

## **Consumer Family Network Contract Update Quarter 2, 2026**

- Visitations to all regional Behavioral health Clinics have been completed. Previously outstanding regional visits that have been completed: Northwest Behavioral Health Clinic, Badlands Behavioral Health Clinic, Southeast Behavioral Health Clinic, and Northeast Behavioral Health Clinic.
- Call volume continues to vary by region. In region 7, had cases that required multiple in-person visits and several potential referrals for services and supports to individuals. SSI/SSDI and getting individuals (and family members) connected to care and social determinants of health addressed. From March-May 2026:
  - Region 1: 2
  - Region 3: 1
  - Region 4: 6
  - Region 5: 3
  - Region 7: 50
- Gaps in call volume will be addressed starting this summer through wide distribution of updated flyer and communications. As an example, we want to make sure to promote services to the faith community in North Dakota through electronic communications, individual churches but also their dioceses and/or synods.
- CFN Conference held on June 2, 2026 in Mandan. Sessions included: Sleep and Mental Health, Anxiety, Advocacy Training, a State Update on Behavioral Health in North Dakota (including rural North Dakota), annual CFN Member Meeting and Regional Council Member Elections

## **Analysis on Contract and Landscape in North Dakota**

In this area, there is not much to report beyond our previous report from Quarter 1, 2026. Many of the same challenges mentioned remain prominent: insurance challenges (private market deductibles, Medicaid and Medicaid Expansion paperwork); the variety of needs individuals and families have that may have solutions that are unfortunately in short supply or are not available in their area; and barriers related to rural communities and transportation.

Despite longstanding challenges, there are recent services and reforms that deserve recognition. Among those are the Care Coordinators at the regional behavioral health clinics. They are doing critical work that our state desperately needed. Individuals in need of mental health services are often needing navigation and warm hand offs to many outlets and providers of support. The median person does not know what services exist, who operates them, where they are or what the eligibility criteria may be. In addition to struggling with behavioral health, people are overwhelmed with compiling and completing their mental to-do lists. Care coordinators are a valuable tool in making seeking help more comprehensible and achievable.