

2021 Annual Report

Metro Crisis Coordination Program (MCCP)

Prepared for the
Metro Regional
Crisis Planning
Group
(MRCPG)

Metro Crisis Coordination Program Overview

The Metro Crisis Coordination Program (MCCP) began operation in 1996. MCCP coordinates the collaborative effort of providing behavioral crisis services between the seven metropolitan counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington.

MCCP serves as the single point of entry within the metropolitan area, for individuals with intellectual and neurodevelopmental disorders seeking behavioral crisis support services. These services strive to preserve and maintain the individual in their residential and work/educational setting through cost effective, positive resources. The resources are comprised of MCCP personnel and other licensed crisis service vendors, to implement the person's goals and meet their needs, as identified and supported by the Metro Region Crisis Provider Group (MRCPG).

2021 In-Depth

In 2021, MCCP celebrated its 25th Anniversary of operations serving the seven-county metropolitan area. At the year's end, MCCP had received 13,101 referrals for individual with IDD in total over the twenty-five years of service.

With the challenges presented by the persisting Coronavirus pandemic across the country and world, MCCP continued to adjust support delivery to adapt to the varying mandates and safety recommendations from the CDC and MN Department of Health. MCCP continued to implement a hybrid approach to all cases, through a combination of telehealth platforms, phone interviews/meetings, as well as "in-person" visits when appropriate. MCCP continued to receive requests to provide assistance to individuals who were struggling with various difficulties resulting from the pandemic.

In collaboration with several personnel from MORA, MCCP engaged in the formulation and provision of Resiliency Building Sessions. The purpose of these sessions has been for supporting staff in the field of healthcare and human services to learn and practice strategies for building resilience and as a result, to share this knowledge with their own agencies and the individuals they support. Resiliency Building Sessions have been held both internally as well as at the 2021 ARRM Conference.

Despite the continued impact on the method of service provision of many agencies due to the challenges presented by the pandemic, MCCP was able to complete a variety of trainings as a support to the region. A key portion of them included a variety of trainings with residential providers as well as specialized trainings with contracted and county Case Managers regarding the logistics and breadth of the region's crisis system. A listing of available trainings offered by MCCP can be found by visiting the MCCP website at www.metrocrisis.org

Crisis bed coordination in 2021 was influenced heavily by the general staff shortages in the field. This contributed to longer stays in crisis beds or, in some cases, new placements falling through all together, as new developments struggled to hire staff. Crisis providers continued to navigate this shortage and keep the crisis beds available and safely supported.

In 2021 a significant upgrade was made to the metrocrisis.org website. Considerable revisions were crafted to make the site more user-friendly. The new website includes a multilingual translation service for ease of the interpretation of website content from one language to another. Feedback from users of the new site has been positive.

