

# Dauphin County MH/A/DP FY 23-24 Annual Report

**Presented To The MH/A/DP Advisory Board January 28, 2025**

- **Mission & Vision**
- **Role of County MHID Program and Basis for Annual Plan**
- **Executive Summary**
- **Expenditures**
- **Overview of all services:**

**Autism/Developmental Programs**

**Early Intervention Program**

**Mental Health**

**Crisis Intervention**

- **Needs and Goal Statements**

# Dauphin County MH/A/DP Mission and Vision

(Adopted by the MH/A/DP Advisory Board 3/31/11)

## **Mission**

The Dauphin County Mental Health/Autism/Developmental Programs (MH/A/DP) provide funding and administrative oversight for services in our community that support people and their families living with developmental delays, mental illness, and intellectual disabilities. Our mission is to assure that these services are of the highest quality possible, cost-effective, and readily available to all who need them. We promote family-centered services in our early intervention program; recovery and resiliency in our mental health program; and self-determination in our intellectual disabilities program.

## **Vision**

Every person and family that we serve will have a network of family, friends, advocates, and supportive services to provide assistance in living a full and productive life in our community.

# Role of County MHADP Program

To administer publicly funded mental health (MH), developmental disabilities (autism and intellectual disabilities (A/ID), and early intervention services (EI) for residents of the Dauphin County.

All but one service, Crisis Intervention, is contracted.

Services are funded primarily via state allocations received from the Pennsylvania Department of Human Services (DHS) Office of Mental Health and Substance Abuse Services, Office of Developmental Programs, and Office of Child Development and Early Learning, Dauphin County, and grant funds.

MHADP seeks public input and inclusivity in planning:

CSP

MHADP Advisory Board and Sub Committees

CABHC Board of Directors and multiple Committees

Numerous county based committees and planning groups

# MHADP Annual Plan

## **MHID Act of 1966**

short-term inpatient treatment, partial hospitalization, outpatient care, emergency services, specialized rehabilitation training, vocational rehabilitation and residential arrangements.

## **1990 Early Intervention Services System Act**

establishes the County MHID Administrator as responsible for working collaboratively to assure the provision of early intervention services to children from birth to age two, inclusive.

## **PA Code § 4215.21**

The county mental health/intellectual disability (MH/ID) administrator and the MHADP Advisory Board shall prepare an annual plan and estimate of expenditures including, but not limited to, instructions on budget estimates, needs assessments, and goal statements. The annual plan and estimate of expenditures shall describe how the services specified in Chapter 4210

# Executive Summary FY23-24

Gratitude

Ongoing Challenges

- Workforce challenges for MHADP as well as all providers-  
ADP staffing except EI turned over 100%. New Deputy IDA Administrator.  
MH- the vacant MH Deputy Administrator position was filled.  
Crisis Intervention reached nine vacancies. Overtime became essential.  
Limited clerical support.
- Funding challenges
- Total Served/wait lists

- Total served in FY23-24 is edging closer to pre pandemic levels. Drop in crisis; increase in MH overall; increase in EI; slight growth in IDA.

- MH residential services.

- Provider Network Changes-

New Psychiatric Rehabilitation Provider

Upper Dauphin Outpatient Provider changes

- Reinvestment Opportunities

Social Determinants of Health

- MH Grant Initiatives-

Focus on Crisis Response System development- Sequential Intercept Mapping lessons and consequential development of the Crisis Walk in Center with attached Mobile Services.

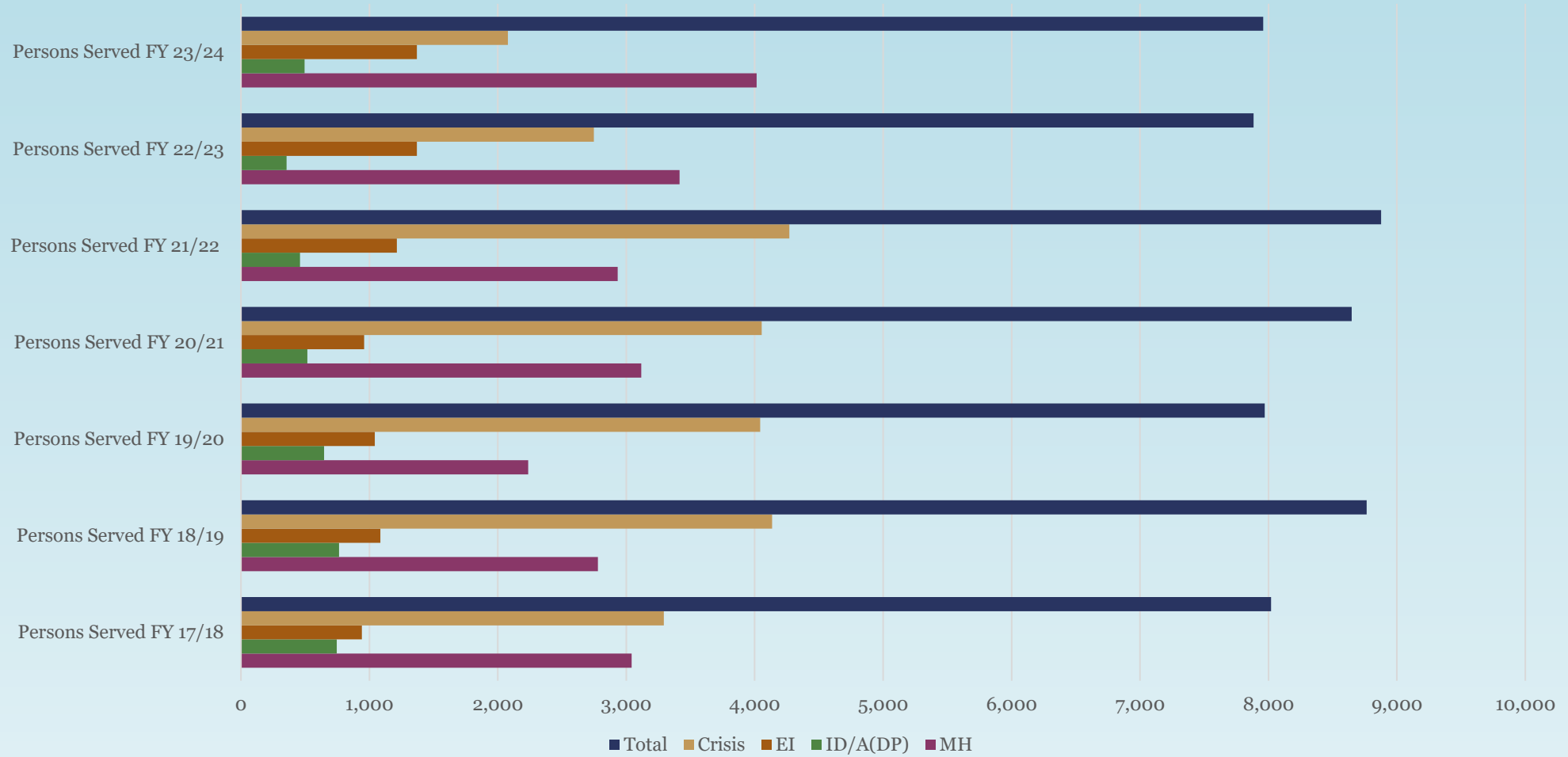
Suicide Prevention and Awareness Evidenced Based Practices.

