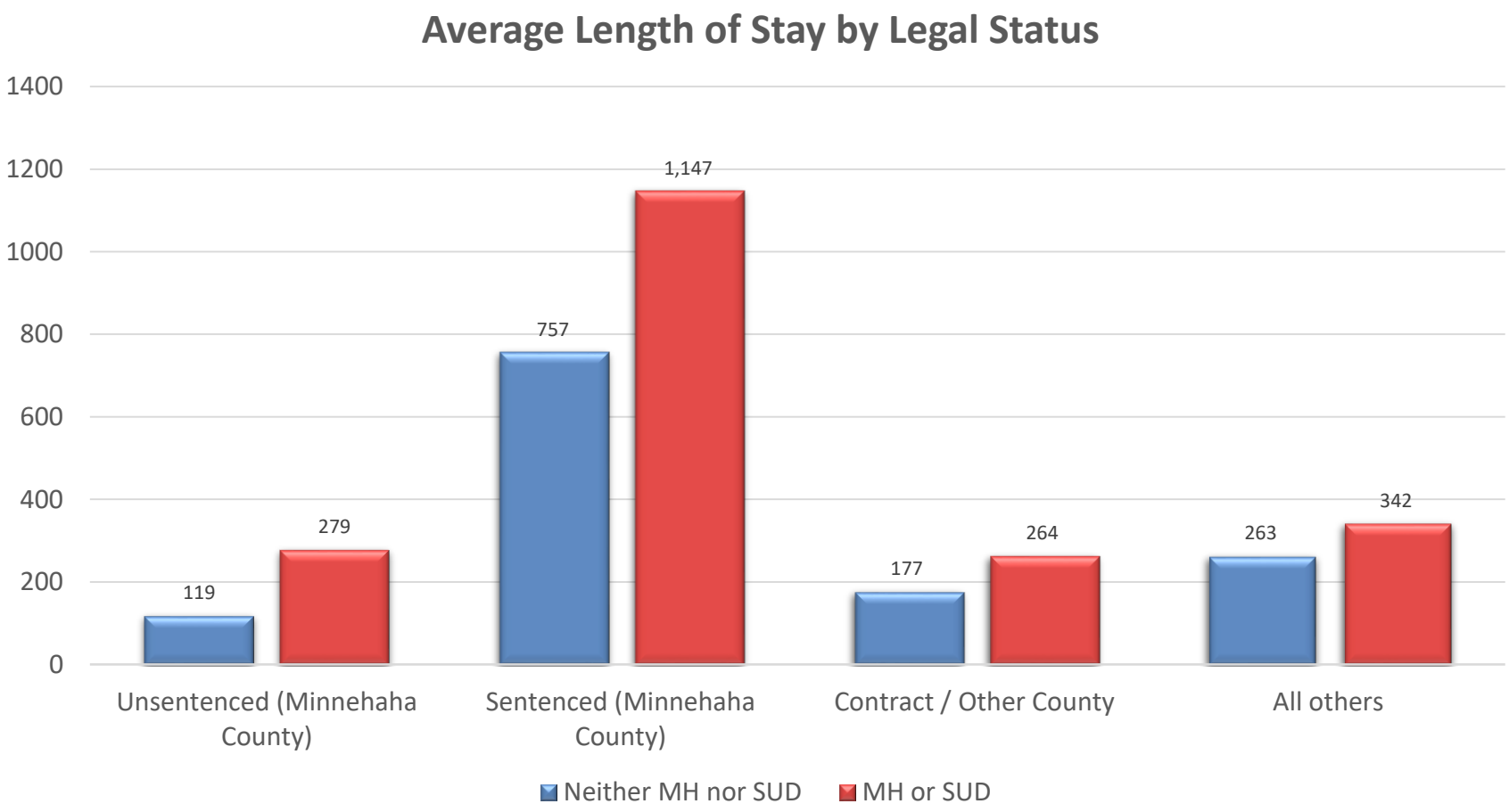
Length of Stay



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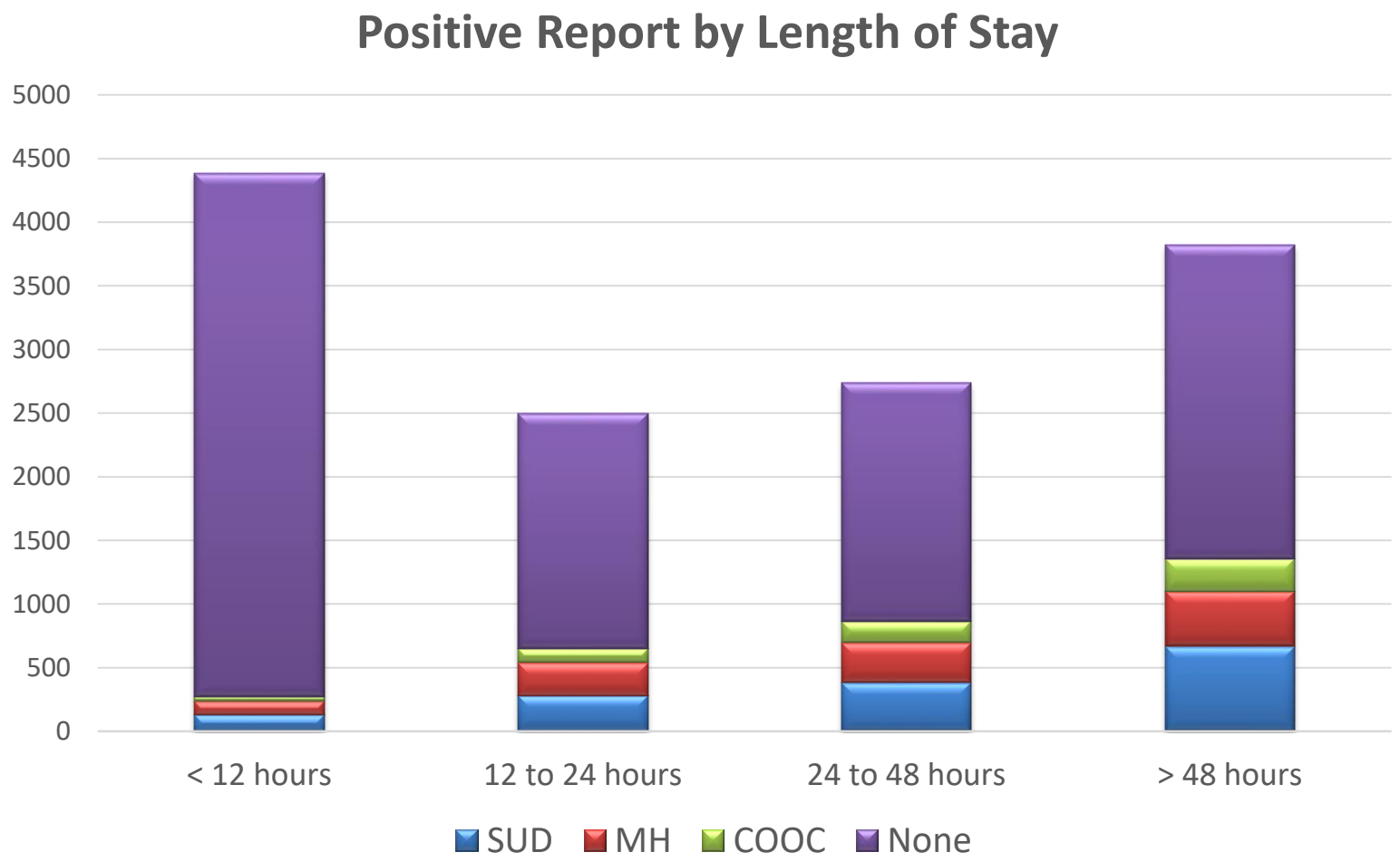
Length of Stay and Self-Reported MH/SUD



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Intercepts 2 and 3: Jail

- Next steps:
  - Improve data quality with universal mental health screening at intake
