

Santa Fe County  
Behavioral Health  

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Crisis Center

# Behavioral Health Crisis Center

## What is It?

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**GOAL:** To provide a safe and secure place for Santa Fe County adults with behavioral health issues (mental illnesses and/or addictions) as well as assisting their families and caregivers to find information and receive assistance in times of crisis, and provide linkage with appropriate community services.

# What are the Goals?

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- To provide immediate crisis management and de-escalation support
- To prevent unnecessary detainment in criminal facilities
- To reduce unnecessary admission to hospital emergency departments
- To provide an inviting and comfortable location that is not hospital or law enforcement based
- To ensure individuals are connected with ongoing clinical and social supports, including navigation to prevent further crisis

# Who Will It Serve?

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- The Crisis Center is for adults 18 and older
- The Mobile Crisis Team will provide services to both adolescent and adults
- The Crisis Center will provide support and services to clients and their families with behavioral health needs who are experiencing a crisis, including co-existing disorders
- We estimate approximately 2,500 visits per year

# Crisis Center Living Room Model

## What is a “Living Room” model

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- It is a non-clinical environment with an inviting atmosphere
- It will be furnished much like your living room at home
- Individuals accessing services will be referred to as “Guests”
- It is an inviting, non-threatening setting that will have a pleasant welcoming feel

# Co-Located Services

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- **Enhanced Social Detox Treatment**  
Co location of this treatment service at the Behavioral Health Crisis Center (24 hour, social detoxifications service for adults)
- **Navigation**  
Co location of existing Navigation providers

# How did we get here?

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- **May, 2016:** Behavioral Health Summit held in Santa Fe
- **November, 2016:** Bond authorizing \$2M for in capitol funds for a Crisis Center
- **June, 2017:** BCC votes in a 1/8 GRT with \$1.6M to operate a Crisis Center
- **August 2017:** Gap Analysis report completed confirming the need for a Crisis Center

# What have we accomplished so far?

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- **October 2017;** Released the RFP for a Crisis Center Primary Partner
- **December 2017;** The RFP Committee reviewed the RFP's
- **January 2018;** RFP Committee recommends a partner
- **April 2018:** Santa Fe County signed a contract with primary partner New Mexico Solutions

# Who is New Mexico Solutions Inc.?

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- New Mexico Solutions is led by Dr. David J. Ley, licensed Clinical Psychologist who is the primary partner with Santa Fe County and will operate the Crisis Center
- New Mexico Solutions (NMS) is an outpatient behavioral health care agency located in Albuquerque New Mexico since 1999
- New Mexico Solutions is a nonprofit organization offering comprehensive community-based services that include but not limited to;
  - Outpatient individual and family counseling
  - Outpatient psychiatry and medication management services
  - Dual Diagnosed treatment and case management for those who suffer with co occurring disorders
  - Assertive Community Treatment for adults with chronic and severe mental illness
  - Intensive outpatient psychotherapy
  - Psychological Rehabilitation Services

# What will New Mexico Solutions do in Year One (Planning)?

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## **Phase One: Planning (1<sup>st</sup> year)**

- Assist the County and other partners to plan, design, construct and equip a Crisis Center.
- Work with CHRISTUS, Presbyterian and other partners to secure MOA's and information sharing agreements.
- Work with Law Enforcement and EMS entities to develop criteria and protocols for client flow.
- Work with the County and HSD to respond to regulations being proposed by DOH/HSD for Crisis Center.
- Development of internal policies and procedures for the operation of a Crisis Center prior to opening its doors for services.

# Where are we now? And what happens next?

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- The Board of County Commissioners designated 2052 Galisteo St. as the building to be renovated to house the Crisis Center and the Adult Detoxification center
- A Design-Build work group was created in May of 2018, it is comprised of key service providers and citizens of Santa Fe County
- The Design-Build work group has met twice
- ***The State's Department of Health is working on rules and regulations that will outline the licensing requirements for Crisis Triage Centers. Regulations will dictate the design and construction of the physical building.***
- Santa Fe County, the Public Works Department and the Community Services Department will continue to meet with the Design Build work group to collaborate efforts on how the building will be designed. A Request for Proposals will be released once the final regulations have been put forward by the Department of Health.