



# Community Crisis Center





# Community Crisis Center

- Opened 2006, espousing “no wrong door philosophy”
- Critical component of an interconnected network of services providing the best level of care at the most efficient & effective site of care resulting in
  - Jail diversion
  - Reduction in admissions to MT State Hospital

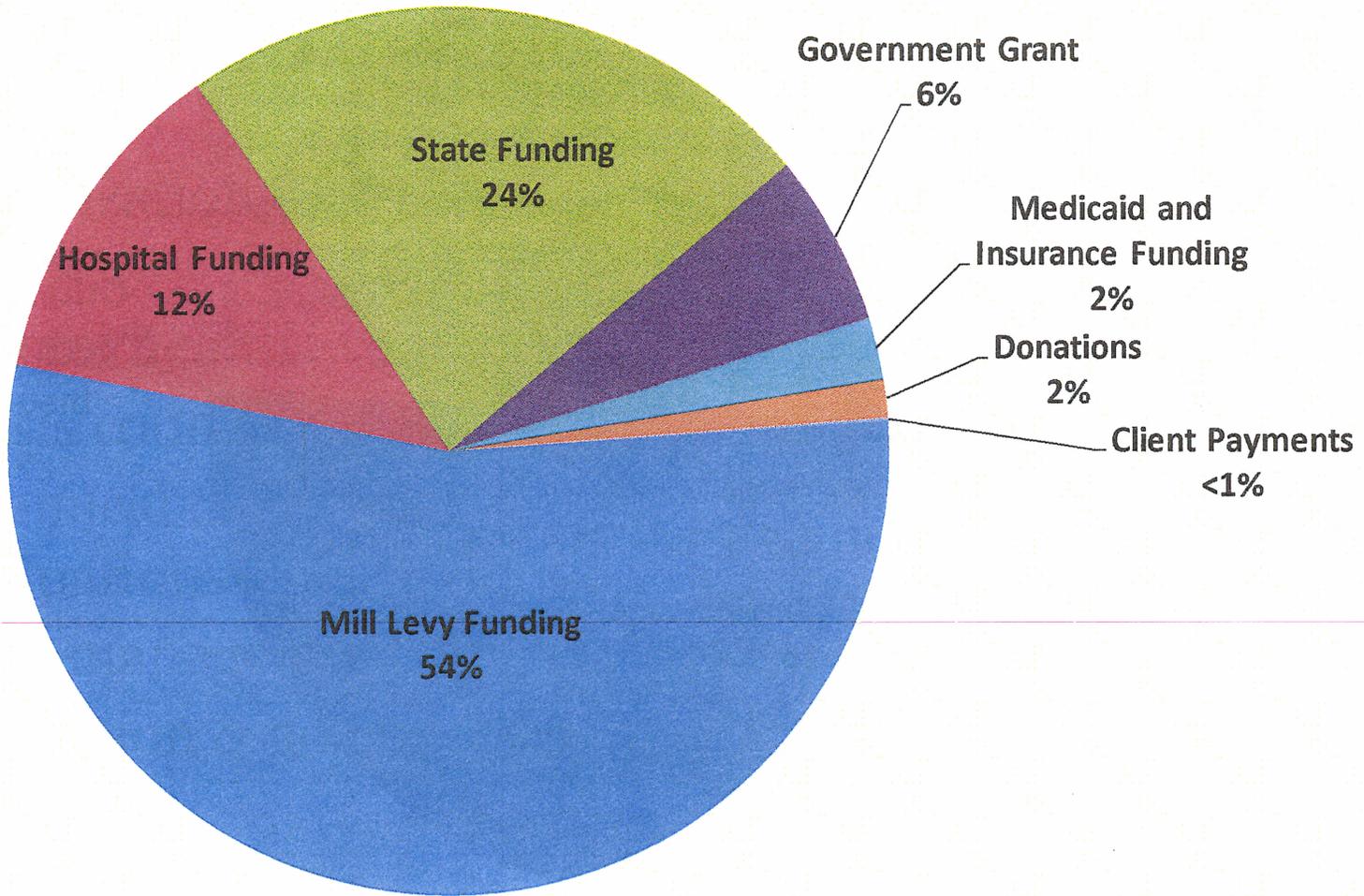


## Fast Facts

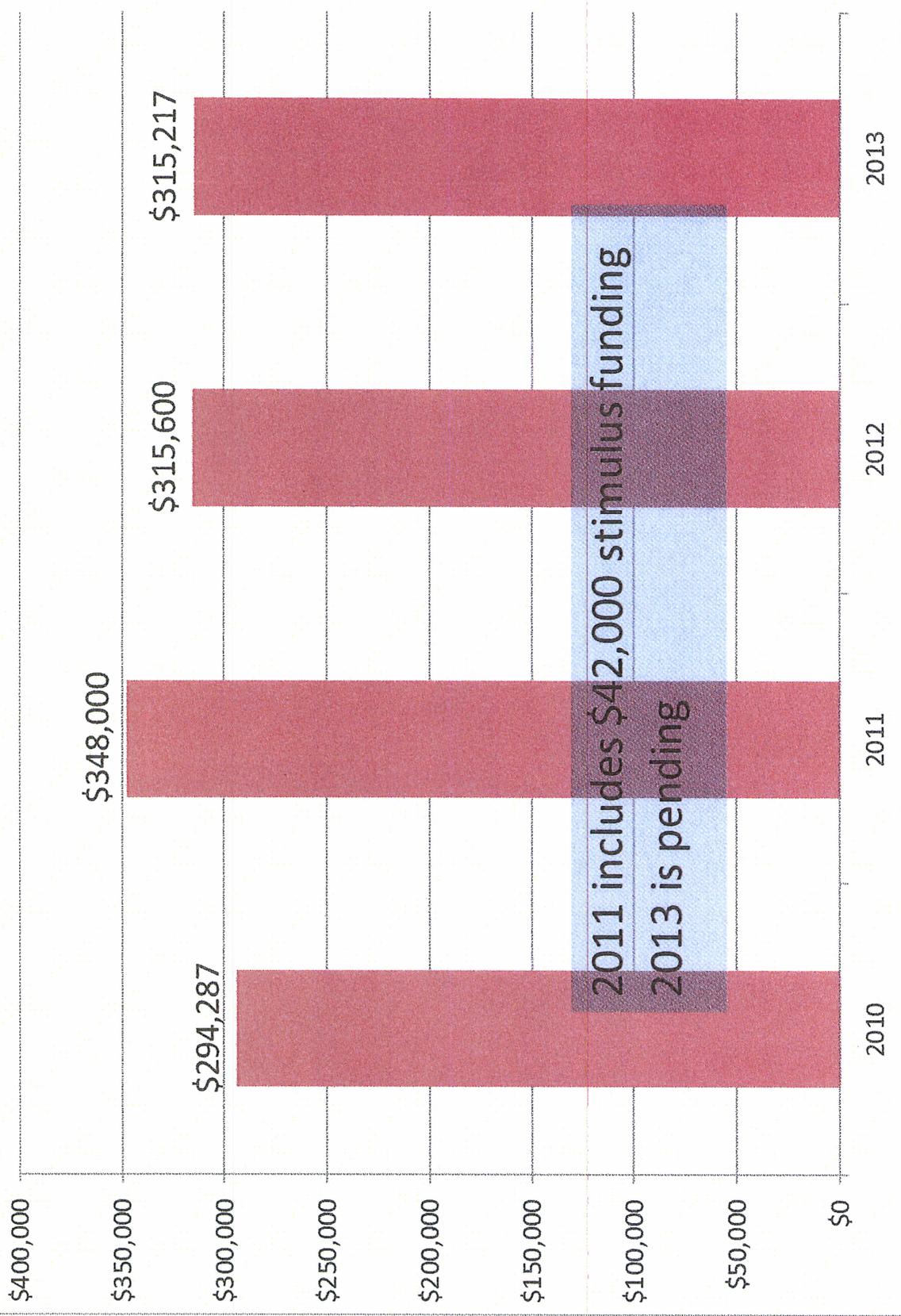
- 620 - 700 clients/month
  - ~34,000 clients (> 6,900 unduplicated) since opening
  - 40.8 years average age
  - 69% male
  - 79% homeless or at-risk of homelessness
  - 9% Veterans
  - 81% have no payment source
  - 62% have co-occurring disorders of mental health & substance abuse
  - 44 Montana counties served
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## Community Crisis Center Funding 2012-2013

\$1,342,100



### Crisis Services Funding Received from DPHHS/AMDD





# Community Crisis Center

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## Utilization of the Community Crisis Center: Updated 10/30/2013

- The CCC averages between 620 and 700 client visits per month. This number does not include multiple services per visit. Each visit counts as one, but clients can and may engage in 1 to 8 different services per visit.
- 34,010 client presentations to date since opening in June 2006
- 6916 unduplicated visits
- 11.4 observation hours per visit
- In 2013: 62% of the clients that present to the CCC have co-occurring disorders
- In 2013: An average of 160 Good Samaritan visits per month. Good Samaritan services are for persons that do not meet our criteria for care, but need help with linkage to other agencies, assistance with phone calls and other assistance not provided through our agency.
- In 2013: We start educational groups at 9:00pm for those waiting for a bed and goals group is at 5:30am for clients still waiting for a bed. Average 230 persons per month attend groups. These numbers are in addition to the 620-700 client visits.
