



NKHS Stabilization CENTER

From the Front Porch to the
Living Room, and Beyond

The Problem

Northeast Kingdom does not have a dedicated first responder drop off location for individuals in a behavioral health, non-medical crisis other than utilizing hospital emergency departments

The Solution

provide persons in distress
immediate access to a continuum
of crisis response services

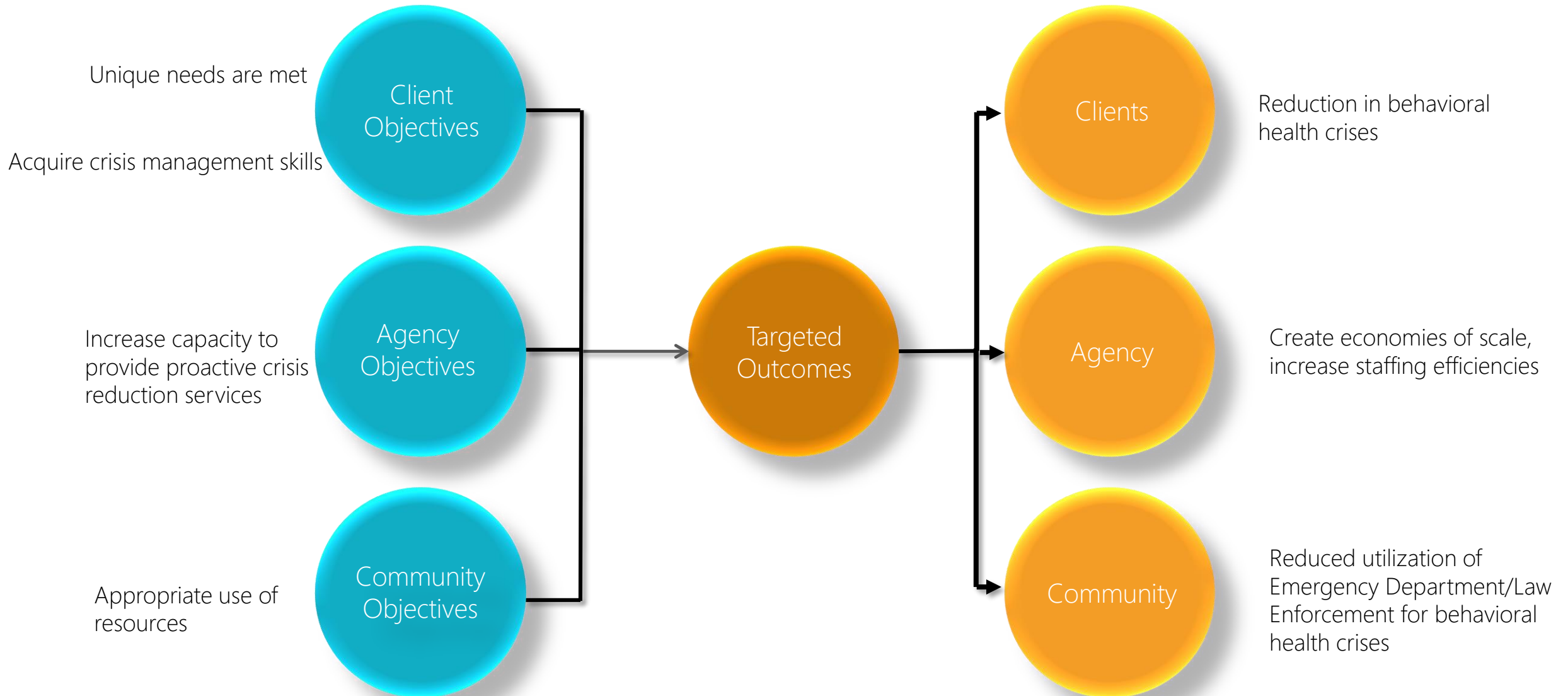
equip them with skills that will
enable them to minimize or
avert future crises

The Goal

reduce the number of emergency department visits for people with mental health as their primary diagnosis

by providing a welcoming, less restrictive, and safe environment for assessing individuals in crisis and bringing quick relief of crisis symptoms

Project Objectives/Outcomes



The Name



Front Porch Crisis Care⁺

Service Delivery Foundation

Crisis Receiving and
Stabilization Facilities

Crisis Residential
Programs

Behavioral Health
Urgent Care

Living Room
Model

Offer walk-in and first
responder drop off options

Step down from inpatient
level of care

Rapid access psychiatric
assessment and medication
evaluations

Safe, low stress, non-
hospital setting

Front Porch...

