Behavioral Health Crisis Support Team (BHCST) Plan
Learnings from Services Assessment

- A 2018 report issued by the University’s Task Force on Student Health and Well-Being presented key recommendations to enhance the scope and quality of behavioral health services offered to our students.

- Concurrently, Public Safety noticed an increase in behavioral health-related calls to their security dispatch and that in-person intervention from a trained clinician would be more effective in person.

An analysis of our dispatch call data found that 1/3 of calls to university dispatch between Jan. 2019-Dec. 2020 were behavioral health-related.
New Pilot Framework - BHCST

• Co-responder model to partner clinician with JH Public Safety
• Capacity to provide crisis response to students, faculty, staff and community members on and around campus
• 24/7 coverage with in-person response
• Partnership with community provider for optimal care of community members
• Capacity to provide stabilization services until successful transition to ongoing provider
• Inter-connectedness with currently available campus mental health providers
Dispatch Call Flow

Contacts may come in from various sources and through a variety of channels. Ultimately, all contacts should be funneled through either Public Safety Dispatch or the BHCST.
Baltimore Crisis Response, Inc. (BCRI)

- BCRI is a well-respected, local leader in quality mental health crisis response. They recently announced a partnership with the City of Baltimore to support the Mayor's 911 Call Diversion Program.

- JHU formalized a partnership with BCRI for this pilot program to better serve the needs of our neighbors who may experience a behavioral health crisis on or around our Baltimore campuses.

- The BHCST team will initially respond to all behavioral health-related calls. Once determined that the individual in crisis is not affiliated with the University, BHCST will notify BCRI who will respond and continue triage care.
Orientation Training

- Implicit Bias
- LGBTQIA+
- Trauma Victim Services
- Local History & Culture
- NAMI & BCRI

- Sexual assault
- Human trafficking
- History of physical or verbal abuse
- Immigrant rights
- Proper use of pronouns
- Inclusive gender terms
- Behavioral health – related concerns common amongst LGBTQIA+ youth
- History of Charles Village
- Cultural competencies: Common phrases, body language, lifestyle, etc.

Testimonies from those with lived experiences
Role of the Community

• The community has been integral to this project, shaping its framework and uplifting our most vulnerable

• With their support, we are confident that the pilot will be more robust, equitable, and human-centered than we could ever design alone

• To date, we have engaged with over 250 people representing more than 70 organizations, including Baltimore residents, student leaders, local officials, and community leaders
Further Community Engagement

• In addition to our socialization meetings with students, faculty, staff, and community leaders, we have held individual meetings with:
  o Mayor’s Office of Neighborhood Safety & Engagement
  o Mayor’s Office of Children & Family Services
  o Mayor’s Office of Youth & Trauma Services
  o Senior Advisor to the Mayor on LGBT Affairs
  o Behavioral Health Systems Baltimore
  o Roper Academy
  o Youth Empowered Society
  o NAMI Metropolitan Baltimore
  o Healing City Baltimore
  o Various faculty at Bloomberg School of Public Health
Advisory Committee

- Ciara Armstrong, Hopkins Emergency Response Organization (HERO) Student Member
- Rebecca Fix, Assistant Professor for Mental Health Communications, BSPH
- Kathy Forbush, Executive Director, Talent Management, Johns Hopkins University
- Cynthia Lewis, Assistant Professor, SOM & JHH Psychiatric Emergency Services
- Nicki McCann, Vice President of Payor/Provider Transformation, JHHS
- Michael McGill, JHU Safety & Security Student Advisory Committee Member
- Jennifer Mielke, Director of Local Government & Community Affairs, JHU
- Lucas Miranda-Martinez, Multicultural Leadership Council Liaison to Student Govt.
- Garrett Patrick, MD/PhD candidate, Johns Hopkins Medicine
- Michael Preston, Director of East Baltimore Community Affairs
- Nan Rohrer, President, Midtown Community Benefits District *(Mt. Vernon community rep.)*
- Kristina Williams, Executive Director, Charles Village Community Benefits District *(Charles Village community rep.)*
- Tehma Wilson, Director of Emerging Products, American Technology Corporation *(E. Baltimore community rep.)*
- Nicolas Wright, USS, Student Services Administrator & BFSA Member