

# CITY OF NORMAN, OK CITY COUNCIL CONFERENCE

Municipal Building, Executive Conference Room, 201 West Gray, Norman,  
OK 73069

Tuesday, January 10, 2023 at 5:00 PM

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## AGENDA

*It is the policy of the City of Norman that no person or groups of persons shall on the grounds of race, color, religion, ancestry, national origin, age, place of birth, sex, sexual orientation, gender identity or expression, familial status, marital status, including marriage to a person of the same sex, disability, retaliation, or genetic information, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in employment activities or in all programs, services, or activities administered by the City, its recipients, sub-recipients, and contractors. In the event of any comments, complaints, modifications, accommodations, alternative formats, and auxiliary aids and services regarding accessibility or inclusion, please contact the ADA Technician at 405-366-5424, Relay Service: 711. To better serve you, five (5) business days' advance notice is preferred.*

### CALL TO ORDER

### AGENDA ITEMS

1. DISCUSSION REGARDING MENTAL HEALTH CRISIS RESPONSE.

### ADJOURNMENT

# Crisis Response

Norman City Council

December 10, 2023

[WWW.988OKLAHOMA.COM](http://WWW.988OKLAHOMA.COM)



OKLAHOMA  
Mental Health &  
Substance Abuse



# Topics for Discussion

- Overview of 988 and the ODMHSAS Comprehensive Crisis Continuum
- Mobile Crisis
- The Statewide iPad Initiative
- Mental Health Law



From an accredited hospital >

# Comprehensive Crisis Response



## Current State of Crisis

4.1 % of adults in Oklahoma had serious thoughts of suicide in the past year. 1 in 10 students reported attempting suicide in the past 12 months. **Each week, approximately 300 Oklahomans are admitted for urgent care or crisis mental health services.**

## Goal

The ODMHSAS believes that Oklahomans deserve to have mental health and addiction services within reach. Building the Comprehensive Crisis Response Continuum is an evidenced-based approach to helping us reach this goal, **meeting people where they're at, when they need it most.**

## Overview

ODMHSAS is building a comprehensive crisis response continuum to enhance services Oklahomans receive when experiencing a psychiatric emergency with the goal of providing immediate access at the lowest level of care.

**1**



### One Call Away Helpline

It all starts with an easy to remember helpline number (988) staffed by mental health professionals to answer calls around the clock of those experiencing a mental health crisis. Approximately 80% of crisis calls can be resolved at this touchpoint.

**2**

### When Necessary Mobile Crisis Team

When needed, the 988 call center will dispatch statewide mobile crisis teams to the situation for further assessment and intervention. Approximately 70% of crisis situations can be resolved at this touchpoint.



Reducing the need for law enforcement intervention and costly hospitalizations.

**3**

### Follow Up Appointments



Every level of the continuum will be equipped with the ability to make same day or next day appointments at every Community Mental Health, Community Behavioral Health, and Comprehensive Community Addiction Recovery Centers across Oklahoma.

**4**

### Integrated Technology



Every law enforcement officer across the state will be equipped with 24/7 access to a licensed behavioral health practitioner to assist with assessment, evaluation, and connection to treatment.

**5**

### Getting There Transportation



Each year, over 20,000 trips are made by law enforcement to assist Oklahomans in need of mental health crisis services. This model allows the ability for private sector companies to provide transportation services to individuals experiencing a psychiatric crisis greater than 30 miles.

Reducing the need for law enforcement to transport long distances.

+ Will place mental health professionals in law enforcement dispatch in the metro areas.

**6**

### Nearby Care Facilities



The continuum will add 50% more urgent care and crisis centers across the state - diverting 90% of those needing inpatient psychiatric hospital care.

Minimizing law enforcement travel for assessment and treatment.



**OKLAHOMA**  
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# WHAT IS 988?

**988** is a direct, three-digit lifeline that connects you with trained behavioral health professionals that can get all Oklahomans the help they need.

www.988oklahom



# The Purpose of 988

Provide a comprehensive crisis response continuum that **enhances services Oklahomans receive when experiencing a psychiatric emergency.**

# The GOAL of 988

Oklahoma's Comprehensive Crisis Response Continuum is an evidence-based approach to helping us reach the goal of **meeting people where they're at, when they need it most.**

# TALK TO SOMEONE WHO CAN HELP

When you call 988, you're immediately connected with a mental health professional – *not* law enforcement. Your conversation is confidential and totally free. And they'll connect you with whatever you need next.

## It's Working

The **988 Mental Health Lifeline** has answered approximately **16,000 calls**, responded to more than **3,000 texts** and dispatched more than **850 mobile crisis teams** since July 5<sup>th</sup> launch!

## Top Ten Status

Metrics around Oklahoma's 988 launch prove we are one of the most successful response systems in the country, **meeting people where they're at, when they need it most.**

# How it works:

Item 1.

IF NEEDED



2

## CONNECT WITH A MOBILE CRISIS TEAM

When needed, the 988 call center will send a mobile crisis team to assess things and intervene if necessary. About 7 in 10 crises can be resolved at this touchpoint, which reduces the need for law enforcement to step in.

## MAKE A FOLLOW-UP APPOINTMENT

At every step of the way, there will be the ability to make same-day or next-day appointments at every Community Mental Health, Community Behavioral Health, and Comprehensive Community Addiction Recovery center in Oklahoma.