Service Delivery Foundation

Front Porch

24/7 access to mental
health professionals

Structured schedule
of services

Comprehensive
coordinated continuity
of care

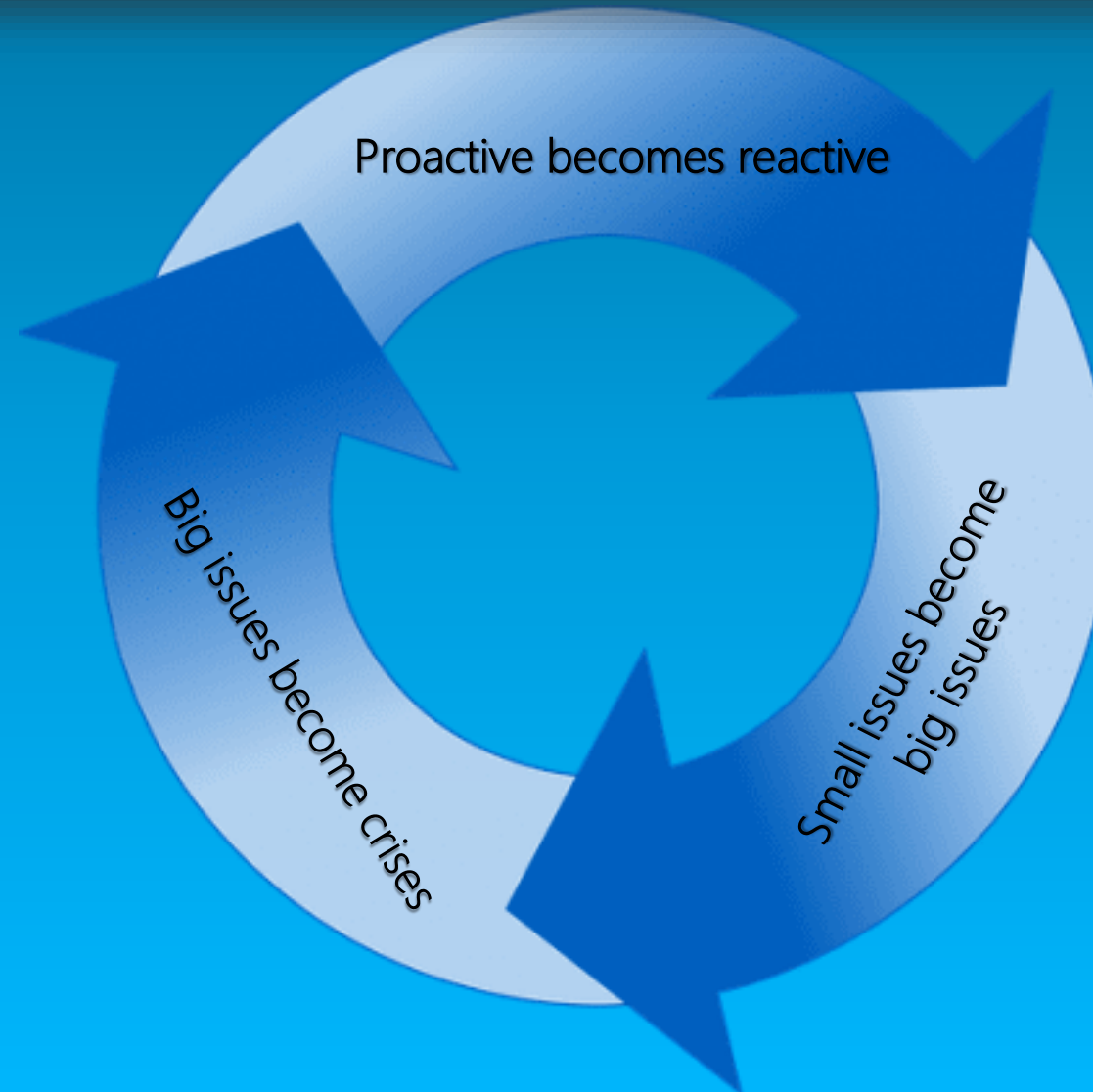
Safe observation

Immediate relief of
crisis symptoms



Treatment
recommendations and
follow up appointments

Upstream Crisis Stabilization



Upstream Crisis Stabilization

No wrong door approach

Connection to Natural Supports

Reactive becomes proactive

Early recognition skills

Basic needs are in place

People gain crisis reduction skills

Proactive becomes prevention

Distress tolerance skills

Engagement in Treatment



Service Gap Reduction

Resource Alignment

Law Enforcement should not be the sole community-based mental health crisis responders

