



## **Crisis Response Services**

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### **Service Options Waiver Training**

**Applicable to:**

- **Developmental Disability Waiver**
- **Acquired Brain Disorder Waiver**

## Waiver Definition



**Crisis Response Services** include direct consultation, clinical evaluation, or supports to individuals who are experiencing a behavioral, emotional or medical crisis in order to reduce the likelihood of harm to the person or others and to assist the individual to return to their pre-crisis status.

**This includes:**

- Training and staff development related to the needs of the individual.
- On-call staff for the direct support of the individual in crisis.

## How Does This Help Me Achieve My Goals?



Crisis Response Services help people who are going through tough times, whether it's because of their feelings, behavior, or health. The main goal is to keep everyone safe and help the person feel better and get back to their typical activities and interests.

## Crisis Response Scenario



### Background

Emily is a 28-year-old woman with a developmental disability and has recently been experiencing increased anxiety and emotional distress due to changes in her routine and the loss of a close friend. Her parents, Mark and Linda, have noticed that Emily has become more withdrawn, is experiencing emotional outbursts, and has difficulty sleeping. They are very concerned about her well-being and fear that her situation is getting more unstable.



### Accessing and Using the Service

Mark and Linda remember hearing about Crisis Response Services for behavioral, emotional, or medical crises from another family. With the support of their Service Coordinator, Emily and her family contact their service provider and quickly connect with an on-call crisis responder. The provider arranges a clinical evaluation. A crisis intervention team, including a licensed therapist and a medical professional, arrives to assess Emily's mental and emotional state. They offer immediate support and reassurance, explaining steps to help Emily return to herself and develop a plan for her support needs.



### Outcome of the Service

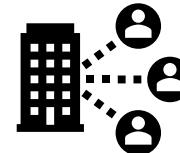
Following the initial evaluation, the crisis intervention team creates a care plan based on Emily's needs. This plan includes regular follow-up visits, therapy sessions, and coordinates medication management. Additionally, the team provides Mark and Linda with training and resources to better understand and support Emily's needs.

\*All examples are illustrative and not based on individuals supported.

# Service Limits and ISA Requirements

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Service Limit	ISA Requirement(s)
<p><b>Limited to 6-month approval</b></p> <ul style="list-style-type: none"><li>• <b>Available Remotely</b> – Yes</li><li>• <b>Acute Care</b> - Yes</li></ul>	<p><b>Detailed description of the individuals' circumstances and needs.</b></p>



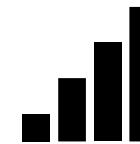
## Remote Services

When a service can be offered **remotely**, it means you don't have to be **physically present** at a specific location to use it.



## Acute Care

When services can be accessed in **acute care**, it means that individuals who are in a **hospital or another urgent care facility** can still receive these important services.



## Service Limits

When waivered services have limits, it means there are **specific restrictions or caps** on the types, amounts, or costs of services that can be provided under a waiver program.