

**Metro Children’s Crisis Services (MetrCCS)
Timeline of Accomplishments to date**

2004	<ul style="list-style-type: none"> • Common Service set developed and agreed to by East Metro Children’s Crisis Services (EMCCS) • Negotiations begin with Health Plans for payment for services with various completion dates across the counties • West Metro Children’s Crisis Service (WMCCS) stops meeting, reforms, then agrees to merge with EMCCS • Sub Acute Unit Opens at Fairview Behavioral Health
2005	<ul style="list-style-type: none"> • EMCCS and WMCCS Partnership combine to form Metro Children’s Crisis Service (MetrCCS) partnership • Common Contact Log and Assessment Tool are approved by all 6 Crisis Teams and use begins • Data Collection tool for Emergency Rooms developed and implemented to track changes to use of inpatient beds, diversions from metro and wait time. This data collection is still being done and monitored by MetrCCS
2006	<ul style="list-style-type: none"> • Brochure developed with all Children’s Mental Health Crisis Team phone numbers. 20,000 brochures distributed to Clinics, Hospitals, Law Enforcement, etc. – focused on referral sources that see children from more than one county • Crisis Stabilization Service delivery agreed to across counties • Joint Crisis Stabilization Training held with participation by all metro providers • Funding received from Community Health Trust Fund for Single Point of Access for Mental Health Crisis Services • Presentation on how to access Crisis Stabilization given to metro hospital E.D. staff at joint training • Counties and partners begin making ongoing contributions for coordination
2007	<ul style="list-style-type: none"> • Marketing consultants review ability for MetrCCS to effectively implement Single Point of Access and determine that Crisis Stabilization services and capacities are too inconsistent to make effective joint marketing possible • MetrCCS receives DHS Crisis Infrastructure Grant Funding • MetrCCS develops evaluation plan, including outcome assessments and family satisfaction surveys • All MetrCCS providers are collecting consistent data • Facilitated meetings with Hennepin County Child Crisis and Abbott and Children’s Hospital result in improved relationships and better understanding of how to access each others’ services • Crisis Stabilization services, as created by MetrCCS, determined to be out of sync with DHS interpretation. After several meetings with DHS and providers, a new clarity for providers on how these services are to be implemented • Providers formally share information with each other and DHS on how they are staffed, program budgets and models for service delivery
2008	<ul style="list-style-type: none"> • Database developed and built for Data entry • MetrCCS presentation at Barbara Schneider conference • Effort to merge/convene larger Metro Wide Adult and Child Partnerships initiated. After discussion, groups decide to maintain autonomy but increase communication between the groups. Brochure printed with all 7 metro county adult and child mental health crisis phone numbers. • Counties start discussion their ability and interest in combining after-hours call centers to maintain the service level but reduce the number of idling staff waiting for a very few calls • Through efforts of the MetrCCS Coordinator, Crisis Teams allowed access to Psych Bed Finder • Parent involvement in MetrCCS formalized through contracts with MPLN, NAMI and MACMH
2009	<ul style="list-style-type: none"> • Serious discussions between Ramsey, Dakota, HSI, Carver, Scott and People Inc. to collapse afterhours call centers • MetrCCS agrees to invest training dollars to open up individual provider trainings to other Metro providers. Five joint training sessions result – the first successful attempt to have metro crisis teams do joint training to improve skills and network with one another • Best Practices for Crisis Stabilization services agreed to by all six providers, with expected outcome of more children receiving this service and improved outcomes for children and families. • Roger Meyer ended his contract with the group the end of 2009.

2010	<ul style="list-style-type: none"> • Kim Vanderwall approved as the new contractor for coordinating the project. • NAMI contracted to create brochures for parents about the service and conduct over 2 dozen learning sessions for families and professionals. • All metro county boards agree to a joint county service agreement. • Training sponsored by MetrCCS and DHS on suicide prevention for metro and Greater MN crisis professionals held in St. Paul. The two full day sessions were attended by over 200 professional staff.
2011	<ul style="list-style-type: none"> • New structure adopted to implement the new joint county service agreement. The <i>Administrative Committee</i> put all the pieces in place for good accountability/oversight. A new <i>Leadership Team</i> structure of voting and non-voting members was also put in place; and new parent, hospital and health plan representatives were recruited. • An analysis of hospital data over times appears to indicate that the number of children being diverted out of the metro area for hospitalization has decreased • MetrCCS plays an increasing role in ensuring high quality crisis training. Crisis team staff across the state surveyed to determine training needs into the future. American Association of Suicidology training sponsored by MetrCCS and DHS on suicide prevention for metro and Greater MN crisis professionals. Three two-day sessions were attended by over 150 professional staff. • Groundwork laid for starting a website to promote the services