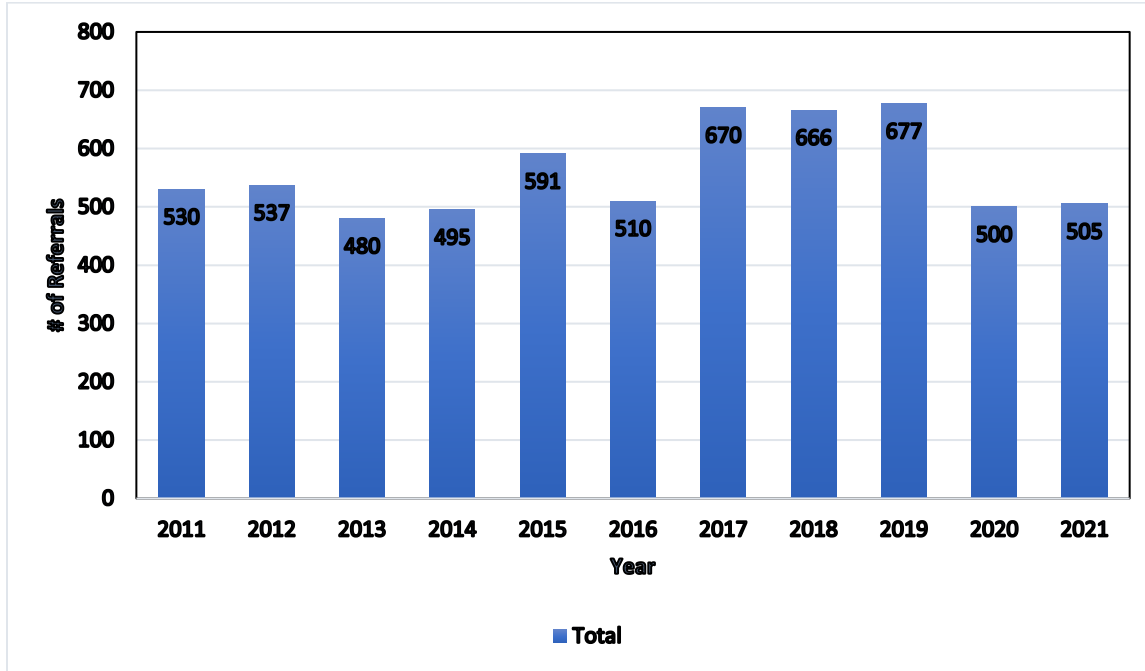
The residential openings list website <http://mnopenings.org/> continues to be of great benefit to parents, county Case Managers, other professionals, providers and anyone interested in knowing more about open placements in the IDD residential system throughout Minnesota. Overall, the website has had more than 400 providers post thousands of individual openings in over 50 counties throughout Minnesota. The COVID exposed/tested positive children bed resources which had been added to the website earlier in the pandemic have continued to be posted on the site.

MCCP continues to provide child/adolescent, and adult psychiatric consultation services. This service is available through established agreements between MCCP and the consulting psychiatrists. Our current child/adolescent psychiatrist works within the private practice sector, and the adult psychiatrist works with the State of Minnesota Community Based Services. The MCCP nurse continues to manage the “pool” of requests from active MCCP technical assistance referrals, according to availability within the referral timeframe, along with a variety of prioritization factors. In 2021 MCCP provided 22 consults (9 adults, 13 child/adolescent) for a total of 225 combined consults since onset of this service in 2013.

Other Key Data

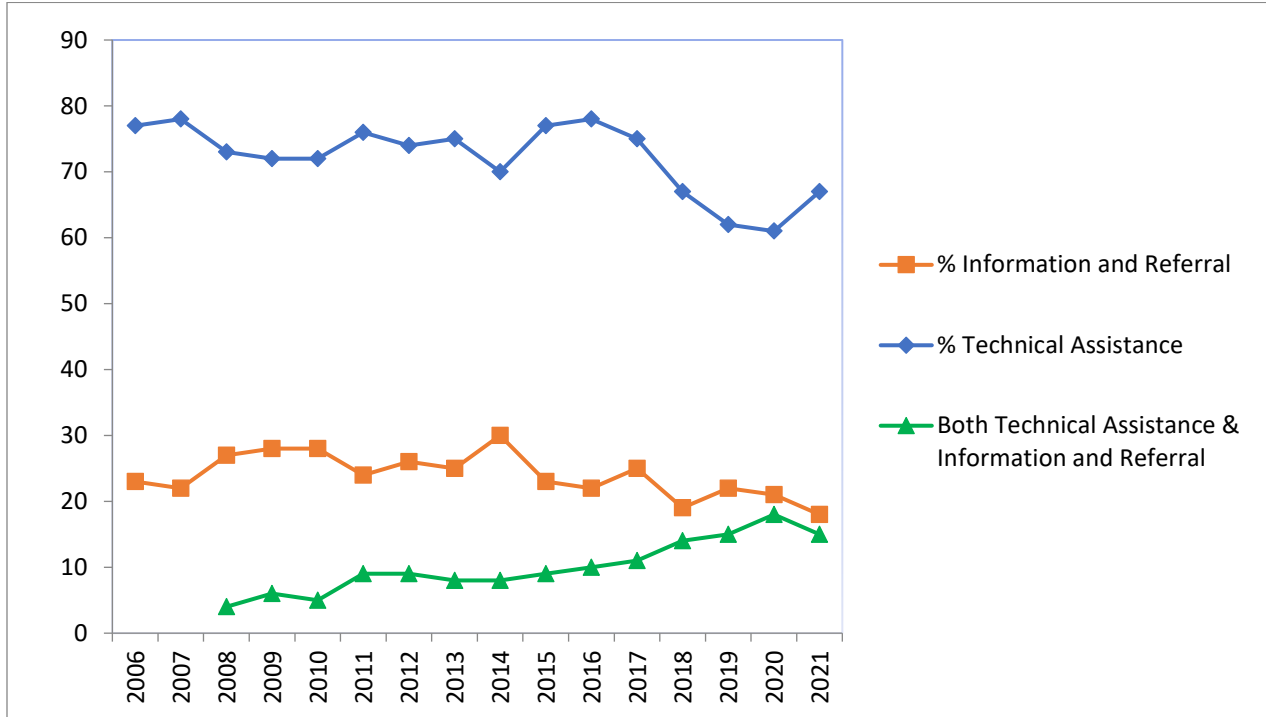
Data is provided bi-annually to the MRCPG, and monthly to the seven-metro county steering committee. Information supplied includes utilization data broken out per type of service (Technical Assistance, Staff Augmentation, Information & Referral) by county and aggregate, projected use, crisis/transition bed utilization by vendor, and individuals waiting in the crisis bed placement pool.

