



Interpretative Guidelines  
Office of Licensing  
Case Management Crisis Plans- *Regulation 1240*

*Case management Regulation 1240* requires development of a crisis plan consistent with the individual's assessment and individualized service plan.

A *crisis plan* is defined as a plan that includes an individual's preferences regarding treatment in an emergency.

In the licensing definitions, "*crisis*" is defined as a deteriorating or unstable situation often developing suddenly or rapidly that produces acute, heightened, emotional, mental, physical, medical, or behavioral distress; or any situation or circumstance in which the individual perceives or experiences a sudden loss of his ability to use effective problem-solving and coping skills.

The intent of the requirement for a crisis plan is to develop a plan with an individual prior to a crisis actually occurring. This is a form of emergency preparedness, so to speak, in terms of treatment planning. It allows for the individual's input when he or she may be better able to give it in a non-crisis environment. Crisis plans have been most frequently used with individuals with mental illness, but can be used for other individuals served in licensed services who are likely to experience a crisis as defined in the regulations.

Crisis plans do not need to be developed for every individual served by case management. The need to develop them is based on an individualized assessment of the individual and the individual's service plan. If the assessment/reassessment of an individual indicates the likelihood to a crisis as defined above, the case manager would develop a crisis plan incorporating the individual's preferences in regard to "treatment" during the emergency. The requirement to consider individual preferences is no different in a crisis plan than it is in the development of an ISP. The provider will define how a crisis plan will be documented; i.e., in the ISP, a progress note, emergency medical form or other form. The licensing specialist would expect to see a crisis plan in the record of an individual with a recent history of crises or an assessment that indicates the potential for crises.

Examples of when a Crisis Plan Would be Required:

- ❑ An individual has a mental illness diagnosis and frequently decompensates to the point he meets the definition of a crisis. The case manager would develop a plan with the individual when he or she is not as severely ill defining the plan for treatment in the event of an emergency. This could include preferred treatment location and who should be contacted.
- ❑ A person with mental retardation has behavior that sometimes makes him a danger to others and disrupts his living situation. The case manager would develop a crisis plan with input from the individual, LAR, and/or guardian, as

appropriate, as to what steps they should attempt to take to address a behavioral crisis.

- An individual has a severe and unstable psychiatric or medical condition, lives independently or in a setting where these needs are not monitored, and is unable or unwilling to comply consistently with a medical regime or take medications as prescribed. This results in frequent hospitalizations. Along with developing a plan to prevent these crises from occurring, the case manager would develop a crisis plan with the individual and appropriate others should the individual require emergency treatment.