- In 2013, average number of crisis calls is about 60 calls per month. Our numbers of calls declined, as the longer we are open, the more persons know that they present for help.
- Approximately 1/8 of the clients were referred to the CCC by the hospitals (clients that used to present directly to the hospitals are now presenting at the CCC on their own).
- In 2012, law enforcement transported approximately 920 persons. In 2010 720.
- The majority of the referral sources to the CCC are as follows: self, emergency departments, law enforcement, emergency responders, RiverStone Health Department, private therapists and social service agencies
- The Crisis Center has trained 272 law enforcement officers from the Eastern Region, throughout Montana and a few from Wyoming in Crisis Intervention Training (CIT).
- Average client age is 40.8 years
- Needs clients present with in order of frequency: stabilization services, access to mental health services, case management, treatment for substance abuse, groups, medical care; food, clothing and housing assistance
- 79% of clients are homeless or "at risk of being homeless"
- 69% of clients are male
- 9% of clients are Veterans
- 81% of clients have no source of payment
- The CCC has 20 beds and are full almost nightly and we typically have 5-20 more persons waiting in the lobby for a stabilization bed.
- CCC has taken care of persons from 44 of the 56 Montana Counties
- Services provided: mental health evaluations, crisis counseling, chemical dependency evaluations, case management, stabilization up to 24 hours, IMR (Illness Management and Recovery) groups, dual-recovery Groups, WRAP( wellness recovery action planning training for consumers), CIT training for first responders, client advocacy and services to our local Mental Health Court, ATR (Access to Recovery) services for Native Americans, educational and goals groups, crisis calls, client advisory committees meet at the CCC monthly and Good Samaritan services for persons not meeting our criteria.