Total # of Referrals 2011 through 2021



In 2021 there were 505 referrals for individuals with IDD, representing an increase of just 5 referrals from 2020 (500).

% of Referrals by Type of Service Requested (TA Only, I & R Only, TA / I & R Combined)



There was a slight increase in the number of Technical Assistance (TA) referrals versus Information and Referral (I & R), at 67% in 2021 compared to 61% in 2020. Prevention through T.A. remains a priority as the actual cost of a 45 day stay in a crisis bed and the actual cost of a typical T.A. referral is approximately 12 to 1.

Efforts and focus continue with providing T.A. whenever appropriate and possible, including when I & R referrals are made and a bed is not immediately available. In doing so, the T.A. support can assist in helping de-escalate the behavioral crisis, prevent hospitalization, loss of placement, and at times, has diverted the need for crisis placement. There was a slight decrease requesting both TA & I&R at the time of intake (15% of referrals in 2021 compared to 18% in 2020). The disposition of those cases were as follows;

Requests for both Technical Assistance and Crisis Bed at Onset of Case

| | Referrals requesting both T.A. and I & R at time of referral | Cases concluded within the year <u>without</u> utilization of crisis bed placement | Cases concluded within the year <u>with</u> utilization of crisis bed placement |
|-------------|--|--|---|
| 2010 | 28 | 19 (68%) | 8 (29%) |
| 2011 | 49 | 35 (71%) | 13 (27%) |
| 2012 | 51 | 38 (75%) | 12 (23%) |
| 2013 | 38 | 27 (71%) | 8 (21%) |
| 2014 | 40 | 34 (85%) | 5 (12%) |
| 2015 | 54 | 38 (70%) | 14 (26%) |
| 2016 | 53 | 45 (85%) | 7 (13%) |
| 2017 | 73 | 44 (60%) | 29 (40%) |
| 2018 | 95 | 60 (63%) | 35 (37%) |
| 2019 | 103 | 87 (84%) | 16 (16%) |
| 2020 | 90 | 76 (84%) | 14 (16%) |
| 2021 | 75 | 51 (68%) | 24 (32%) |

*On occasion, cases concluded with the individual transitioning to an alternative placement (i.e. hospital, treatment center, transition home).

