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Revised Date: 3/9/2017

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## **North Sound Behavioral Health Organization**

### **Section 1700 – Crisis Services: Crisis Services – General Policy**

Authorizing Source: WAC 388-877A-0200, 0230, 0240 and 0260; North Sound BHO/ICRS Management agreement

Cancels:

See Also: Provider must comply with this policy and may develop individualized implementation guidelines as needed

Approved by: Executive Director

Responsible Staff: Deputy Director

Signature:

Date: 7/17/2017

#### **POLICY #1704.00**

#### **SUBJECT: CRISIS SERVICES – GENERAL POLICY**

#### **PURPOSE**

To provide an integrated, coordinated and seamless crisis response system for the North Sound Behavioral Health Organization (North Sound BHO) and its member counties: Island, San Juan, Skagit, Snohomish and Whatcom (North Sound BHO Service Area).

#### **POLICY**

Crisis Services are an integrated system of voluntary and involuntary short-term emergency behavioral health services provided by professional crisis responders, available 24-hours a day/7 days a week to anyone in the North Sound Region by calling 1-800-584-3578. Crisis Services are aimed at resolving crises rapidly using the least restrictive setting that assures individual, family/natural supports, staff and public safety.

#### **PROCEDURE**

1. North Sound BHO intends Integrated Crisis Response Services (ICRS) will be delivered in accordance with WAC 388-877A-0200, 0240, North Sound BHO contract and the following Substance Abuse and Mental Health Administration (SAMHSA) principles:
  - a. ICRS will deliver timely access to supports and services throughout North Sound BHO for children and adults;
  - b. ICRS will have the capacity to provide outreach when an individual cannot come to a traditional service site;
  - c. A crisis is self-defined or a situation where an individual is acutely mentally ill, or experiencing serious disruption in cognitive, volitional, psychological, and/or neurophysiologic functioning;
  - d. Individuals experiencing a psychiatric crisis will be stabilized in the least restrictive manner and setting, preserving the individual's connectedness to his or her world;
  - e. Adequate time will be spent with the individual and families to assist in resolution of the crisis;
  - f. ICRS will develop strength-based plans with the individual and natural supports in resolution of the crisis;

- g. Interventions will consider the whole context of the individual's plan of services;
  - h. ICRS services will be performed in a culturally competent manner;
  - i. Rights are respected;
  - j. ICRS services are trauma informed;
  - k. Helping the individual regain a sense of control is a priority;
  - l. When peer support is available (directly or via referral), offering opportunity for contact with others whose personal experiences with behavioral health crisis allow an ability to convey a sense of hopefulness;
  - m. ICRS will be prepared to refer to a variety of services and supports;
  - n. Delivery of services will be seamless and consistent throughout the region;
  - o. Recurring crises suggest a need to review the assessment, engagement, or plan of care;
  - p. Meaningful measures will be taken to reduce the likelihood of future crises.
2. Any individual is eligible for ICRS who is currently located in North Sound BHO Service Area, regardless of age, county of residence, enrollment status with another BHO, funding source, and/or ability to pay.
3. ICRS SERVICE COMPONENTS – Crisis response services include both voluntary and involuntary options and are available 24 hours a day/7 days a week. These services are provided by the various members of ICRS, in coordination with the outpatient behavioral health providers to ensure continuity of care. An array of services available based on medical necessity is provided with the goal of serving the individual in the least restrictive environment possible to effectively and safely resolve the crisis.
- a. 24-hour telephone triage support;
  - b. During business hours, enrolled individuals' needs shall be addressed initially by primary behavioral health providers and supported, as needed, by emergency outreach and stabilization services;
  - c. Investigation for Involuntary Detention for behavioral disorders;
  - d. Outreach Services;
  - e. Peer Support Services;
  - f. 24-hour/7 day a week Access to Crisis Plans;
  - g. Emergency Walk-In Services during business hours;
  - h. Urgent Appointments;
  - i. Follow Up Contact;
  - j. Coordination and consultation with other service providers;
  - k. Coordination with Family and Other Natural Supports;
  - l. Crisis Triage and Stabilization (for adults only);
  - m. Referrals to Psychiatric and Emergency Medical Services;
  - n. Cross-System Coordination;
  - o. Cross-BHO Coordination;
  - p. Interpreter Services;
  - q. Protocol for referrals of an individual to a voluntary or involuntary treatment facility;
  - r. Protocol for arrangements for transportation to a voluntary or involuntary inpatient treatment facility.

4. North Sound BHO shall maintain and staff the ICRS Committee in accordance with North Sound BHO Quality Management Oversight Committee charter. This committee shall consist of ICRS management staff from county-specific behavioral health crisis response, community behavioral health systems, North Sound BHO and Volunteers of America (VOA). Additional representatives from other service systems and agencies may be invited to participate in this committee on an as needed basis.
5. The Regional ICRS Committee is responsible for establishing policies and procedures, including a documentation protocol that will be used by Contractors to ensure documentation of referral information, as well as, information detailing the services provided, to include transportation arrangements and the outcome of the intervention.
6. Voluntary Crisis Services and ITA Services are provided in accordance with federal and state laws including: the 1915(b) waiver, state administrative codes, Division of Behavioral Health and Recovery (DBHR) Contracts, North Sound BHO Contracts, attachments and policies established by the Regional ICRS Management Team.

#### **ATTACHMENTS**

None