

Crisis Process Flow

Youth presents to Community Mental Health Center (CMHC) not in crisis
 Child Needs Behavioral Support - CMHC coordinates with Managed Care Organization to define needed Services

Youth in Crisis

Call Family Crisis Response Help Line 1-833-441-2240
 Family Crisis Response to determine needed response based on assessment.

Youth in behavioral/emotional distress. Attempt to de-escalate.

Youth at imminent risk.

Utilize community resources and assess for waiver involvement

Family Crisis Response will determine if evidence of self-harm or harm to others has occurred. Contact EMS for medical care. ED contacts CMHC for assessment & referral to appropriate care.

Crisis de-escalated and youth diverted to community resources without dispatching the Mobile Crisis Response Team.

De-escalation fails. Mobile Crisis Response Team dispatched to de-escalate and make assessment.

CMHC/Private Provider and MCO coordinate with legal guardian or DCF, current placement and CMP/CPA to follow-up on community referrals and determine additional services needed and apply for appropriate waiver, if applicable.

Determined not to need Acute Hospitalization. Referral to community resources or subacute care.

Youth assessed for Acuity and referred for Acute Hospitalization – CMHC to assist with locating an open bed.

The CMHC/Private Provider, MCO will coordinate with legal guardian or DCF, current placement and CMP/CPA to develop a safety plan, continue to seek an open bed, and define additional services, any next steps needed by close of NEXT BUSINESS DAY at the latest.

Admit to Acute Hospital or State Institutional Alternative bed. Plan for discharge.

No bed available

