

# Rapid Access to Behavioral Healthcare for Children, Youth, and Families

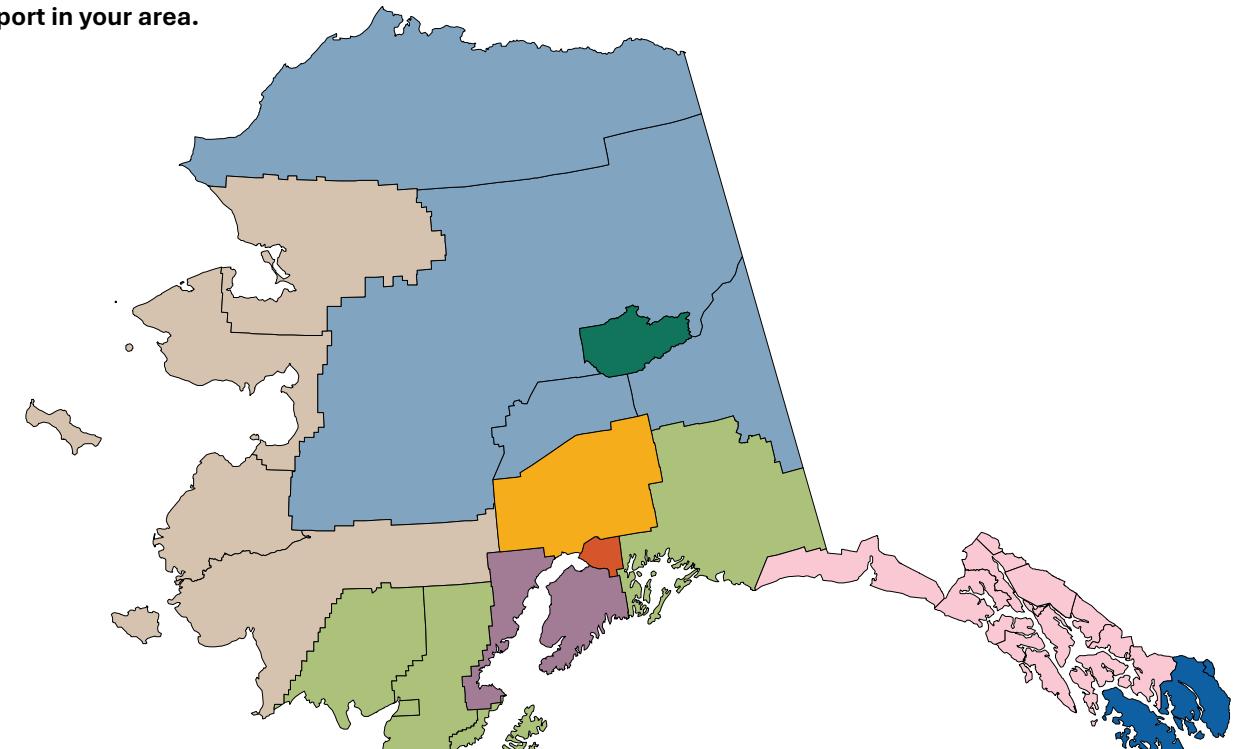
## A Launch Pad for Connecting to Services



Select your region below to find crisis services, rapid access appointments, resource directories, and family support in your area.

- Statewide
- Region 1: Anchorage Municipality
- Region 2: Fairbanks North Star Borough
- Region 3: Northern and Interior Region
- Region 4: Kenai Peninsula Borough
- Region 5: Mat-Su Borough
- Region 6: Western Region
- Region 7: Northern Southeast Region
- Region 8: Southern Southeast Region
- Region 9: Gulf Coast/Aleutian Region

[View Project Findings & Recommendations](#)



Regions align with Alaska Medicaid Section 1115 Behavioral Health Demonstration Waiver boundaries. Behavioral health providers included in this reference accept Alaska Medicaid.

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Agnew::Beck Consulting, along with partners All Alaska Pediatric Partnership and NAMI Juneau, provided contracted support.