  - Data matching to identify at booking people known to community-based behavioral health providers
  - Criminogenic risk assessment tool

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SUPER UTILIZERS

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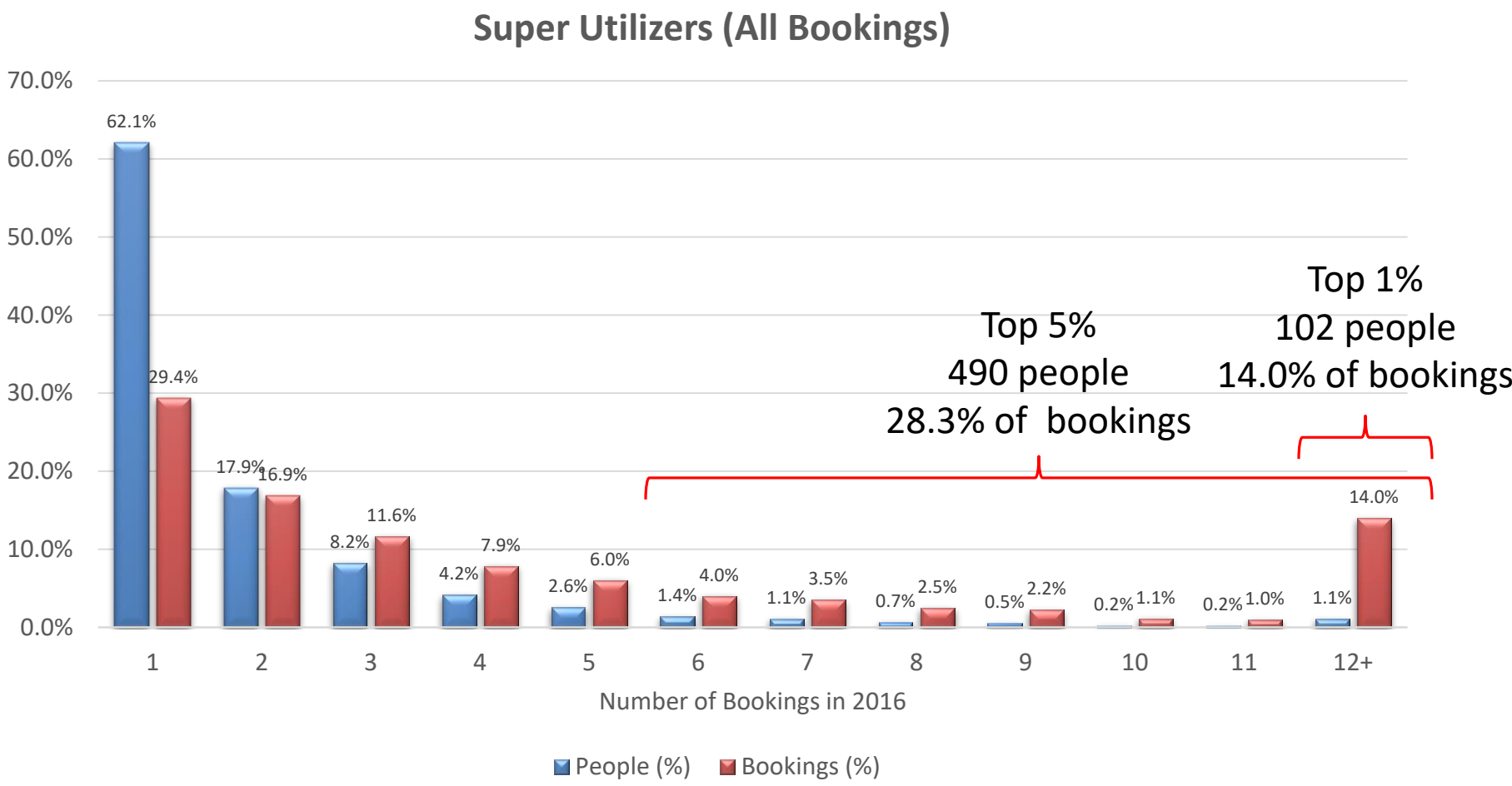
Super Utilizers



