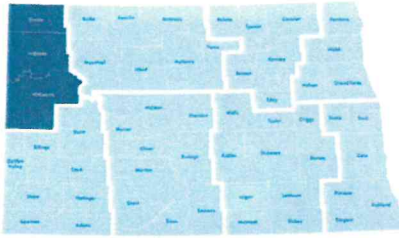


# Northwest Human Service Center



Northwest Human Service Center (NWHSC) provides services to individuals who live in Divide, Williams, and McKenzie counties. This region is comprised of 54,491 residents (7% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



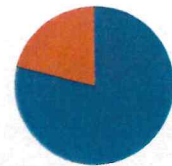
**14,876**  
Services  
Provided

TO



**1,215**  
Clients

Services to Youth  
**3,092**



Services to Adults  
**11,784**



**Assessment Services**

**776**

Individuals  
Screened



**359**

Full  
Assessments  
Completed



**347**

Individuals referred to  
NWHSC following Full  
Assessment

NWHSC recommended establishing care and providing services for 45% of the individuals screened at their facility.

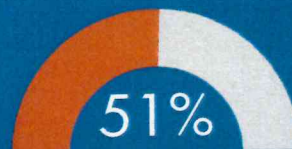


**Crisis Services**

Total number of  
Crisis Calls to  
Call Center



**1300**

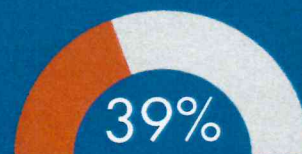


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**3274**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

1207

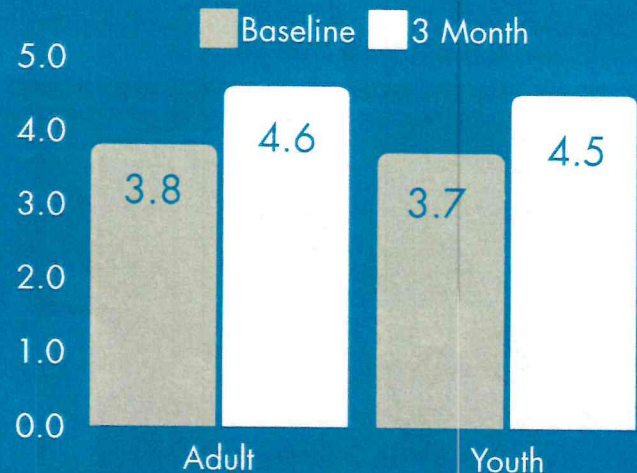
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

21%  
increase in  
Adult DLA-20  
Scores

22%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



## Successes/Challenges

### SUCCESSSES

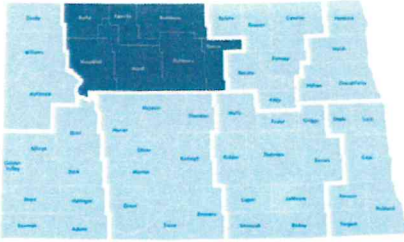
- *Commitment to High Standards of Quality and Compliance:* Successfully maintained its re-accreditation, licensure, and NHSC recertification
- *Community-Driven Crisis Solutions:* Stood up a Crisis Stabilization Unit & partnered with community partners to redesign Crisis Services.
- *Streamlined Care & Enhanced Support:* Increased Clinical Teams productivity and implemented solid service provision within the jail, optimizing our operations and expanded access to high-quality mental health care for a wider range of individuals.

### CHALLENGES

- *Staffing Shortages:* High turnover rates and difficulties in recruiting and retaining qualified staff are hindering service delivery.
- *Leadership Gaps:* Insufficient on-site leadership is impacting operational efficiency.
- *Capacity Constraints:* Clinical teams are consistently operating at full capacity, limiting the ability to serve new clients.



# North Central Human Service Center



North Central Human Service Center (NCHSC) provides services to individuals who live in Bottineau, Burke, McHenry, Mountrail, Pierce, Renville & Ward counties. This region is comprised of 98,663 residents (13% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



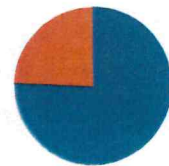
**73,693**  
Services  
Provided

TO



**2,183**  
Clients

Services to Youth  
17,811



Services to Adults  
55,882



Assessment Services

**1,515**

Individuals  
Screened



**1,280**

Full  
Assessments  
Completed



**1,224**

Individuals referred to  
NCHSC following Full  
Assessment

NCHSC recommended establishing care and providing services for 81% of the individuals screened at their facility.

