

## **\$10 Million in FY 2025 for Mobile Crisis Response**

**The Governor's introduced budget includes \$10 million in one-time funds in FY 2025 to support mobile crisis response.**

- This funding will continue the efforts funded in the Chapter 1 budget which provided \$10 million in FY 2024 for mobile crisis response (MCR). These funds have been deployed to support recruitment and retention initiatives for mobile crisis team staff. High vacancy rates and turnover of these positions are the most significant obstacles in establishing a mobile crisis system that is available to all Virginians 24 hours a day, 7 days a week.
- The additional funds proposed for FY 2025 will continue these efforts with the goal of fully staffing teams to support full access to mobile crisis response for all Virginians.

### **Status of \$10 Million Provided in FY 2024**

- DBHDS has developed a Request for Proposal (RFP) for direct recruitment of vacant positions at the hubs. The Department has reserved \$2 million for this purpose.
- The remaining \$8 million will be split across the five regional hubs to fund targeted recruitment and retention strategies and system improvements that meet the needs of each region. Strategies include:
  - Vehicle fleets and infrastructure for staff including phones and tablets
  - On-call and shift differential payments
  - New hire relocation fees
  - Clinical supervision costs
  - Student loan repayment
  - Hiring and retention bonuses
  - Professional developing opportunities such as training for staff
  - Administrative support to maximize billing for mobile crisis response.

### **Background**

- Mobile crisis is a rapid response that provides assessment and early intervention to individuals experiencing crisis and meets the individual in crisis where they are 24 hours a day, 7 days a week.
- DBHDS oversees and supports mobile crisis response (MCR) through five regional hubs that serve as the centralized coordinator and fiscal agent of regional mobile crisis services and call centers. Some regions employ mobile crisis response staff through the regional office, others also sub-contract with local Community Services Boards (CSBs) to employ mobile crisis response staff, and one region sub-contracts staff through a single private provider. All are required to have staffing across the region.

- DBHDS has worked to expand MCR to reach the eventual goal of 24 hours a day, 7 days a week availability at a one-hour radius. The CrisisNow model originally set a target of 70 mobile behavioral health crisis teams to meet this goal. In 2023 all Regional Hubs initially achieved this goal through a number of strategies, including cross-training between behavioral health teams and REACH mobile crisis teams specifically designed to serve individuals with Developmental and Intellectual Disabilities.
- DBHDS learned that the value added by this cross-training is essential and required for complete capacity for all populations across the commonwealth. Accordingly, the target number of teams has been increased to 140, to provide sufficient coverage for 24/7 mobile crisis response trained for behavioral health and developmental disability crisis response.
- The table below shows the status of MCR across the five regional hubs as of January 10, 2024. Hubs have consistently struggled to recruit and retain qualified personnel, which causes the number of active teams to fluctuate over time. Teams are not fixed units of individuals, but instead, representations of capacity based on the number of FTEs employed or contracted by each hub. The number of teams for each hub is calculated by dividing the FTE count by 2.5, which represents the number of employees needed to operate a team. There are 145 teams funded through existing FTE, this total provides a cushion for some vacancies, ensuring that the DBHDS can meet the goal of 140 fully operational teams to ensure statewide coverage and 24/7 availability.

Region	Hub Coordinator	Funded FTE	Filled FTE	Funded Teams	Filled Teams	Percentage of Teams Filled
Region 1	Region Ten CSB (Charlottesville)	75	28	30	11.2	37%
Region 2	Fairfax-Falls Church CSB	64	57	26	22.8	89%
Region 3	Mount Rogers CSB	69	33	28	13.2	48%
Region 4	Richmond Behavioral Health Authority	92	76	37	30.4	83%
Region 5	Western Tidewater CSB	62	47	25	18.8	76%
<b>Total System</b>		<b>362</b>	<b>241</b>	<b>145</b>	<b>96.4</b>	<b>67%</b>