n=9,533 n=20,169

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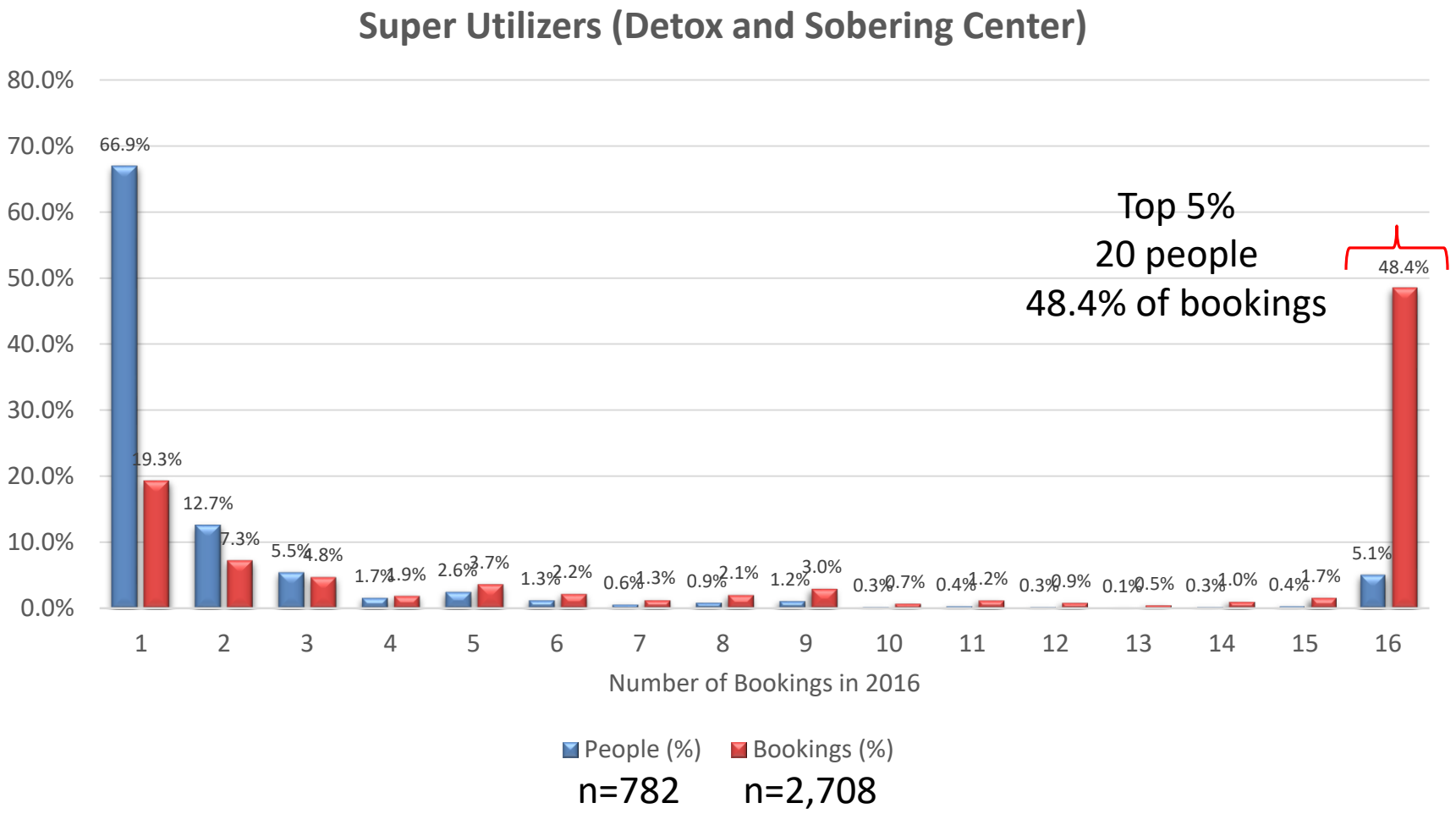
Super Utilizers



