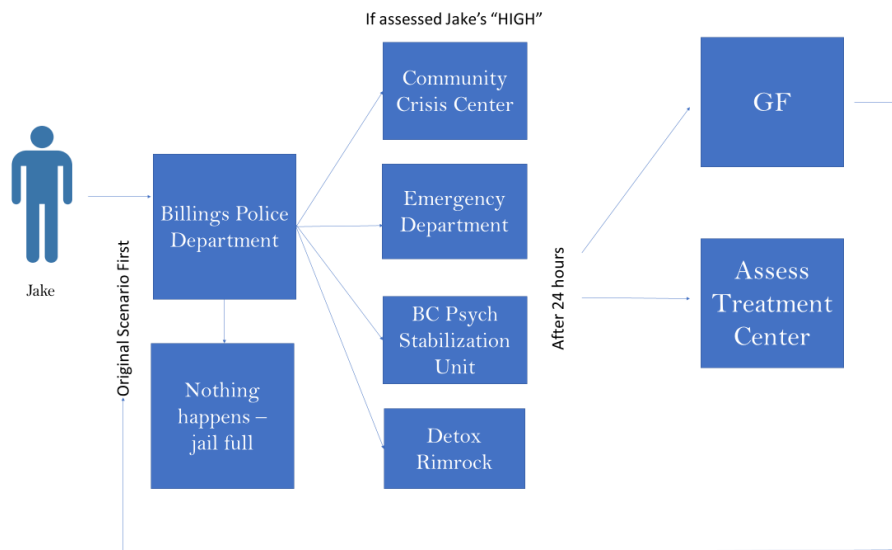


Sequential Intercept Mapping Scenario #1

Jake is a 21-year old male living in Billings who uses methamphetamine. After a night of partying, he gets in a fight with his girlfriend. Neighbors in his apartment complex hear shouting and call 911.

Jake, 21-year-old male, meth-user, domestic violence call to 911



Where did the system fail the person?

- Gap between referral and assessment
 - No driver's license
 - No \$ to get on bus
 - Had to wait too long for assessment
- True warm handoff

Where did the system support the person?

- BPD were there immediately
- Brought Jake to BC PSU
 - Made a referral

What are the opportunities to improve?

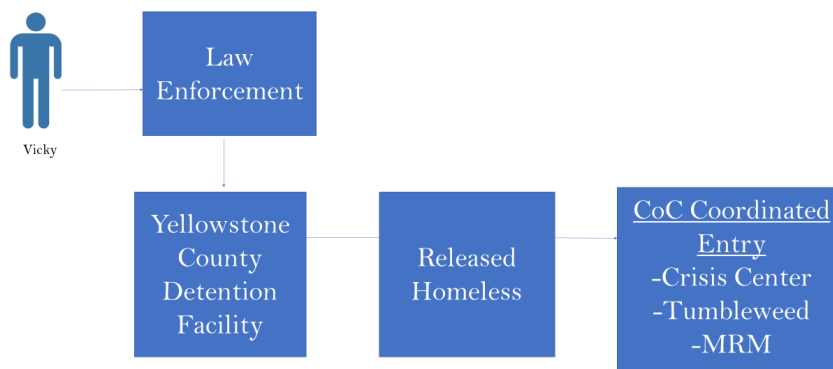
- More peer support
- Communication between orgs (handoff)
- Transportation
- Systems that can provide same day access to care
- Case management long-term

Sequential Intercept Mapping Scenario #2

Vicky is a 19-year-old female who has aged out of the foster system and is couch surfing with friends in Lockwood. She has a history of mental illness and is currently in the manic phase of her bi-polar disorder. She is caught shoplifting at Target. The police are called.

GROUP 1

Group 1: Vicky, 19-year-old, bipolar, aged out of foster system, shoplifting



Where did the system fail the person?

- Foster care aged out – homeless
- Released from YCDF to home
- Lack of transitional services
- Lack of long-term mental health services
- Lack of available housing
- Lack of supportive employment

Where did the system support the person?