Malleable Service System

No Wrong Door Approach

Reduce rates of incarceration

Lower utilization of restrictive levels of care

Align resources to meet unique needs

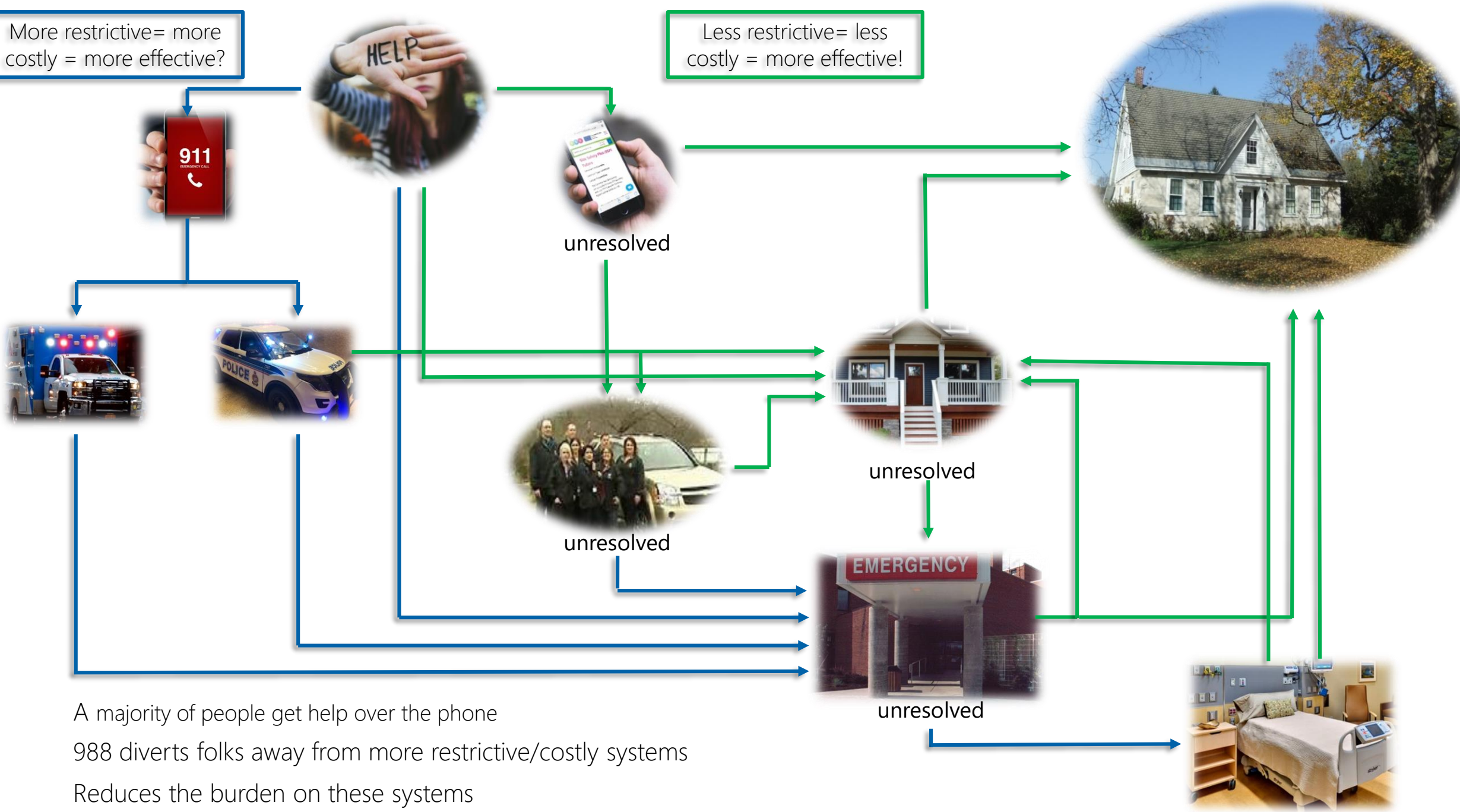
Increase Collaboration

Between law enforcement, emergency medical services, community mental health center

**Cost & Treatment Effective/Efficient
Hospital Diversion**

More restrictive= more costly = more effective?

Less restrictive= less costly = more effective!



A majority of people get help over the phone
 988 diverts folks away from more restrictive/costly systems
 Reduces the burden on these systems

Treatment Modalities

Phase One

Trauma
Informed Care

Cognitive
Behavioral

Illness
Management
and Recovery

Motivational
Interviewing

Staffing

Phase One

Department Director

.5 FTE

Licensed Clinicians

TBD

Peer Specialist,
Case Mngr

TBD

Critical Access Clinician

1 FTE

Critical Access Clinician

Urgent care
model

De-escalation
strategies

will directly provide robust
and timely crisis behavioral
health services

Same day
access

No wrong
door