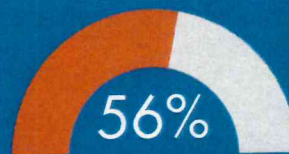


Crisis Services

Total number of  
Crisis Calls to  
Call Center



**1962**

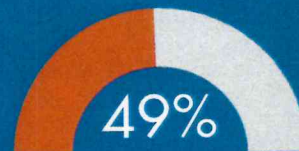


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**3933**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

220

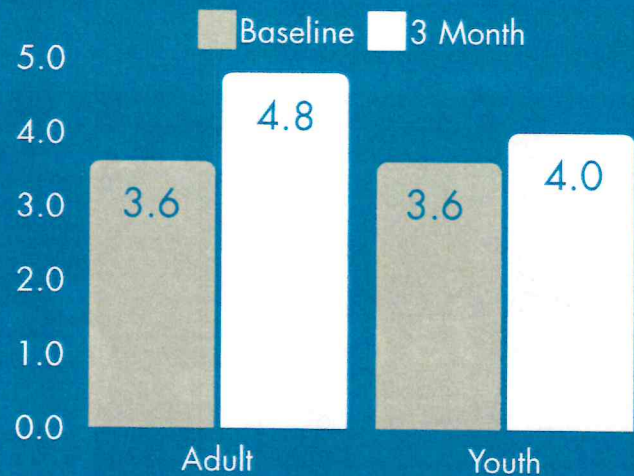
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

33%  
increase in  
Adult DLA-20  
Scores

11%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



## Successes/Challenges

### SUCCESSSES

- *Reduced Out-of-Home Placements:* Collaboration between Zones and community providers to discuss youth cases has led to a reduction in out-of-home placements for Region 2.
- *Substance Use Disorder Services and Partnerships:* Contracts with three Low-Intensity Residential facilities (ASAM 3.1) for substance use treatment, offering a total of 32 beds. NCHSC also provides ASAM 1, 2.1, and Aftercare. NCHSC Psychiatrists can prescribe Suboxone, and the organization actively participates in community efforts to address substance use disorders among individuals in jail.
- *Enhanced Crisis Services:* NCHSC operates a Drop-In Crisis Unit and a 12-bed Crisis Stabilization Unit, providing essential support for individuals experiencing mental health and substance use crises.

### CHALLENGES

- *Limited Higher-Level Care:* A shortage of higher-level care options for individuals with mental health and substance use disorders.
- *Insufficient Supported Housing:* A lack of available supported/recovery housing options for individuals seeking a structured living environment.
- *Homelessness Support Gap:* The absence of a homeless shelter within the region.
- *Youth Medication Service Limitations:* Limited access to medication services for youth with mental health needs.



# Lake Region Human Service Center



Lake Region Human Service Center (LRHSC) provides services to individuals who live in Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner counties, including Spirit Lake Nation and Turtle Mountain Band of Chippewa. This region is comprised of 37,568 residents (5% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



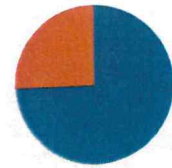
**22,504**  
Services  
Provided

TO



**1,500**  
Clients

Services to Youth  
**5,743**



Services to Adults  
**16,761**



### Assessment Services

**972**

Individuals  
Screened



**667**

Full  
Assessments  
Completed



**607**

Individuals referred to  
LRHSC following Full  
Assessment

LRHSC recommended establishing care and providing services for 62% of the individuals screened at their facility.

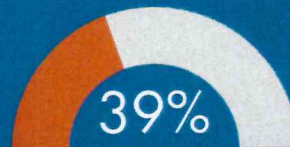


### Crisis Services

Total number of  
Crisis Calls to  
Call Center



**1647**

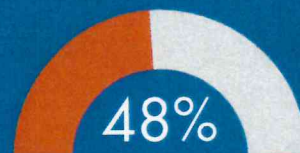


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**1786**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

