Crisis Services

Service Name	24-HOUR CRISIS LINE
Funding Source	Behavioral Health Service
Setting	Non Facility-Based
Facility License	N/A
Basic Definition	The 24-Hour Crisis Line must be answered by a live voice 24 hours a day and 7 days a week and have the ability to link to a licensed behavioral health professional, law enforcement, and other emergency services. The 24-Hour Crisis Line is designed to assist consumers in pre-crisis or crisis situations related to a behavioral health problem. The desired outcome is ensuring the safety of the consumer in a time of distress that has the potential to lead to a life-threatening situation.
Service Expectations	• Perform brief screening of the intensity of the situation. • Work with the consumer toward immediate relief of consumer's distress in pre-crisis and crisis situations; reduction of the risk of escalation of a crisis; arrangements for emergency onsite responses when necessary; and referral to appropriate services when other or additional intervention is required. • Provide access to a licensed behavioral health professional consult when needed. • Establish collateral relationship with law enforcement and other emergency services. • Advertise 24-Hour Crisis Line throughout the Region. • Provide free access to the 24-Hour Crisis Line. • Provide language compatibility when necessary. • Provide access to Nebraska Relay Service or TDD and staff appropriately trained on the utilization of the service.
Length of Services	Call continues until the caller agrees to safely assume his/her activities or emergency assistance arrives or caller voluntarily ends call.
Staffing	• Staff trained to recognize and respond to a behavioral health crisis. • On staff or consultative agreement with a LMHP, LIMHP, Psychiatrist, Psychologist, or Nurse Practitioner. • Direct link to law enforcement and other emergency services. • Staff trained in rehabilitation and recovery principles. • Personal recovery experience preferred for all positions.
Staffing Ratio	Adequate staffing to handle call volume.
Hours of Operation	24/7
Consumer Desired Outcome	• Consumer experiences a reduction in distress. • Consumer experiences a reduction in risk of harm to self or others. • Consumer is referred to appropriate services.
Rate	Non Fee For Service