

ATTACHMENT A

Columbiana County Mobile Crisis Response Team (CRT)

Program Goals:

1. Facilitate timely access to face-to-face crisis services for individuals experiencing a mental health (MH) or substance abuse disorder (SUD) crisis
2. Provide crisis services in the least restrictive environment and maintain the person in the community whenever safely possible
3. Assist individuals in returning to a baseline level of functioning, preventing self-harm or harm to others, and connecting to sources of personal, social and community support services

Eligibility:

Any adult (individual 18 years or older) in Columbiana County (Pilot Salem area), who is experiencing a mental health or substance use crisis is eligible for CRT services

Any family member who is involved with a crisis for Mental Health and/or Substance Use Disorder in Columbiana County may also be served by the CRT

Training/certification requirements:

All Peer Supporters must be certified by the State of Ohio as Certified Peer Recovery Supporters and meet employer hiring criteria. In addition, the training outlined below may be recommended and/or required:

Crisis Intervention and De-escalation

CPR/First Aid

QPR (Question, Persuade, Refer)

Mental Health First Aid

Trauma-Informed Care

Motivational Interviewing – included in their peer certification training

Crisis Intervention Team (CIT) Training (as available)

Ride-alongs with law enforcement agencies

Orientation at local hospital setting to include Crisis Response Center

Other training, as appropriate (e.g., depression/lethality assessment, safety planning, etc.)

All team members will wear appropriate identification.

Policies and Procedures:

1. HelpNetwork of NEO will follow current procedures when a 211 or hotline call is received during the pilot project hours: contact the on-call Crisis worker through The Counseling Center to determine what follow-up is needed.

If The Counseling Center receives an after-hours crisis call on a Salem area resident during pilot program hours, the on-call clinician can call the Crisis Peer Supporter and request the completion of an initial screening. Crisis Peer Supporter will then provide the clinician with updated information to determine if the clinician needs to follow up in person.

2. If Salem Police Department receives a call through dispatch during program pilot hours, dispatcher and/or law enforcement officers (LEOs) will determine if there is MH or SUD involvement and call Nick Wade, Crisis Peer Supporter, on his cell 330-540-7655, as appropriate.
3. Law enforcement and Peer Supporter will determine whether to meet at the:
 - a. Crisis Response Center at the Salem Regional Medical Center (SRMC) **OR**
 - b. In the community--based on information provided by LEO and safety assessment, including suicide lethality
 - c. NOTE: Law enforcement officers will remain on site until client calms and situation is deemed safe or further measures are taken (e.g., hospitalization, transport to treatment/detox unit, etc.).
4. Crisis Peer Supporter will gather information and complete a basic screening of current situation and needs – Complete the **Crisis Response Form (upon return to office at the hospital)**
 - a. Nature of the presenting problem will be checked, followed by a brief narrative describing nature of the problem. A functional description of the person's MH/SUD needs will be determined. Crisis Peer Supporter will reach out to Counseling Center Clinician on-call to review the information obtained on crisis contacts and identify additional steps to be taken, as applicable.
 1. If determined that a clinical evaluation is not needed, the Crisis Peer Supporter will help to de-escalate, provide calming interventions, develop safety plan and make community connections for client. Client will receive a copy of the developed plan, along with any resource information deemed appropriate in the moment. Release of Information forms will be completed, as appropriate.
 2. If determined that a clinical evaluation is needed, the Counseling Center Clinician will respond to the identified community location or the Crisis Response Center to further evaluate.
 3. Counseling Center staff will follow current protocols, complete necessary forms, and FAX to The Counseling Center; The Counseling Center staff will follow up next business day and make appointments, as needed.
 4. Crisis Peer Supporter will also do follow-up calls, as appropriate.
 - b. If the situation is such that the Crisis Peer Supporter is unable to engage with person due to the symptoms they are experiencing, the Peer Supporter may also provide support to engage family members in the situation, thereby allowing law enforcement or EMS to ensure the well-being and safety of the individual.
 - c. If someone is discharged from the Salem Emergency Department (ED), ED staff could contact the Crisis Peer Supporter to engage/educate patient about resources and/or recovery supports available in Columbiana County, as well as assist in making referrals, if indicated.
 - d. Appropriate documentation will be completed by all Crisis Response Team members. One copy will remain in locked filing cabinet at the Crisis Response Center office and one copy will be sent to The Counseling Center to provide for billing and further follow-up, if needed.

All policies and procedures will be subject to review and revision by the Crisis Response Team, as needed.

6/3/21