406

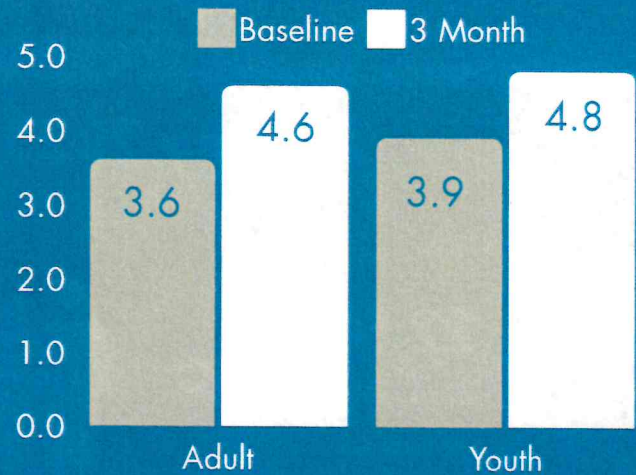
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

28%  
increase in  
Adult DLA-20  
Scores

23%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024

## 🏆 Successes/Challenges

### SUCCESSES

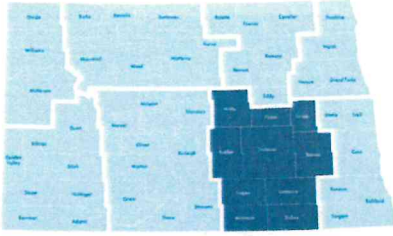
- *Staffing Successes and Identifying Service Gaps:* Has made progress in filling vacancies and has been successful in identifying and addressing key service needs within the community. Additionally, the agency has been successful in retaining talented interns, demonstrating a commitment to developing future mental health professionals from within.
- *Strong Community Partnerships and Collaboration:* Maintains positive working relationships with schools within the region and collaborates effectively with law enforcement, hospitals, and ambulance services during crisis situations. Additionally, they demonstrate a commitment to providing appropriate referrals and warm hand-offs to other service providers when necessary.

### CHALLENGES

- *Avel E-crisis Services Utilization:* The usage of Avel E-crisis services has been relatively low in this region. Efforts are underway to identify and resolve barriers to utilization and increase usage.
- *Staffing Vacancies:* The organization currently has a vacancy for a daytime crisis position and a functional family therapy position.



# South Central Human Service Center



South Central Human Service Center (SCHSC) provides services to individuals who live in Barnes, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Stutsman & Wells counties. This region is comprised of 55,291 residents (7% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



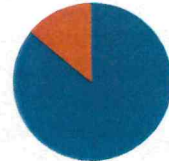
**39,196**  
Services  
Provided

TO



**1,385**  
Clients

Services to Youth  
**5,403**



Services to Adults  
**33,793**



**Assessment Services**

**785**

Individuals  
Screened



**662**

Full  
Assessments  
Completed



**639**

Individuals referred to  
SCHSC following Full  
Assessment

SCHSC recommended establishing care and providing services for 81% of the individuals screened at their facility.



**Crisis Services**

Total number of  
Crisis Calls to  
Call Center



**1968**

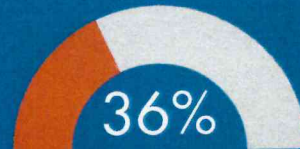


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**3358**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

598

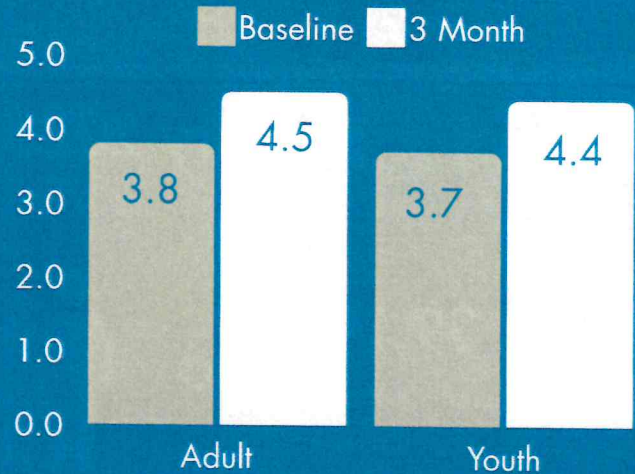
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