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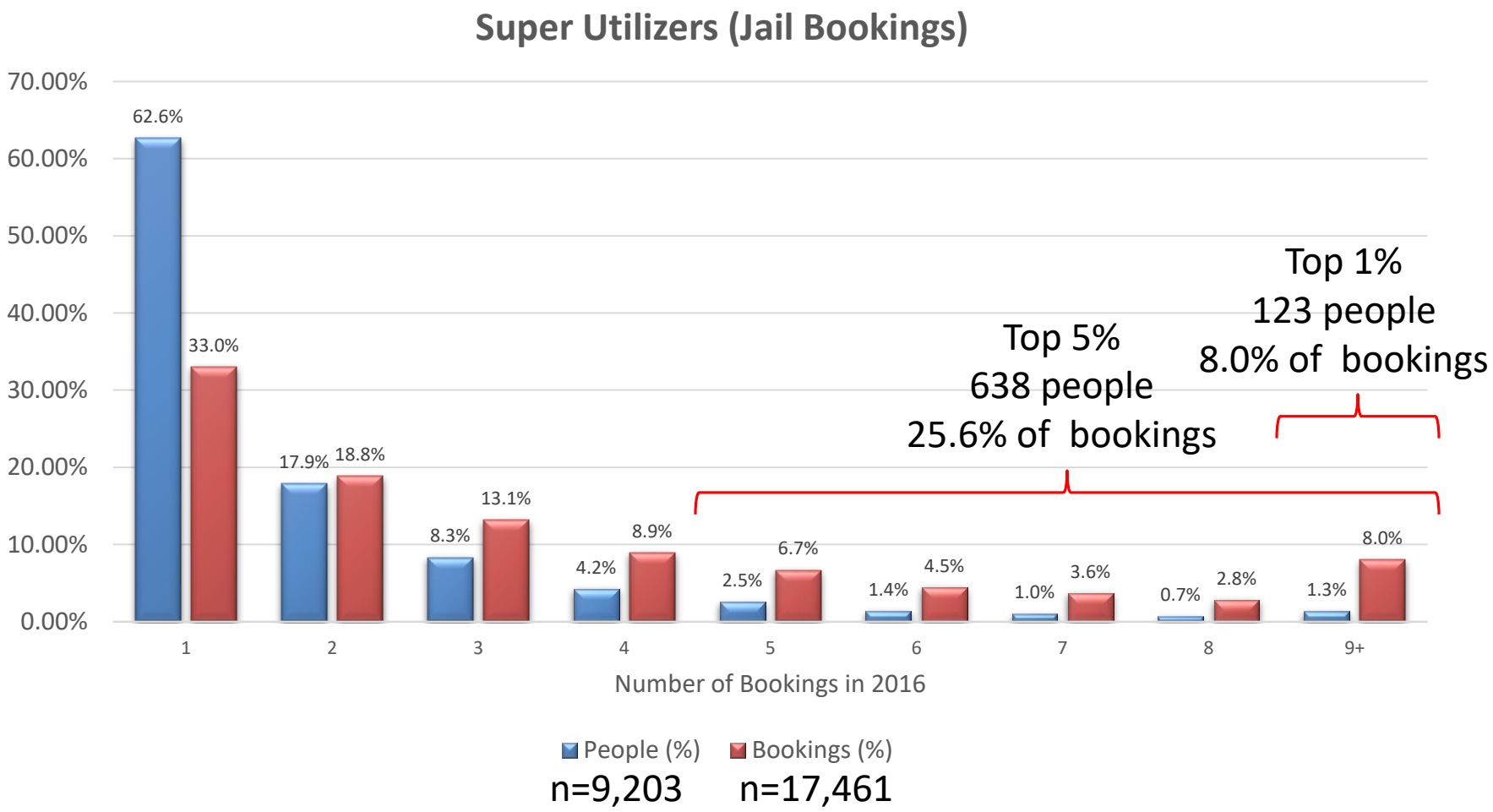
Super Utilizers



n=9,203 n=17,461

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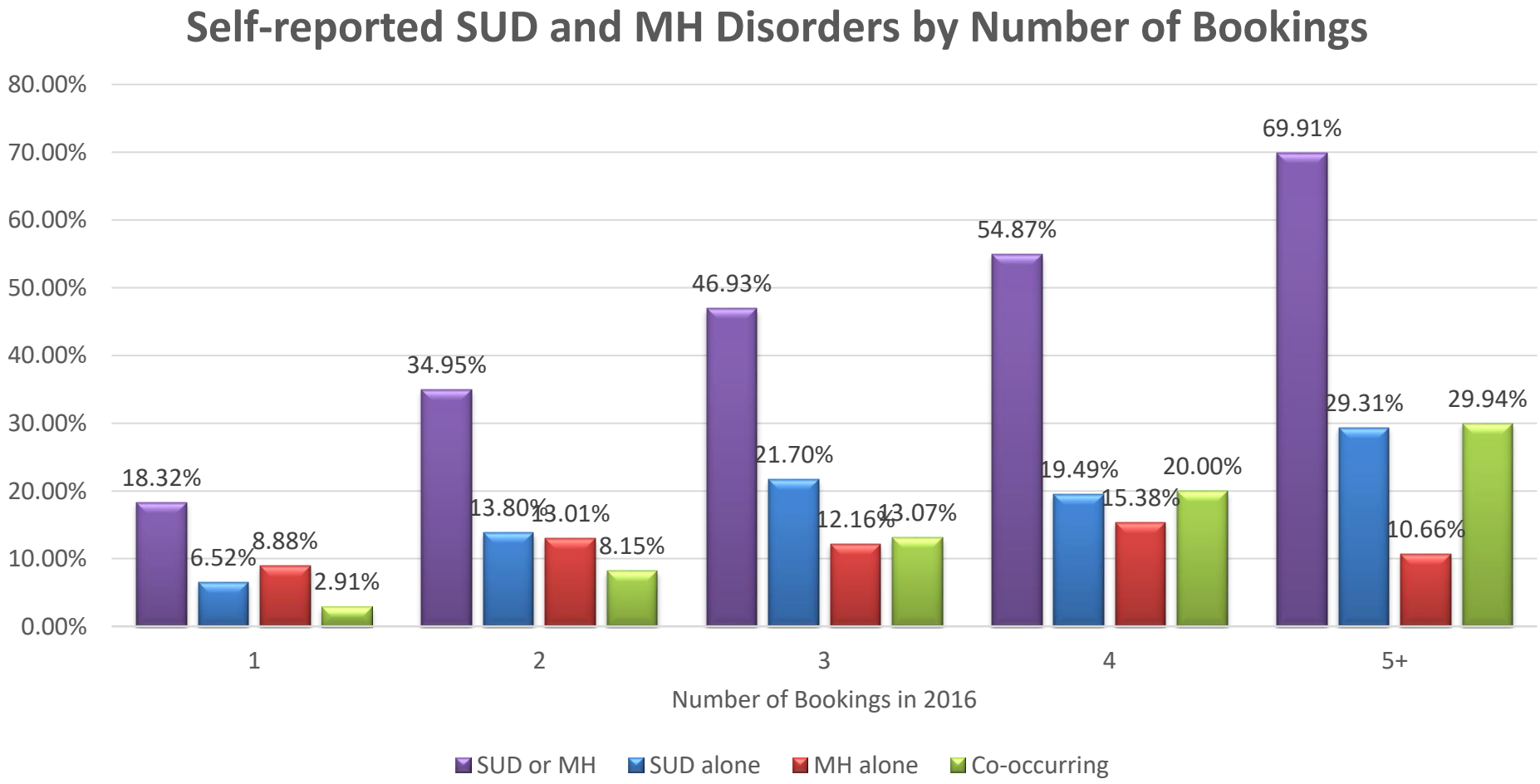
Super Utilizers



