Georgia Crisis Response System for Individuals with Developmental Disabilities (GCRS-DD)

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Georgia Division of Developmental Disabilities
What is the GCRS-DD?

- Provides time-limited home and community based crisis services.

- Provides an alternative to institutional placement, emergency room care, and/or law enforcement involvement including incarceration.
How was the GCRS-DD designed?

- Formed work group of stakeholders
- Divided into sub-groups for design areas
- Developed draft plan
- Posted draft plan on web for input
- Revised draft plan based on input
GCRS-DD Standards Development

- Based on draft plan for GCRS-DD
- Built on clinical standards of practice
- Formed for each component of system
What Should I Expect from GCRS-DD

- Georgia Crisis Access Line (GCAL)
  - Initial Assessment
  - Telephonic Resolution
  - Mobile Crisis Team Dispatch

- Mobile Crisis Team Support
  - Arrival Time of 1.5 hours or less
  - Assessment
  - On-site Resolution if possible
What Should I Expect from GCRS-DD

- **Intensive In-home Supports**
  - Team works with Family or Provider to provide time limited supports in individual’s home
  - Discharge Planning / Training

- **Intensive Out of Home Supports**
  - Transportation of Individual to and from Crisis Home
  - Partnership with Crisis Home Staff
  - Discharge Planning / Training
Who is eligible for GCRS-DD Services?

An individual five years or older with:

- documented evidence of an intellectual/developmental disability prior to age 18
- related developmental disability diagnosis prior to age 22
- screening indicative of a developmental disability for other individuals.
When is the GCRS-DD to be used?

As a last resort undergoing an acute crisis described as follows:
How is the GCRS-DD to be used? Continued

- The individual is an imminent harm to self or others.
- The individual is in need of immediate care, evaluation, stabilization or treatment due to the risk.
- The individual has no available appropriate community supports to meet his or her needs.
Georgia Crisis Access Line (GCAL)
Intake Requirements- GCAL

- GCAL staff should attempt to resolve the crisis situation through telephonic crisis intervention.

- If the call originates from a DD service provider, GCAL is to engage that provider during the resolution of the crisis,
Intake Requirements- GCAL (Cont’d)

- For individuals **currently** receiving supports and services, GCAL notifies the Regional Office, DD Service Provider, and Support Coordination Agency within 24 hours of receiving a crisis call.

- For individual **not currently** receiving supports and services, GCAL is to make a referral to the Regional I&E Team within 24 hours.
Intake Requirements- GCAL (Cont’d)

When unsuccessful in resolving the crisis telephonically and an in-person intervention is needed:

- GCAL will dispatch the appropriate DD Mobile Crisis Team.
- GCAL immediately contacts the Regional Office, SC Agency or SSC/PLA Supervisor, and the DD service provider.
Mobile Crisis Team (MCT)
Mobile Crisis Team Requirements

An MCT consist of at least three team members including:

- a Licensed Clinical Social Worker (LCSW), behavior specialist, and a direct support staff.
- Other team members may include: a registered nurse, an additional social worker (MSW), safety officer, or additional direct support staff.
- In addition, a physician will be available for consultation if needed
Mobile Crisis Team Responsibilities

The DD Mobile Crisis Team is to:

- Arrive on site within 1 ½ hours of the GCAL dispatch.
- Assess the situation for health and safety risk related to the individual and/or others.
- Consult with medical professionals prior to recommending Intensive Crisis Supports.
Mobile Crisis Team Responsibilities (Cont’d)

- Complete comprehensive assessments
- Interview the individual, care providers and/or family members,
- Observe the current environment,
- Review behavior and individual support plans.
Mobile Crisis Team Responsibilities (Cont’d)

When the DD Mobile Crisis Team makes a disposition the LCSW communicates recommendations within 24 hours to:

- Individuals, Families/Caregivers,
- Support Coordination Agencies, Provider Agencies,
- Regional Office I & E Teams, and Planning List Supervisors
Intensive Crisis Support Services
Intensive Crisis Support Services

Intensive In-Home and Out-of-Home Supports:

- Are time-limited

- Not to exceed 7 calendar days
Intensive Crisis Support Services (Cont’d)

Intensive Crisis Supports are specialized services that provide:

- Interventions to an individual due to need for supports or for protection of others,

- The recipient the opportunity to remain in the community,

- Enhanced opportunities for the family/provider to meet the needs of the individual.
Criteria for Intensive Services

In-home VS. Out-Of-Home
Intensive In-Home Supports

1. Mobile team unable to mitigate crisis in reasonable time
   OR

2. Crisis resolved but environment or individual’s lack of skills make another crisis imminent
   AND

3. Caregiver or provider staff not capable of providing necessary intervention and protection for individual or others in the home
   AND