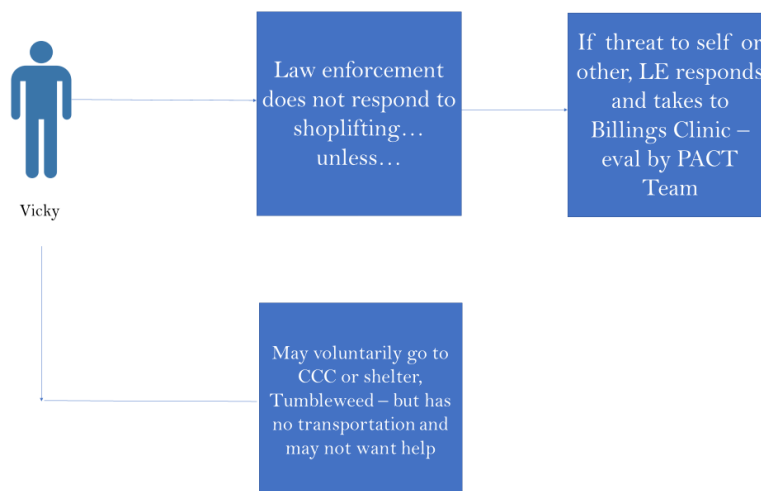
- COC coordinated entry
 - RiverStone
 - MRM
 - Tumbleweed
 - CCC
 - Medicaid
 - MHC

What are the opportunities for improvement?

- Age-appropriate transitional housing from foster care
- Funding for:
 - Transitional living skills
 - Start younger to build resilience, job skills (schools)
 - Resilience training for older youth
 - Supported employment

GROUP 2

Group 2: Vicky, 19-year-old, bipolar, aged out of foster system, shoplifting



Where did the system fail the person?

- Does she have a primary care doctor? Did she receive MH care?
- Case manager
- Transportation
- Resources – education, schools
- If she aged out of foster care system – housing?
- Law enforcement – shoplifting decriminalized

Where did the system support the person?

- When younger with foster care

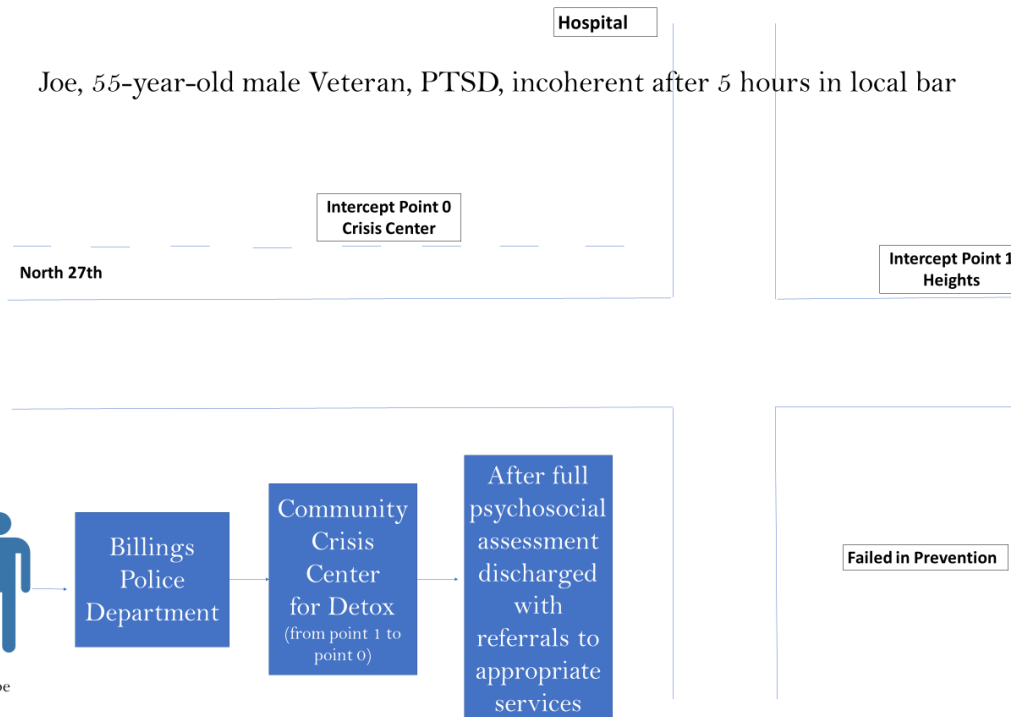
- School system

What are the opportunities for improvement?