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Super Utilizers

Compared to those who don't report problems, people who self-report behavioral health problems are:

- 2.14 times as likely to have multiple bookings
- 5.74 times as likely to have 5+ bookings

n=9,203

	Multiple (2+) bookings RR	RR 95% conf. interval
SUD or MH	2.14	2.03 to 2.25
SUD	1.87	1.77 to 1.97
MH	1.26	1.17 to 1.36
COOC	2.18	2.07 to 2.30

	5+ bookings RR	RR 95% conf. interval
SUD or MH	5.74	4.88 to 6.76
SUD	3.28	2.80 to 3.84
MH	1.04	0.82 to 1.33
COOC	5.43	4.68 to 6.31

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Takeaway

- Behavioral health problems contribute to cycling through the criminal justice system.

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COSTS AND CAPACITY

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Super Utilizers: Jail

Top 1% *and* self-reported behavioral health problems

- 106 people with 5+ bookings in 2016
- 71 total days in jail per person, on average
- 7,510 bed days annually
- 21 beds per day
- $713,427 annually

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Super Utilizers: Jail

Top 5% *and* self-reported behavioral health problems

- 446 people with 5+ bookings in 2016
- 62 total days in jail per person, on average
- 27,710 bed days annually
- 76 beds per day
- $2,632,518 annually

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Cost of Care: Avera and Sanford ERs

- Total charges: $40,037,269

- Average charges per encounter: $6,076

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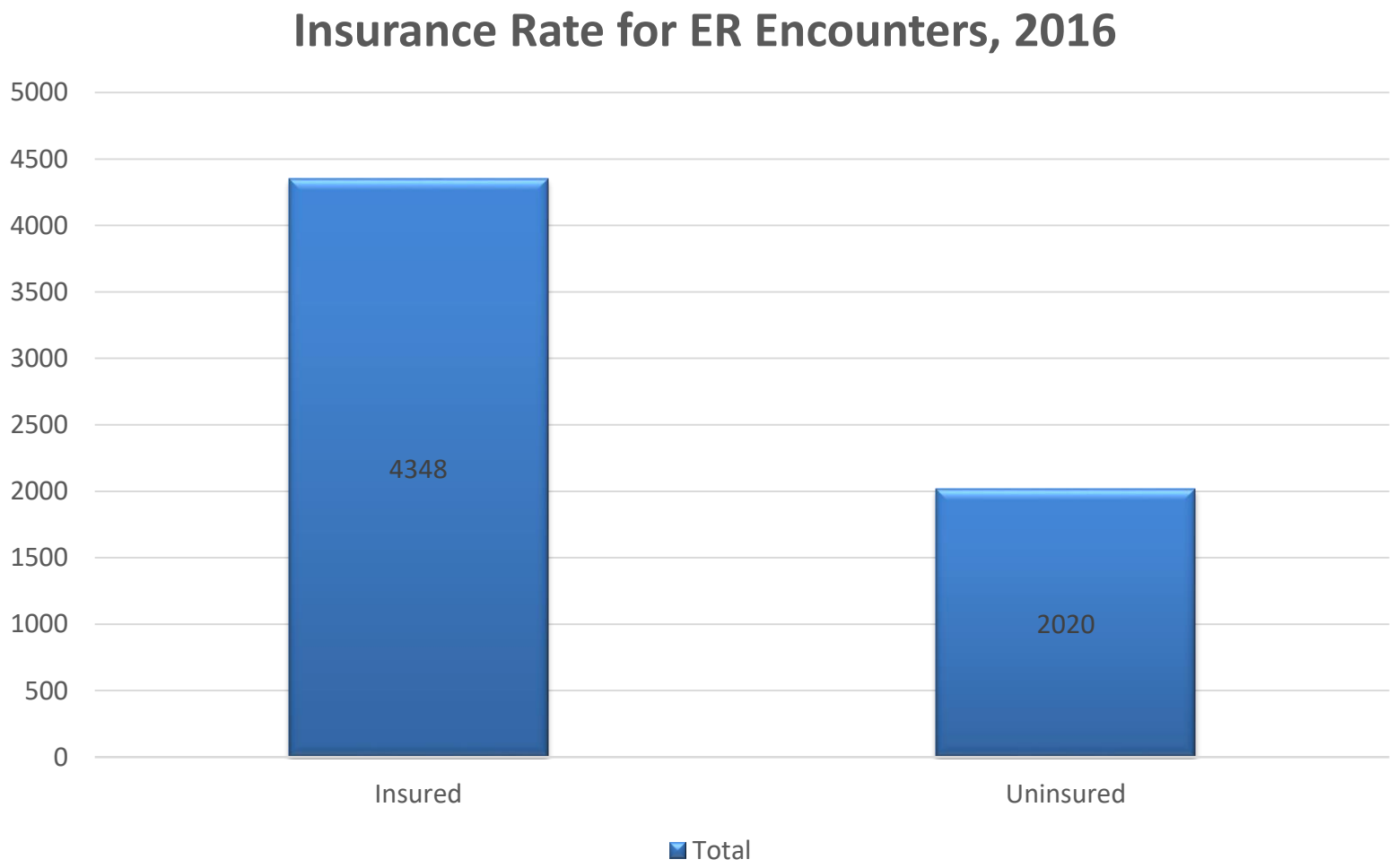
Insurance: Avera and Sanford ERs