18%  
increase in  
Adult DLA-20  
Scores

19%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



## Successes/Challenges

### SUCCESSSES

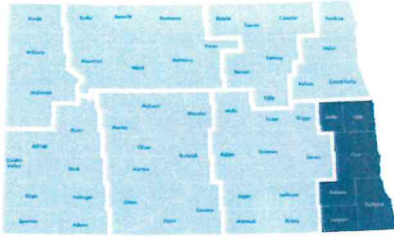
- *Enhancing Service Availability and Workforce Development:* Actively expanding service availability through continued collaboration with community providers and by expanding treatment teams. Efforts to increase the workforce of Mental Health and Addiction Clinicians by working with local colleges are also underway.
- *Expanding Treatment Programs:* The organization has seen increased participation in the Rural Drug Court Program and successfully transitioned the Cooperative Treatment Release Program with Stutsman County Correctional Center from NDSH to South Central
- 

### CHALLENGES

- *Staffing Challenges and Recruitment Difficulties:* Faces significant challenges in filling critical positions due to a shortage of qualified mental health professionals in the region, particularly Psychologists and Licensed Addiction Counselors. This shortage impacts service delivery, including difficulty staffing the crisis team and filling Residential Direct Care Staff positions.



# Southeast Human Service Center



Southeast Human Service Center (SEHSC) provides services to individuals who live in Traill, Cass, Ransom, Sargent, Steele & Richland counties. This region is comprised of 222,439 residents (29% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



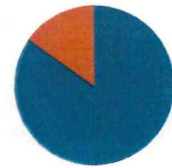
**76,772**  
Services  
Provided

TO



**2,872**  
Clients

Services to Youth  
**11,458**



Services to Adults  
**65,314**



**Assessment Services**

**1,688**

Individuals  
Screened



**685**

Full  
Assessments  
Completed



**626**

Individuals referred to  
SEHSC following Full  
Assessment

SEHSC recommended establishing care and providing services for 37% of the individuals screened at their facility.

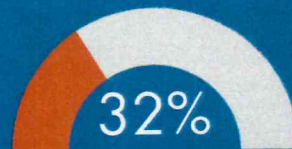


**Crisis Services**

Total number of  
Crisis Calls to  
Call Center



**9059**

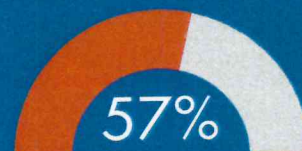


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**6312**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

2,529

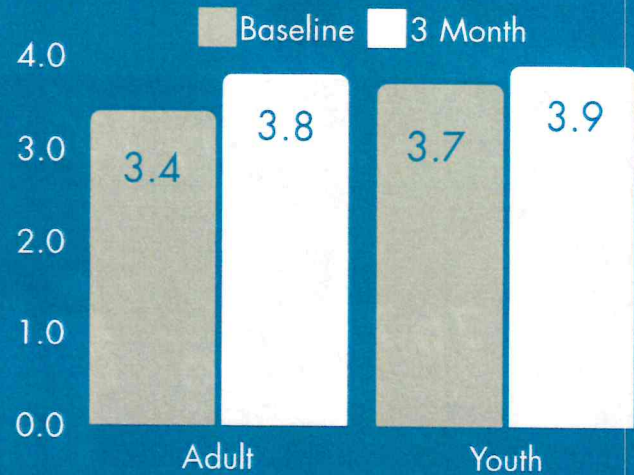
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

11%  
increase in  
Adult DLA-20  
Scores

5%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024

## 🏆 Successes/Challenges

### SUCCESSSES

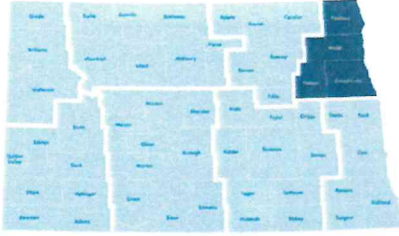
- *Expanding Services and Building a Stronger System:* Enhanced youth services by hiring a new family peer support role, continuing to provide evidence-based programming with the Multi Systemic therapy (MST), and expanding to offer Functional Family Therapy (FFT). The First Episode Psychosis (FEP) team hired an Employment Specialist and improved crisis support through the addition of an iPad through grant funding, allowing individuals in the program to have access to 988 and safety planning, and made strides towards becoming a CCBHC, hiring key personnel like Behavioral Health Liaisons and a Care Coordinator.
- *Enhancing Workforce and Maintaining Excellence:* Joined the Training Academy for Addiction Professionals to address workforce shortages and increase the number of Addiction Counselors, achieved 10-year APA Accreditation, and secured COA Re-Accreditation, demonstrating a commitment to professional development and maintaining high-quality services.
- *Enhanced Outreach to the Homeless Population:* Established a Downtown Engagement Team to proactively reach out to homeless individuals, reduce barriers to services, and provide risk assessments and crisis planning.

