

Receiving Centers

A Crucial Part of Utah's Behavioral Healthcare System

Revised July 2024



QUICK FACTS

Open 24/7 and available to anyone

Therapists, nurses, peer counselors, and prescribers available

Offers jail and hospital diversion

Saves money for law enforcement, taxpayers, and hospitals



WHAT IS A RECEIVING CENTER?

A receiving center is a 24/7 community center staffed by therapists, nursing staff, and peer counselors to provide treatment for individuals in mental health or substance use crisis. Individuals are assessed, stabilized, and observed in a recliner for up to 23 hours. Most individuals are stabilized within these 23 hours and are then linked with a treatment program upon discharge. If an individual needs more than 23 hours to stabilize, there are stabilization beds available for them to continue to receive treatment. Caseworkers track all clients for four months and work to engage them in treatment and remove any barriers that prevent them from treatment. In rural areas, programs may be slightly different.



WHO CAN USE A RECEIVING CENTER?

An individual may walk in, be brought by friends or family, or be dropped off by law enforcement. Each receiving center is non-refusal and will take in anyone for triage and assessment, no matter their crisis. If an individual is suffering from a physical injury or is at risk for a medical injury (such as an overdose), receiving center staff will coordinate with local emergency rooms to stabilize the patient's health, and will provide them with behavioral health treatment afterward.



HOW DOES A RECEIVING CENTER HELP INDIVIDUALS AVOID INCARCERATION?

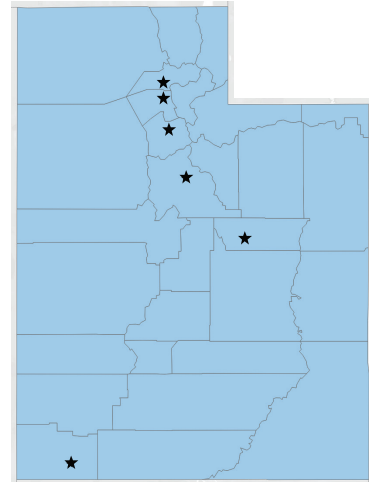
A receiving center functions as a pre-booking jail diversion where individuals can access treatment in lieu of being cited or sent to jail at the discretion of law enforcement. If they elect this option, individuals must engage in treatment within 60 days or charges may be filed by law enforcement.



WHERE ARE RECEIVING CENTERS LOCATED AND WHO ARE THEY RUN BY?

Local Mental Health/Substance Use Authorities (LMHAs) run the Receiving Centers. The goal is to have receiving centers within driving distance of all Utah residents. Currently the following LMHAs operate receiving centers and serve the following populations:

- Davis Behavioral Health, located in Layton
(Serving Davis County - opened December 2019)
- Wasatch Behavioral Health, located in Provo
(Serving Utah and Wasatch Counties - opened February 2021)
- Weber Human Services & Intermountain Health, located in Ogden at McKay-Dee Hospital
(Serving Weber and Morgan Counties - opened November 2022)
- Southwest Behavioral Health, located in Hurricane
(Serving Beaver, Garfield, Iron, Kane, and Washington Counties - opened September 2023)
- Salt Lake County Division of Behavioral Health Services & Huntsman Mental Health Institute, located in Salt Lake City
(Serving Salt Lake County - opened October 2023)
- Four Corners Behavioral Health, located in Price
(Serving Carbon, Emery, and Grand Counties - Spring 2024)



The Salt Lake County Division of Behavioral Health Services and the Huntsman Mental Health Institute will also be opening the Kem and Carolyn Gardner Mental Health Crisis Care Center in 2025. This will include a 30-recliner receiving center.

Funding has been secured to build a receiving center in the Bear River area to serve Box Elder, Cache, and Rich Counties. We are now focusing on securing funding for receiving centers to serve the Northeastern area (Daggett, Duchesne, and Uintah Counties), the Central Utah area (Juab, Millard, Piute, Sanpete, Sevier, and Wayne Counties), and Tooele County.



WHAT DO RECEIVING CENTERS COST?

The cost to operate a receiving center depends on the number of clients served, the FTEs necessary, and the specific challenges a county or region faces. In general, it costs about \$1.5 million for a rural area to operate a receiving center for a year, \$3 million for an urban receiving center, and \$5 million for an ultra-urban receiving center. One-time building costs are about double the on-going costs, respectively. Besides using state funding, receiving centers also utilize county funding, donations, and Medicaid and insurance reimbursements to offset costs. Receiving Center services are provided at no cost to the client. Insurance companies may be billed to the extent possible, but clients themselves are not charged and never see a bill.



HOW DOES LAW ENFORCEMENT FEEL ABOUT RECEIVING CENTERS?

Law enforcement is extremely supportive of receiving centers. It often takes as little as five minutes for the responding officer to complete paperwork and transfer the individual into the care of the receiving center workers, which is much quicker than booking someone in jail or waiting with them in an emergency room.

Many law enforcement drop-offs take less than five minutes to complete!



WHERE DO RECEIVING CENTERS FIT WITHIN UTAH'S COORDINATED CRISIS SYSTEM?

Crisis Call & Referral Center/ 988 for Behavioral Health

Stabilizes 90% of crisis calls
10% go to an MCOT

Mobile Crisis Outreach Team (MCOT)

Stabilizes 75% of visits
25% are taken to a crisis facility



Short-term Observation/ Stabilization at Receiving Center

Stabilizes 55-70% of patients
30-45% are taken to subacute care

Subacute Hospitalization or Short-Term Residential Stay

Stabilizes 80-90% of patients
10-20% are hospitalized

Acute Inpatient Hospitalization/ Utah State Hospital



This prevents more costly behavioral healthcare!



WHAT ARE THE OTHER BENEFITS OF RECEIVING CENTERS?

Receiving Centers are an essential part of the continuum of care. Not only do they save law enforcement and hospitals money, but they provide better outcomes for clients, who are able to receive help they need from licensed behavioral health professionals. Receiving centers also prevent clients from experiencing further trauma by helping them avoid arrest and incarceration. Additionally, it saves in-patient costs in the crisis system by diverting clients from a lengthy stay in in-patient care to a 23-hour visit in which the majority of patients are stabilized.

Individuals receive follow-up care after discharge and are connected with treatment programs!

If you have questions about receiving centers or the public behavioral health system, please email katherine@uacnet.org.