3



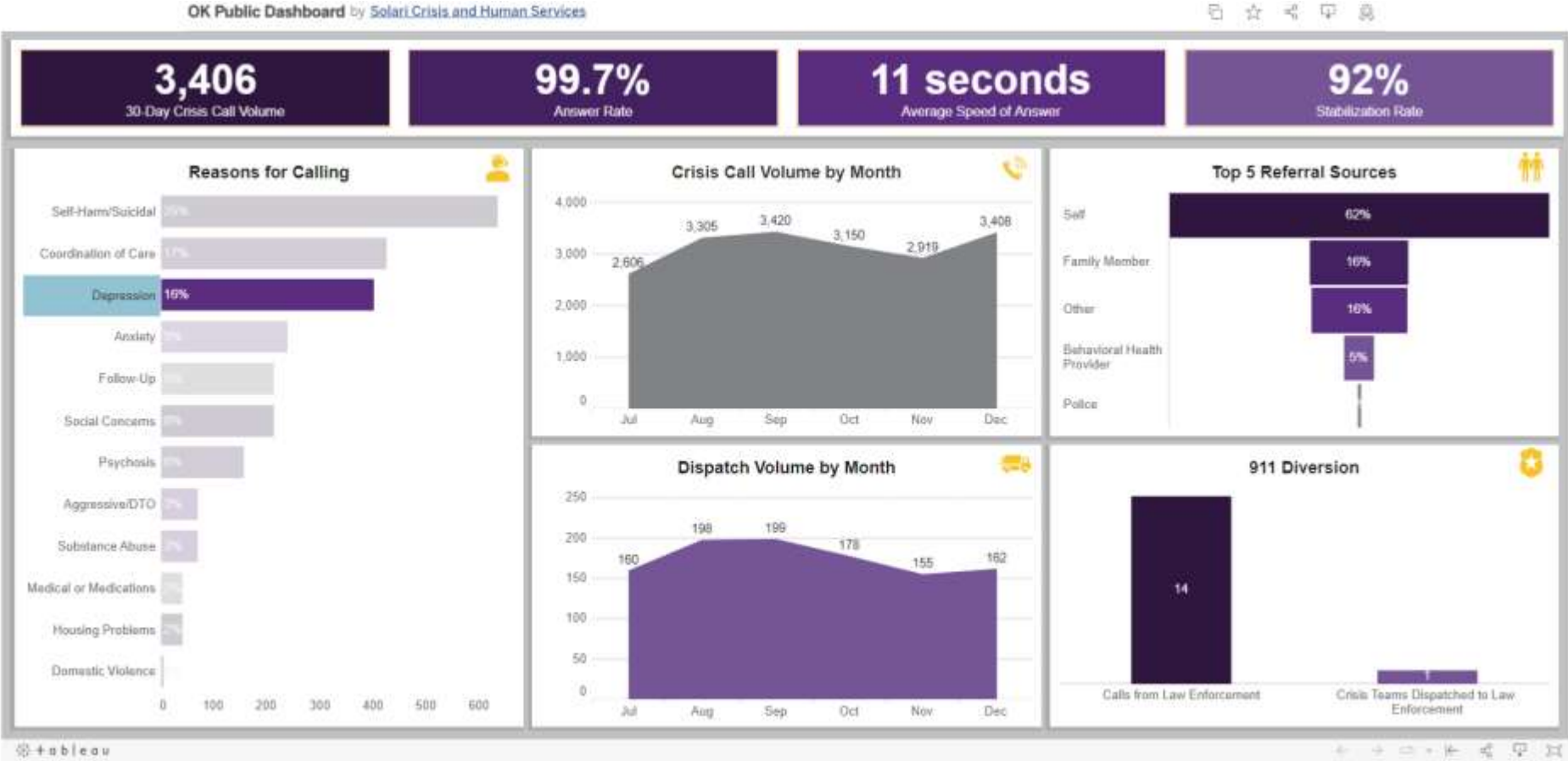
# Mobile Crisis Teams

## What Are Mobile Crisis Teams?

- Respond locally within the community to deescalate crisis situations.
- A team includes a licensed clinician and certified peer recovery support specialist or case manager.
- Utilizes best practices in behavioral health, including suicide prevention and intervention.
- Mobile teams are dispatched by 988 Lifeline and response to crisis situations 24/7 for anyone in need.

# 988 Calls (Past 30 Days)

[Dashboards \(oklahoma.gov\)](https://dashboards.oklahoma.gov)



### MAKE A FOLLOW-UP APPOINTMENT

At every step of the way, there will be the ability to make same-day or next-day appointments at every Community Mental Health, Community Behavioral Health, and Comprehensive Community Addiction Recover center in Oklahoma.

3



IF NEEDED



4

### GET TRANSPORTATION

Each year, over 20,000 trips are made by law enforcement to assist Oklahomans in need of mental health crisis services. In metro areas, transportation can be handled by law enforcement. If you're going farther than 30 miles, we'll connect you to third parties to help get you there.

# Urgent Recovery & Crisis Centers

## Urgent Care and Crisis Centers:

- A place of stabilization
- Offer a no wrong door access to mental health and substance use care
- **Includes models for children, youth and family services!**

Operation of these facilities are similar to a hospital emergency department that accepts all walk-ins, ambulance, fire and police drop-offs.

These facilities provide assessment and support, and are staffed 24/7/365 with a multidisciplinary team. This team includes but is not limited to psychiatrists, nurses, licensed behavioral health practitioners and peers with lived experience similar to the population served.█

# Integrated Technology

Currently, there are approximately 24,000 tablets dispersed among first responders, consumers, and staff across Oklahoma (Nearly 1,000 distributed by COCMHC).

Since April 1, 2022, we have delivered services on 46,000 calls via these integrated devices!

Additionally, tablets are available for all law enforcement agencies to provide 24/7 access to a licensed behavioral health practitioner to assist with assessment, evaluation and connection to treatment.



# Questions?