When written in Chinese, the word CRISIS is composed of two characters: one represents danger and the other represents opportunity.

John F. Kennedy

Crisis Services
Bureau Of Behavioral Support
Pre-Test:

What is a Crisis?
State General Funds Crisis

V.

Crisis Supports

SGF Crisis
- Not paid through the DD Waiver.
- Usually requested by the provider agency.

Crisis Supports
- Paid through the DD Waiver to an approved Crisis Provider Agency (CPA).
- Usually requested by the CM.
Crisis Supports Providers

- Links of Life-SW
- Campo-SW
- Los Lunas Community Programs-M
- The New Beginnings-M
- Optihealth-M
- Dungarvin-M
- Benchmark Human Services-NE
How to request support

- Call Regional Crisis Specialist (after 5, call 505-250-4292) Remember: no retroactive approvals.
- The BBS gathers information from the caller and determines the appropriate response/determine approval or denial of support.
- Requests for Crisis Supports may require an emergency IDT prior to receipt of approval.
- BBS is responsible for determining the appropriate Tier in regards to Crisis Supports.
Crisis Support Tiers

• **Tier 1**: Training and technical assistance provided by the BBS or at times by the Regional Office. Review PBSA’s and PBSP’s, develop interim plans, referral to other supports/resources.

• **Tier 2**: On-site support and mentoring by BBS.

• **Tier 3**: Direct provision of CRS either in the individuals residence or in an alternate residential setting.
Crisis Supports Requirements
See Chapter 8 of the 2012 DD Waiver Standards

• Bi-monthly meetings.
• Weekly contact with the BBS.
• OR Clinical justification in IDT meeting minutes.
SGF Crisis Requirements

• Frequency of contact with the BBS is determined on a case by case basis by the BBS.
OR Requirements


• DDW Crisis Supports Prior Approval Memo or SGF Authorization Memo of Crisis Staffing; and

• IDT minutes from Crisis IDT that outline:
  • Specific reason(s) why the individual is in crisis; and
  • IDT attempts to remediate the situations, if any, before crisis IDT; and
  • Plan(s) to stabilize the situation, including how Crisis Supports will be used for that purpose; and
  • Proposed plan for fading supports.
How does a Provider agency become a Crisis Provider agency?

• Submission of a provider application through the provider enrollment unit:
  • Staffing—ensuring Crisis Response staff (CRS) available to respond on a 24/7 basis, including how the agency will ensure response to BBS within 30 minutes of a Crisis call
  • How information will be communicated to CRS
  • Policies for:
    • Orientation of agency management
    • Crisis prevention and intervention in accordance with BCIP policy
  • Description of Job position responsible for coordination and oversight of Crisis Support Services. To include how the following Crisis Supports service requirements fit into current agency operations.
How does a Provider agency become a Crisis Provider agency?

• 26+ hours of training for CRS
• Required orientation for upper and middle management
• Training in 1 DDSD approved emergency physical intervention method
• 1:1 or higher CRS to consumer ratio
• IDT coordination including weekly/bimonthly IDT meeting
• QA/QI program requirements
What does BBS look for in a Crisis provider agency?

• Overall Agency Competency
  • History of competence
  • Ability to respond effectively to needs of individuals
  • Staff trained in core curriculum
  • Relationships with families and guardians
  • Active, cooperative participation in team process, IDT/ISP decision making
  • Competent management of situations that result in psychiatric ER visits and repeated law enforcement involvement
What does BBS look for in a Crisis provider agency cont.?

• Sufficient staff
  • Ability to assume primary or exclusive short term staffing responsibility
  • Ability to ensure delivery of supports at the needed duration and intensity of the crisis intervention
  • Ability to ensure health and safety
  • Sufficient residential placement availability for temporary and/or long term inclusion
  • Sufficient staff to assist or support activities such as CCS, Vocational, and/or Community Membership
What does BBS look for in a Crisis provider agency cont.?

- Management Characteristics
  - Communication flows among all levels of management
  - A consistent, coherent value based culture respectful of individuals served and staff
  - All aspects of the organization are in agreement with the mission and practices
  - Company policies consistent with DDSD policies
What does BBS look for in a Crisis provider agency cont.?

- Relationship between potential provider and DDSD
  - History of working cooperatively with Regional office
  - Receptiveness to technical assistance, participation in quarterly meetings/TA's and a willingness to problem solve with RO
  - History of working cooperatively with the BBS