

Crisis Continuum Update December 2022

There has been some delay in developing continuum updates due to the rapid nature of developments in the crisis system. Our intent will be to provide these updates with a higher cadence moving forward and to house updates on the DBHDS website <https://dbhds.virginia.gov/crisis-services/>.

Attached is the DBHDS Crisis Assessment. The DBHDS defined assessment can be used to open multiple service areas. If Mobile Crisis Completes the assessment, it could be used at the intake for either Community Based Stabilization, 23 Hour Observation, or RCSU.

Please reference the rubric attached as it relates to required crisis documentation.

*See Notes	Service Needed For				Completed By (C)/ Signed By (S)				Required By			Notes
	Mobile Crisis	Community Based Stabilization	23 Hour Stabilization	RCSU	LMHP	QMHP	CPSC	DBHDS Crisis	DBHDS Licensing	DMAS		
Crisis Education and Prevention Plan	*	X*	X*	X*	S	C						Revision of an existing CEPP will satisfy the requirements for a safety plan in the event one is available. A CEPP does continue to be required for REACH services.
Safety Plan	X	*	*	*				X	X	X		A provider may use their CEPP as their safety plan, as required in 12VAC35-105-665.6 if it addresses identified risk to the individual or others. However, if the individual is identified at risk of falls, the falls risk plan must be located in the service plan.
DBHDS Defined Assessment or Comprehensive Needs assessment	X	X	X	X	C			X	X	X		The DBHDS defined assessment can be used to open multiple service areas. If Mobile Crisis Completes the assessment, it could be used at the intake for either Community Based Stabilization, 23 Hour Observation, or RCSU.
Preadmission Screening*	X	X	X	X			C	X				If a preadmissions screening is completed and designates another service area as the appropriate intervention, it could be used at the intake for either Community Based Stabilization, 23 Hour Observation, or RCSU. The preadmission screening must be directly supervised and signed off on by a fully licensed LMHP and updated at the admission to the other service area.
Individualized Service Plan*	X*	X	X	X	S	C			X			DMAS requires an ISP for Community Stab and RCSU for continued stay requests. *ISP are not required for Preadmission Screening

Trainings:

Mobile Crisis trainings continue to be conducted throughout the Commonwealth. They currently are conducted as either an adult or child core training, a shorter hybrid training can be completed if you are part of a team that is providing services to both populations and have complete one of the core adult or child trainings. We are currently reviewing the trainings to make content updates available. We expect to have version 2.0 out in in early 2023.

The Mobile Crisis Training is only required for providers of Mobile Crisis Response. The deadline for your initial training is currently slated for the end June 30th of 2023. Starting July 1st of 2023, you will have to have evidence of this training to remain active on the crisis data platform for dispatch/service delivery.

As stated in the February Crisis Continuum Update, if you are currently working in a CSB Emergency Services, **the certification as a preadmission screener meets the requirements for the Adult Mobile Crisis Training and fully meets the requirements to conduct mobile crisis response as it pertains preadmission screening as outlined by the DMAS MNC.** A certified preadmission screener will only take the Children's Mobile Crisis Training if they plan to provide BRAVO mobile crisis response services in addition to emergency services.

Regional Crisis Call Centers

Mobile Dispatch of services

The mobile dispatch and referral of mobile crisis response is still in development for the crisis data platform. We have started piloting mobile dispatch with select teams to finalize the mobile dispatch module of the crisis data platform. We will slowly add teams by region as functionality and stability can be verified by region. This will occur over several months.

MOU's:

CSBs that are only providing code mandated Emergency Services (prescreening) do not need to have MOUs with the regional hubs, even though they are billing under Mobile Crisis.

- a. If a provider (except CSBs) is already providing Mobile Crisis or Community Stabilization, they must have a signed MOU in place, or they cannot provide the service or seek reimbursement from DMAS/MCOs until one is signed and submitted to the health plan.
- b. A new provider must have a signed MOU before they start to provide/bill for the service and be appropriately licensed by DBHDS.
- c. It is the provider's responsibility to present the fully executed MOU to the health plan.
- d. Currently, Community Stabilization requires an MOU, but there is not a required training. 23-Hour Stabilization and RCSU do not require either an MOU or training.

Virginia's Crisis Data Platform:

In efforts to support the stabilization and ease of platform use, we have put a pause on module development so that stability and the Mobile Dispatch efforts may be prioritized. Efforts related to the Bed Registry module are running analogous to this process and currently utilize a different development team.

Support for the platform is provided 24/7, and we recommend contacting BHL directly so that timely responses and a better cataloguing of issues can be achieved. Below are the contact details, and most calls are responded to within 10 minutes but may take longer in high volume situations.

Email

Support info:

BHL Customer Support (email)

customersupport@ihrcorp.com

Phone Number

Support info:

BHL Customer Support (Call or Text)

828-540-3546

Additionally, the platform training videos can now be accessed on the platform, just click on support in the left-hand window:

