

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

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Chief Executive Officer Date

Approved by: Al Lorenzo 11/17/2025  
County Executive Office Date

## I. ABSTRACT

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

## II. APPLICATION

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

## III. POLICY

It is the policy of MCCMH that mental health emergency/crisis intervention services be provided and facilitated for all those seeking such services (i.e. registered and non-registered persons served) upon request. Services shall be provided through the MCCMH Emergency Response Network working in conjunction with other Macomb County community providers in response to crisis prevention, response, and postvention services.

## IV. DEFINITIONS

### A. 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 person served, their family or social unit, or provider staff.

### B. Emergency Response Network

Emergency response services embedded within and among provider programs where linkage for follow-up services can occur quickly.

### C. Individual Registered

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

D. Individual Non-Registered

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

NOTE: The individual may have an assigned case number if he/she does not have a current open service episode. If a 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.

## V. STANDARDS

A. The MCCMH Emergency Response Network includes the following:

1. 24-hour Telephone Crisis Center  
Provides crisis counseling and referral to all community residents upon request and crisis back-up for persons served enrolled in MCCMH programs and services during non-business hours.
2. Evaluation-Based Services  
Provides evaluation services for children, adolescents, and their families to determine the need for local psychiatric inpatient care.
3. Outpatient Initial Assessment Services  
Provides face-to-face crisis intervention service during regular working hours with expanded walk-in hours at designated locations. Crisis intervention services may consist of a series of intense crisis intervention treatment sessions provided over a short period of time.
4. Critical Incident Stress Management (CISM)  
An intervention protocol designed to help those who have experienced trauma due to disasters or crisis situations involving community members. These may include suicides, homicides, fires, industrial accidents, tornadoes, plane crashes, community shootings, etc. CISM's purpose is to restabilize work, school, and community environments and reduce/remediate stress reactions caused by community crisis events.
5. 24-hour Mobile Crisis – Adult and Children's  
A case manager, therapist, and/or a peer or parent support partner trained to support people in a crisis are deployed together. If a case manager and/or peer or parent support partner are deployed, a therapist is available for consultation/assessment. This team works with the individual/family to develop a safety plan to resolve the immediate crisis and/or to prevent hospitalization.

## VI. PROCEDURES

- A. Procedural guidelines for the MCCMH Critical Incident Stress Management (CISM) group 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 individuals receiving services.

- C. Each provider that functions as a Certified Community Behavioral Health Center (CCBHC), Designated Collaborating Organization (DCO), or 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 individuals).

## **VII. REFERENCES / LEGAL AUTHORITY**

Commission on Accreditation Rehabilitation Facilities (CARF) Standards Manual, in effect and as amended

## **VIII. EXHIBITS**

None.