### CHALLENGES

- *Operational and Capacity Constraints:* Workforce shortages leading to a significant waitlist of adult programs, insufficient licensed supervisory staff that limits staff training and development, and limited space are hindering the organization's ability to expand services to meet community needs.
- *Loss of Residential Treatment Options:* The closure of Serenity Residential Facility in June 2024 has reduced the availability of residential treatment bed options in the community.



# Northeast Human Service Center



Northeast Human Service Center (NEHSC) provides services to individuals who live in Grand Forks, Walsh, Pembina & Nelson counties. This region is comprised of 92,995 residents (12% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



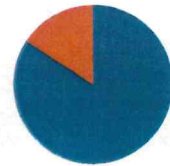
**45,571**  
Services  
Provided

TO



**1,779**  
Clients

Services to Youth  
7,126



Services to Adults  
38,445



### Assessment Services

**1,478**

Individuals  
Screened



**859**

Full  
Assessments  
Completed



**826**

Individuals referred to  
NEHSC following Full  
Assessment

NEHSC recommended establishing care and providing services for 56% of the individuals screened at their facility.

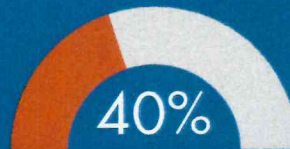


### Crisis Services

Total number of  
Crisis Calls to  
Call Center



**2123**

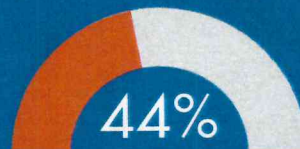


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**990**



of Crisis Services  
resulted in Mobile  
Response



## ↑ Increasing Service Needs

708

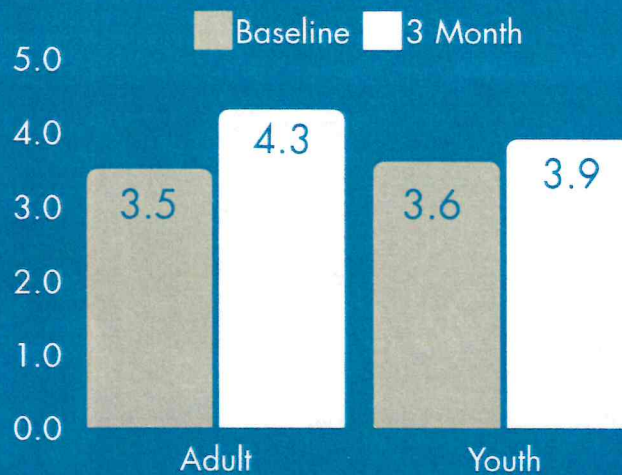
Behavioral Health Services  
provided in Jails

## ✓ Improving Outcomes

23%  
increase in  
Adult DLA-20  
Scores

8%  
increase in  
Youth DLA-20  
Scores

### DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



## Successes/Challenges

### SUCCESSSES

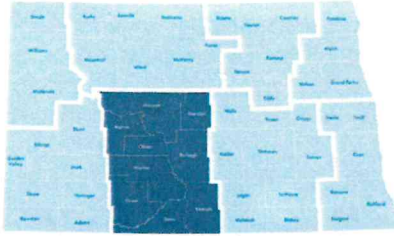
- *Enhanced Crisis Support and Community Recognition of Crisis Service Staff* - Improved its crisis support services by implementing full-time night and weekend clinicians, ensuring greater accessibility and responsiveness for individuals in need. This dedication to community well-being was further exemplified by the recognition of Crisis Services staff, Taytum Jones B-mod, and Heather Schake Peer Support with a citizenship award from the GFPD, highlighting the strong and mutually beneficial relationship between the organization and the community it serves.
- *Strengthened Community Partnerships* - Strengthened its relationships with key partners in the community, including a Spectra (FQHCS), law enforcement, and Altru Psychiatry. These strengthened partnerships improve coordination of care, communication, and resource sharing, ultimately benefiting the community and individuals served.