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

Statewide



### I am looking for...

Behavioral Health Crisis Services	Rapid Access to Outpatient Appointments	Resource and Referral Services	Peer and Family Support
<p><b>988:</b> Call or text about any crisis for yourself or someone else. </p> <p><b>VOA Alaska Rapid Response</b> offers crisis intervention for ages 13-24 and support for parents, caregivers, and youth-serving staff.</p> <p>M-F: 9:00AM - 6:00PM 907-419-4158 <a href="mailto:rapidresponseteam@voaak.org">rapidresponseteam@voaak.org</a> Not a 24-hour service </p>	<p><b>VOA Alaska Outpatient Telehealth Counseling</b> provides individual mental health, substance use, co-occurring counseling as well as family therapy for Alaskans ages 11 to 24.</p> <p>907-278-9640, <a href="http://voaak.org/services/getting-started">voaak.org/services/getting-started</a> </p> <p><b>Mat-Su Health Services OnTrAK First Episode of Psychosis Program:</b> Available for individuals 15-25 years old experiencing first episode psychosis. Evaluations and medication management within 48 hours of contact.</p> <p>907-376-2411 </p> <p><b>Rhiza Psychiatry</b> provides psychiatric evaluation, medication management, individual group and family therapy, and neuropsychological testing for individuals 12+.</p> <p>907-744-166, <a href="http://rhizapsychiatry.com">rhizapsychiatry.com</a> </p> <p><b>Frontier Psychiatry</b> provides full telehealth psychiatry services to children and adolescents of all ages.</p> <p>907-331-4166, <a href="http://frontier.care">frontier.care</a></p> <p><i>Refer or self-schedule by calling, faxing, or filling out the website form at <a href="http://frontier.care/refer">frontier.care/refer</a>.</i> </p>	<p><b>Help Me Grow Alaska:</b> Speak with a Family Support Specialist who can offer caring support, clear guidance, and easy connections to services that support emotional well-being and mental health. Providers and families can also use online forms to connect.</p> <p>1-833-HMG-ALASKA (1-833-464-2527) <a href="http://helpmegrowak.org">helpmegrowak.org</a> </p> <p><b>PAL-PAK:</b> The PAL Line offers pediatric psychiatric consultation that is available to providers with questions about mental healthcare for youth 0-19 such as diagnostic clarification, medication adjustment and treatment planning.</p> <p>M-F: 7:00AM - 4:00PM 1-855-599-7257 </p>	<p><b>NAMI Alaska:</b> Peer and Family Support Groups</p> <p>907-931-9932 <a href="http://namialaska.org">namialaska.org</a> </p> <p></p>



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Anchorage Municipality



### I am looking for...

#### Behavioral Health Crisis Services

*In Anchorage Municipality*

**VOA Alaska Rapid Response** offers crisis intervention for ages 13-24 and support for parents, caregivers, and youth-serving staff. The team responds within 60 minutes.

M-F: 9:00AM - 6:00PM

907-419-4158

[rapidresponseteam@voaak.org](mailto:rapidresponseteam@voaak.org)

Not a 24-hour service

#### Rapid Access to Outpatient Appointments

*In Anchorage Municipality*

**VOA Alaska Outpatient Counseling** provides individual mental health, substance use, co-occurring counseling, as well as family therapy for Alaskans ages 11 to 24.

907-278-9640, [voaak.org/services/getting-started](http://voaak.org/services/getting-started)

**Alaska Behavioral Health** offers rolling admissions to its Partial Hospitalization Program (ages 9-17) and Intensive Outpatient Program (ages 3-5 and 9-17).

907-563-1000

[PHP@akbh.org](mailto:PHP@akbh.org) and [IOP@akbh.org](mailto:IOP@akbh.org)

**Southcentral Foundation Behavioral Health Child and Family Outpatient Services:** Clinic is available for Alaskan youth and families ages 3 to 18.

Walk-in Hours: 8:00AM - 5:00PM

907-729-8558

**Rhiza Psychiatry** provides psychiatric evaluation, medication management, individual group and family therapy, and neuropsychological testing for individuals 12+.

907-744-166, [rhizapsychiatry.com](http://rhizapsychiatry.com)

#### Resource and Referral Services

*In Anchorage Municipality*

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

**NAMI Anchorage** provides free mental health support, online groups resources, and education for individuals of all ages whose lives have been affected by mental illness.

907-931-9932, [namianchorage.org](http://namianchorage.org)

**Alaska Youth and Family Network** provides peer-supported education, advocacy, weekly support groups, and navigation services to help families with youth 0-25 years meet goals of recovery, wellness, and stability.