## Total Persons Served by MHADP Programs- FY17/18-FY23/24

<b>PROGRAM AREA</b>	<b>Persons Served FY 17/18</b>	<b>Persons Served FY 18/19</b>	<b>Persons Served FY 19/20</b>	<b>Persons Served FY 20/21</b>	<b>Persons Served FY 21/22</b>	<b>Persons Served FY 22/23</b>	<b>Persons Served FY 23/24</b>
<b>MH</b>	3,041	2,779	2,237	3,117	2,934	3,415	4,015
<b>ID/A(DP)</b>	746	764	648	516	460	355	495
<b>EI</b>	942	1,086	1,042	960	1,213	1,370	1,370
<b>Crisis</b>	3,292	4,136	4,043	4,055	4,270	2,747	2,079
<b>Total</b>	8,021	8,765	7,970	8,648	8,877	7,885	7,959



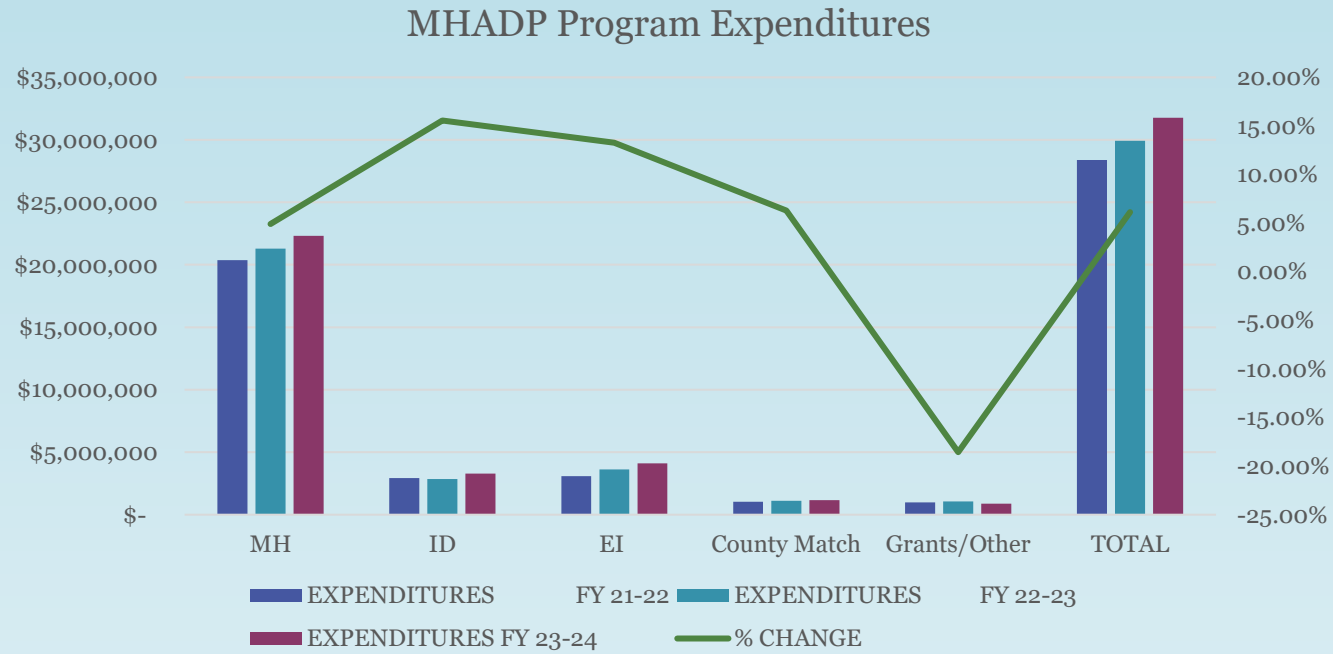
## MHADP TOTAL PERSONS SERVED



# Program Expenditures

PROGRAM	EXPENDITURES FY 20/21	EXPENDITURES FY 21/22	EXPENDITURES FY22/23	EXPENDITURES FY23/24	% CHANGE
MH	\$20,436,538	\$ 20,373,686	\$ 21,280,916	\$ 22,323,285	4.90%
ID	\$2,895,529	\$ 2,918,346	\$2,851,487	\$ 3,295,229	15.56%
EI	\$2,700,216	\$ 3,079,820	\$3,624,363	\$ 4,105,764	13.28%
County Match*	\$925,056	\$1,029,101	\$ 1,100,600	\$ 1,170,000	6.31%
Grants/Other	\$1,075,349	\$990,062	\$ 1,070,549	\$ 871,810	-18.56%
<b>TOTAL</b>	<b>\$28,032,688</b>	<b>\$28,391,015</b>	<b>\$ 29,927,915</b>	<b>\$ 31,766,088</b>	<b>6.14%</b>

# FY 23/24 Spending



# Spending by Cost Center

<b>ID/EI Cost Center</b>	<b>Cost 2021-2022</b>	<b>Cost 2022-23</b>	<b>Cost 2023-2024</b>
<b>Administrator's Office</b>	1,322,128	1,287,194	1,436,846
<b>Case Management</b>	183,120	178,132	238,655
<b>Community Residential Services</b>	974,439	884,836	431,433
<b>Community Based Services</b>	582,241	701,919	1,389,809
<b>Early Intervention</b>	3,397,008	4,001,279	4,504,250
<b>ID/EI TOTAL</b>	<b>\$6,458,936</b>	<b>\$7,053,360</b>	<b>\$8,000,993</b>

<b>MH Cost Center</b>	<b>Cost 2021-2022</b>	<b>Cost 2022-2023</b>	<b>Cost 2023-2024</b>
<b>Administrator's Office</b>	1,115,808	1,153,195	1,076,221
<b>Community Services</b>	978,189	339,517	496,530
<b>Targeted Case Management</b>	738,411	693,710	779,671
<b>Outpatient</b>	573,440	498,470	550,981
<b>Psychiatric Inpatient Hospitalization</b>	87,582	0	85,199
<b>Partial Hospitalization</b>	87,777	228,272	128,755
<b>Crisis Intervention Services</b>	1,511,085	1,212,721	1,477,238
<b>Community Employment</b>	249,439	248,914	245,199
<b>Facility Based Voc. Rehab.</b>	0	0	0
<b>Social Rehabilitation Services</b>	581,339	636,987	601,698
<b>Community Residential Services</b>	12,618,087	14,558,440	14,864,270
<b>Family Support Services</b>	71,171	99,378	112,249
<b>Family Based Services</b>		1,086	4,080
<b>Administrative Management</b>	1,428,147	1,612,525	1,535,033
<b>Emergency Services</b>	504,579	467,283	506,815
<b>Housing Support Services</b>	1,174,990	856,580	803,749
<b>ACTT/CTT</b>	34,589	69,387	279,961
<b>Psychiatric Rehabilitation</b>	6,594	3,938	0
<b>Peer Support Services</b>	13,027	23,766	51,390
<b>Consumer Driven Services</b>	157,825	170,386	166,056
<b>Children's Evidence-Based Practices</b>	0	0	0
<b>MH TOTAL</b>	21,932,079	22,874,555	\$23,765,095