### CHALLENGES

- *Lack of Medically Supervised Withdrawal Management*: The region lacks access to local facilities for individuals requiring medically supervised withdrawal management, forcing patients to travel long distances for treatment.
- *Operational and Staffing Crisis*: Facing a shortage of licensed professionals, particularly those willing to work in community-based roles. This staffing crisis, exacerbated by high turnover rates and difficulties in recruiting and retaining qualified personnel, is severely impacting service delivery. Concurrently, clinical teams are consistently operating at full capacity, limiting the ability to serve new clients.



# West Central Human Service Center



West Central Human Service Center (WCHSC) provides services to individuals who live in Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, & Sioux counties. This region is comprised of 165,505 residents (21% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



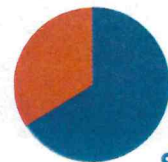
**54,610**  
Services  
Provided

TO



**2,780**  
Clients

Services to Youth  
18,436



Services to Adults  
36,174



### Assessment Services

**1,901**

Individuals  
Screened



**1,550**

Full  
Assessments  
Completed



**1,429**

Individuals referred to  
WCHSC following Full  
Assessment

WCHSC recommended establishing care and providing services for 75% of the individuals screened at their facility.

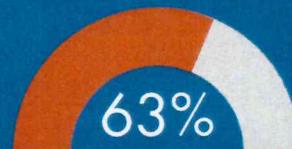


### Crisis Services

Total number of  
Crisis Calls to  
Call Center



**4913**

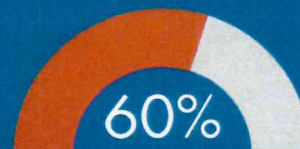


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**5718**



of Crisis Services  
resulted in Mobile  
Response





Increasing Service Needs

1,276

Behavioral Health Services provided in Jails



Improving Outcomes

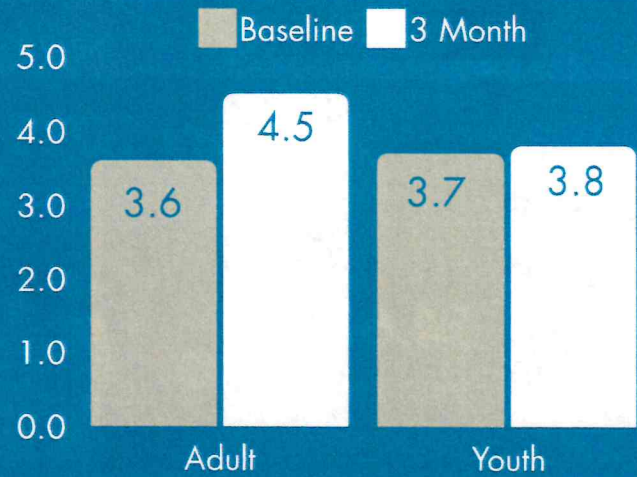
25%

increase in Adult DLA-20 Scores

3%

increase in Youth DLA-20 Scores

DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



Successes/Challenges

## SUCCESSSES

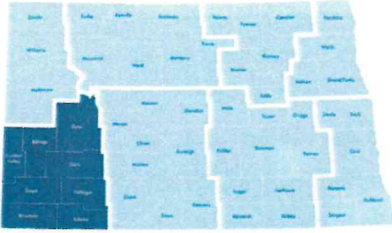
- *Enhanced Family Therapy Services:* The establishment of a Functional Family Therapy (FFT) Team signifies a significant step towards providing evidence-based treatment for families struggling with mental health challenges.
- *Expanded School Collaboration:* The extension of MOUs with Bismarck Public Schools demonstrates a commitment to strengthening school-based mental health services.
- *Improved Crisis Response:* The addition of a third overnight Crisis Services Therapist has enabled the team to function at full capacity, ensuring greater availability and responsiveness to individuals in crisis situations

## CHALLENGES

- *Uncertainty regarding the current work location:* The listing of Prairie Hills Plaza for sale has created uncertainty about the future of the current work location.
- *Workforce shortages and competitive compensation:* Facing difficulties in recruiting and retaining qualified staff due to a competitive job market and the need to offer competitive compensation packages.
- *Lack of substance use disorder residential programming:* There is a gap in the availability of residential programs for individuals with substance use disorders in the region, limiting access to essential treatment services for those in need.