Crisis/Transition Bed Occupancy

| Dedicated Crisis Bed | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------|------|------|------|------|------|------|------|------|------|--------------------------|------|
| Dakota (Adult) | 87% | 89% | 82% | 88% | 75% | 59% | 73% | 81% | 78% | 59% | 64% | 60% |
| Meridian - Golden Hills (Child) | 83% | 93% | 87% | 91% | 86% | 95% | 94% | 89% | 89% | 92% | 98% | 96% |
| Meridian – Edgewood (Adult) | 94% | 95% | 97% | 93% | 96% | 95% | 95% | 84% | 89% | 96% | 96% | 95% |
| Meridian - Kentucky (Transition-Adult) | | | | 87% | 91% | 95% | 82% | 85% | 91% | 95% | 90% | 98% |
| Genesis (Adult) | | | | | | | | | 92% | 89% | 95% | 93% |
| Wingspan (Adult) | | | | | | | | | 53% | 67% | 96% | 98% |
| Snyder (Adult) | | | | | | | | | 66% | 94% | 88% | 96% |
| Rudolph (Adult) | | | | | | | | | 80% | 88% | 98% | 99% |
| Beacon – Wentworth (Child) | | | | | | | | | 97% | 97% | 86% | 92% |
| Beacon – Blaine Terrace (Child) | | | | | | | | | | | 50% Opened 7/13/20 | 97% |
| Variable Beds | 117% | 82% | 110% | 87% | 48% | 54% | 126% | 0% | 0% | 0% | 0% | 0% |
| Average | 88% | 92% | 89% | 90% | 88% | 86% | 86% | 85% | 81% | 82% | 86% | 92% |

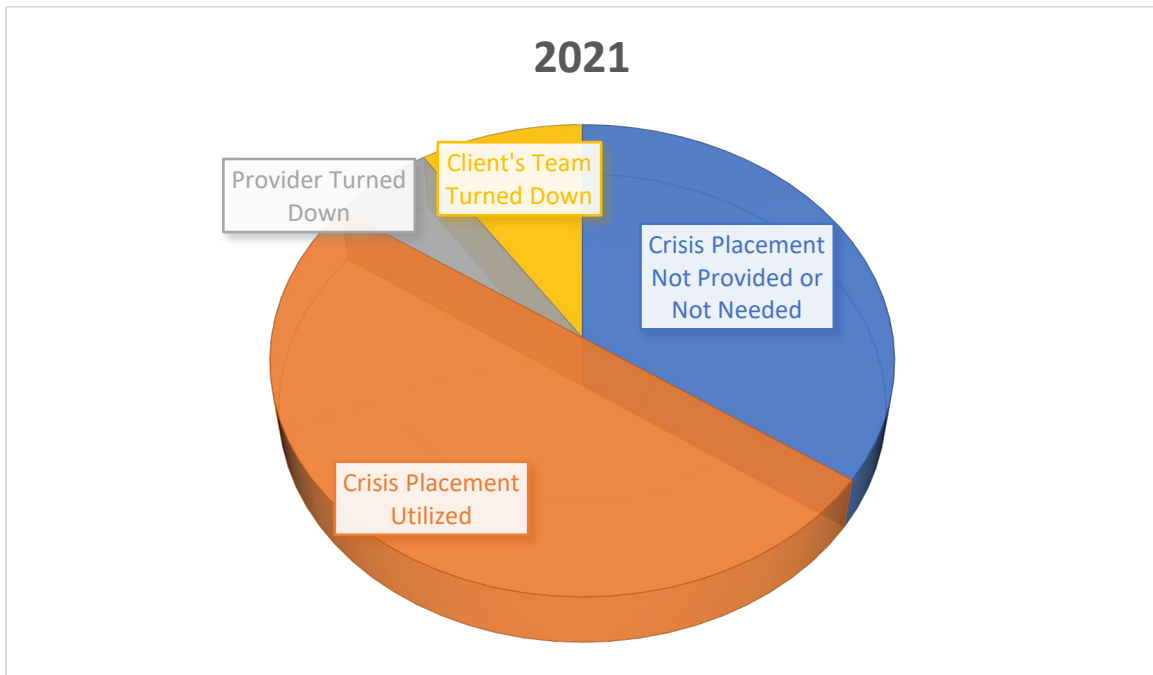
*variable bed target established each year based on budget