# Intellectual Disabilities and Autism Services

Administrative Entity

Community of Practice

Human Rights Committee

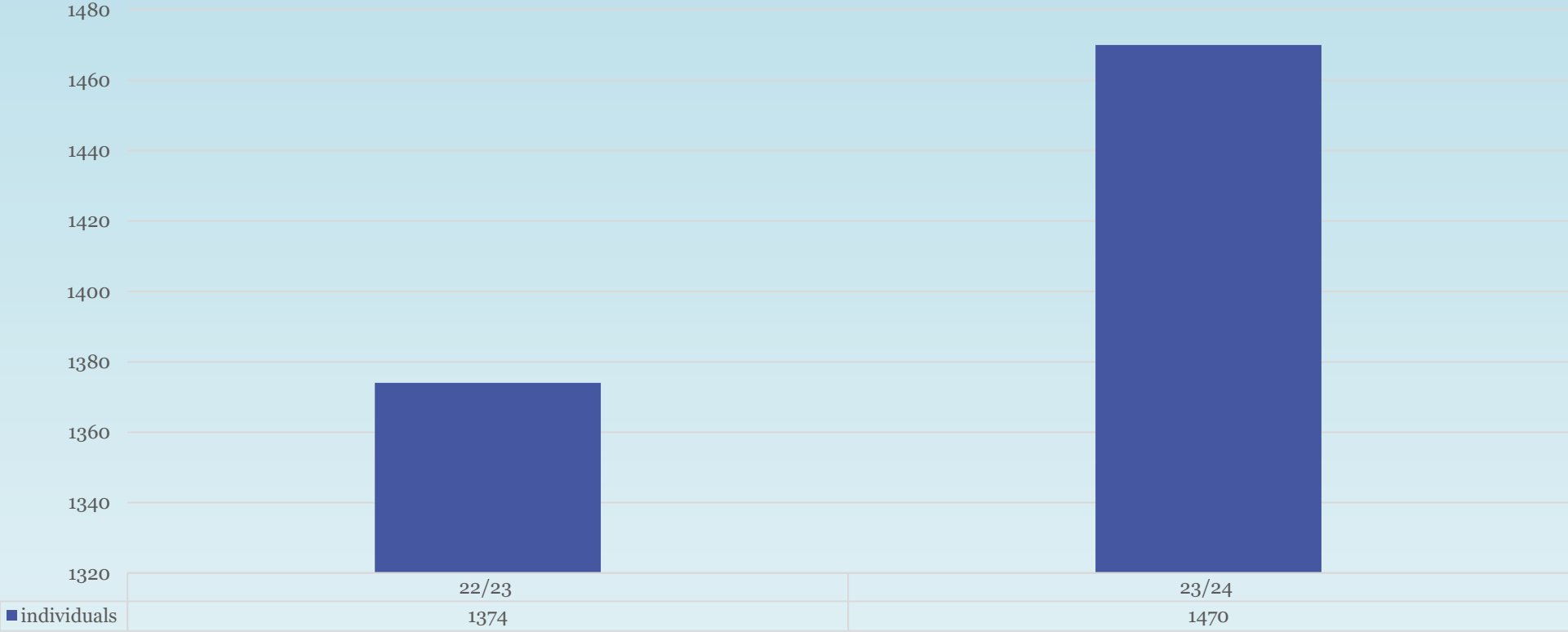
Provider Applicant Orientation

Forensic Supports

Homeless Tracking and Supports

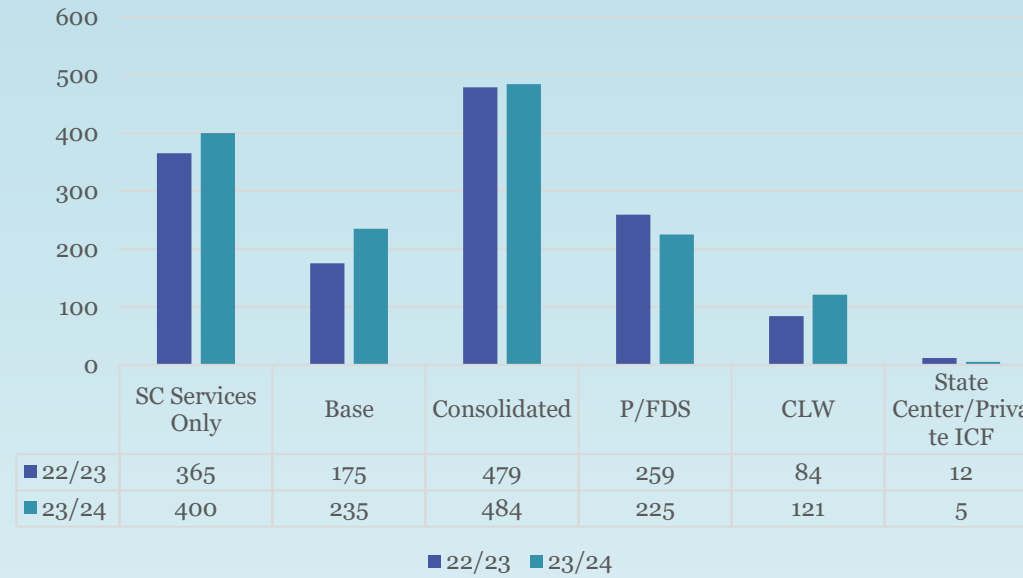
# ID/A Registered Consumers

## Individuals Served



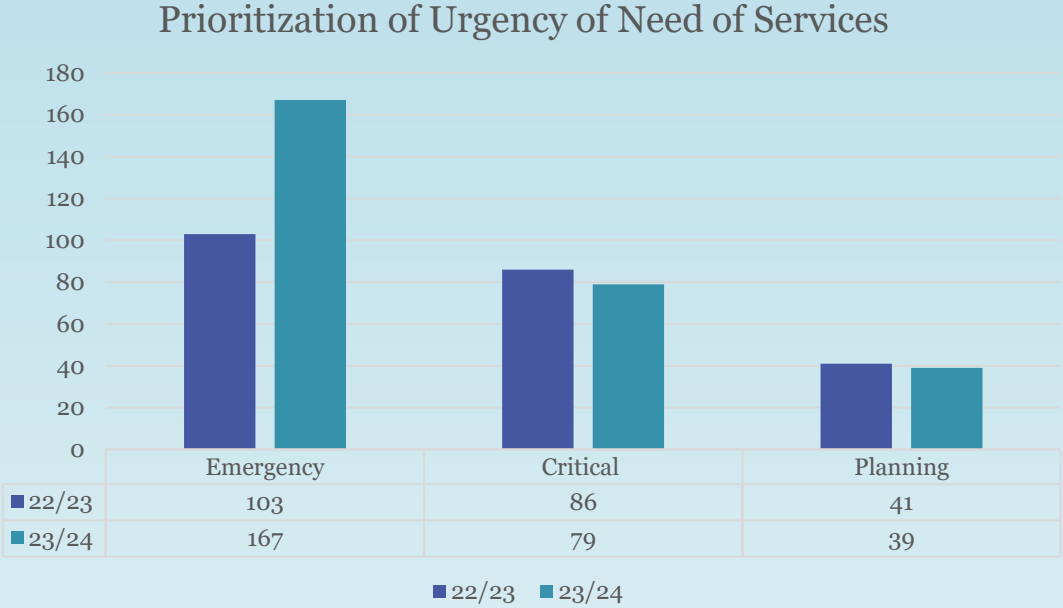
# ADP Continued

Registered Individuals by Enrollment



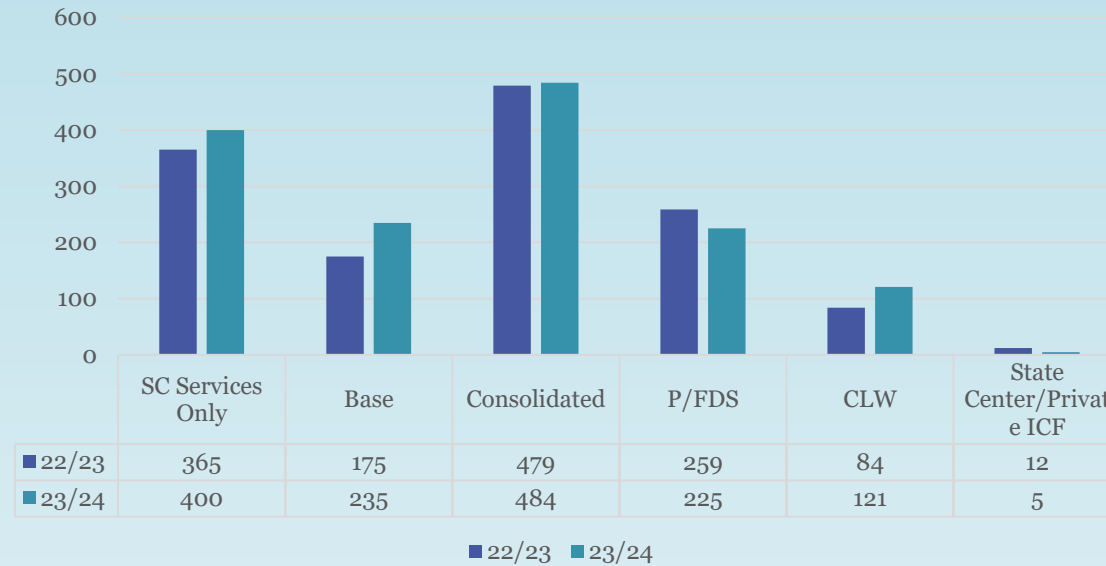


# Prioritization of Urgency of Need for Services (PUNS)



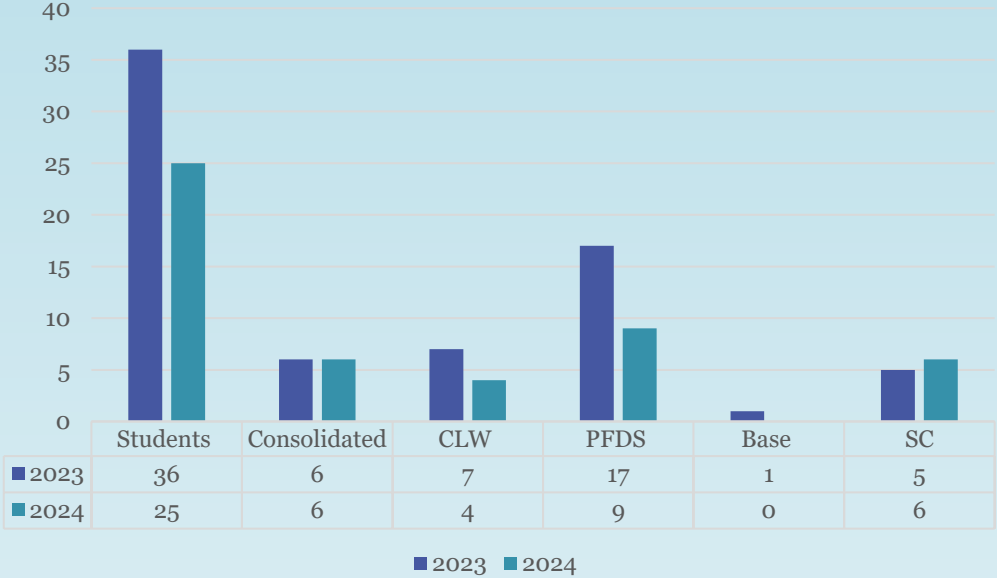
# Waiver Capacity FY 22/23- 23/24

Registered Individuals by Enrollment



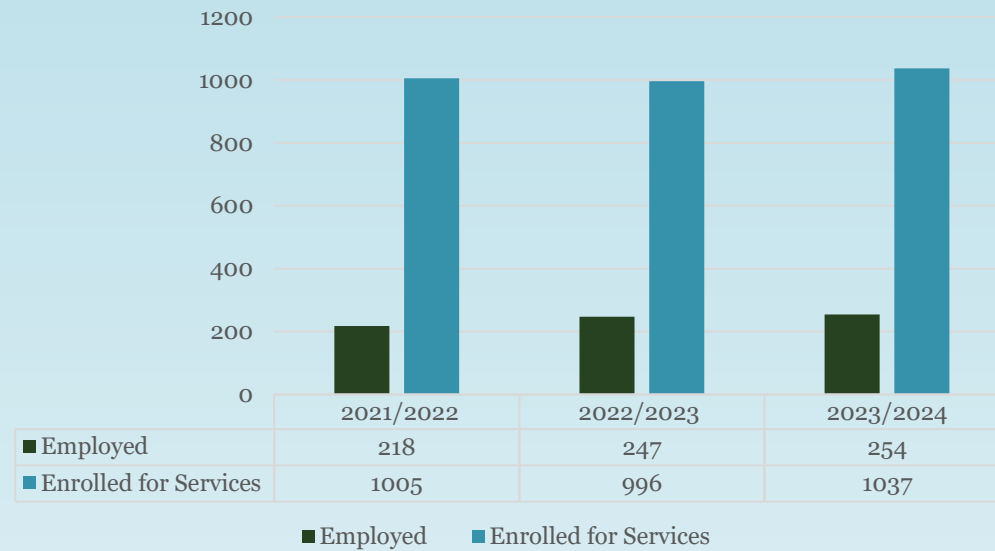