- Educate business/managers – TLC – crisis intervention
- C school/eval – education on community resources
- Transportation – crisis
- Post-foster care programming – collaboration between school/housing/foster care system
- HIPPA – sharing of information
- Criminalizing shoplifting/police chaplain/volunteer force.

Sequential Intercept Mapping Scenario #3

Joe is a 55-year-old male and US army veteran who has been diagnosed with PTSD. Late on a Saturday night he is found stumbling and incoherent in Billings Heights. He has spent the last 5 hours in a local bar. When the ambulance arrives, he becomes belligerent and police are called for back-up.



Where did the system fail the person?

- Prevention
 - PTSD prevention diagnosis – army or other service
 - Chemical dependency treatment for alcohol use
- Bar/community supports
- Social support (?friends, activities, work, family)
- Follow-up after point of intercept
 - Gets care and referrals, but who calls to see if they connected, etc.

Where did the system support the person?

- Community (concerned call if incoherent walker)
- Ambulance
- Police
- CIT training for officers

- Crisis Center
- Lots of referrals and resources available in community

What are the opportunities to improve?

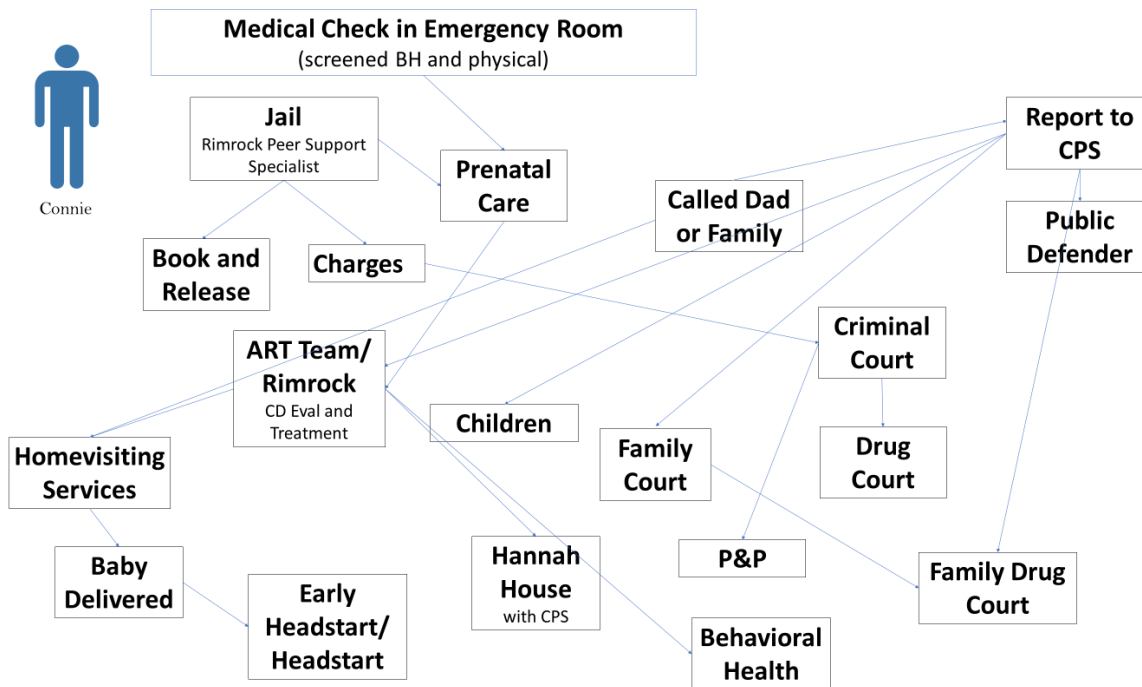
- 6 pm – 8 am weekends
- Bridge gap between referral and connection to services
- Collaboration with agencies and crisis teams
- DUI Task Force education type stuff
- Policies that don't promote excess use/problem
- Sober curious movement

