

WHEN WRITTEN IN CHINESE, THE WORD  
**CRISIS**

IS COMPOSED OF TWO CHARACTERS

ONE REPRESENTS

**DANGER**

AND THE OTHER REPRESENTS

**OPPORTUNITY**

危机

*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

<http://actnewmexico.org/downloads/IntroClinicalReviewServiceCriteria.pdf>

---

- 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 DDS 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