

Crisis Services and Delivery Across Pennsylvania

Survey Introduction

Thank you for providing information on your County/Joinder's crisis services and delivery. This survey will be open through March 29, 2021.

For the survey questions below, please use the following definitions for Crisis service modalities:

Crisis Telephone Services - The telephone crisis service is a 24-hour a day, seven days a week “hot-line” service available in each MH/ID catchment area throughout the State which screens incoming calls and provides appropriate counseling, consultation, and referral to individuals who exhibit an acute problem of disturbed thought, behavior, mood, or social relationships. Service is also provided to callers who represent or seek assistance for individuals who are exhibiting these problems.

Walk-In Crisis Services - The walk-in crisis service is service provided at a provider site in face-to-face contact with professionals in crisis or with individuals seeking help for individuals in crisis. Service is available at a designated facility. Service includes assessment, information and referral, crisis counseling, crisis resolution, accessing community resources and back-up, including emergency services and psychiatric or medical consultation. The service also provides intake, documentation, evaluation, and follow-up.

Mobile Crisis Services- The mobile crisis service is service provided at a community site which is the place where the crisis is occurring or a place where a person in crisis is located. The service shall be available with prompt response. Service may be individual or team delivered by mental health professionals or workers. Service includes crisis intervention, assessment, counseling, resolution, referral, and follow-up. Extended service by mobile crisis aides is available. The service provides back-up and linkages with other services and referrals. Access to mobile crisis service shall be obtained through approved sources.

Medical Mobile Crisis Services- The medical mobile crisis team service is service provided in the community directly to an individual in crisis by a team consisting of a person authorized to administer medication and a mental health professional or a crisis worker. Unless one team member is a physician, there shall be mobile telephone linkage with a physician for medical back-up and authorization to administer medication. The medical mobile crisis team shall be called in situations where it is known or anticipated that medication will be required. The service shall supplement rather than be a substitute for mobile crisis services in the area. The service is accessed through approved sources.

Residential Crisis Services- The crisis residential service is a service provided at small facilities that provide residential accommodations and continuous supervision for individuals in crisis. The service provides a temporary place to stay for individuals who need to be removed from a stressful

environment or who need a place in which to stay to stabilize or until other arrangements are made. Access shall be provided through approved referral sources.



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County/Joinder Information

* 1. County/Joinder

- | | |
|---|--|
| <input type="radio"/> Allegheny | <input type="radio"/> Franklin/Fulton |
| <input type="radio"/> Armstrong/Indiana | <input type="radio"/> Greene |
| <input type="radio"/> Beaver | <input type="radio"/> Huntingdon/Mifflin/Juniata |
| <input type="radio"/> Bedford/Somerset | <input type="radio"/> Lackawanna/Susquehanna |
| <input type="radio"/> Berks | <input type="radio"/> Lancaster |
| <input type="radio"/> Blair | <input type="radio"/> Lawrence |
| <input type="radio"/> Bradford/Sullivan | <input type="radio"/> Lebanon |
| <input type="radio"/> Bucks | <input type="radio"/> Lehigh |
| <input type="radio"/> Butler | <input type="radio"/> Luzerne/Wyoming |
| <input type="radio"/> Cambria | <input type="radio"/> Lycoming/Clinton |
| <input type="radio"/> Cameron/Elk | <input type="radio"/> McKean |
| <input type="radio"/> Carbon/Monroe/Pike | <input type="radio"/> Mercer |
| <input type="radio"/> Centre | <input type="radio"/> Montgomery |
| <input type="radio"/> Chester | <input type="radio"/> Northampton |
| <input type="radio"/> Clarion | <input type="radio"/> Northumberland |
| <input type="radio"/> Clearfield/Jefferson | <input type="radio"/> Philadelphia |
| <input type="radio"/> Columbia/Montour/Snyder/Union | <input type="radio"/> Potter |
| <input type="radio"/> Crawford | <input type="radio"/> Schuylkill |
| <input type="radio"/> Cumberland/Perry | <input type="radio"/> Tioga |
| <input type="radio"/> Dauphin | <input type="radio"/> Venango |
| <input type="radio"/> Delaware | <input type="radio"/> Washington |
| <input type="radio"/> Erie | <input type="radio"/> Wayne |
| <input type="radio"/> Fayette | <input type="radio"/> Westmoreland |
| <input type="radio"/> Forest/Warren | <input type="radio"/> York/Adams |

