

Statewide Perspective on Virtual Behavioral Health Services

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Strengthening Individuals,
Families & Communities

Scope of Services

- Statewide, multi-service agency
- Mental health services since 1962
- Primary offices in Sioux Falls, Rapid City, Watertown, and Aberdeen
- Satellite offices in Sturgis, Mitchell, Brookings, Milbank and Sisseton

History

- Department of Social Services, Division of Behavioral Health RFP in 2014 for telehealth Cognitive Behavioral Interventions for Substance Abuse (CBISA) group services through the Criminal Justice Initiative
- Intended as a hub-based system
- Added tablets and hot spot devices as a result of private grant funding

Expansion

- Demand has steadily increased over the course of implementation
 - FY17: 48% increase (over FY16)
 - FY18: 58% increase (over FY17)
 - FY19: 69% increase (over FY18)
 - Individuals from 114 SD communities served in FY19
- Services now include other CJI and JJRI services:
 - Moral Reconciliation Therapy (MRT)
 - Aggression Replacement Training (ART)
 - Juvenile CBISA
 - Traditional individual mental health counseling

Advantages

- Coverage for frontier areas of the state
- Eliminates barriers to service based on geography and mobility
- Relatively inexpensive technology costs
- Feasible for smaller mental health providers
- Positive initial outcomes when compared with in-person services
- Flexibility on location of service

Challenges

- Ongoing technology expenses
- Data charges and equipment damage
- Risk of improper client use
- Significant administrative oversight required for client training and management of devices
- Reaching resistant clients for intake can be challenging