

Crisis Supports

Bureau of Behavioral Support

June 2023





What are Crisis Supports?

- ▶ Crisis Supports are designed to provide an intensive level of supports by trained staff to a person experience a behavioral or medical crisis.
 - ▶ Crisis Supports may be provided within the person's home or in an alternate residential setting.
 - ▶ Crisis Supports are paid through the DD Waiver to an approved Crisis Provider Agency. Request for Crisis Supports usually come from the Case Manager.
 - ▶ State General Funds (SGF) Crisis are not paid through the DD Waiver and are determined on a case-by-case basis. These supports can not be a duplication of existing DD Waiver services. Request for SGF Crisis usually come from the Provider Agency.
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Crisis Supports Requirements

- ▶ IDT minutes from Crisis IDT should include:
 - ▶ Specific reason (s) why team deems the individual to be in crisis.
 - ▶ IDT attempts to remediate the situation before crisis IDT.
 - ▶ Plan(s) to stabilize the situation, including how Crisis Supports will be used for the stabilization.
 - ▶ Proposed timeline and plan for fading supports.
 - ▶ Inclusion of Regional Crisis Specialist or Statewide Crisis Coordinator/Administrator.
- ▶ After hours emergency Crisis Supports request should be directed to the BBS Crisis Line at (505) 250-4292
 - ▶ Remember-no retroactive approvals are permitted.
 - ▶ An emergency IDT may be required prior to receipt of approval.

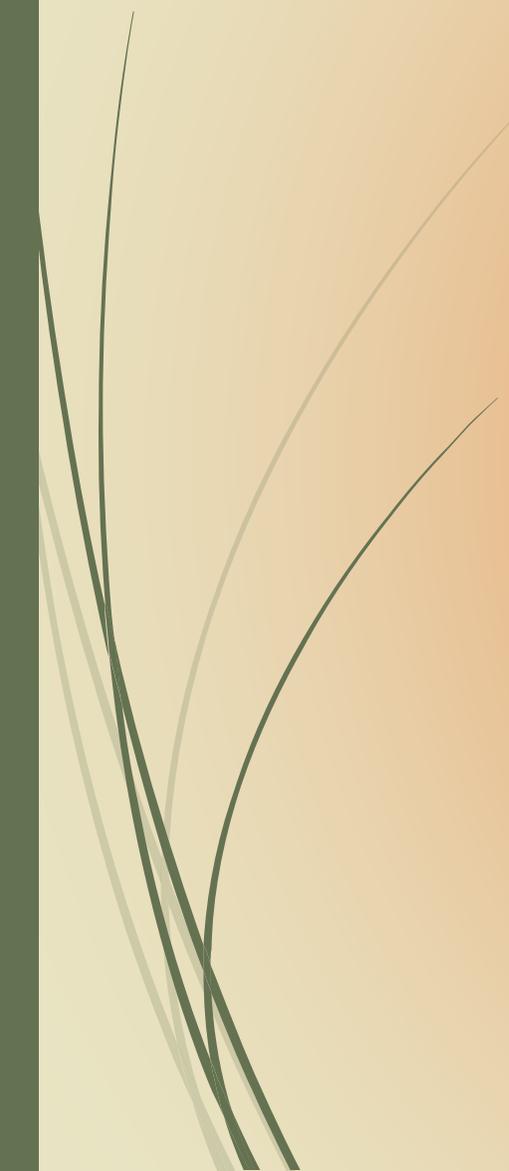


How to request Crisis Support

- ▶ Information should be compiled into a Request for Crisis Supports justification letter and submitted to Statewide Crisis Coordinator/Administrator via secure communication.
- ▶ Written prior approval for Crisis Supports or SGF Crisis will be provided to the requestor.
- ▶ Biweekly meetings with BBS are mandatory.
- ▶ Request for continued Crisis Supports or SGF Crisis must be received prior to the expiration of the current request.
- ▶ Crisis Supports funding cannot exceed 90 days per ISP year without the approval of the DDSD Director or designee.



Crisis Provider Agency Requirements

- ▶ 26+ hours of training for Crisis Response Staff (CRS)
 - ▶ Required orientation for senior and middle management
 - ▶ Training in 1 DDSD approved emergency physical intervention method
 - ▶ Mandt system
 - ▶ Handle with care
 - ▶ Crisis Prevention Institute (CPI)
 - ▶ 1:1 or higher CRS to consumer ratio
 - ▶ Develop and maintain an active QA/QI Program
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Crisis Support Providers

- ▶ Dungarvin: Albuquerque, NM (505) 998-1060
- ▶ Los Lunas Community Programs (LLCP): Los Lunas, NM (505) 238-0296
- ▶ Quality Life Services (QLS): Las Cruces, NM (575) 652-4329
- ▶ The New Beginnings (TNB): Albuquerque, NM (505) 797-3359

- ▶ Contact BBS for specific SGF Safety Net BSC Service Provider needs
 - ▶ Susan Seefeldt, Bureau Chief: Susan.Seefeldt@doh.nm.gov
 - ▶ Heather Clark, Statewide Clinical Director: Heather.Clark@doh.nm.gov
 - ▶ Gabriel Vigil, Statewide Crisis Coordinator/Administrator Supervisor: Ggabriel.Vigil@doh.nm.gov