907-770-4979, [ayfn.org](http://ayfn.org)

**Alaska Behavioral Health Teen POWER Youth Drop-in Center** provides a safe space for youth ages 13-23 to connect with their peers and access resources and education.

M-F: 11:00AM - 5:00PM, 907-563-1000

**Beacon Hill Safe Families** provides short-term, safe host homes for children and supportive relationships for parents to fill gaps in social support.

24/7 Helpline: 907-277-0925



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Fairbanks North Star Borough



### I am looking for...

#### Behavioral Health Crisis Services

*In Fairbanks North Star Borough*

**Call 911** and request the Mobile Crisis Team. This team is available 24/7 and is operated by Alaska Behavioral Health.

#### Rapid Access to Outpatient Appointments

*In Fairbanks*

**Fairbanks Native Association** offers a suite of outpatient services for youth of all ages.

907-452-6251

[fairbanksnative.org/children-youth-and-family-services/](http://fairbanksnative.org/children-youth-and-family-services/)

#### Resource and Referral Services

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

#### Peer and Family Support

*In Fairbanks*

**Resource Center for Parents and Children** offers virtual parenting education and support group classes.

[rcpcfairbanks.org/events/](http://rcpcfairbanks.org/events/)

*In Fairbanks*

**Fairbanks Native Association SOAP Basic Center** is available 24/7 to youth ages 12-17 who are at high risk of homelessness, currently homeless, or have run away from home.

907-452-6251

**Alaska Behavioral Health Partial Hospitalization Program** offers rolling program admission for youth ages 9-17.

907-371-1300

[php@akbh.org](mailto:php@akbh.org)



**NAMI Fairbanks** provides free mental health support, online groups, resources, and education for individuals of all ages whose lives have been affected by mental illness.

907-456-4704

[namifairbanks.org](http://namifairbanks.org)





## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Northern and Interior Region



### I am looking for...

#### Behavioral Health Crisis Services

*In Northern and Interior Region*

**Tanana Chiefs Conference Behavioral Health** has 24/7 clinicians available for crisis situations.

907-459-3800

After hours choose Option 2



*In North Slope Borough*

**Children & Youth Services** provides emergency shelter for any youth under the age of 18.

907-852-0263

[north-slope.org/departments/health-social-services/behavioral-health-services/children-youth-services/](http://north-slope.org/departments/health-social-services/behavioral-health-services/children-youth-services/)



#### Rapid Access to Outpatient Appointments

*In Northern and Interior Region*

**Tanana Chiefs Conference Behavioral Health** provides outpatient services to youth living in TCC health services communities. No waitlist for youth living in communities outside of Fairbanks.

907-459-3800



#### Resource and Referral Services

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

#### Peer and Family Support

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Kenai Peninsula Borough



### I am looking for...

#### Behavioral Health Crisis Services

*In Kenai/Soldotna*

**Central Peninsula Mental Health Emergency Line:**

907-714-5353

*In Kenai/Soldotna*

**Peninsula Community Health Services** provides outpatient therapy and psychiatric services to youth and adolescents ages 6 and above.

M-F: 8:00AM - 6:00PM

907-262-3119

[pchsak.org/behavioral-health-center](http://pchsak.org/behavioral-health-center)

#### Resource and Referral Services

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

#### Peer and Family Support

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

*In Homer*

**South Peninsula Behavioral Health Services, Inc Emergency Line:**

907-235-7701

After hours: 907-235-0247

*In Seward*

**Seaview Community Services 24/7 Crisis Line:**

907-224-3027

*In Homer*

**South Peninsula Behavioral Health Services, Inc** offers outpatient services for toddlers through age 21. Walk-ins accepted at main campus office - The Center.

M-F: 8:30AM - 5:00PM

907-235-7701



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Mat-Su Borough



### I am looking for...

#### Behavioral Health Crisis Services

*In Mat-Su Borough*

**True North Recovery Mobile Crisis Team** is available 24/7. Contact 911 and request the mobile crisis team. For phone only support, call True North's 24/7 hotline:

907-982-HOPE (4673)



#### Mat-Su Health Services:

Crisis Walk-In:  
M-F: 8:00AM - 5:00PM  
1363 W. Spruce Ave

Crisis Intervention Line:  
907-376-2411  
Available 24/7



**MyHouse Drop-In Center** provides basic needs, crisis stabilization, case management, peer support, and a hot meal for youth 14-24 who are experiencing or at risk of homelessness.

