DAUPHIN COUNTY MH/MR PROGRAM
POLICY AND PROCEDURE

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<th>Department</th>
<th>MH</th>
<th>Policy No. 03-11</th>
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<td>MR</td>
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<td>Effective Date November 1, 2003</td>
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<tr>
<td>Admin</td>
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**Title:** Response Plan for Emergency Mental Health Services to Active Consumers Enrolled in the Dauphin County MH/MR System.

**Policy:** Dauphin County Crisis Intervention (CI) will ensure that requests for emergency mental health services for active persons enrolled in the Dauphin County MH/MR System will be responded to in an expedient manner. This may involve direct response by Crisis Staff or dispatch of appropriate case managers from the CMU.

**Definitions:**

**Active Consumers** - Persons who are formally enrolled for services in the Dauphin County MH/MR System.

**Administrative, Resource, Blended, Community Treatment Team, Intensive Case Management, MR Supports Coordinators** - various degrees of targeted case management services for adults and children who have mental illness or mental retardation.

**Procedure:**

1. All calls (from consumers, family members, police, emergency departments, etc.) received by the CI program will be assessed by crisis intervention staff members. Calls from or regarding consumers who are active consumers in the Dauphin County MH/MR system will be managed according to numbers two through four below.

2. Contacts regarding consumers who are active in Administrative Case Management: CI will handle the entire crisis response including hospitalization for all administrative case management consumers. Upon receiving a call from or about an administrative case management consumer who is experiencing a crisis, the CI worker should provide the necessary telephone, walk-in, or mobile crisis service. The CI worker should advise the administrative case management unit of all crisis episodes involving administrative case management clients as soon as possible.

3. Contact regarding consumers who are active in Resource Coordination, Community
Treatment Team (CTT), Blended Case Management, Intensive Case Management, MR Supports Coordinators: For crisis calls involving these targeted groups, the CI worker shall provide the initial telephone or walk-in crisis service. For calls requiring mobile crisis services, the CI worker should contact the appropriate case management unit and advise them of the crisis situation and request that a case manager respond along with the crisis worker (Resource Coordination, CTT, and MR Supports Coordinators are only available to respond during normal business hours). If the case manager cannot respond in a timely manner, either to the community or to the emergency department, the CI staff member must respond and handle the case until the case manager can assume accountability. There will be no delay in providing crisis services because the case manager is not available.

When the consumer is secure or stabilized in the community or when the consumer is safe at an emergency department of a hospital, the CI staff may contact the appropriate case manager or supports coordinator for additional or subsequent interventions and disposition. If the case management unit is not involved at all in the crisis response, the CI worker should advise the appropriate case manager or Support Coordinator of the crisis episode by the next regular business day.

4. The CI program will continue to facilitate all 302 commitments for all active and inactive consumers, including arranging the hospitalization.

5. Coordination of crisis contacts by active consumers who initiate contact at the CMU is managed by the coordination of this policy with the corresponding policy of the CMU, which is attached hereto and considered a part of this policy.