Sequential Intercept Mapping Scenario #4

Connie is a 29-year-old female. During a routine traffic stop in Billings, the officer notices that she appears groggy and incoherent. After searching her car, the officer finds four bottles of prescription opioids that are not prescribed to Connie. Her four-year-old daughter is in the back seat of the car. While she is being arrested, Connie tells the officer that she is pregnant.

Group 1

Group 1: Connie, 29-year-old pregnant female, BPD finds opioids at traffic stop, arrested



Where did the system fail the person?

- Prevent
- Prenatal
- Was Mom not aware of resources
- Education?
- Job?
- Stress?
- Controls on prescriptions
- How long is she incarcerated?

Where did the system support the person?

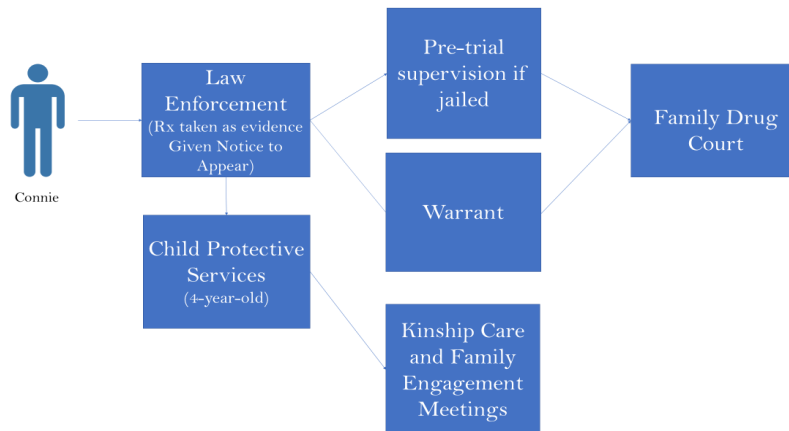
- Health and safety – mom
- Health and safety – child
- Non-punitive – restorative
- Recovery
- CD eval at CPS and treatment
- Drug Court (family)
- Build resilience – homevisiting, Hannah House, HeadStart, emotional support – healthy
- Available resources – future
 - Hannah House
 - Other Mom's – friends
- Parenting classes – developmental milestones
- Support for Kids - drama

What are the opportunities to improve?

- ↓ incarceration
 - SWOT jail – assessment and recommendations
- Decrease supply of prescriptions
- Poverty?
- ↑ prenatal care – where?
- Planned pregnancy – resources
- Accessible healthcare
- How do people find out about services?
- Connections
- Insurance coverage
- Collaboration between services and referrals
- Need sober living
- Need funding

Group 2

Group 2: Connie, 29-year-old pregnant female, BPD finds opioids at traffic stop, arrested



Where did the system fail the person?

- If Notice to Appear is given, then warrant – exacerbate the problem
- If no treatment is available
 - Does not meet requirements
- If children are removed and more stress caused
- If takes too long and new child is taken
- If becomes felon – lose housing, employment, etc.
- If driver's license is suspended
- If large barriers to visitation – loss of motivation
- If kids taken – more time/reason to use/cope
- If support services – stigmatize: loss of trust
- If can't afford prenatal care/treatment/pre-trial supervision

Where did the system support the person?

- If family drug court is an option
- If CPS allows voluntary treatment option – risk based
- If good public defender or good lawyer
- If get connected to prenatal care
- If able to obtain/maintain employment
- If keep driver's license
- If she gets treatment and issue is resolved before new child is born
- If CPS is constant and consistent

What are the opportunities to improve?

