CRISIS Programming
Implementation March 15, 2005

New programming to be implemented regarding consumers in CRISIS situations.

<u>Out of Area CRISIS</u>: If an individual requiring CRISIS services presents themselves to a Community Center outside of their 'home' Community Center, the center will deliver the services.

- WebCARE programming will be changed to allow this CRISIS event to be recorded in WebCARE utilizing a new ASSESSMENT TYPE code **'E'** = CRSIS when the consumer is presently receiving services at another Community Center.
- The CRISIS will NOT impact any of the service package processing or timelines that are ongoing at the 'home' Community Center.
- Once the CRISIS has been resolved (or during the CRISIS period) Community Center #2 will determine if services need to be continued at their center, or if the consumer will return to their 'home' Community Center.
  - Community Center #2 will not be required to discharge the consumer, because this CRISIS event is NOT considered an RDM 'intake' event.
  - If Community Center #2 determines that the consumer will remain in treatment at their center they will be required to contact Community Center #1 and have the consumer discharged.
  - After the discharge is completed at Community Center #1, then Community Center #2 will need to complete the assessment process as a 'new' intake.

<u>CRISIS Consumer on a Waiting List:</u> Consumers that are presently assessed with an LOCA=8 (waiting list) that go into a CRISIS situation will be tracked in WebCARE with the 'E'= CRISIS Assessment Type Code. This will facilitate identified program needs:

- Consumers will be allowed to remain on the waiting list and will not have to loose their position/place in line for services.
- This will no longer be completed as an 'Update' TRAG assessment.
- This will be treated as a special event, and the processing timeframes for consumer on a waiting list will remain in effect.
- This 'E' Assessment Type CRISIS event will be treated as a separate event.
- If the consumer needs additional services the Community Center should complete an 'Update' TRAG assessment, and the consumer should be placed in the appropriate Service Package.

<u>Consumers Currently Receiving Services:</u> If a consumer is presently receiving services, i.e., in a Service Package, CRISIS services are included in the package and will require no additional data entry specifically for CRISIS. If the consumer needs to be reassessed at the time of CRISIS this should be done as appropriate and the LOCR and LOCA should be entered into WebCARE.

<u>New Consumers Not Presently Receiving Services:</u> If a new consumer (NO RDM assessment in WebCARE) in CRISIS presents themselves at a Community Center the consumer should be assessed and treated.

- The Community Center will complete the RDM assessment using the new Assessment Type Code of 'E' = CRISIS.
- The timeline for CRISIS resolution is 7 days.
- After the 7-day timeframe the Community Center will need to reevaluate the consumer. If the consumer needs additional services an 'Intake' TRAG assessment should be completed and the consumer should be placed in the appropriate Service Package.