# High School Graduates

High School Graduates



# Employment

## Supportive Employment



# Early Intervention Services

Who is served: Children from birth to two years/11 months

EI= Federal entitlement program funded through federal, state and county dollars

CMU/Pathways Forwards= Supports Coordination Services ( 2 supervisors/13 service coordinators)

35 contracted EI service providers of OT, PT, Speech, Special Instruction, Nutritional and Social Work services including four interpreter services including ASL.

277 professionals to engage with Dauphin County families

# EI Child Find

## Outreach

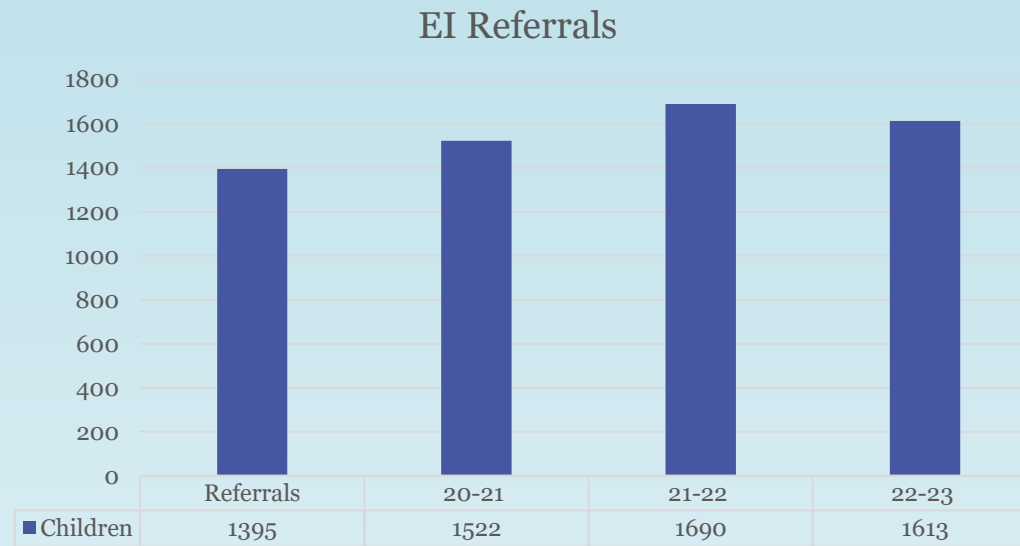
pediatric offices, hospitals, libraries and child care facilities

