

A Proposal to Implement CRU: Crisis Response Unit

OVERVIEW

Based on a rigorous assessment and planning process that engaged over eighty local organizations and outside experts, Substance Abuse Connect seeks to realign behavioral health crisis services in Yellowstone County to meet the National Guidelines for Evidence Based Crisis Care published by the Substance Abuse Mental Health Services Administration.

A Crisis Response Unit is one essential element of the national model. Based on results from implementation in other communities, we anticipate:

- Improved outcomes for clients in mental health or substance abuse crisis – less re-entry to crisis, less use of expensive ED, less arrest
- Decrease of time police spend on behavioral health, enabling police to focus on crime
- New funding sources

Both the Montana Department of Health and Human Services and the federal Department of Health and Human services are aligning funding opportunities with the national guidelines. We will be able to access these funds if we are implementing the evidence based model.

The [MAY 2021 CPSM Report](#) commissioned by the City of Billings also recommends a Crisis Response Unit:

- Recommendation 21: Billings Fire Department should work with AMR, the 911 Dispatch Center, area hospitals, and social service providers to develop a BFD Mobile Integrated Health/Community Paramedicine program (discussion pp.55-56)

	Status Quo	Proposed
Behavioral Health Related Dispatch	~21 per day	~17 traditional model ~4 assigned to CRU
Response	2 Police officers, 1 Fire Engine	2 Police, CRU (EMT + Licensed Counselor + Case Manager + Peer Support)
Time Spent	~1 hour	Police time decreases for CRU calls Fire responds via CRU vs engine
Cost	~\$325 per incident (~\$150 for police, ~\$175 for fire)	Start Up Phase (Now-July 2023): ~\$356 After July 2023 (when Medicaid comes online) ~\$184 per incident <ul style="list-style-type: none"> • Assumes: no change in police time, 50% of CRU dispatches are reimbursable
Client Services	Temporary stabilization, transport	Temporary stabilization, behavioral health assessment on site, case management, transport if necessary, follow up



CRU
Crisis Response Unit

EMT
Licensed Counselor
Case Management
Peer Support

Vehicle
Technology
Supplies

**Phase 1:
Start UP**

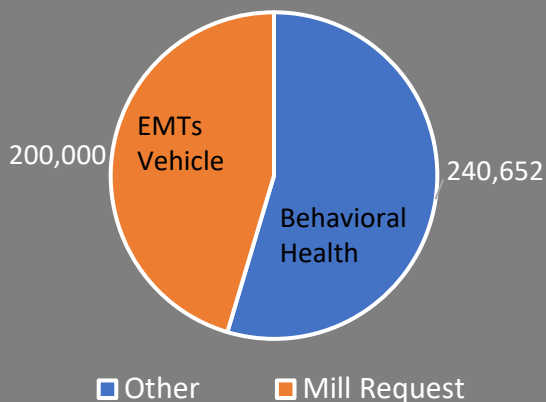
- Now – ~July 2023
- Hire
- Train
- Secure vehicle/supplies
- Operate peak hours only
- Track process, outcome and budget data
- CQI



**Phase 2:
Medicaid Comes Online**

- ~ July 2023 – June 2024
- 24/7 Coverage
- Sustain
- Improve
- Go/No Go

PHASE 1 BUDGET for CRU
Now - ~July 2023



CRU Responsibilities

RIMROCK
Licensed Counselor
Peer Support
Case Manager
Future billing of Medicaid

SAC
Alignment with Crisis Line, Crisis Receiving, Post-Crisis Wrap Around
Third party evaluation
Future grants

Billings Fire Department
EMTs
Vehicle
DispatchH

**CRU
Process
Flow**

[More info on CRU Google Drive](#)

