Crisis Now Implementation: Project Workplan

Updated February 24, 2023

Core Areas for Implementation, 2022-2023 (click link to jump to section)
Core Area 1: Project Management and Stakeholder Communication
Core Area 2: Systems Development and Coordination
Core Area 3: Crisis Call Center Development
Core Area 4: Community Coordination

Core Area 1: Project Management and Stakeholder Communication

Core Area Goal: The Trust, Trust contractors and stakeholders are aligned on project objectives and regularly updated on implementation progress.	Timeframe	RI Recommendation
1.a. As needed, participate in national 9-8-8 Crisis Learning Community Jams, track best practice research, presentations, and conferences on crisis implementation.	Ongoing	n/a
1.b. Plan and convene monthly contract check-ins.	Monthly	n/a
1.c. Plan and convene bi-monthly project planning meetings.	Monthly	n/a
1.d. Monthly updates to internal implementation workplan (this document).	Monthly	n/a
1.e. Plan and convene quarterly Statewide Project Management Team meetings	Quarterly	n/a
1.f. Plan and convene monthly webinars for all stakeholders on key topics.	Monthly	n/a
1.g. Develop quarterly implementation update newsletter to be sent to all stakeholders.	Quarterly	n/a
1.h. Plan and convene statewide meetings for all stakeholders to update on project progress, key initiatives and next steps.	0-6 months; June 30, 2022	n/a

Core Area 2: Systems Development and Coordination

Core Area Goal: Key systems and resources are aligned and coordinated to support full implementation of the Crisis Now framework.	Timeframe	RI Recommendation
Subarea 2.1: Messaging		
2.1a. Develop and implement public communication strategy.	Ongoing	n/a
2.2b. Develop initial messaging and change management process for State of Alaska Divisions and Departments	6 months – 1 year; December 30, 2022	n/a
Subarea 2.2: OpenBeds/Alaska Treatment Connection		
2.2a. Recruit providers to join and utilize the OpenBeds network.	Ongoing	Recommendation 7
2.2b. Coordinate ongoing opportunities for provider training and orientation to the OpenBeds system.	Ongoing	Recommendation 7
2.2c. Develop guidelines and protocols for provider use of OpenBeds.	0-6 months	Recommendation 7
2.2d. Implement the OpenBeds crisis module.	6 months – 1 year	Recommendation 7
2.2e. Developing marketing plan for OpenBeds	6 months – 1 year	Recommendation 7

2.2f. Identify short and long-term funding mechanism for OpenBeds platform.	2+ years	Recommendations 4, 7

Subarea 2.3: Workforce

2.3a. Coordinate with and enhance existing behavioral health workforce development strategies.	Ongoing	Recommendation 5, 13
2.3b. Support the growth and training of Alaska's peer support specialist workforce.	6 months – 1 year	Recommendation 5
2.3c. Support implementation of Crisis Now Essential Principles and Practices.	6 months – 1 year	Recommendation 5
2.3d. Collaborate with, engage, and support development of local CIT programs.	1 – 2 years	Recommendation 13

Subarea 2.4: Funding and Sustainability

2.4a. Support capital and start-up costs for providers to stand-up crisis services.	Ongoing	Recommendation 4
2.4b. Track and coordinate with partners on funding opportunities for crisis care as identified.	Ongoing	Recommendation 4
2.4c. Collaborate with providers to identify and propose alternative payment methods for crisis services as appropriate.	Ongoing	Recommendation 4
2.4d. Track national efforts related to commercial insurance parity and engage in Alaska-specific discussions as appropriate.	Ongoing	Recommendation 12
2.4e. Provide as needed support to community implementation coordinators and providers in use of business modeling tools developed for mobile crisis, 23-hour and short-term stabilization.	Ongoing	Recommendations 4, 8, 9

Subarea 2.5: Policy, Regulation and Funding Stream Alignment

2.5a. Support development and passage of SB 124/HB172.	0-6 months	Recommendation 3
2.5b. Support development of 23-hour and short-term stabilization settings within existing statutory and funding mechanisms including identification of barriers to implementation.	0-6 months	Recommendation 3
2.5c. Understand licensing requirements for 23-hour and short-term stabilization under current and proposed new statutory frameworks.	0-6 months	Recommendation 3

Subarea 2.6: Crisis System Accountability

2.6a. Work with DHSS to determine future role of ASO in relation to oversight of crisis system.	6 months – 1 year	Recommendation 1
2.6b. Explore contracted support for this function in the near-term.	6 months – 1 year	Recommendation 1
2.6c. Identify core functions of accountability entity.	6 months – 1 year	Recommendation 1