# Badlands Human Service Center



Badlands Human Service Center (BLHSC) provides services to individuals who live in Adams, Billings, Bowman, Dunn, Hettinger, Golden Valley, Slope, & Stark counties. This region is comprised of 47,996 residents (6% of North Dakota's population) as estimated by 2021 U.S. Census Bureau.

## January 2023 - December 2024



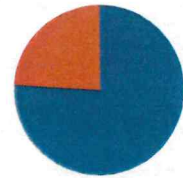
**22,083**  
Services  
Provided

TO



**1,375**  
Clients

Services to Youth  
**5,254**



Services to Adults  
**16,829**



Assessment Services

**893**

Individuals  
Screened



**720**

Full  
Assessments  
Completed



**690**

Individuals referred to  
BLHSC following Full  
Assessment

BLHSC recommended establishing care and providing services for 77% of the individuals screened at their facility.

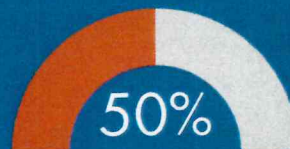


Crisis Services

Total number of  
Crisis Calls to  
Call Center



**1836**

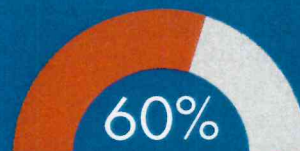


of Crisis Calls Registered  
with Call Center resulted in  
HSC on-call being notified

Total Crisis  
Services Provided  
by HSC



**3298**



of Crisis Services  
resulted in Mobile  
Response



↑ Increasing Service Needs

227

Behavioral Health Services  
provided in Jails

✓ Improving Outcomes

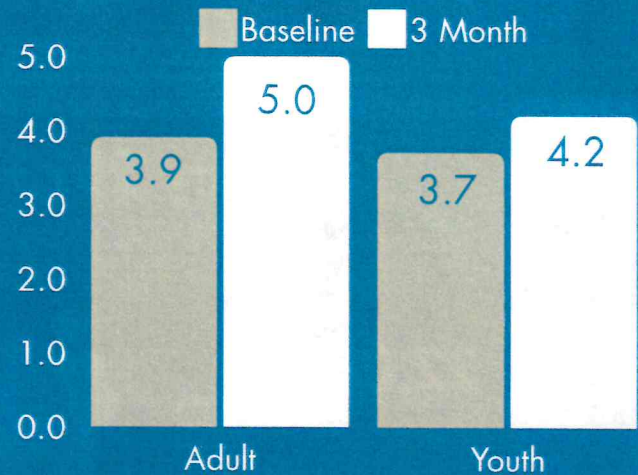
28%

increase in  
Adult DLA-20  
Scores

14%

increase in  
Youth DLA-20  
Scores

DLA-20 Average Scores\*



\*Data from 10/4/2023 to 12/31/2024



Successes/Challenges

## SUCCESSSES

- *Pioneering Suboxone Treatment and Expanding Access to Services:* Badlands was the first HSC to implement Suboxone prescribing and has significantly increased access to mental health services by eliminating "priority populations" and ensuring comprehensive assessments for nearly all screened individuals.
- *Staffing Successes and Internal Development:* Despite some vacancies, Badlands has successfully hired a psychologist and FFT therapists. The organization joined the TAAP and will soon have its first internal employee graduate as a Licensed Addiction Counselor (LAC) through the program, demonstrating the success of its internal development strategy. Additionally, two other employees are graduating with their MSWs and will enter supervision plans, further strengthening the clinical team through "growing our own" approach.
- *Expanded Group Programming:* Successfully expanded its group programming to both youth and adults, offering increased access to services through both daytime and evening hours.

## CHALLENGES

- *Challenges in Recruiting Mental Health Professionals:* Inadequate access to child psychiatry services has resulted in longer wait times, reaching up to 30-60 days. Addressing this challenge requires collaboration with other regions for cross-coverage. Additionally, hiring and training qualified therapists pose significant challenges due to competitive salaries, limited applicant pools, and the time investment required to train trainees when unable to hire trained therapists.
- *Challenges with Current Residential Facility Layout:* The current residential facility lacks adequate space and layout to safely accommodate walk-ins or drop-offs, which is not aligned with SAMHSA best practices. Safety concerns related to line of sight also exist. The organization is currently working with JLG to address these issues.