Average # of Days of Stay at Crisis Homes

| Crisis Homes | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|-------------|-------------|-------------|-------------|-------------|
| Adult Homes | | | | | |
| Dakota | 82 | 115 | 122 | 124 | 227 |
| Meridian Edgewood | 58 | 100 | 141 | 196 | 137 |
| Genesis | 88 | 84 | 86 | 209 | 113 |
| Snyder | 65 | 69 | 114 | 169 | 144 |
| Rudolph | | 146 | 108 | 304 | 202 |
| Wingspan | | 130 | 82 | 245 | 161 |
| Average Length of Stay in Adult Homes | 73 | 107 | 109 | 208 | 164 |
| Children Homes | | | | | |
| Meridian Golden Hills | 65 | 93 | 149 | 297 | 148 |
| Beacon Wentworth | 94 | 129 | 177 | 412 | 207 |
| Rudolph | 60 | 132 | 82 | | |
| Beacon Blain Terrace <i>Opened 7/13/20</i> | | | | 103 | 178 |
| Average Length of Stay in Child Homes | 71 | 118 | 127 | 271 | 178 |
| Average Length of Stay in Child & Adult Homes | 72 | 111 | 115 | 229 | 169 |

Despite the staffing shortage, crisis bed stays decreased for many providers.

Adult Referrals for Crisis/Transition Placement



Total Adult DD referrals: 155

Crisis bed utilized: 64 (41%)

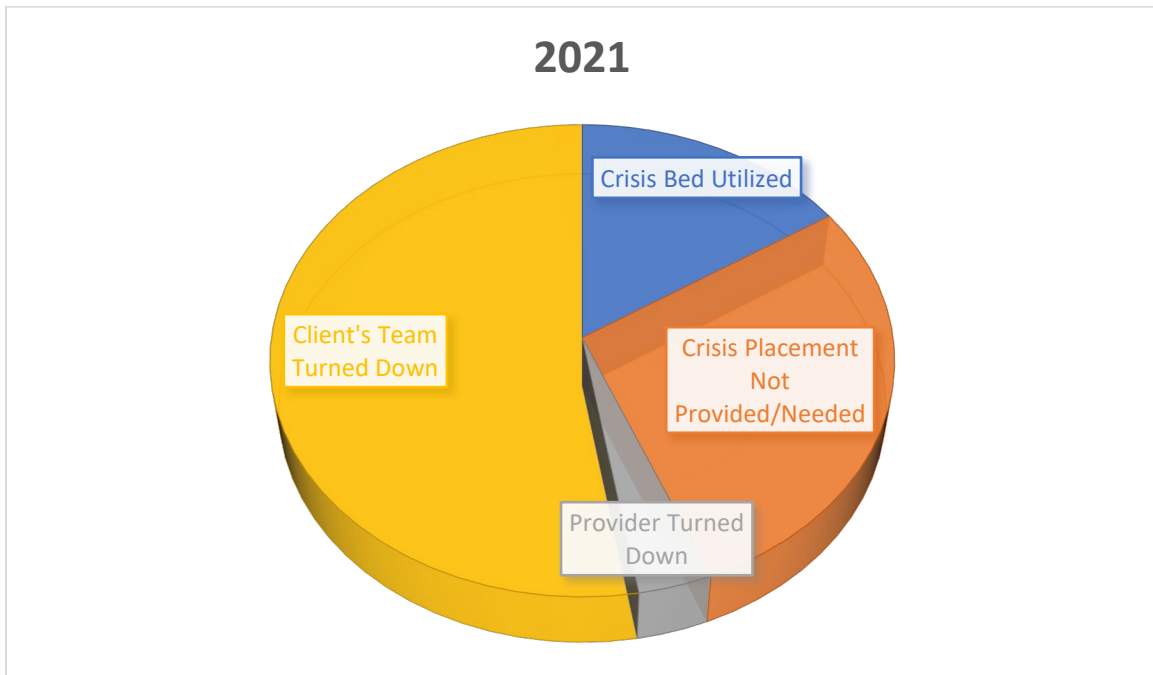
Bed not utilized: 91 (59 %)

Turn downs: 29

Turned down by provider: 12 (8%)

Turned down by team: 17 (11%)

Child/Adolescent Referrals for Crisis Placement



Total Child DD referrals: 73

Crisis Bed Utilized: 26 (36%)

Crisis Placement Not Provided/Needed: 47 (64%)

Turn downs: 14

Provider Turned Down: 6 (8%)

Client's Team Turned Down: 8 (11%)