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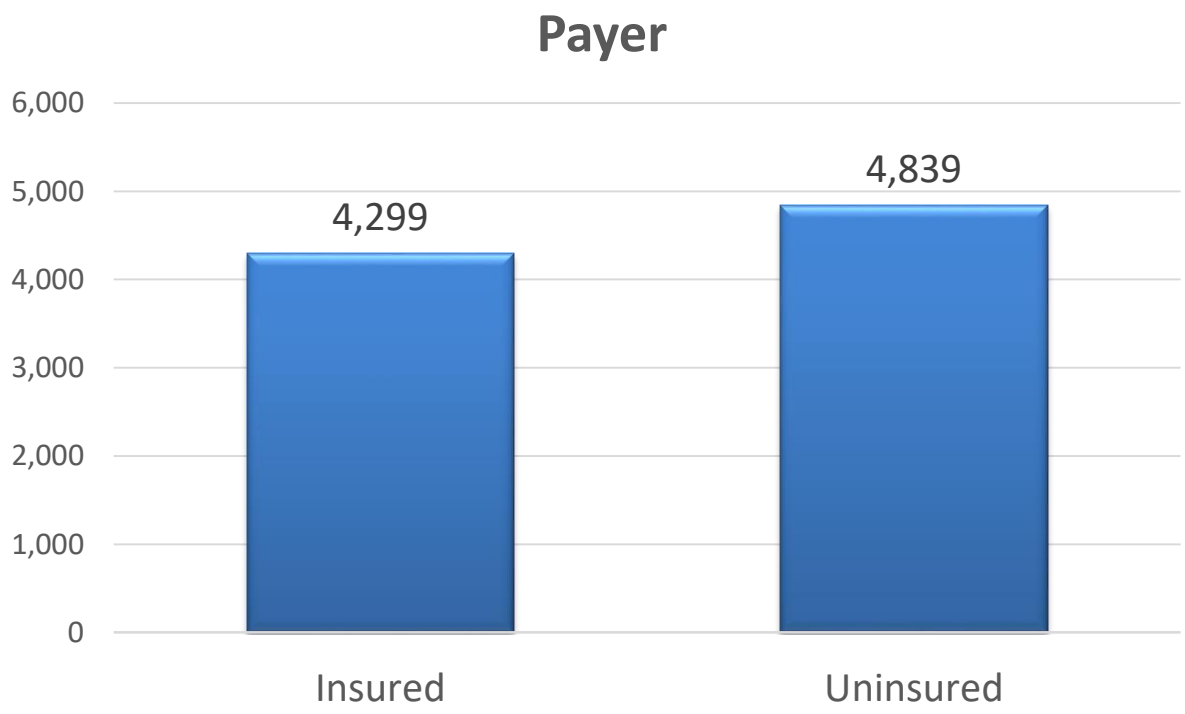
Insurance: Falls Community Health



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Estimated Cost Summary

Organization	Behavioral Health Cost Estimate (2016)
Jail (super users)	$700,000 to $2.6 million
Hospital ER (total)	$40 million
Uninsured (est.)	*$9.7 million*
Medicaid (est.)	*$6.1 million*

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Estimated Potential Demand

Observed length of stay

Source	Annual Admissions	Daily Admissions	Length of Stay (hours)	Daily Beds Occupied
Detox	241	0.66	155	4.3
Sobering Center	2,621	7.2	9.7	3
Pre-arrest triage	2,656	7.3	279	84.6
Redirected from hospital	636	1.7	3	0.2
Total	6,154	16.86		92.1

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Estimated Potential Demand

72 hour maximum

Source	Annual Admissions	Daily Admissions	Length of Stay (hours)	Daily Beds Occupied
Detox	241	0.66	72	2
Sobering Center	2,621	7.2	9.7	3
Pre-arrest triage	2,656	7.3	72	21.8
Redirected from hospital	636	1.7	3	0.2
Total	6,154	16.86		27

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Estimated Potential Demand

Conservative Pilot

Source	Annual Admissions	Daily Admissions	Length of Stay (hours)	Daily Beds Occupied
Detox	241	0.66	155	4.3
Sobering Center	2,621	7.2	9.7	3
Pre-arrest triage	266	0.73	12	0.37
Redirected from hospital	636	1.7	3	0.2
Total	3,764	10.29		7.87