M-F: 8:30AM - 5:30PM  
300 N. Willow Street  
907-373-4357



#### Rapid Access to Outpatient Appointments

*In Mat-Su Borough*

**Mat-Su Health Services** provides rapid access to service eligibility screenings, typically scheduled same-day and an initial appointment may be available within a week of completing the screening. Outpatient services include individual, family and group therapy, as well as psychiatric evaluation and medication management for all ages. Case management and skill development services available for youth with higher needs. In-person services available in Big Lake, Wasilla and Palmer.

907-376-2411



**Benteh Wellness Center** provides rapid access to services for youth 6-23 years old and their families. Support may include an intake within one week of a crisis, a same-day or next-day appointment with a clinician to address immediate needs, or connection to Home-Based Family Treatment to ensure ongoing stabilization and care.

907-671-6871



#### Resource and Referral Services

*In Mat-Su Borough*

**Connect Mat-Su** is a comprehensive health and social services information and referral hub with phone, text, and online referral support.

907-373-2628  
Text: CARE to 907-373-2628  
[connectmatsu.org](http://connectmatsu.org)



#### Peer and Family Support

*In Mat-Su Borough*

**Alaska Youth and Family Network** provides peer-supported education, advocacy, weekly support groups, and navigation services to help families with youth 0-25 years meet goals of recovery, wellness, and stability.

907-770-4979  
[ayfn.org](http://ayfn.org)



**Beacon Hill Safe Families** provides short-term, safe host homes for children and supportive relationships for parents to fill gaps in social support.

24/7 Helpline:  
907-277-0925





## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Western Region



### I am looking for...

#### Behavioral Health Crisis Services

*In Yukon-Kuskokwim Region*

##### **Yukon-Kuskokwim Health Corporation Crisis Line:**

907-543-6499  
Available 24/7

#### Rapid Access to Outpatient Appointments

*In Northwest Arctic Region*

**Maniilaq Health Center's Integrated Primary Care Clinic** provides services to community members of all ages.

907-442-7404  
[maniilaq.org/primary-care-2](http://maniilaq.org/primary-care-2)

#### Resource and Referral Services

*Local or regionally specific resources for youth not identified. See statewide resources on page 2.*

#### Peer and Family Support

*In Bethel*

**Teens Acting Against Violence (TAAV)** is a peer education and outreach program for teens 12-18 living in Bethel. TAAV engages peers about issues including violence, assault, suicide, and substance misuse.

[tundrapeace.org/programs/taav/](http://tundrapeace.org/programs/taav/)

*In Northwest Arctic Region*

##### **Maniilaq Association:**

Emergency Room or Health Clinic staff can reach an on-call behavioral health professional 24/7.

907-442-7202 (1-800-478-3321)

*In Norton Sound Region*

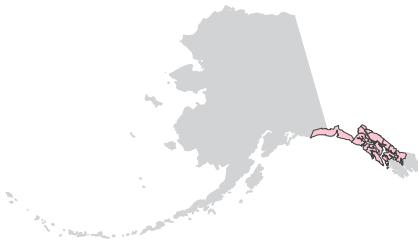
##### **Norton Sound Health Corporation Liitfik Behavioral Health Services:**

907-443-3344  
After hours and weekends:  
907-443-6411

*In Norton Sound Region*

**Norton Sound Health Corporation Liitfik Behavioral Health Services** offers same day and walk-in services during business hours for youth of any age with a present parent or guardian.

907-443-3344  
[nortonsoundhealth.org/bhs/](http://nortonsoundhealth.org/bhs/)



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Northern Southeast Region



### *I am looking for...*

#### Behavioral Health Crisis Services

*In Northern Southeast Region*

##### **SEARHC 24/7 Helpline:**

1-877-294-0074

Available to all  
community members

#### Rapid Access to Outpatient Appointments

*In Northern Southeast Region*

##### **Tlingit & Haida Community & Behavioral Services Healing Center:**

907-463-7305

For Tlingit & Haida Tribal  
citizens and household  
members of all ages

👤 Juneau only  
💻 Statewide

#### Resource and Referral Services

*In Juneau*

**NAMI Juneau** maintains a list of  
behavioral health organizations  
and private practice providers and  
can support service navigation.