Subarea 2.7: Data and System Monitoring

2.7a. Identify data metrics and key performance indicators for each type of crisis service, including reporting timeframes.	6 months – 1 year	Recommendation 2
2.7b. Determine mechanism for tracking and reporting provider data and key performance indicators	6 months – 1 year	Recommendation 2
2.7c. Identify metrics and key performance indicators, including data sources, for systems change identified in the project logic model.	6 months – 1 year	Recommendation 2, 10
2.7d. Develop RFI/RFP for data contractor(s) to collect baseline data and conduct ongoing monitoring of systems performance and evaluation of systems change, including calculation of cost and FTE savings to affected systems.	6 months – 1 year	Recommendation 2, 10
2.7e. Develop plan to transition systems monitoring functions to a statewide accountability entity.	2+ years	Recommendation 1, 2

Subarea 2.8: Lived Experience

2.8a. Partner with NAMI Alaska to host listening sessions to gain input from individuals with lived experience regarding crisis system development.	0 – 6 months	n/a

Crisis Now Implementation: Project Workplan

Core Area 3: Crisis Call Center Development in Collaboration with the Department of Health

Core Area Goal: Key systems and resources are aligned and coordinated to support full implementation of the Crisis Now framework.

Core Area 4: Community Coordination

Core Area Goal: Alaskans have access to a well-coordinated, best practice, crisis continuum of care.	Timeframe	RI Recommendation
4.1 Statewide Coordination + Planning		
4.1a. Plan and convene monthly meetings for all community implementation coordinators.	Ongoing	Recommendation 1
4.1b. Provide targeted, as needed, support to new and existing community coordinators.	Ongoing	Recommendation 1
4.1c. Coordinate and participate in site visits with providers to model crisis programs.	Ongoing	n/a
4.1d. Participate in initial conversations with communities and organizations interested in the Crisis Now framework.	Ongoing	n/a
4.1e. Regularly engage with Tribal Behavioral Health Directors and provide implementation updates.	Ongoing	Recommendation 6, 11
4.1f. Assess community demand for behavioral health crisis services using hospital data.	0-6 months	Recommendation 6, 9, 11
4.1g. Develop framework for evaluating community progress towards implementation using Crisis Now Scoring tool and other available resources.	0-6 months	Recommendation 8, 9
4.1h. Develop community workplan template to be used by community coordinators that identifies objectives, action items and resources needed by local providers.	0-6 months	Recommendation 1
4.1i. Use HFDR data to prioritize and target rural communities for Crisis Now implementation efforts.	0-6 months	Recommendation 6, 11
4.1j. Engage identified rural communities and tribal organizations in conversations around Crisis Now implementation, resource needs, and possible adaptations for their communities.	6 months – 1 year	Recommendation 6, 11
Subarea 4.2 Anchorage Crisis Collaborative		
4.2a. Plan and convene monthly Anchorage Crisis Collaborative meetings.	Monthly	Recommendation 1
4.2b. Participate in joint planning meetings between Southcentral Foundation and Providence (2-3 per month).	Ongoing	Recommendation 1
4.2c. Participate in Anchorage Health Equity Advisory Committee meetings to provide updates and facilitate community voices in Crisis Now implementation.	Quarterly	Recommendation 1
4.2d. Identify host entity for Anchorage Crisis Now website. Support content management and updates.	0-6 months	Recommendation 1
4.2e. Participate in monthly Crisis Now Community Coordinator meetings. Report community implementation progress.	Monthly	Recommendation 1
4.2f. Map flow of individuals into and out of crisis care settings.	0-6 months	n/a
4.2g. Develop community-level workplan to identify objectives, action items and resources needed by local providers.	0-6 months	Recommendation 1
4.2h. Develop and formalize charter for Anchorage Crisis Collaborative	0-6 months	Recommendation 1

Crisis Now Implementation: Project Workplan

4.2i. Develop process for receiving and tracking service provider data.	0-6 months	Recommendation 2
4.2j. Support Assembly in planning for use of alcohol tax to support MCT services.	6-12 months	Recommendation 4
Subarea 4.3 Juneau Crisis Now Workgroup		
4.3a. Plan and convene monthly Juneau Crisis Now workgroup meetings.	Monthly	Recommendation 1
4.3b. Map flow of individuals into and out of crisis care settings.	0-6 months	n/a
4.2g. Develop community-level workplan to identify objectives, action items and resources needed by local providers.	0-6 months	Recommendation 1