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DEMOGRAPHICS

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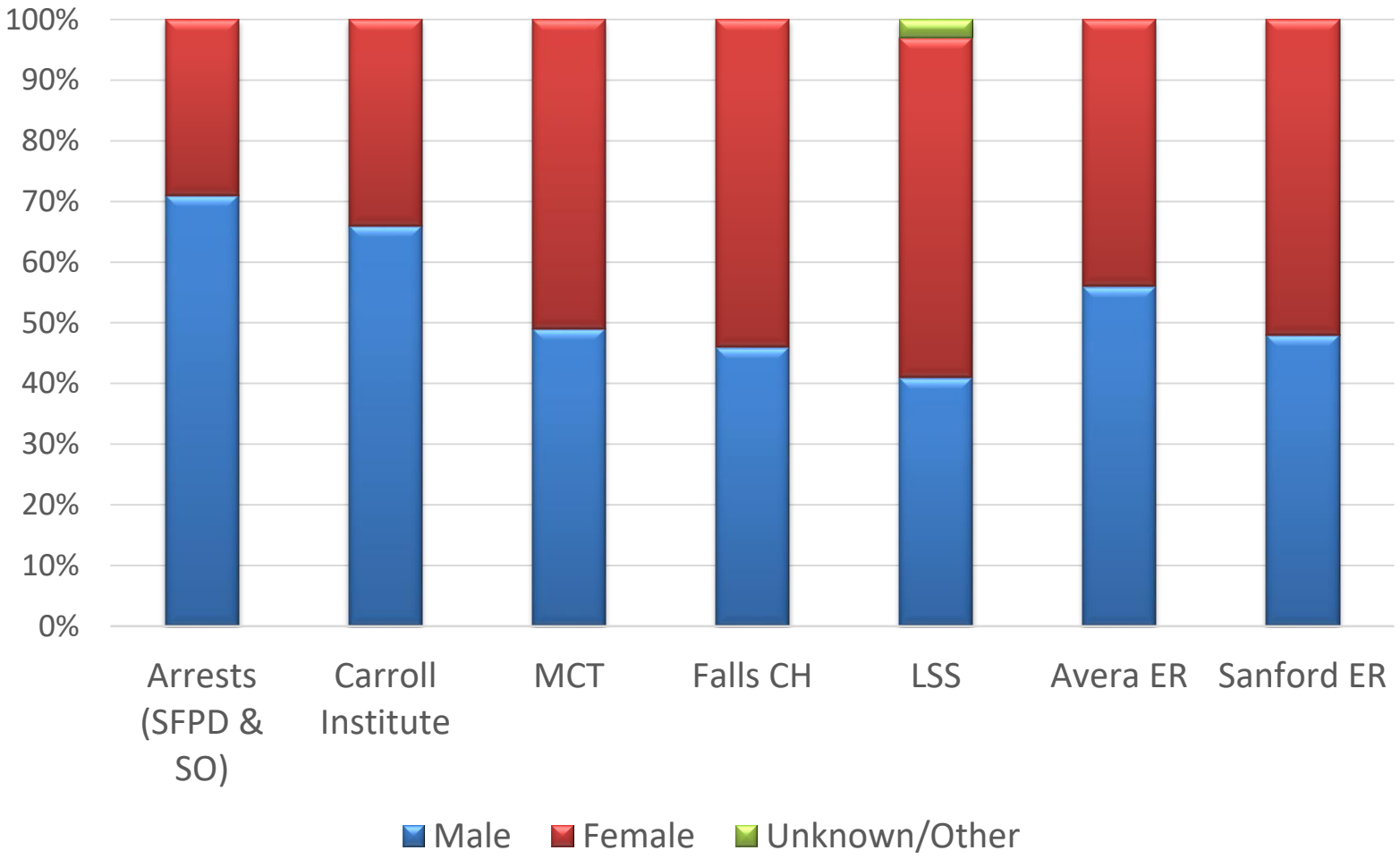
Gender



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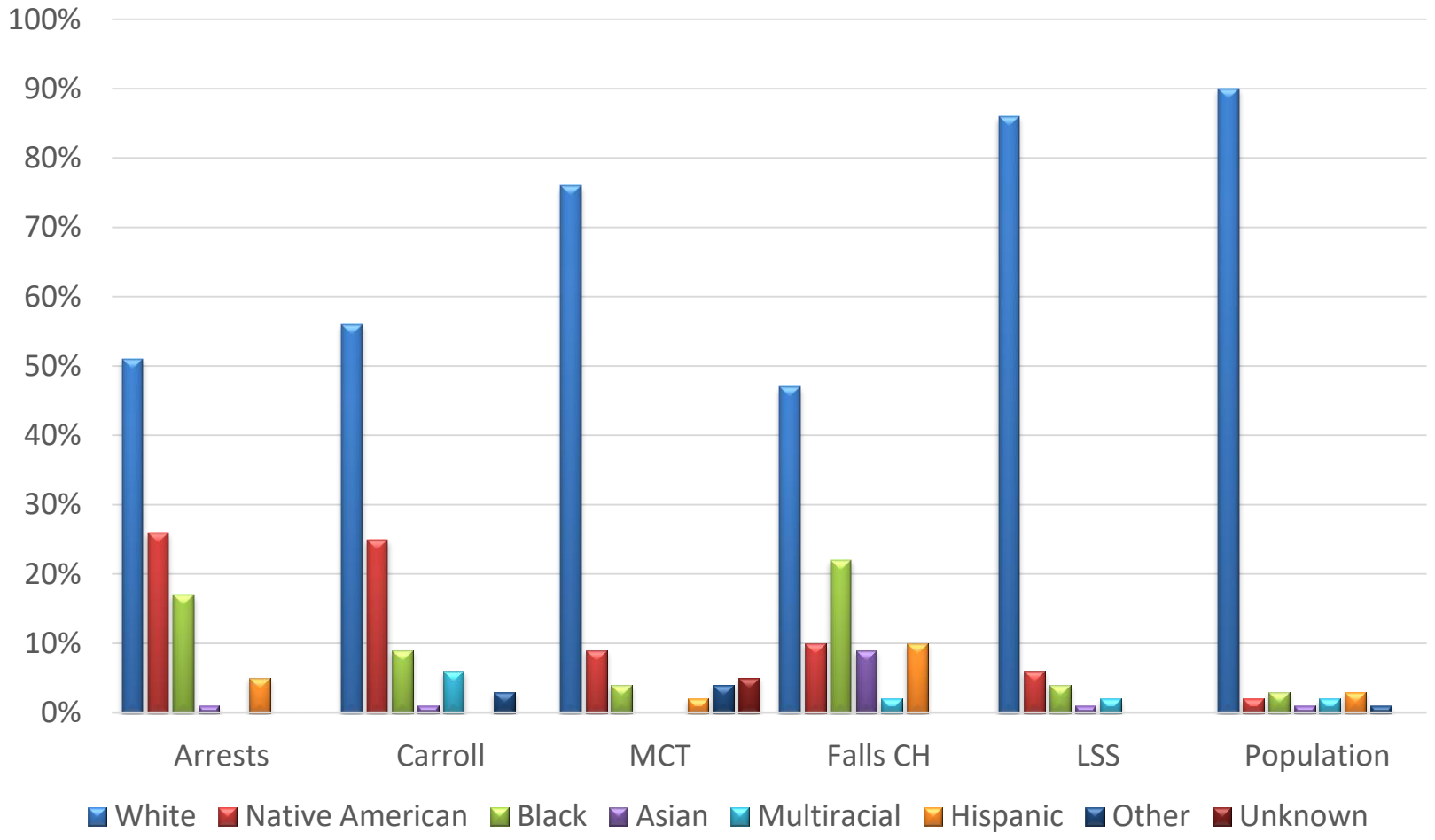
Race