4. Intensive supports will allow individual to avoid institutional placement
Intensive Out-of-Home Supports

1. All of the Intensive in-home supports criteria AND

2. The safety of others living in the home cannot be maintained through Intensive In-Home Supports OR

3. Extensive environmental modifications are needed as a result of the crisis and the individual cannot reside in home during that time
Intensive In-Home Support Service
Intensive In-Home Supports

- Services include but not limited to:
  - Implementation of behavior intervention strategies, safety plans, or behavior plans
  - Provision of one-to-one support
  - Modeling of interventions with family or provider staff
  - Assistance with environmental adaptations
  - Accompanying individual to appointments related to crisis response
Intensive In-Home Supports

- Staffing:
  - Up to 24 hours per day, 7 days per week
  - Intensity should decrease over 7 calendar days
Intensive Out-of-Home Support Service
Intensive Out-of-Home Support Service

- Individuals under the age of 18 years are served in a Temporary & Immediate Supports Home (TIS).

- Intensive Out-of-Home Supports are to:
  - Stabilize the individual through nursing and behavioral supports,
  - On a time-limited basis not to exceed 7 days,
  - Serve no more than four individuals simultaneously.
What is Expected of the Provider

- Utilize the system for unplanned events or failed crisis/safety plans ONLY

- Partner with the Mobile Crisis Team and Intensive Support Services Staff

- Implement recommendations made by crisis system staff
DD Crisis Response System Quality Review

- GCRS-DD Providers must comply with the Operating and Clinical Standards and the Community Services Standards for DD Provider.

- Prior to operating the GCRS and Intensive Out-of-Home Crisis Support Homes, an on-site quality review of the crisis support home is conducted by the DD Provider Compliance Unit.

- A Provisional Certificate of Compliance demonstrating approval to provide the intensive out of home support services is required to provide services.
Approximately six months after the initial review, a comprehensive review will be conducted to ensure adherence to both the Operating and Clinical Standards and the Community Services Standards for DD Provider and the implementation of the program requirements.

A Certificate of Compliance up to two years will be given for achieving full compliance with the standards requirements.
What is Expected of the Provider

- Make plans to avoid future use of the system for the same situation and/or individual
  - The goal is for you to be equipped to handle individuals you serve on your own
Outcomes
(June 1, 2011 – March 31, 2012)
Calls to Georgia Crisis Response System
Data (June 1, 2011 – June 30, 2012)

- 3076 calls to Georgia Crisis Access Line (GCAL)
  - 57% were crisis calls.
  - 74% of Crisis Calls had DD as Primary Presentation
  - 36% of Crisis Call had MH as Primary Presentation.
Call Breakdown by Region

Total Number of Calls by Region

- Region1: 360 (12%)
- Region2: 376 (12%)
- Region3: 679 (22%)
- Region4: 314 (10%)
- Region5: 379 (12%)
- Region6: 987 (32%)

Total: 3076

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Call Breakdown by Region

Total Number of Calls by Region

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<th>Region</th>
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Call Breakout by Supports

Call Breakout
Georgia Crisis Response System Call Data, June 1, 2011 through June 30, 2012

- Total on NOW or COMP Waivers: 1749 (57%)
- Total on Planning Lists: 832 (27%)
- Total not in service: 509 (16%)

Legend:
- Total on NOW or COMP Waivers
- Total on Planning Lists
- Total not in service
Call Breakout by Supports

Call Breakout

Georgia Crisis Response System Call Data June 1, 2011 through June 30, 2012

- Total Number not in Services
- Total Number on NOW or COMP Waivers
- Total Number on Planning Lists

Graph showing trends from June 2011 to June 2012.
Emergency Room Calls

Total Number of ER Calls

- Region 1: 109 (14%)
- Region 2: 192 (25%)
- Region 3: 87 (11%)
- Region 4: 90 (12%)
- Region 5: 100 (13%)
- Region 6: 189 (25%)

Total: 747

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Emergency Room Calls

Total Number of ER Calls

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Calls with DD Presenting

Total Number of calls w/DD Presenting

- Region1: 167 (13%)
- Region2: 260 (20%)
- Region3: 156 (12%)
- Region4: 187 (15%)
- Region5: 171 (13%)
- Region6: 341 (27%)

Total: 1261

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Calls with DD Presenting

Total Number of calls w/DD Presenting

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Calls with MH Presenting

Total Number of calls w/MH Presenting

- Region 1: 82 (13%)
- Region 2: 154 (25%)
- Region 3: 70 (11%)
- Region 4: 49 (8%)
- Region 5: 84 (14%)
- Region 6: 177 (29%)

