

Behavioral Health Crisis-Diversion Facility Orange County NC

The Need. In 2019 Orange County held a Sequential Intercept Mapping workshop among stakeholders who routinely respond to Behavioral Health¹ (BH) crises. The participants identified gaps in our BH Crisis Continuum of Care and developed an action plan to address these gaps. The action plan highlighted a high priority need for a 24/7/365 Crisis-Diversion Center for walk-ins and diversions from the emergency room and the Detention Center.

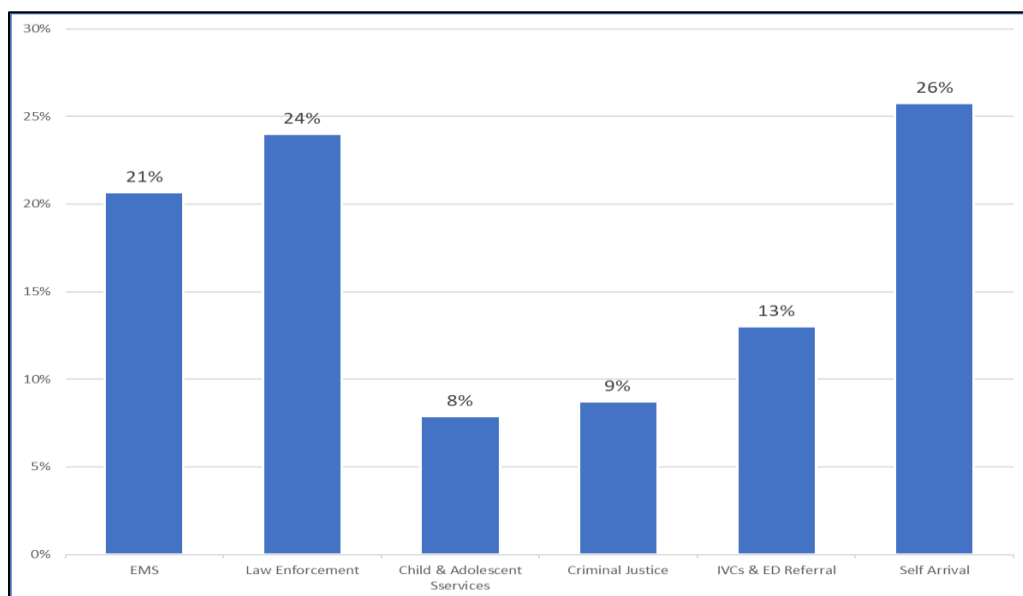
Stakeholder Collaboration. Over four plus years, stakeholders across the county have been working to design a facility that will fulfill the community's needs by sharing expertise and joining in a commitment to collaboration. This effort includes the law enforcement community, criminal justice community, Orange County Sheriff's Office, Orange County courts, public schools, social services, Alliance Health, Orange County Emergency Medical Services, UNC Health, municipalities, and especially the Orange County Board of County Commissioners.

The Project. Plans are ready for final design and construction of a Crisis-Diversion Facility (CDF) that will include:

- Behavioral Health Urgent Care (Tier 4) unit for individuals four years and older.
- Facility Based Crisis unit for adults needing more than 23 hours of care.
- Peer living room to support discharge and navigation of ongoing treatment resources and social services.
- Resource Center to guide individuals/families through the complexities of behavioral health care and services.
- A new facility that Orange County will own and contract with providers for clinical and medical services.

Benefits. Expected impacts of the CDF will be beneficial to all of Orange County and our neighbors:

- Divert individuals experiencing a BH crisis from the emergency department or the detention center and to immediate specialized services at substantially lower cost.
- Enable stakeholders, especially law enforcement, emergency medical services, and criminal justice, who respond to BH crises every day to provide a more appropriate and efficient response and often at lower cost.
- Substantially lower overall health care costs as compared to sole reliance on emergency departments and inpatient hospital-based services.
- Provide individuals and families with access to information, clinical care, support services, and assistance to navigate the complexities of BH challenges thus reducing costs and mitigating risk of repeat crisis episodes.
- Serve anyone in Orange County/surrounding communities. Expected utilization² is shown in the figure below.



¹ Behavioral Health includes mental health, serious and persistent mental illness, and substance use disorders.

² Total utilization is expected to average about 365 visits per month.