907-463-4251  
[namijuneau@gmail.com](mailto:namijuneau@gmail.com)  
[juneaumentalhealth.org](http://juneaumentalhealth.org)

#### Peer and Family Support

*In Juneau*

##### **NAMI Juneau: Peer and Family Support Groups**

[namijuneau.org/support-groups](http://namijuneau.org/support-groups)

#### JAMHI 24/7 Emergency Line:

907-463-3303



*In Juneau*

**Call 911** and request the  
mobile crisis team.

*Not a 24-hour service*



*In Juneau*

**JAMHI Intake Assessments:** Walk-in  
assessments offered.

M-Th: 8:00AM - 1:00PM  
907-463-3303





## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

### ■ Southern Southeast Region



## *I am looking for...*

### Behavioral Health Crisis Services

*In Southern Southeast Region*

#### SEARHC 24/7 Helpline:

1-877-294-0074

Available to all community members

### Rapid Access to Outpatient Appointments

*In Ketchikan*

**Resilient Youth & Community** offers rapid access to outpatient behavioral health services for individuals ages 12-20 and their families. This includes mental health and substance use counseling, individual therapy, and family therapy, as well as, partial hospitalization services and intensive outpatient services. Appointments are available quickly, ensuring timely access to assessment, treatment, and follow-up care.

907-225-4664

#### Ketchikan Cares Crisis Line:

Speak with a mental health professional 24/7

907-225-2273

*In Ketchikan*

**Resilient Youth & Community (RYC)** provides crisis residential and stabilization services for youth ages 12-18 to ensure safety and stabilization during urgent situations.

907-225-4664

### Resource and Referral Services

*In Ketchikan*

**Ketchikan 123** hosts an online and print directory of area health and wellness services.

Ketchikan Wellness Coalition:

907-225-9355

[ketchikan123.org](http://ketchikan123.org)

### Peer and Family Support

*In Southern Southeast Region*

#### Community Connections

**Voluntary Therapeutic Foster Care (VTFC)** service allows families experiencing a crisis to request a temporary placement for their child without involving Office of Children's Services (OCS). VTFC services are flexible in duration and support caregivers when accessing their own treatment or when needing respite services for a youth in their care.

907-225-7825



## Rapid Access to Behavioral Healthcare for Children, Youth, and Families

■ Gulf Coast/Aleutian Region



### I am looking for...

#### Behavioral Health Crisis Services

##### In Bristol Bay Region

**Bristol Bay Counseling Center** clinicians are available during business hours to triage and assist with urgent and crisis situations.  
907-842-1230  
24/7 Crisis Line: 1-888-865-0799

#### Rapid Access to Outpatient Appointments

##### In Aleutian Pribilof Islands Association Service Region

**Aleutians Pribilof Islands Association** offers outpatient services to youth of all ages and their families in Anchorage, Atka, Nikolski, St. George, and Unalaska. Contact Centralized Scheduling to make an appointment.

M-F: 8:00AM - 4:30PM  
1-844-375-2742 or 907-222-9764  
[registration@apiai.org](mailto:registration@apiai.org)

#### Resource and Referral Services

Local or regionally specific resources for youth not identified. See statewide resources on page 2.

#### Peer and Family Support

Local or regionally specific resources for youth not identified. See statewide resources on page 2.

##### In Kodiak Region

**Kodiak Area Native Association (KANA)** offers 24/7 telephone access to a mental health professional. KANA serves Alaska Native/American Indians, including children as young as four. The Behavioral Health Crisis Line offers immediate assistance and guidance during crises and is accessible at any time.

24/7 Crisis Line: 1-888-601-9969

##### In Kodiak Area Native Association Service Region

**Kodiak Area Native Association (KANA)** offers rapid access into short-term treatment within 24-72 hours. These crisis services are intended to bridge care while the person is entering outpatient care. In addition to their Kodiak facility, KANA has Behavioral Health Aides embedded in communities throughout the Kodiak region. KANA serves AN/AI beneficiaries, including children as young as four. Call to schedule an appointment.

