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Georgia Department
of Behavioral Health
& Developmental
Disabilities

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BE COMPASSIONATE

BE PREPARED

BE RESPECTFUL

BE PROFESSIONAL

BE CARING

BE EXCEPTIONAL

BE INSPIRED

BE ENGAGED

BE ACCOUNTABLE

BE INFORMED

BE FLEXIBLE

BE HOPEFUL

BE CONNECTED

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Georgia Crisis Response System for Individuals with Intellectual/Developmental Disabilities

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Overview of Georgia Crisis Response System

What is the Georgia Crisis Response System (GCRS?)

Provides time-limited community crisis services as an alternative to institutional placement, emergency room care, and/or law enforcement involvement (including incarceration)

Who is eligible for GCRS services?

A person with developmental disabilities in need of DD crisis services is an individual who:

- Has documented evidence of a diagnosis of an intellectual disability prior to age 18 or other closely related developmental disability prior to age 22,
- Currently on the Planning List or receiving DD services

OR

- Has reports or screenings of a developmental disability for all other individuals, AND
- Presents an acute crisis that presents a substantial risk of imminent harm to self or others, AND
- In need of immediate care, evaluation, stabilization, or treatment due to the substantial risk, AND
- Currently no one available, appropriate community supports to meet the needs of the individual

When should GCRS be used?

As a last resort for an individual in acute crisis, defined as:

- ❑ The individual is at risk for imminent harm to self or others as a result of a **behavioral** crisis
- ❑ Continued engagement of acute crisis behaviors may result in serious negative consequences
- ❑ Requiring interventions beyond what is outlined in BSP/Safety Plans
- ❑ The individual has no available appropriate community supports to meet his or her crisis needs.

When should the GCRS not be used?

If there's a medical emergency or crime being committed, call **911**.

Should I Call the Georgia Crisis Response System For Individuals with Developmental Disabilities?

If this is a Criminal or Medical related EMERGENCY – STOP – Call 911

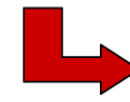
Does the individual have...

- ? Documented evidence of a diagnosis of an intellectual disability prior to age 18 years
- ? **OR** any other closely related developmental disability prior to age 22 years
- ? **OR** screening indicative of a developmental disability?

YES



NO



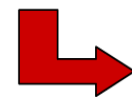
The individual does not qualify for GCRS-DD Service.
Seek appropriate alternatives.

Does the individual present a substantial risk of imminent harm to self or others?

YES



NO



The individual does not qualify for GCRS-DD Service.
Seek appropriate alternatives.

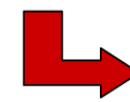
Is the individual in need of immediate care, evaluation, stabilization or treatment due to the substantial risk?

Consider: Am I following all behavioral protocols? Have I done everything expected in the behavior plan with no success? Have I removed things that lead to behaviors? Have I taken all measures to calm the situation? If not, then do those things first.

YES



NO



The individual does not qualify for GCRS-DD Service.
Seek appropriate alternatives.

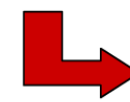
Is the individual someone for whom there exist no available, appropriate community supports to meet his or her needs?

Consider: Are there other more appropriate services? For example, would emergency respite be a better choice?

YES



NO



The individual does not qualify for GCRS-DD Service.
Seek appropriate alternatives.

Call 1-800-715-4225 and remain engaged throughout the process

What should be expected of the GCRS?

□ GCRS includes:

- Initial assessment of the individual
- Telephonic resolution, if possible
- Mobile Crisis Team Dispatch
- Referral

The Georgia Crisis Access Line (GCAL) serves as the single point of entry to access services through GCRS.

800-715-4225

GCAL Intake Requirements

- ❑ GCAL staff should attempt to ameliorate the crisis situation through telephonic crisis intervention.
- ❑ If the call originates from an I/DD service provider, GCAL is to engage that provider during the resolution of the crisis.

When **successful** in resolving the crisis:

- ❑ For individuals **currently** receiving supports and services, GCAL notifies the Regional Field Office and I/DD service provider within 24 hours of receiving a crisis call.
- ❑ For individual **not currently** receiving supports and services, GCAL will submit a referral to the Regional I&E Team within 24 hours.

When **unsuccessful** in resolving the crisis telephonically and face-to-face intervention is needed:

- ❑ GCAL will dispatch the appropriate I/DD Mobile Crisis Team.
- ❑ GCAL immediately contacts the Regional Field Office, SC Agency or SSC/PLA Supervisor, and the I/DD service provider (if applicable).