## Community events

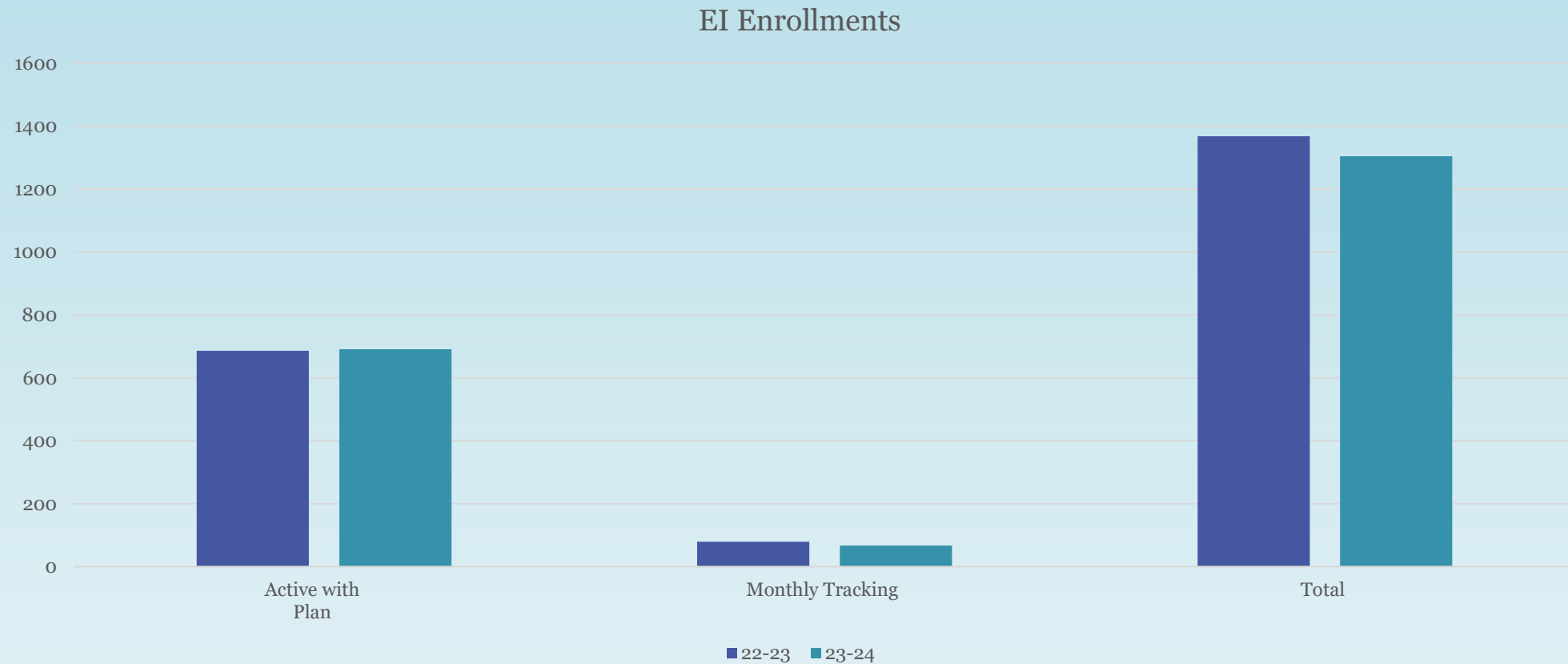
## Local committees

CMU/EI included in DC Human Services Employee Orientation

# Early Intervention Referrals FY 19/20-23/24



# EI Enrollments FY 22/23-FY23/24

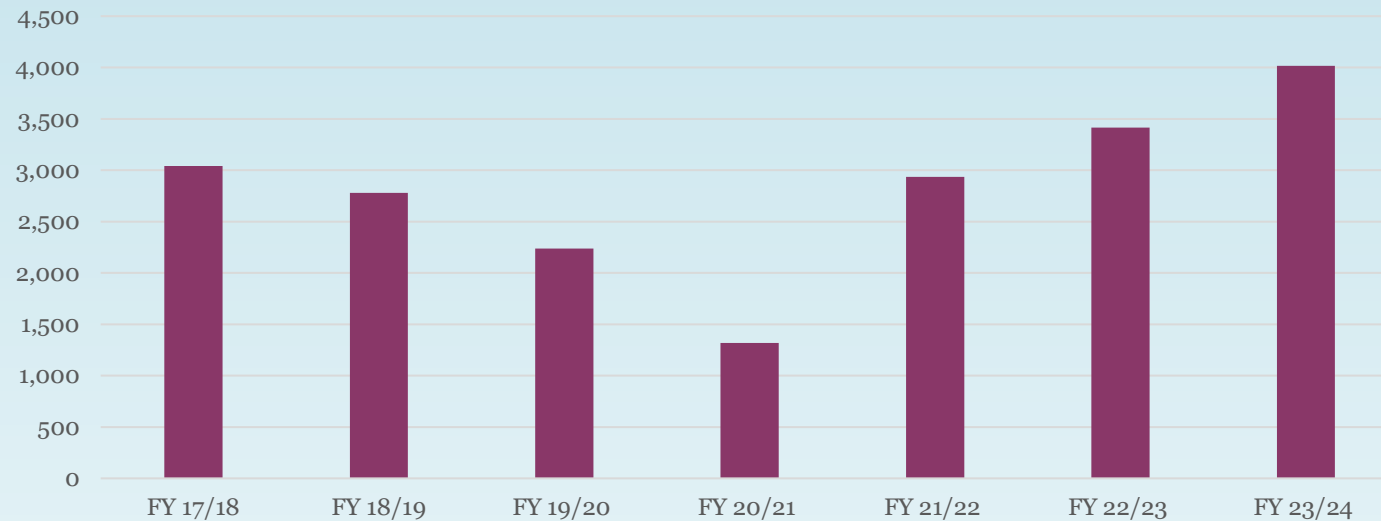




# Total Persons Served by Dauphin County MH Base Funding FY 17/18-23/24

Persons Served FY 17/18	Persons Served FY 18/19	Persons Served FY 19/20	Persons Served FY 20/21	Persons Served FY 21/22	Persons Served FY 22/23	Persons Served FY 23/24
3,041	2,779	2,237	1,317	2,934	3,415	4,015

Persons Served in Mental Health



# Children's Mental Health Services

Residential Treatment Options:

RTF's

Residential Supports

Community Residential Rehabilitation- Host Homes

In Home Supports/Treatment

Intensive Behavioral Health Services

Family Based Mental Health Services

Partial Hospitalization Services

Outpatient Services

Dialectical Behavioral Treatment for Adolescents; PCIT

School Based Outpatient Services

Student Assistance Program Services

Community Outreach and Education

# Health Choice Funded Childrens/Adolescents Behavioral Health Treatment Services

<b>Service Category</b>	<b># Children/Adol Served</b>	<b>Total Expenditures</b>
<b>Psychiatric Inpatient</b>	239	\$3,807,803.26
<b>Psychiatric Partial Hospitalization</b>	183	\$489,994.73
<b>MH Outpatient</b>	3443	\$2,957,078.10
<b>IBHS</b>	1101	\$2,894,902.19
<b>RTF (JCAHO and Non-JCAHO)</b>	30	\$3,193,972.80
<b>Adolescent Peer Support</b>	2	\$1,201.81

# RTF's

<b>Dauphin County's Use of RTF</b>	<b>FY 21/22</b>	<b>FY 22/23</b>	<b>FY 23/24</b>
<b># RTF Recommendations</b>	36	32	37
<b># Unduplicated Youth</b>	35	30	34
<b># Approvals</b>	28	27	30
<b># Denials</b>	5	1	0
<b># RTF Recommendations not pursued (i.e., Parent not interested)</b>	2	2	4
<b>Unduplicated youth served in RTF</b>	35	30	32
<b>Discharges</b>	24	14	22
<b>Average Length of Stay at Discharge in days</b>	368	367	340
<b>Longest Length of Stay at Discharge in days</b>	1672	1000	1057

<b>Service Category</b>	<b>FY 22/23 # Children/Adol Served</b>	<b>Total Expenditures</b>	<b>FY 23/24 # Children/Adol Served</b>	<b>Total Expenditures</b>
<b>Psychiatric Inpatient</b>	239	\$3,807,803	200	\$4,428,575
<b>Psychiatric Partial Hospitalization</b>	183	\$489,995	158	\$427,436
<b>MH Outpatient</b>	3443	\$2,957,078	3512	\$3,214,689
<b>IBHS</b>	1101	\$12,640,664	1093	\$13,562,674
<b>FBMHS</b>	201	\$3,499,188	217	\$3,095,698
<b>RTF (JCAHO and Non- JCAHO)</b>	30	\$3,193,973	32	\$3,024,429
<b>Adolescent Peer Support</b>	2	\$1,202	3	\$9,050
<b>Total</b>	5199	\$26,589,902	5215	\$27,762,551

- **Community Residential Rehabilitation- CRR Host Homes:** Licensed by OMHSAS, family homes with 24/7 therapeutic support. Few are available due to a lack of host families.
- **In Home Treatment and Supports**
- **Children's and Adolescent Partial Hospitalization Programs (PHP)**
- **Outpatient for Children and Adolescents- Parent Child Interaction Therapy (PCIT)-** an office based evidenced based intensive treatment targeting children aged 2-7 years of age to learn new skills in a structured intervention. PCIT remains underutilized. The county has two providers- CSG and TEAMCareBH.
- **Dialectical Behavioral Therapy for Adolescents (DBT-A)** CSG's low referrals resulted in the service moving to its Lancaster County location.

**School Based Mental Health Outpatient Services**  
 (5) providers in 11 school districts and 59 school buildings

<b>Provider</b>	<b># School Districts</b>	<b># School Buildings</b>
<b>Community Services Group</b>	2	8
<b>PA Counseling Services</b>	2	13
<b>TEAMCare Behavioral Health</b>	1	1
<b>TrueNorth Wellness Services</b>	5	32
<b>TW Ponessa and Associates</b>	1	5

**23/24 School Year Snapshot of School Based Outpatient Services**

<b>School-Based MH Outpatient Services</b>	<b>Feb/Mar 2020</b>	<b>Feb/Mar 2021</b>	<b>Feb /Mar 2022</b>	<b>Feb/Mar 2023</b>	<b>Feb/Mar 2024</b>
<b># Active Cases</b>	422	667	582	618	628
<b># Waiting List</b>	69	18	69	123	35

# Student Assistance Services

Dauphin County MHADP contracts with Keystone Services Systems for MH Consultants to SAP teams at secondary public schools.