Total: 616

Georgia Crisis Response System Call Data/ June 1, 2011 through Jun 30, 2012
Calls with MH Presenting

Total Number of calls w/MH Presenting

- Region1: 82 (13%)
- Region2: 70 (11%)
- Region3: 49 (8%)
- Region4: 154 (25%)
- Region5: 84 (14%)
- Region6: 177 (29%)

Total: 616

Georgic Crisis Response System Call Data/June 1, 2011 through Jun 30, 2012
Crisis Calls

- 1711 Crisis Calls
  - 74% with DD Presenting
  - 35% with MH Presenting
  - 27% were under 18 years of age

- 815 (48%)Mobile Crisis Team Dispatches
  - 25% of Dispatches were under 18 years of age
Results of MCT Dispatch*

- Of the 815 MCT Dispatches
  - 575 dispatches resulted in crisis being eliminated either at the time of crisis
  - 135 resulted in the need for additional In-Home Supports
  - 105 resulted in individuals being relocate to a Crisis Home
Crisis Calls by Region

Total: 1711

Georgia Crisis Response System Call Data/Jun 1, 2011 through Jun 30, 2012
Crisis Calls by Region

Total Number of Crisis Calls by Region

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<th>Region</th>
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Telephonic Resolution

899 (52%) Crisis Calls were resolved telephonically.
Telephonic Resolution

**Total Crisis Calls Resolved Telephonically**

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- Quarter 1 FY12: 222
- Quarter 2 FY12: 207
- Quarter 3 FY12: 212
- Quarter 4 FY12: 258
Mobile Crisis Team Dispatch

Total MCT Dispatches by Region

- Region1: 107 (13%)
- Region2: 174 (21%)
- Region3: 97 (12%)
- Region4: 142 (17%)
- Region5: 213 (25%)
- Region6: 103 (12%)

Total: 815

Georgia Crisis Response System Call Data / Jun 1, 2011 through Jun 30, 2012
Mobile Crisis Team Dispatch

Total MCT Dispatches by Region

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Mobile Crisis Team Dispatch

Total MCT Dispatches w/DD Presenting

- Region 1: 96 (13%)
- Region 2: 142 (19%)
- Region 3: 89 (12%)
- Region 4: 88 (12%)
- Region 5: 136 (19%)
- Region 6: 181 (25%)

Total: 711

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Mobile Crisis Team Dispatch

Total MCT Dispatches w/DD Presenting

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Mobile Crisis Team Dispatch

Total MCT Dispatches w/MH Presenting

- Region1: 20 (11%)
- Region2: 19 (10%)
- Region3: 20 (11%)
- Region4: 43 (24%)
- Region5: 50 (28%)
- Region6: 29 (16%)

Total: 160

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Mobile Crisis Team Dispatch

Total MCT Dispatches w/MH Presenting

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Crisis Calls Under 18 Years of Age

Total Number of Crisis Calls on Individuals under Age 18

- Region 1: 55 (11%)
- Region 2: 61 (13%)
- Region 3: 112 (23%)
- Region 4: 51 (10%)
- Region 5: 41 (8%)
- Region 6: 171 (35%)

Total: 470

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
Crisis Calls Under 18 Years of Age

Total Number of Crisis Calls on Individuals under Age 18

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MCT Dispatch Under 18 Years

Total DD MCT Dispatches by Region for Individuals under Age 18

- Region 1: 21 (10%)
- Region 2: 26 (13%)
- Region 3: 19 (10%)
- Region 4: 46 (23%)
- Region 5: 16 (8%)
- Region 6: 72 (36%)

Total: 200

Georgia Crisis Response System Call Data/ Jun 1, 2011 through Jun 30, 2012
MCT Dispatch Under 18 Years

Total DD MCT Dispatches by Region for Individuals under Age 18

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Lesson’s Learned

- Majority of calls are from individuals not currently receiving supports or services.

- Majority of Individuals can be supported in their homes without the need for hospitalization.
Lesson’s Learned

- Dually Diagnosed Individuals present a challenge for the System.
  - Department is taking steps to increase the collaboration and partnerships between MH and DD.

The Division of Developmental Disabilities
Links

- Georgia Crisis Response System: www.ddcrisis.org

- Georgia Crisis and Access Line (GCAL): 1-800-715-4225
Georgia Crisis Response System for Individuals with Developmental Disabilities (GCRS-DD)

Questions?

Department of Behavioral Health & Developmental Disabilities