Crisis Services

Service Name	CRISIS RESPONSE
Funding Source	Behavioral Health Service Only
Setting	Consumer's home or other community-based setting including hospital emergency room.
Facility License	N/A
Basic Definition	Crisis Response is designed to use natural supports and resources to build upon a consumer's strengths to help resolve an immediate behavioral health crisis in the least restrictive environment by assisting the consumer to develop a plan to resolve the crisis. The service is provided by licensed behavioral health professionals who complete brief mental health status exams and substance abuse screenings, assess risk, and provide crisis intervention, crisis stabilization, referral linkages, and consultation to hospital emergency room personnel, if necessary. The goal of the service is to avoid an Emergency Protective Custody hold or inpatient psychiatric hospitalization.
Service Expectations	• Face-to-face meeting with consumer within one hour of initial contact. • Perform a crisis assessment including brief mental health status, risk of dangerousness to self and/or others assessment, and determination of appropriate level of care. • Develop a brief individualized crisis plan with consumer and support system. • Provide onsite mental health and/or substance abuse interventions and crisis management. • Provide linkage to information and referral including appropriate community-based mental health and/or substance abuse services. • Provide consultation to hospital emergency personnel, law enforcement, and community agencies as needed. • Establish collateral relationship with law enforcement and other emergency services. • Provide post crisis follow-up support as needed. • Arrange for alternatives to psychiatric hospitalization if appropriate. • All services must be culturally sensitive.
Length of Services	Service continues until discharge guidelines are met or consumer chooses to decline continuation of services.
Staffing	• On-site Crisis Response Professional: LMHP, LIMHP, PLMHP, Psychiatrist, Psychologist, Nurse Practitioner, or Registered Nurse with psychiatric experience operating within scope of practice. • All staff must be trained in trauma-informed care, recovery principles, and crisis management. • Personal recovery experience preferred for all positions.
Staffing Ratio	Minimum one-to-one basis in person.
Hours of Operation	24/7

Service Name	CRISIS RESPONSE
Consumer Desired Outcome	Consumer will be able to safely remain in his/her home or community-based facility OR safely transferred to an appropriate facility for additional psychiatric care.
Rate	Non Fee For Service