Three full time SAP Mental Health Consultants continue to serve as liaisons to 28 SAP teams in Dauphin County public middle and high schools.

The overarching goal of Student Assistance Programs is to help student access school and community resources which improve academic success.

The primary functions of SAP Consultants include team meeting participation, team planning, informal assessments of students referred by SAP Team and with parent permission, recommendations to the SAP Team, parent/family contacts and support, and follow-up with SAP team.

Activities include co-facilitating groups, technical assistance, and postvention.



## E-SAP

Consultants are available to co facilitate groups at each school.

21 elementary schools across five (5) school districts have trained SAP staff.

18 Schools have ESAP teams that meet regularly.

In FY 24-25 Dauphin County MH partnered with Dauphin County Children and Youth Services. Funding to support SAP and ESAP expansion schools will be provided by Dauphin County CYS and Dauphin County MH will maintain program oversight.

<b>ESAP EXPANSION GRANT ACTIVITIES</b>	<b>TOTALS FY 21/22</b>	<b>TOTALS FY 22/23</b>	Totals FY 23/24
<b>ESAP team meetings</b>	18	69	221
<b>ESAP referrals</b>	17	69	295
<b>Parent/family Contacts</b>	17	122	363
<b>Informal MH Assessments</b>	14	68	192

# Community Outreach and Education

***Mental Health TidBIT*** (Better Informed Together) was distributed to 781 families through email and mailings. The last two years is topically organized on the County website under MHADP

***Tiny BITS*** was launched in FY19-20 and continued to be distributed in F21-22. The target audience is families of pre-school age 0-5 children. Eighty-six (86) daycare providers received Tiny BITS.

***Guiding Good Choices (GGC)***- an evidence-based curriculum for parent skills delivered by trained parent co-facilitators. County staff created a fully virtual program consisting of three sessions in the 2021-2022 FY and will be looking to outreach to schools in FY 2022-2023 to discuss implementing this program.

# Adult Mental Health Services

Case Management Supports- Three providers and four levels of case management support - Administrative, Blended, ICM and ACT.

Extended Acute and Long-Term ( State Hospital) Inpatient Services

Residential Services

- Community Residential Rehabilitation Services
- Long Term Structured Residential Services
- Moderate Care, Supportive Living
- Specialized Personal Care
- Crisis Diversion

Forensic Supports- Re-entry(DCP, SCI's/DOC), Team MISA, Mental Health Court

Certified Peer Specialist Services

Housing Initiatives

# Extended In Patient Supports for Adults with Serious Mental Illness

## Danville State Hospital Data: Bed Cap- 29

<b>Number of Persons Admitted</b>	<b>Number of Persons Discharged</b>	<b>Continuous Stay during FY</b>	<b>Unduplicated Number of Persons</b>	<b>Admitted and Discharged in the Same Year</b>	<b>Number of Persons on 6/30/24</b>
8	6	24	36	1	34

- 6 discharges from DSH in FY 23/24: 2- LTSR; 3- independent living with ACT or with family; 1- LPCBH. Those discharged at lengths of stay between 143 days and 2,103 days.
- Dauphin County also has one individual residing at Wernersville State Hospital.

# Extended Acute Care

Extended Acute Care (EAC) Data: 20 beds

39 referrals were made for Extended Acute Care services; 20 of the 39 referrals were admitted; 26 discharged.

Of the 26 discharged:

- 10 to max CRR

- 4 to independent loving or with family

- 3 to Long term structured residential facility

- 2 to PCBH

- 1 to LTC/SNF

- 4 to SMH

- 1 to Moderate Care CRR

- 1 to D&A treatment

# Community Residential Supports for Adults

	LTSR	CRR Max-Care	CRR Moderate Care	Personal Care Home	Supportive Living
<b>Capacity</b>	14	99	40	80	190
<b>FY 23-24 Persons Served</b>	16	190	35	82	181

- Adult Residential programs served 341 adults.
- One CRR programs exceeded the targeted 90% occupancy rate; all others fell short, a change over FY22/23.
- 44 individuals were discharged from CRR services during the fiscal year compared to 31 in FY 22/23.
- The goal of CRR and LTSR programs is to build skills for independent living.

# Highlights in Adult Services

**Assisted Outpatient Treatment (AOT)-** opted out for FY 23/24

## Forensic Adult Services

Live Up ! Recovery- Intensive Outpatient and a Recovery Center for adults with forensic and co-occurring (MH/D&A) needs.

Team MISA

Mental Health Court

Re- Entry Team

Specialize Housing supports (CRR)- 14-bed short-term CRR

Grant funded with Federal funds from OMHSAS CAPSTONE serves person 16-30 years of age experiencing their first episode of psychosis. Agencies include Pennsylvania Psychiatric Institute, YWCA and CMU. 25-30 person are served quarterly. Services include psychiatry, therapy, family psycho-education, supported employment /education, certified peer support and targeted case management.

# Housing Initiatives

- Bridge Rental Subsidy
- Sycamore Housing Development
- HUD 811- 198 individuals have applied for 811 PRA vouchers; 36 awarded vouchers and were housed
- Sunflower Fields- 35 homes/five designated for those with mental health needs
- Shelter Plus Care with Housing Authority of Dauphin- 28 supported to date



# Community Support Services-

- Contact Helpline- warmline 24/7

	Q1	Q2	Q3	Q4
<b>Phone, Text, Chat Contacts</b>	1,271	1,153	901	1,071
<b>Website Visits</b>	9,398	9,173	7,315	8,403
<b>Top Caller Referral</b>	Rent Payment Assistance	Community Shelters	Low Income / Subsidized Private Rental Housing	Rent Payment Assistance
<b>Top Agency Referral</b>	Christian Churches United	Christian Churches United	Christian Churches United	Christian Churches United

- NAMI of Dauphin County Family to Family Support and Education
- Patch ‘n Match Consumer Drop In Services

# Certified Peer Specialist Services

## Free Standing CPS Programs

<b>Free-standing Peer Support Programs</b>	<b>Number of Staff</b>
<b>Total Number of CPS Employed</b>	12
<b>Number Full Time (30 hours or more)</b>	5
<b>Number Part Time (Under 30 hours)</b>	7

## Other CPS Services

<b>Embedded Peer Support in FEP, Inpatient, ACT and Social Rehabilitation</b>	<b>Number of Staff</b>
<b>Total Number of CPS Employed</b>	7
<b>Number Full Time (30 hours or more)</b>	5
<b>Number Part Time (Under 30 hours)</b>	2

# Grant Initiatives

- PA Department of Health- Suicide Prevention Supports- 15-24 age group
- NAMI on Campus, Ending the Silence, Signs of Suicide (SOS), Teen Mental Health First Aid (tMHFA), and NAMI's Family-to-Family educational program.
- Two Dauphin County MHADP staff will also be certified in Question, Persuade, and Refer (QPR) and offer this training to Dauphin County Human Services employees and other interested parties.

Projects for Assistance from Homelessness- PATH - Three agencies are funded to provide supports-

- Dauphin County Crisis Intervention provides street homeless outreach
- Downtown Daily Bread offers homeless case management services
- CMU that provides funds for first month's rent and/or security deposits and yearly training provided to the Homeless Provider Network.

# First Episode Psychosis CAPSTONE

Grant funded with Federal funds from OMHSAS, CAPSTONE serves persons 16-30 years of age experiencing their first episode of psychosis. Agencies include Pennsylvania Psychiatric Institute, YWCA and CMU. In FY 22/23, CAPSTONE served a total of 45 individuals 25-30 person are served quarterly. Services include psychiatry, therapy, family psycho-education, supported employment /education, certified peer support and targeted case management.