DD Mobile Crisis Teams (MCT)

MCT Requirements

An MCT consists of at least three team members:

- ❑ A Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC), Behavior Specialist, and a Direct Support Staff.
- Other team members may include: a registered nurse, an additional social worker (MSW), safety officer, or additional direct support staff.
- In addition, a psychiatrist will be available for consultation if needed.

MCT Responsibilities

Upon dispatch, the MCT is required to:

- Follow GCAL's directions for dispatch
- Respond and arrive on site within 90 minutes of the dispatch
- Address the crisis to mitigate any risk to health and safety of the individual and/or others
- Survey the environment through consultation with the provider, caregivers, available medical professionals to identify any environmental or physical illness that may have triggered the target behaviors
- Notify GCAL through email or phone call of the team's arrival time at the location

What should be expected of the MCT?

- Mobile Crisis Team (MCT) Supports
 - Assess the need for a referral for crisis services through intensive on-site in home (preferred/if possible) or
 - Off-site intensive out-of-home support services.
 - Address the crisis to migrate any health and safety risks.
 - Review behavior and individual support plans.
 - Complete a comprehensive assessment of the current crisis.
 - Complete a written discharge plan.
 - Interview the individual, care providers and/or family members.
 - Observe the current environment.
 - Emergency transportation, if needed.

When the MCT makes a disposition, the LCSW or LPC communicates all recommendations within 24 hours to all applicable parties, including families/caregivers, SC agencies, providers, and Regional Field Offices.

When they complete services, the MCT completes a written discharge plan, which is uploaded to CIS within 24 hours following discharge from the GCRS.



Intensive Crisis Support Services (Intensive In-Home and Out-of-Home)

Intensive Crisis Support Services

Specialized services that provide:

- Interventions to an individual due to need for supports or for protection of others
- Support to the individual in order to remain in the community
- Enhanced opportunities for the family/provider to meet the needs of the individual



Intensive In-Home Supports

Intensive In-Home Supports

Criteria for Intensive In-Home Supports:

1. MCT unable to mitigate crisis in reasonable amount of time in the home **OR**
2. Crisis resolved but environment variables and/or individual's lack of adaptive behavioral responses make another crisis imminent **AND**
3. Caregiver or provider staff not capable of providing necessary intervention and protection for individual or others in the home **AND**
4. Intensive out of home supports will allow individual to avoid institutional placement.

Intensive In-Home Supports

- Includes, but is not limited to:
 - Provision of time-limited supports in individual's home
 - Implementation of behavioral interventions strategies, BSP/Safety plans under the direction of crisis provider behavioral professional
 - Review of staffing pattern needs with intensity decreasing over 7 calendar days
 - Provision of one-to-one support.
 - Modeling of interventions with family or provider staff.
 - Assistance with environmental adaptations.
 - Accompanying individual to appointments related to **crisis** response.
 - Discharge Planning/Training/Recommendations.



Intensive Out-of-Home Supports

Intensive Out-of-Home Supports

Criteria:

1. Meets all of the Intensive In-Home Supports criteria
AND
2. The safety of others living in the home cannot be maintained through Intensive In-Home Supports
OR
3. Extensive environmental modifications are needed as a result of the crisis and the individual cannot reside in home during that time.

Intensive Out-of-Home Supports

- Stabilize the individual through nursing and behavioral supports on a time-limited basis
 - Service may be extended with authorization from the Division
- Serves no more than four individuals simultaneously in the crisis home,
- Transportation of individual to and from crisis home,
- Discharge Planning/Training

Children and Adolescents between the ages of 10-17 years needing intensive out-of-home case management must be served in a Child & Adolescent (C&A) out-of-home site.

- The C&A site must be licensed as a Child Care Institution (CCI) by the Department of Human Services (DHS).
 - Although the CCI license permits residence of up to 6 children, DBHDD does not allow the simultaneous support of 4 children in each home.
- The C&A site must also receive an initial DBHDD compliance review prior to operating the home.

GCRS Quality Review and Expectations

- ❑ All GCRS providers must comply with the Operating and Clinical Standards and applicable Community Services Standards.
- ❑ Prior to operating, the GCRS and the intensive out of home sites, will be reviewed to ensure compliance to the standards by DBHDD Office of Provider Certification and Service Integrity.
- ❑ A Provisional Certificate of Compliance demonstrating approval to provide the crisis supports is required.



Expectations of Community Providers/Caregivers

- Utilize the system for unplanned acute crisis or failed crisis/safety plans **ONLY**
- Partner with the Mobile Crisis Team and Intensive Support Services Staff
- Implement recommendations made by crisis system staff
- Make plans to avoid future use of the system for the same situation and/or individual



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