

Accessing crisis services while enrolled in Support Services

Many situations may be called a crisis but not all will meet the specific definition that qualifies for use of Crisis services and funds as defined in the Crisis/ Diversion OAR 411-320-0160. The following steps attempt to specify the roles and responsibilities of the various staff when an individual who is enrolled in a Support Service Brokerage goes into Crisis. There may be some variations from County to County and Region to Region. There may also be certain situations that will call for changes from the normal process of handling a crisis. In all situations however, the Crisis/Diversion OAR is the rule that defines the use of crisis funding. The best practice is for the County, the Brokerage and the Regional Crisis Program to have a good understanding of how the process will work in their area (i.e. contact names, pre-arranged agreement about the process, who fills out forms, communication channels, etc.) and to have ongoing communication.

When a Crisis situation occurs, the following should happen:

1. The Personal Agent should assess the crisis situation to determine what supports are needed to resolve the crisis.
2. The Personal Agent should look for available community resources to provide the supports needed to resolve the crisis.
3. If there are no community resources to resolve the crisis, the Personal Agent must look at person's Individual Support Plan and identify if any supports can be added or changed to resolve the crisis.*

The Personal Agent needs to determine if:

- a) there are unused support service funds within the funding level available to the individual that can be used to add supports to the plan, or
- b) a change can be made in the plan which might stabilize the individual without jeopardizing on-going stability.

*NOTE: Changes made to the plan need to stay within the yearly benefit level. No changes should be made that remove the on-going supports that the individual needs to remain stable.

If opportunities exist in either a) or b) above, those changes should be made and the following steps completed as needed.

- The Personal Agent should call the County Support Specialist to advise him/her of the impending crisis situation and that a plan amendment is being requested to divert the crisis.
- The Personal Agent should complete the paperwork needed for a plan amendment and immediately forward it to the County Support Specialist for timely authorization. Good communication between the Personal Agent and the County Support Specialist will make this process work quickly and effectively.

NOTE: If the initial assessment of the crisis is that short-term crisis supports will not stabilize the individual because the level of supports needed on an on-going basis is more than Support Services can provide, the Personal Agent should initiate the referral to Crisis Services at this time.

4. If no plan changes or additions can be made and there are no community resources that will help or, and the individual remains in crisis after all attempts at using available support services and resources then, the Personal Agent should make a determination as to whether they think:
- the individual is eligible for crisis services (MR, not DD only**) and
 - the situation meets the definition of a crisis per the Crisis/Diversion OAR and

- after the use of short-term crisis services, the individual will again be able to be maintained by Support Services only.

If the PA believes that all of these conditions are met, he/she should refer to the County for a formal determination of eligibility for Crisis services.

The PA needs to document what resources were explored and/or used and why they were either not available, not accessed or not sufficient to resolve the crisis. This is documentation that the County will need to have both for it's files and to provide to the Regional Crisis Program.

****NOTE:** If the individual has a developmental disability but is not mentally retarded, he/she is not eligible for crisis services. The Personal Agent would need to continue looking ways to support the individual through community resources and support service funds. On rare occasions there may be a funded vacancy in a 24 residential program for which no crisis eligible individual is appropriate. If this situation occurs, the individual could be considered for either temporary or permanent placement in this vacancy. This process is managed by the County.

5. If the County determines that the criteria for eligibility for crisis services have been met, the County will refer the individual to the Regional Crisis Program and a Crisis/Diversion Intake and Referral Information form will need to be completed. Who fills out the form is not as critical as the fact that it gets filled out quickly and completely and immediately forwarded to the Regional Crisis Program. (In some Regions the process may be a little different as some Counties have a limited amount of short-term crisis funds which they use before going to the Region.) The current Crisis/Diversion OAR gives the County responsibility for obtaining complete and accurate information needed to obtain crisis services however, the Personal Agent will have the most current information about the individual.

6. The Regional Crisis Program must have information from the County that an individual is crisis diversion eligible and have the completed Information and Referral Form before crisis services can start.
7. The Personal Agent will work with the identified County staff and Regional Crisis staff, when applicable, to develop the crisis plan. The Personal Agent will have the current information about issues in the individual's life and should know what supports are needed to stabilize the individual. He/she will work with the County and/or the Regional Crisis staff to arrange these supports. The County and the Regional Crisis staff will have information regarding the crisis services available.