	FY 21-22 Totals	FY 22-23 Totals	FY 23-24 Totals
<b>Referred</b>	58	71	68
<b>Newly Enrolled</b>	26	27	35
<b>New Admits Adult</b>	25	21	29
<b>New Admit Under 18</b>	1	7	6
<b>Discharged</b>	25	27	23

# Sequential Intercept Mapping

Nine recommendations:

Consider the benefits a regional CIT Program with Cumberland and Perry Counties to promote regionalization of crisis response services.

Create a justice collaborative

Flow chart pathways to crises

988 Commission

Apply CQI principles and approaches to the crisis response system

Review and study high utilizers of crisis response services

Familiar Faces Initiative

Collaborate with other government entities to maximize resources

Review a complete SIM

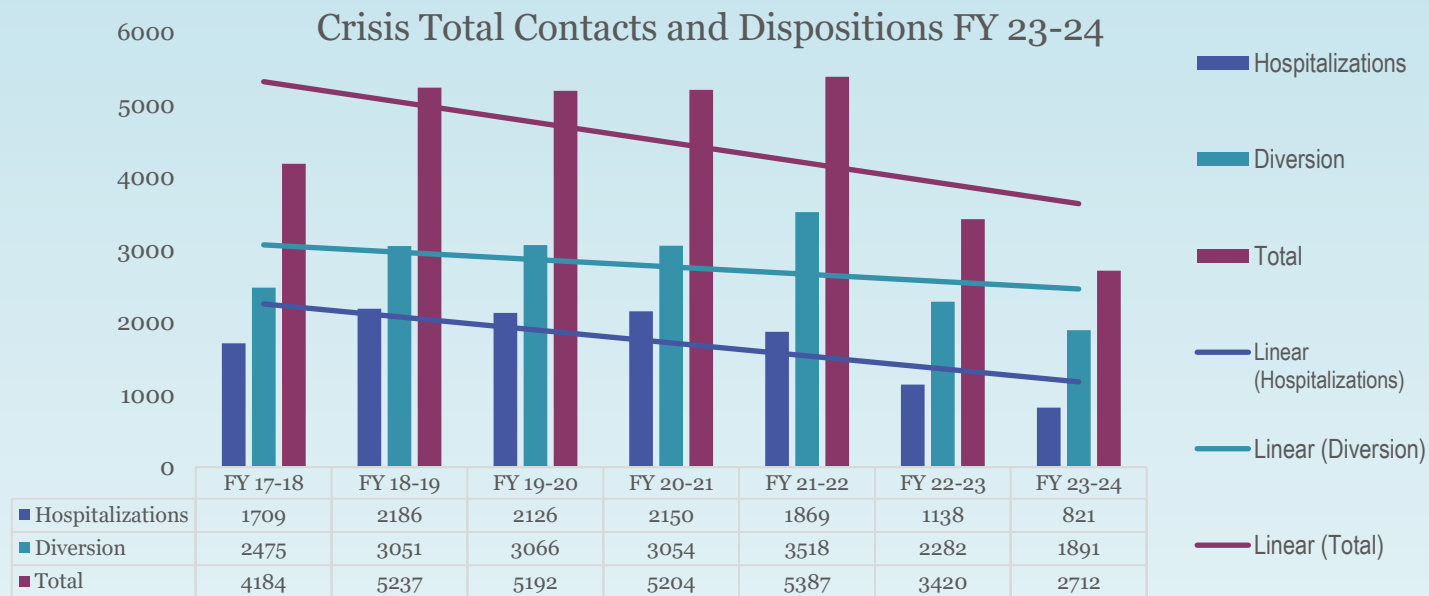
# Cumberland, Dauphin And Perry Regional Crisis Response Project

- 10/22 OMHSAS grant announcement issued
- 11/22 Cumberland, Dauphin and Perry Counties submitted a collaborative proposal
- 12/22 Grant award for a total of \$13,093,364
- 7/11/23 RFP issued; proposals received and evaluated by a multi stakeholder group
- 12/23 Contractor was identified, and a contract was finalized between all three counties.
- 1/24 Work on a crisis walk in center with attached mobile supports begins.
- 12/4/24 Mobile Crisis Services commence
- 12/11/24 Adult Room Walk in Center opens
- 1/13/25 Youth Room Walk In Center opens

# Dauphin County Crisis Intervention Program

- The Crisis Intervention Program (CI) is the only direct service offered at Dauphin County MH/A/DP. CI is licensed by the Department of Human Services and credentialled by Performcare to provide 24-hour, seven days per week telephone, walk-in and mobile outreach to people experiencing a crisis. Assessment of presenting problems, service and support planning, referral and information, brief counseling, and crisis stabilization are the core services.
- During FY 23-24, Crisis Intervention continued to experience significant staffing shortages, especially related to the 2<sup>nd</sup> and 3<sup>rd</sup> shift rosters where nine vacancies existed at the conclusion of the Fiscal Year. As a result, the program continued to focus on processing involuntary (302) commitments throughout the County. Even with the ongoing staffing shortage, Crisis has continued to operate, uninterrupted, 24/7.

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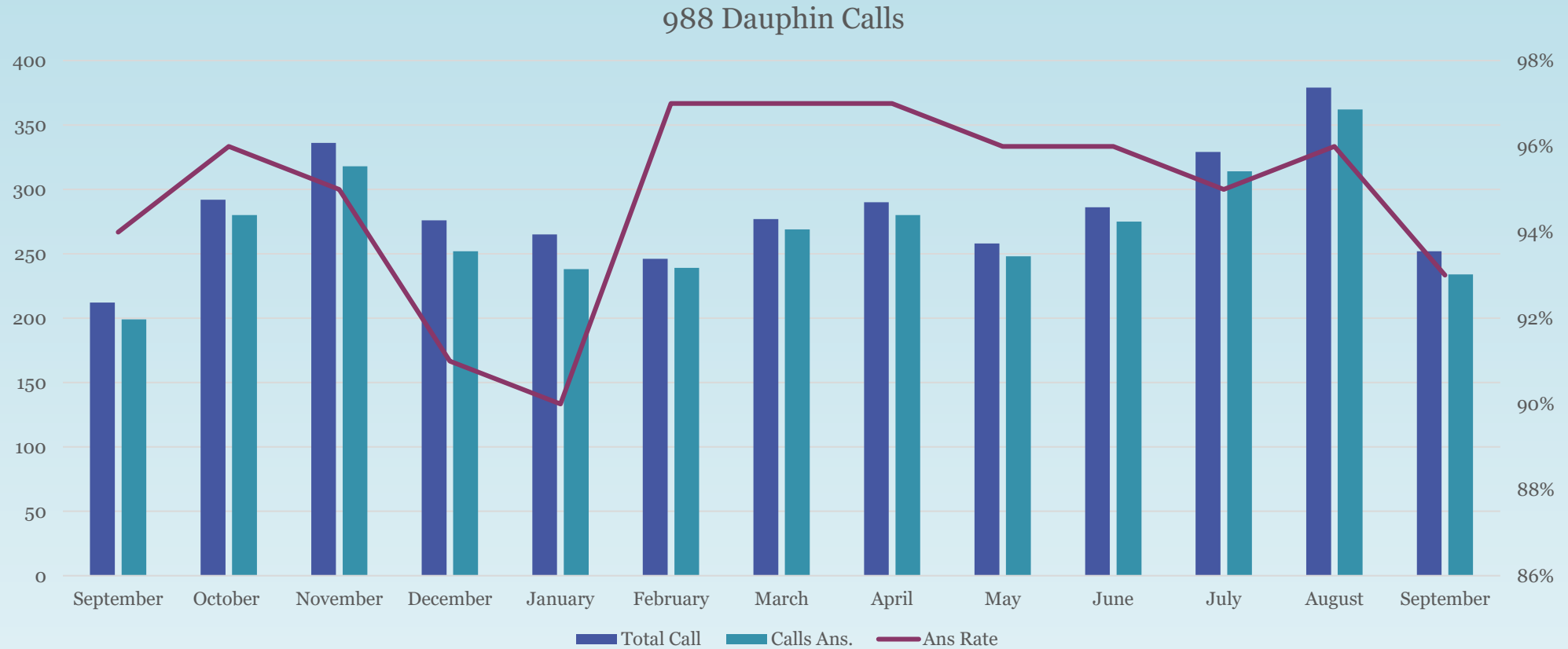
- Regarding 302 involuntary commitments during FY 23-24, Crisis processed 1,064 applications for involuntary examinations. Of those requested, 707 (~66%) were ultimately approved by a physician resulting in involuntary commitment. Of those 707 commitments, 609 (~86%) were ultimately admitted to an inpatient psychiatric facility for further treatment. This admission rate is a + 8 % improvement over last year's rate of 78%.
- In FY 23-24, CI provided 2,712 interventions to 2,436 consumers. Services vary from a telephone call to a complex combination of mobile, telephone, and/or walk-in interventions that can span several hours or even days. Involuntary commitment for 821 persons resulted in inpatient treatment due to the risk presented by their condition or situation.
- Disaster planning and coordination is another function of the Crisis Intervention Program. All CI staff are trained in and participate in the County's Emergency Behavioral Health (EBH) Team (formerly known as DCORT). The EBH Team participates in regular training exercises and pursues various disaster preparedness initiatives via membership in the Pennsylvania South Central Task Force.
- CI also participates with the County's Critical Incident Management (CISM) team, which provides debriefing services to first responders. The CISM team is comprised of representatives from various behavioral health organizations, police departments, fire departments and other emergency response workers from Central Pennsylvania.
- Crisis has a Homeless Outreach Specialist who collaborates with various homeless programs and services to help unhoused individuals obtain services including mental health services. Crisis conducted outreaches and interventions for 134 homeless persons in FY 23-24.

