Georgia Department of Behavioral Health & Developmental Disabilities

BE D·B·H·D·D
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
BE D·B·H·D·D
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

<table>
<thead>
<tr>
<th>Does the individual have…</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>? Documented evidence of a diagnosis of an intellectual disability prior to age 18 years</td>
<td></td>
<td>The individual does not qualify for GCRS-DD Service. Seek appropriate alternatives.</td>
</tr>
<tr>
<td>? OR any other closely related developmental disability prior to age 22 years</td>
<td></td>
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<td>? OR screening indicative of a developmental disability?</td>
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<thead>
<tr>
<th>Does the individual present a substantial risk of imminent harm to self or others?</th>
<th>YES</th>
<th>NO</th>
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<td></td>
<td></td>
<td>The individual does not qualify for GCRS-DD Service. Seek appropriate alternatives.</td>
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<tr>
<th>Is the individual in need of immediate care, evaluation, stabilization or treatment due to the substantial risk?</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>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.</td>
<td></td>
<td>The individual does not qualify for GCRS-DD Service. Seek appropriate alternatives.</td>
</tr>
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<tr>
<th>Is the individual someone for whom there exist no available, appropriate community supports to meet his or her needs?</th>
<th>YES</th>
<th>NO</th>
</tr>
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<tbody>
<tr>
<td>Consider: Are there other more appropriate services? For example, would emergency respite be a better choice?</td>
<td></td>
<td>The individual does not qualify for GCRS-DD Service. Seek appropriate alternatives.</td>
</tr>
</tbody>
</table>

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)
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.
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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