* 2. Person Completing the Survey

Name

Title



pennsylvania

DEPARTMENT OF HUMAN SERVICES
OFFICE OF MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES

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Crisis Terminology

* 3. Do your definitions for Crisis service modalities differ from the above (if at all)? If yes, please explain.

No

Yes

* 4. Do you use different naming terminology for these modalities? If yes, please provide the terminology used in the comment box.

Crisis Telephone Services

Walk-In Crisis Services

Mobile Crisis Services

Medical Mobile Crisis Services

Residential Crisis Services



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Crisis Services

* 5. What specific Crisis service modalities are available in your county/joinder? Please check all that apply:

- Crisis Telephone Services
- Walk-In Crisis Services
- Mobile Crisis Services
- Medical Mobile Crisis Services
- Residential Crisis Services

* 6. How many providers of each Crisis service modalities are available in your county/joinder? Please list the number available for each modality:

Crisis Telephone Services	
Walk-In Crisis Services	
Mobile Crisis Services	
Medical Mobile Crisis Services	
Residential Crisis Services	

* 7. For all providers of each Crisis service modalities available in your county/joinder, please list the address(es) for each licensed site.

Crisis Telephone Services	
Walk-In Crisis Services	
Mobile Crisis Services	
Medical Mobile Crisis Services	
Residential Crisis Services	

* 8. Do you use different Crisis modalities than those listed above (hybrid program, etc.)? If so, please explain.



* 9. Are there performance measures built into each of these Crisis service modalities? If so, please specify each below by modality.

Crisis Telephone Services	<input type="text"/>
Walk-In Crisis Services	<input type="text"/>
Mobile Crisis Services	<input type="text"/>
Medical Mobile Crisis Services	<input type="text"/>
Residential Crisis Services	<input type="text"/>

* 10. Please list other data that is collected for crisis services that is not included in question 9. This may include and is not limited to types of utilization data, demographics of the individuals served, number of diversions from EDs and breakout of reimbursement entity (MA vs Base vs other insurers).



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County Crisis Data

Please provide the following data for your county/joinder.

* 11. What is the average response time for each Crisis Service Modality?

Crisis Telephone Services (number of rings):	<input type="text"/>
Walk-In Crisis Services (number of minutes):	<input type="text"/>
Mobile Crisis Services (number of minutes):	<input type="text"/>
Medical Mobile Crisis Services (number of minutes):	<input type="text"/>
Residential Crisis Services (number of days):	<input type="text"/>

* 12. What is the average number of days spent in residential Crisis Services?

* 13. What is the average time a person spends in walk-in Crisis Services by hour?

* 14. What is the average time a person spends in crisis spends in the emergency room/department by hour?

* 15. What is the average time spent on a Crisis telephone call by minute?

* 16. What is the number of Mobile Crisis Teams that are independent of first responder structures (police, paramedic, fire) in your county/joinder?

* 17. What is the number of Mobile Crisis Teams that are integrated with first responder structures (police, paramedic, fire)?

* 18. How many of your Mobile Crisis Teams employ peers?

* 19. What is the average number of police responses to mental health crises annually?

* 20. What is the average number law enforcement overtime hours related to accompaniment of individuals in crisis in the Emergency Department or other settings annually?

* 21. What is the average number of individuals annually crisis boarded in the ED (in the ED longer than 24 hours while waiting for psychiatric admission)?



Crisis Delegate

22. Is a Crisis Provider contracted to provide the county delegate function?

Yes

No