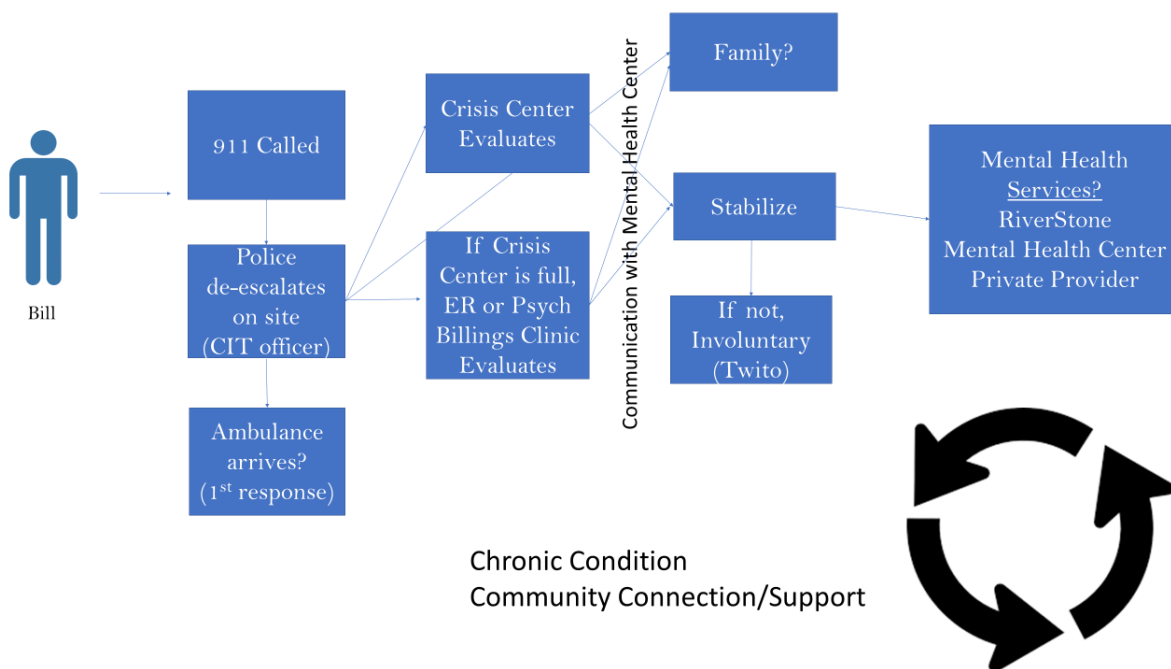
- Clear guidelines to follow to get the kids back (CPS)

- ↓ caseloads
- ↑ trauma-informed services
- Early opportunity for treatment
- Parent continues involvement with kids
- Affordable/accessible prenatal care
 - don't have to go to a different state
- More sober living for families
- MORE LAC, housing, treatment, etc.

Sequential Intercept Mapping Scenario #5

Bill is a 67-year-old male with a history of schizophrenia spending the day in a coffee shop in Laurel. When the coffee shop is ready to close, Bill does not respond to multiple requests to vacate his table. The staff call their manager who tells them to call 911.

Bill, 67-year-old male, schizophrenia, won't leave coffee shop



Where did the system fail the person?

- Lack of records/service history communication or treatment plan shared with varying services/among providers
- Barriers legally to sharing information
- Response improvement (officers, 1st responders)
- Other supports ready?

Where did the system support the person?

- 1st responders
- Crisis Center
- ER/Psych
- Evaluation

- Communication among providers
 - inconsistent

What are the opportunities to improve?

