

(was MCCMH Policy 2-03-011)

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Chapter: **CLINICAL PRACTICE**  
Title: **CRISIS INTERVENTION SERVICES**

Prior Approval Date: N/A  
Current Approval Date: 12/7/04

Approved by: \_\_\_\_\_  
Executive Director Date

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**I. Abstract**

This policy establishes the standards of the Macomb County Community Mental Health Board (MCCMH) for mental health emergency/crisis responses.

**II. Application**

This policy shall apply to all directly-operated and contract network providers of the MCCMH Board.

**III. Policy**

It is the policy of the MCCMH Board that mental health emergency/crisis intervention services shall be provided and facilitated for the residents of Macomb County (i.e. registered and non-registered consumers) upon request. Services shall be provided through the MCCMH Emergency Response Network working in conjunction with other Macomb County community human services providers in response to crisis needs.

**IV. Definitions**

**A. Consumer-Registered**

Any individual provided a face-to-face intake and assigned a provider case number.

**B. Consumer-Non-Registered**

Any individual provided service who, generally, has not been assigned a provider case number and no prior record of clinical services.

**NOTE:** The individual may have a provider case number as long as he/she does not have a current open service episode. If a provider case number exists, it should be used for documentation even if no current episode exists since the crisis intervention service could lead to a referral and an open episode.

**C. Crisis**

A situation in which a person is suffering from an acute problem of disturbed thought, behavior, mood or social relationship which requires immediate intervention as defined by the consumer, the consumer's family or social unit, or provider staff.

**D. Emergency Response Network**

Emergency response services embedded within and among provider programs where linkage for follow-up services can occur quickly. The MCCMH Emergency Response Network includes the following:

1. 24 hour telephone Crisis Center  
Provides counseling and referral to all community resident upon request and crisis back-up for consumers enrolled in MCCMH programs and services during non-business hours.
2. Emergency Psychiatric Service (Adults) - St. Joseph Hospital  
Provides 24 hour, hospital-based face-to-face crisis intervention service. It evaluates adults who may need admission to publicly supported psychiatric inpatient care.
3. Harbor Oaks Hospital (after referral from the MCCMH Access Center)  
Provides evaluation services for children, adolescents, and their families to determine the need for local psychiatric inpatient care.
4. Out-Patient Initial Assessment Services - FIRST-North, FIRST-Southeast, FIRST-Southwest  
Provides face-to-face crisis intervention service during regular working hours. Crisis intervention services may consist of a series of intense crisis intervention treatment sessions provided over a short period of time.
5. Macomb Emergency Response Group (MERG) (disaster planning preparedness)  
Is a trained multi-disciplinary team that responds to disasters and crisis situations which involve community members. These may include suicide(s), homicide(s), fires, industrial accidents, tornadoes, or plane crashes etc. MERG's purpose is to help restabilize work, school and community environments and reduce/remediate the stress reactions caused by community crisis events.

**V. Standards**

- A. Procedural guidelines for the MCCMH Macomb Emergency Response Group (MERG) shall be contained in the MCCMH Crisis Center Manual.
- B. Each provider shall maintain written procedural guidelines which address the provision of crisis intervention services to registered MCCMH consumers receiving services from said provider.
- C. Each provider which functions as a Behavioral Health central intake/access point shall maintain written procedural guidelines which address the provision of crisis intervention services to members of the community at large (i.e. non-registered consumers.)

**VI. Procedures**

- A. Procedures shall be contained in Provider manuals.

**VII. References / Legal Authority**

- A. Commission on Accreditation Rehabilitation Facilities (CARF) 2004 Standards Manual, §4.F. Crisis Intervention, pp. 122-123

**VIII. Exhibits**

- A. None.