907-486-9870 or 907-486-7380

##### In Valdez

#### Providence Counseling Center:

907-835-2838

After hours, request to speak with Counseling Center on-call clinician: 907-835-2249

907-486-9870 or 907-486-7380

# Linking Youth and Families to Behavioral Healthcare: Rapid Access to Care Landscape Analysis Project

A project of the State of Alaska Division of Behavioral Health



## We heard from...

**Primary Care**  
37 survey responses  
2 interviews

**Hospitals**  
12 survey responses  
3 interviews

**Schools**  
46 survey responses  
6 interviews

**Resource and Referral Organizations**  
7 interviews

**Youth and Families**  
5 interviews

**Behavioral Health**  
10 participants, in meeting poll/discussion

## We learned...

- Providers and families have many choices when looking for help connecting to behavioral health resources for youth: nine regional or statewide resource databases.
- Despite numerous regional or statewide resource databases, many providers rely on internally developed lists or pre-existing relationships when making referrals.
- When looking for behavioral health resources, providers in schools, hospitals, and primary care settings most want to know: availability, insurance accepted, and ages served.
- Finding providers that accept Medicaid, uninsured youth, and youth under age 12 was identified as particularly challenging.
- Few of the existing resource databases provide all three of the top criteria providers are looking for, with provider availability/accepting new clients being the most prevalent information gap.

## We developed...

Guides to regionally specific services and supports in the following categories:

- ✓ Crisis care
- ✓ Providers with rapid access to appointments
- ✓ Resource and referral databases
- ✓ Peer navigation and family support

*The intent of these guides is to elevate knowledge of existing resources that best match provider needs, knowing that a perfect system does not yet exist.*

## Resource and Referral Services Organizations for Youth and Family Behavioral Healthcare

### Statewide

**Help Me Grow Alaska:** Speak with a Family Support Specialist who can offer caring support, clear guidance, and easy connections to services that support emotional well-being and mental health. Providers and families can also use online forms to connect.

1-833-HMG-ALASKA (1-833-464-2527)  
[helpmegrowak.org](http://helpmegrowak.org)

**PAL-PAK:** The PAL Line offers pediatric psychiatric consultation that is available to providers with questions about mental healthcare for youth 0-19 such as diagnostic clarification, medication adjustment and treatment planning.

M-F: 7:00AM - 4:00PM  
1-855-599-7257

### Local/Regional

**Connect Mat-Su** is a comprehensive health and social services information and referral hub with phone, text, and online referral support.  
907-373-2628  
Text: CARE to 907-373-2628  
[connectmatsu.org](http://connectmatsu.org)

**NAMI Juneau** maintains a list of behavioral health organizations and private practice providers and can support service navigation.

907-463-4251  
[namijuneau@gmail.com](mailto:namijuneau@gmail.com)  
[juneaumentalhealth.org](http://juneaumentalhealth.org)

**Ketchikan 123** hosts an online and print directory of area health and wellness services.

Ketchikan Wellness Coalition:  
907-225-9355  
[ketchikan123.org](http://ketchikan123.org)

## Recommendations

### For Behavioral Health Providers

- Ensure programs and services are listed in regional and statewide resource directories and designate role(s) responsible for responding to update requests.
- List essential information clearly on organization website:
  - Phone number for crisis services and type of services available (if offered).
  - Estimated wait times for key services, including date of update.
  - Age range accepted for different services.

### For State of Alaska Leadership and Funders

- Continue support for efforts to integrate behavioral healthcare into primary care settings and schools.
- Explore opportunities for the interoperability of state-funded resources and increase connectivity between resource and referral partners.
- Improve behavioral health crisis response options for youth.
- Increase utilization of tools and funding streams that support care coordination and information sharing.
- Work towards a statewide solution for real-time treatment bed and appointment availability tracking.
- Invest in initiatives that reduce stigma and support caregivers in connecting youth to behavioral health services.
- Support initiatives to grow behavioral health workforce competencies for youth and families.
- Increase availability of rapid access to behavioral healthcare with funding, technical assistance and facilities connections between referring providers and behavioral health providers

### For Schools, Hospitals and Primary Care Practices

- Use existing resource and referral services
- Provide feedback to resource and referral services organizations if the tool provided does not meet your need and be a partner in development of a better solution.
- Incorporate use of resource and referral services and/or directories into organizational practices through training, EHR integration.

### For Resource and Referral Services Organizations

- Develop quality assurance processes to check functionality of search and filter features.
- Ensure filters capture categories most desired by the platform's target audience (Note that caregivers may have different preferences than providers).