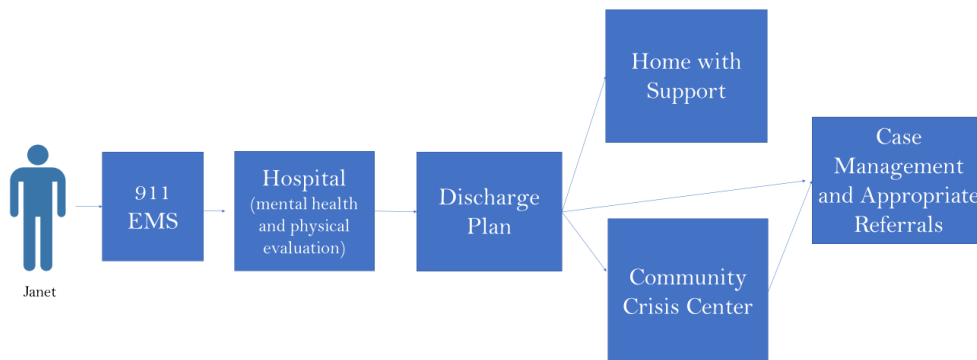
- Officers→ contacted mental health provider on site via tele to assist at crisis point
 - Decide on next step
- All providers wrapped into plan of care (record sharing, potential release) (cross-sector) beyond agency
- Peer support ("history" of mental health concerns)
- Access to person-specific information to support in community
- Timely access
- Proactive intervention (calls monthly, family, connection, recovery management services)
- Chronic disease

Sequential Intercept Mapping Scenario #6

Janet is a 45-year-old unemployed female. She comes to an appointment at the Billings Job Service office and the staff notice that she is agitated and not speaking in coherent sentences. She indicates that she may have taken something, but cannot say what. Job service staff recognize that Janet is in some sort of a behavioral health crisis and decide to call for help.

Group 1

Group 1: Janet, 45-year-old female, took “something,” BH crisis at Billings Job Service



Where did the system fail the person?

- No prevention
- Would prefer an alternative to police intervention when a crime hasn't been committed
- Possibly no aftercare or follow up support
- Are we approaching or are they seeking us out?

Where did the system support the person?

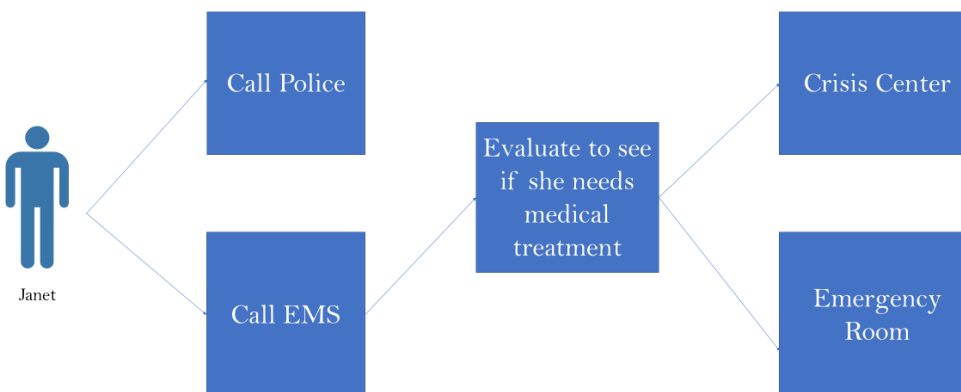
- Janet was supported in every step of the system
- Appropriate staff response
- Emphasis on behavioral health rather than punishment
- Multidisciplinary support after discharge
- Collaboration with referrals to community partners

What are the opportunities to improve?

- Janet possibly needed earlier life intervention
- Improve follow up and aftercare
- Improve community resource collaboration and communication
- Trauma-informed and holistic approach and program policy
- Low-barrier community service

Group 2

Group 2: Janet, 45-year-old female, took “something,” BH crisis at Billings Job Service



Where did the system fail the person?

- No failure in her crisis state due to limited information
- What about the follow through with community resources

Where did the system support the person?

- Quickly evaluated the situation and responded
- Connected her to community resources

What are the opportunities to improve?

- Law enforcement officers CIT Team (\$\$\$)