

## Mobile Crisis Program Goals

- Timely Response
- Reduction of unnecessary emergency department visits
- Reduction of unnecessary inpatient admissions and out of home placements
- Reduction of the number of Orders to Apprehend (OTAs) issued by probate judges
- Improving accessibility of mental health care for under-served populations

## Crisis Services with System of Care Values

- Early Intervention
- Collaboration among agencies including inter-agency crisis planning
- Individualized crisis planning
- Advocating for services in the least restrictive environment
- Focused on strengths and natural supports

*"They were fantastic! They were knowledgeable; they listened well. They even got to me quickly after the GCAL call! Thank you so much!"*

*Taken from a 2018 Customer Satisfaction Survey in Region 5*

*"I wish the BMCRS had been around years ago to help us. Now we know what to do!"*

*Taken from a 2019 Customer Satisfaction Survey in Region 6*

*"The crisis team made him feel like he was not alone in the world anymore and said he would pass crisis phone number on to other people!"*

*Taken from a 2019 Customer Satisfaction Survey in Region 2*

*"I'm doing much better today and I'm following their plan. The team was very helpful" Taken from a 2019 Customer Satisfaction Survey in Region 3*

## Blended Mobile Crisis Responses Services Contact

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A Crisis Has No Schedule.



## Blended Mobile Crisis Response Services

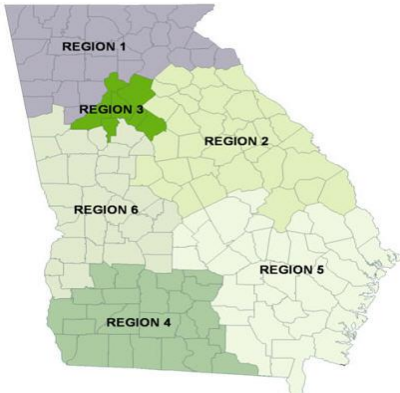
## What are Blended Mobile Crisis Response Services?

Blended Mobile Crisis Response Services (BMCRS) provides **FREE** 24/7 on-site Mental Health and Intellectual Developmental Disabilities (IDD) crisis intervention through assessment, de-escalation, consultation, safety planning, and referral with post-crisis follow-up to insure linkage with recommended service.

Our services are dedicated to providing timely crisis intervention and linkage to the appropriate service based on the strengths, needs, abilities, and preferences of the person served at their specific point of need and to mitigating any barriers or delays to access.

### Eligibility Requirements

- At least 4 years of age
- Presently in DBHDD Region 2,3,5,6
- Currently experiencing a mental health, substance abuse and/or developmental disability related crisis



## In Time of Crisis, You Are Not Alone

### What is a Crisis?

A crisis is any situation that requires prompt attention but is *not immediately life threatening*.

### For example:

- Escalating or worsening symptoms of diagnosed and/or undiagnosed mental illness, substance misuse and/or intellectual developmental disability
- Difficulty caring for oneself and/or impulsive behavior that presents a threat to safety
- Suicidal ideas, threats, plans, and/or behaviors
- Homicidal ideas, threats, plans, and/or behaviors

**If the situation is life threatening, please call 911 or go to the nearest emergency department.**

### How to Access Services?

ALL BMCRS are dispatched through the Georgia Crisis and Access Line (GCAL) at **1-800-715-4225**.

### What to expect from GCAL?

When you call GCAL, you will speak with a trained professional, who will gather the following information:

- Demographics (to include insurance)
- Crisis Location
- Nature of Crisis
- Level of Risk
- Treatment History (to include medication)

## What to expect from BMCRS

Once dispatched, a member of the BMCRS team will make contact to give the estimated time of arrival.

BMCRS will respond with a licensed clinician and paraprofessional. Once on-site, BMCRS will:

- Identify the Presenting Issue(s)
- Complete a Crisis Assessment to include: Mental Status, Risk Assessment, Medical Issues, Substance Use, and Treatment History & Response
- Gather information regarding stressors and supports
- Determine the most appropriate service for linkage
- Develop a Safety Plan
- Linkage to IDD Services, if indicated

### What Happens Next?

For individuals referred to inpatient services, BMCRS will work with GCAL or private providers to secure appropriate placement.

For individuals referred to outpatient services or other community-based services, The Care Navigator (a certified peer specialist) and/or a Field Care Consultant will provide follow-up until linkage is confirmed.