

Support HB2944 HA1/SB347 SA1

The Alternatives to Crisis Escalation (ACE) Act for Individuals in a Mental Health or Substance Use Crisis

Raising Awareness & Expanding Access: Underutilized Medicaid Crisis Services for Individuals Experiencing a Mental Health or Substance Use Crisis

- ***Crisis Support Services Covered by Medicaid are Highly Underutilized.***
Illinois Medicaid covers “Adult Mobile Crisis Response” services to help adults who need immediate, but non-emergent support for mental health or substance use conditions. Treatment providers go out to the crisis location to help the individual achieve symptom reduction, stabilization, and linkage to treatment. ***These services are for mitigating crisis symptoms before they get to an emergent level*** and are accessed by calling the CARES hotline established by the Illinois Department of Healthcare and Family Services. Adult Mobile Crisis services are **not** designed for crises necessitating 911 emergency services.
- ***Underutilization Means Crisis Exacerbation, Hospitalizations and Emergency Response.***
Adult Mobile Crisis Response services are highly underutilized due to a lack of community and stakeholder knowledge of the availability of such services. Increasing awareness of these services will enable more timely access to support services and treatment to enable recovery.
- ***Enabling Universal Access to Crisis Response Services Regardless of Insurance Status & Putting Best Practices in Place to Build a Crisis Response System of Care.***
Only Medicaid enrollees can access Adult Mobile Crisis Response services. These services should be available to anyone regardless of insurance status. The CARES hotline for referral to these crisis services needs expanded capacity to be able to timely respond to caller needs, as well as the adoption of national best practices.

Solution: HB2944 HA1 /SB347 SA 1

- ✓ **Targeted Public Education Effort.** *Requires a targeted public education campaign led by the Department of Public Health to ensure mental health and substance use system partners like hospitals, primary care clinics, law enforcement and the public are aware of the availability of these services and how to access them through the CARES Line during a crisis that does not necessitate an emergency response.*
- ✓ **Enabling Universal Access.** *Allows for universal access to these crisis services so anyone can utilize them regardless of insurance status. (DHS grant, subject to appropriation).*
- ✓ **Expanding Call Intake and National Best Practices.** *Expands the scope of the central intake program, the CARES Line, to provide triage for incoming calls, ensure the program is fully staffed, and develop standard practices for crisis response based on best practices.*
- ✓ **Aligns with the Illinois’ Effort to Roll Out a 988 Centralized Crisis Line.** *Expanding mobile crisis response services for non-emergent mental health and substance use crises helps build the foundation for centralized 988 call center hubs and response services.*

Supporting Organizations

Bridgeway, Inc.
Chicagoland Leadership Council
Community Counseling Centers of Chicago (C4)
CSH (Corporation for Supportive Housing)
Family Support Services
Health & Medicine Policy Research Group (HMPRG)
IARF (Illinois Association for Rehabilitation Facilities)
ICOY (Illinois Collaboration on Youth)
Illinois Coalition Against Domestic Violence
Illinois Psychiatric Society
Illinois Religious Action Center of Reform Judaism (RAC-IL)
Jewish United Fund
League of Women Voters of Illinois
Legal Council for Health Justice
Live4Lali
Metropolitan Family Services
Mental Health America of Illinois
Mental Health Summit
NAMI Barrington Area
NAMI Chicago
NAMI Cook County North Suburban
NAMI Greater Mississippi Valley
NAMI Illinois
NAMI Lake County Illinois
NAMI McHenry County
NAMI Metro Suburban
NAMI Northern Illinois
NAMI Northwest Suburban
NAMI Schaumburg Area
NAMI South Suburbs of Chicago
NAMI Tri-County Illinois
NAMI Will Grundy
Roscrance
Shriver Center on Poverty Law
Supportive Housing Providers Association (SHPA)
TASC (Treatment Alternatives for Safe Communities)
The Kennedy Forum Illinois
The Perfectly Flawed Foundation
Thresholds
Transitions of Western Illinois