

## **An Outline for Adult Crisis Response Assessment**

*Some suggestions: Keep answers short when possible; make lists. Weight or prioritize issues if possible; some problems are bigger than others. Include information about costs and numbers of individuals affected when possible.*

### **A. Please describe the crisis services for adults now available in your community.**

1. Please describe what “adult mental health crises” look like. (Suicide attempt, violence in the community, disrupting community services, etc.)
2. When an adult is in a psychiatric crisis, who can the consumer or family call? (If there is more than one option, list them.)
3. What services are provided by the entity answering the phone?
4. How well do the telephone options work? Please explain.
5. After that phone call, what options does the consumer have?
  - a. Are any in-home services or interventions available? Please describe.
  - b. Are there any short-term stabilization services available? Please describe.
    - i. How far away is the nearest short term stabilization bed?
  - c. What other services are available? Please describe.
2. Are these service options adequate? Please explain.
3. What transportation is available in crisis situations?
  - a. Do health care providers (mental health or otherwise) provide transportation?
  - b. Do law enforcement authorities provide transportation?

What is the procedure for getting transportation from the police or sheriff's department?

How often do law enforcement authorities provide transportation to services for an adult in crisis in an average month?

1. Are the transportation options adequate? Please explain.
2. What are the consumer's service needs following resolution of the crisis?

3. Are the services available after resolution of the crisis adequate? Please explain.
4. How many civil commitments to the Montana State Hospital did your community see last year?
5. If possible, describe the community's experience with crisis response during the mental health managed care era and before. Have there been positive or negative developments since 1999, when mental health managed care ended?
6. Are there issues not addressed in the answers above? Please explain.

**B. Financial issues**

1. Please describe how ability to pay for adult crisis services affects access to those services for
  - a.. Adults insured by Medicaid.
  - b. Adults insured by the Mental Health Services Plan (MHSP).
  - c. Adults covered by other health insurance.
  - d. Uninsured adults without ability to pay out-of-pocket..

**C. Law enforcement response to adults in crisis.**

1. When are law enforcement authorities asked to respond to adults in mental health crises?
2. How many calls to respond to an adult in mental health crisis does the city police department and the sheriff's office get in an average month (or year)?
3. What is the law enforcement response to these calls?
  - How many police officers are required to respond to a call?
  - How long does it typically take to complete a response to a call (so that the officers are free to return to other responsibilities)?
  - Where do law enforcement officers take individuals in crisis? How far is that?
  - Do law enforcement officers receive mental health training? What does that training entail?

**D. Preventing crisis.**

1. Does the community have access to all the services it needs in order to prevent crises from occurring? What are these services?

2. What else is needed? (Consider options such as increased access to mental health professionals, peer support services, a safe place for people to go, more day treatment.)

**E. Priorities for strengthening adult crisis response.**

1. Please prioritize new adult crisis services you would like to see developed in your community.
  - a. Crisis stabilization beds: How many? Secure or non-secure or both? Located where?
  - b. Crisis response teams that come to the crisis site.
  - c. Other?
2. Are there improvements you would like to see in the current array of adult crisis response options? (For instance, mental health training for law enforcement or certain mental health workers, more crisis response hot lines, etc.) Please prioritize if possible.

(If possible, consider what new developments or improvements can be achieved through local efforts, and which ones require help from the State.)