, Crisis Intervention will be collaborating with the area's first Crisis Walk-in Center that will open in December 2024. Connections Health Solutions will be operating a 24/7 walk-in center in addition to offering another alternative to mobile crisis services for the areas of Dauphin, Cumberland, and Perry Counties.

As a result of having another option for individuals seeking emergency behavioral health supports, Crisis also looks forward to the opportunity to provide increased mobile services with a focus on the unhoused population in Dauphin County. It is our goal to develop the current Housing Specialist position into a more robust service that will be designed to offer an increased presence to those in need of both mental health and housing supports.



# 988 September 2023- September 2024



# Dauphin County 988 Calls

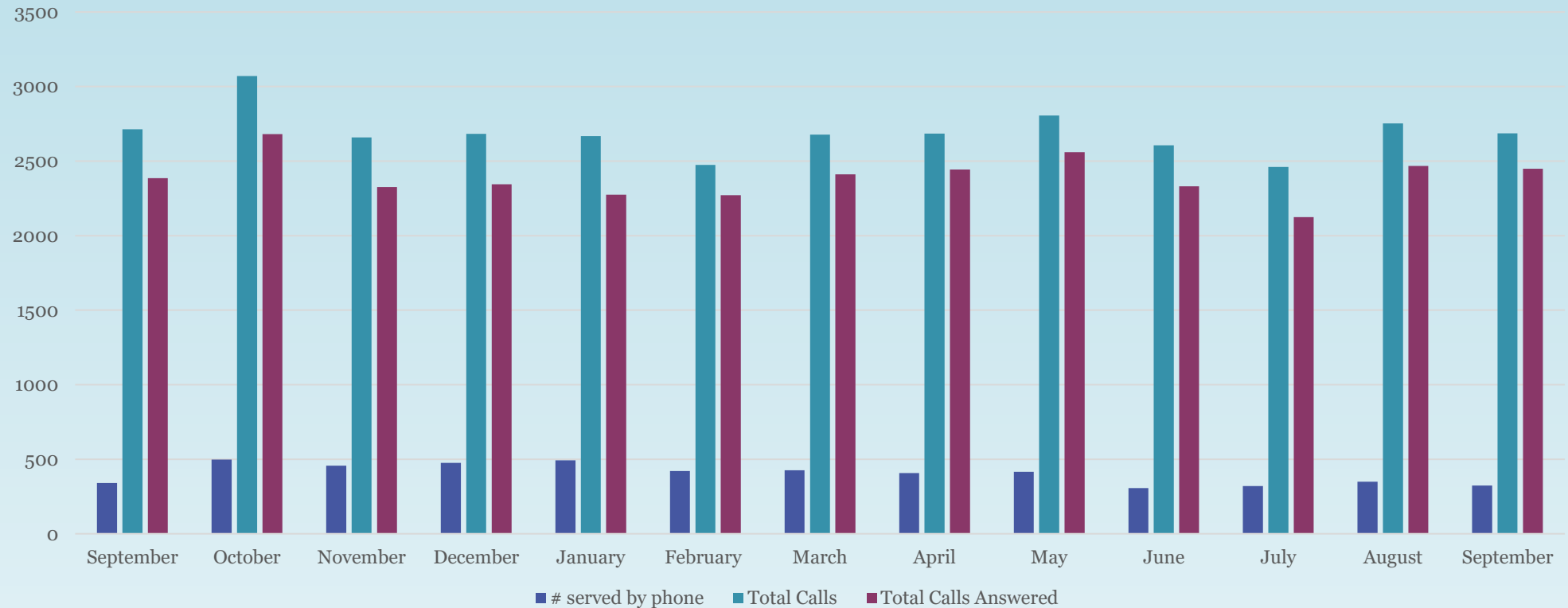
Dauphin County 988 Calls				
Holy Spirit Hospital- Penn State				
Month	FY	Total Call	Calls Ans.	Ans Rate
September	23/24	212	199	94%
October	23/24	292	280	96%
November	23/24	336	318	95%
December	23/24	276	252	91%
January	23/24	265	238	90%
February	23/24	246	239	97%
March	23/24	277	269	97%
April	23/24	290	280	97%
May	23/24	258	248	96%
June	23/24	286	275	96%
July	24/25	329	314	95%
August	24/25	379	362	96%
September	24/25	252	234	93%

# Dauphin County Crisis Calls- 09/23-09/24

Dauphin County Crisis Intervention Telephone Call Metrics					
Month	FY	# served by phone	Total Calls	Total Calls Answered	Answer Rate
September	23/24	341	2714	2386	88%
October	23/24	498	3070	2681	87%
November	23/24	456	2659	2326	87%
December	23/24	475	2683	2345	87%
January	23/24	493	2668	2275	85%
February	23/24	420	2474	2271	92%
March	23/24	426	2677	2411	90.06%
April	23/24	407	2684	2443	91.02%
May	23/24	415	2805	2560	91.27%
June	23/24	306	2605	2331	89.48%
July	24/25	320	2,460	2,124	86.34%
August	24/25	349	2,753	2,467	89.60%
September	24/25	323	2,686	2,449	91%

# Dauphin County Crisis Calls

Dauphin County Crisis Calls 09/23-09/24



# MHADP Goals and Needs

1. IDA, EI and MH will continue to collaborate with the MHADP Advisory Board and its sub committees and promote the inclusion of all stakeholder groups in planning and to obtain feedback and input into a continuing evaluation of priorities.
2. MHADP will specifically continue to collaborate with all other adult and child serving entities to identify complex children, adolescents and adults and opportunities to best support needs. We will provide and receive cross training to strengthen our systemic ability to do this work as well as collaborate on outreach opportunities to inform and learn from county residents.
3. IDA will assess and address current needs to develop the AE Growth capacity and targets.

4. Support and expand provider capacity to best respond to the needs of residents.
5. Continue to work towards aligning county Behavioral Health Response System Services with National Behavioral Health Crisis Response Guidelines.
6. Continue to support and promote suicide prevention and awareness in Dauphin County.
7. Continue to address social determinants of health factors in behavioral health crisis.
8. Continue to prioritize in home supports over the use of out of home placement and or institutional supports for complex children.
9. Continue to monitor the use of all institutional supports for every Dauphin County resident connected to MHADP services including RTFs, state mental hospitals, county jail and state correctional facilities.
10. Assure all services are responsive to the needs of Dauphin County residents and promote independent living to the extent possible for each individual.

Thank you to the Dauphin County Board of Commissioners, the MHADP Advisory Board members, and all the MH/A/DP Staff and providers for your support and hard work!

Questions/Comments:

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