It is the responsibility of the Personal Agent:

- ✓ to supply the County with all relevant and needed information, including the information for completion of the Plan of Care Crisis Addendum if the individual is temporarily accessing a Comprehensive living situation for crisis support;
- ✓ to arrange the additional supports as identified in the crisis plan; and
- ✓ to keep in close contact with the individual and family members.

It is the responsibility of the County/Region:

- ✓ to arrange for payment of crisis services through short-term diversion;
- ✓ to arrange crisis bed placement, if needed;
- ✓ to monitor that all information has been obtained and delivered to the appropriate entity, i.e. – crisis bed provider, Regional Staff.

(This is a point where it is important that all parties are familiar with the process in their County and their Region and know their roles and responsibilities.)

Most actions will involve coordinated work by all parties. Some examples of who would do what, dependent on the content of

the crisis plan and unless identified otherwise by the County/Region are:

- a) If the crisis plan identified the need for additional supports in the home, the Personal Agent is responsible for working with individual and family to recruit the support person, attending to necessary requirements for the support person to work and for providing the needed information to the County. When arranging for these supports, the Personal Agent needs to be aware of rate ranges that the County/Region can pay with crisis funds. The County/Region would arrange for payment of these crisis services through short-term diversion. This would be the same process for accessing the services of a consultant or the purchase of adaptive equipment.
- b) If the crisis plan identified the need to access a crisis bed, the County would work with the Region to identify where the person would go. The Personal Agent would work with the individual and the family to gather all needed information, i.e. doctor's orders for medications. The Personal Agent would also be responsible for working with the individual and the family to get the individual to the crisis bed. The Personal Agent and the County Staff work together to assure that the Crisis Addendum is complete. The County has the ultimate responsibility to assure that they have obtained all the needed information from the Personal Agent to provide crisis services to the individual.

Many factors need to be taken into consideration when developing a crisis plan including the fact that crisis funds are limited and must be used in the most cost effective manner. A collaborative team approach by the Personal Agent, the County and the Region with the individual is imperative.

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| <p>NOTE: There has been confusion around the term "Emergent Status". Emergent Status is not a funding source. It does not over ride the Crisis/Diversion OAR regarding use of crisis funds. It does allow a person in crisis</p> |
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to temporarily have a short-term residential placement in a comprehensive service or additional supports that may make the individual's plan exceed their budget or the minimum allowable Plan Year cost for Comprehensive In-Home Support Services per plan year limit and stay in support services. The plan needs to continue to be that the individual will be able to return to a level of support that is maintained within their allotted support service budget. Use of short term crisis funds is governed by the Crisis/Diversion OAR.

8. While the individual is in crisis, the other services on his/her Support Plan should continue as scheduled, if appropriate. The Personal Agent continues his/her role of planning and coordination with the individual.

The County has ultimate responsibility for monitoring and documentation of the crisis plan per the Crisis/Diversion OAR. However, the Personal Agent, through his/her contact with the individual, will also monitor that the crisis services are being provided as planned and will evaluate their impact on the situation. The PA will communicate this information about the delivery and effectiveness of crisis services to the County.

9. If at any point during this process the consensus of the team is that the individual needs on-going supports greater than Support Services can provide a request should immediately be made to the County for permanent out of home placement. The Personal Agent would supply the County with any additional information needed and would work with the individual and the family to prepare for the transition. The County would initiate and coordinate the placement process with the Region through access to a funded vacancy or long term diversion funds.
10. Crisis services need to be reduced and eliminated as soon as is feasible. The Personal Agent will notify and consult with the County when services can be reduced and eliminated. The County is responsible for communicating this information to the Region. Crisis/Diversion OAR 411-320-0160(2)(n) and (5)(b)(A) address the time frame for a person to receive crisis funding.

11. When the crisis is resolved and all short-term crisis dollars have ended, the individual and the Personal Agent need to be assessing if any amendments need to be made to the support plan, specifically looking at what needs to happen to prevent the crisis situation in the future. At this point it is business as usual.

Note: It is important that all parties are familiar with the documents that may pertain while accessing crisis services. Examples: Support Service, CDDP, Adult Foster Care Oars and ORS 427.

Revised: 01/10/04