

## SERVICE CATEGORY: CRISIS/EMERGENCY SERVICES

System Requirement: REGISTERED

### SERVICE DEFINITION

Service Name	EMERGENCY COMMUNITY SUPPORT
<b>Funding Source</b>	Behavioral Health Service
<b>Setting</b>	Consumer's home or other community-based setting including a psychiatric hospital setting.
<b>Facility License</b>	As required by DHHS Division of Public Health
<b>Basic Definition</b>	Emergency Community Support is designed to assist consumers who can benefit from support due to a behavioral health need and who are either currently residing in a community setting or transitioning from a psychiatric hospital into a community setting. Emergency Community Support services include case management, behavioral health referrals, assistance with daily living skills, and coordination between consumer and/or consumer's support system and behavioral health providers.
<b>Service Expectations</b>	<ul style="list-style-type: none"> <li>• Complete a screening for risk and safety plan within three days of referral or if consumer is hospitalized within three days of discharge from the hospital.</li> <li>• Complete a strengths-based assessment with the consumer within 14 days of referral.</li> <li>• Development of an initial, brief service plan within five days of admission in partnership with the consumer and support system. The finalized service plan should be completed within fourteen days.</li> <li>• Development of a crisis relapse/prevention plan within fourteen days of admission.</li> <li>• Provide consumer advocacy as needed.</li> <li>• Assist consumer in obtaining benefits such as SSI, housing vouchers, food stamps, Medicaid, etc.</li> <li>• Provide education to consumer/family/significant others with the consumer's permission as needed.</li> <li>• Provide referrals to appropriate community-based behavioral health services.</li> <li>• Provide pre-discharge transition services from psychiatric hospital including teaching daily living skills, scheduling appointments, limited transportation to appointments, and assistance with housing search as needed.</li> <li>• Provide pertinent information to psychiatric hospital and hospital emergency personnel, and community agencies as needed.</li> <li>• Establish collateral relationship with law enforcement and other emergency services.</li> <li>• Arrange alternatives to psychiatric hospitalization as needed.</li> <li>• All services must be culturally sensitive.</li> <li>• Frequency of contacts as needed to address the presenting problem(s).</li> </ul>

Service Name	EMERGENCY COMMUNITY SUPPORT
<b>Length of Services</b>	Service continues until discharge guidelines are met or consumer chooses to decline continuation of service.
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Program Director: Demonstrated experience, skills, and competencies in behavioral health management. A master's degree in a human service field preferred.</li> <li>• Direct Care Worker, holding a bachelor's degree or higher in psychology, sociology or a related human service field are preferred but two years of coursework in a human services field and/or two years of experience/training or two years of lived recovery experience with demonstrated skills and competencies in treatment with individuals with a behavioral health diagnoses is acceptable.</li> <li>• Clinical consultation on consumer's service plan must occur at least once a month.</li> <li>• Consultation by appropriately licensed professionals for general medical, psychopharmacology, and psychological issues, as well as overall program design must be available and used as necessary.</li> <li>• Personal recovery experience preferred for all positions.</li> </ul>
<b>Staffing Ratio</b>	1:15 caseload
<b>Hours of Operation</b>	Consumers utilizing this service must have 24/7 on call access to Emergency Community Support services.
<b>Consumer Desired Outcome</b>	<ul style="list-style-type: none"> <li>• Consumer has made progress on his/her individualized service plan goals and objectives and development of a crisis relapse prevention plan.</li> <li>• Consumer is able to remain psychiatrically stable in a community setting of choice.</li> <li>• Consumer has a community-based support system in place.</li> </ul>
<b>Rate</b>	Non Fee For Service

## **UTILIZATION GUIDELINES**

### **EMERGENCY COMMUNITY SUPPORT**

#### **I. Admission Guidelines**

*Consumer must meet all of the following admission guidelines to be admitted to this service.*

1. Consumers currently experiencing a behavioral health crisis.
2. At risk of needing a higher level of care if support is not provided.
3. Consumer demonstrates a need for support in coordinating treatment/recovery/rehabilitation options in the community.

#### **II. Continued Stay Guidelines**

*Consumer must meet all of the following continued stay guidelines to continue receiving this service.*

1. Consumer continues to meet Admission Guidelines.