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Language

Falls Community Health clients best served in another language:

23%

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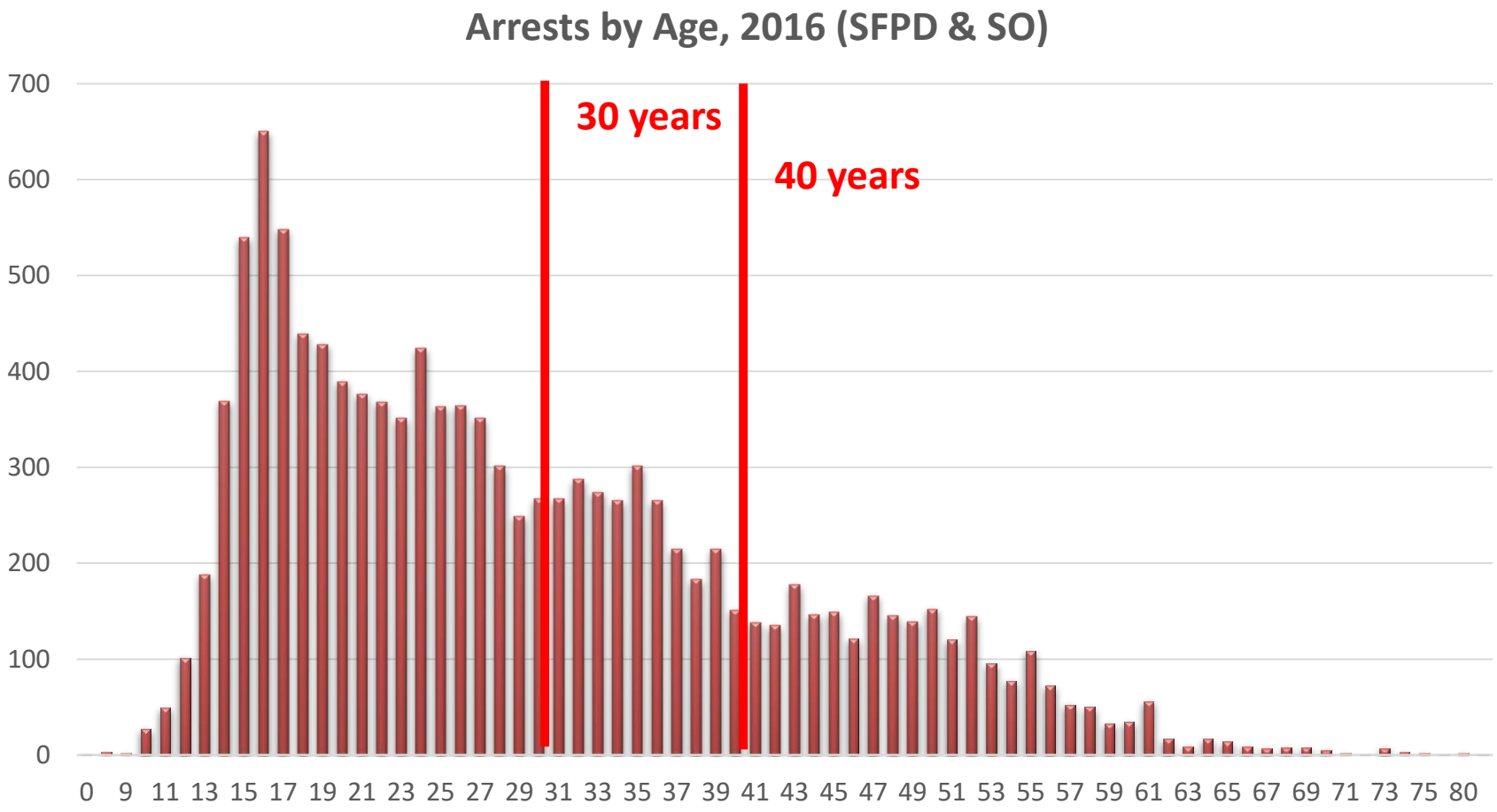
Arrests by Age



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POLICY QUESTIONS

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Policy Questions

- Goal
  - Shift burden from CJ / ED, or
  - Engage underserved groups?
- Target population
  - Super utilizers, or
  - Unreached, new clients?
- Point of intervention
- Services

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