

## Crisis Services Instructions and Objectives

### Description and Guiding Principles

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities contracts with the Community Mental Health Centers to serve as the behavioral health safety net for Kentucky's citizens. CMHCs must provide a timely, effective response to all individuals who seek services during a behavioral health crisis. The CMHC's system shall serve individuals with mental health disorders, substance use disorders, intellectual and other developmental disabilities, and co-occurring disorders.

#### **Kentucky Crisis Services Guiding Principles**

As the regional public safety net, the CMHC shall adhere to the following guiding principles outlined in [SAMHSA's 2025 National Guidelines for a Behavioral Health Coordinated System of Crisis Care](#).

Crisis services should:

- Be Comprehensive, Coordinated, and Developed Utilizing a System-Based Approach
- Be Person-Centered, Family-Focused, and Provide the Right Level of Care at the Right Time
- Prioritize Safety
- Be Equitably Accessible and Responsive to the Diverse Needs of Populations
- Prioritize Quality and Effectiveness
- Be Developmentally Appropriate
- Be Resiliency- and Recovery-Oriented
- Be Trauma-Informed
- Provide Continuity of Care from Onset of Crisis Until Stability and Include Follow-Up Care and Linkage
- Be Evidence-Based, Evidence-Informed, and/or Reflect Best, Promising, and Emerging Practices
- Be Responsive to Individuals' Holistic Needs

### SFY 2027

#### **Form 132**

- A sentence has been added to inform CMHCs that the reported information may be shared with CMHCs or other partners.
- Section 1: Crisis Services Contacts
  - Space was added for CMHCs to report contacts for specialized crisis programs, such as mobile crisis, 23-hour services, behavioral health urgent care, CSUs, etc.
- Section 2: Regional Array of Crisis Services and Components
  - The definition of Partial Hospitalization was shortened.
  - Behavioral Health Crisis Transportation has been divided into two categories so that CMHCs can delineate whether they provide crisis transportation services (CMHC staff transport the client) and/or coordinate crisis transportation services (law enforcement or another provider transports the client).
  - "Law Enforcement Drop-Off Site" has been changed to "First Responder Drop-Off Site."
- Section 3: System of Care Scope
  - Four new questions have been added (with three questions deleted).



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- Section 4: Compliance with Contract Deliverables
  - This section has been removed.

**Form 113D**

- A sentence has been added to inform CMHCs that the reported information may be shared with CMHCs or other partners.
- Added a definition for “Adult Diversion from the Justice System.”
- Added a new data element in the Adult Diversion from the Justice System section to capture the number of adults referred to inpatient level of care.
- Added a table for reporting 23-hour services.
- Added a table for reporting behavioral health urgent care services.
- Added a blank table for any additional crisis data that the CMHC would like to report to DBHDID.

**Instructions**

- These guidelines are offered to assist you in completing both the plan and budget and periodic reporting requirements. Please share them with appropriate staff.
- Centers are required to report all client-related services in the client and event data sets. The following information is provided to assist with some specific data set reporting and to detail the information to be reported manually for those services that cannot be coded in the data set.
- As indicated on the Notice of Available Regional Funding (NARF), Centers receive restricted behavioral health funds for crisis services for both adults and children. Please indicate the planned spending on the Mental Health Financial Planning and Implementation Report (Form 117) for each project listed. Also, complete the following applicable forms during the indicated period – during plan and budget, quarterly, or semi-annually.

**Due with Plan and Budget**

- **Form 101** – Jail Triage Project Budget and Financial Report (New Vista only)
- **Form 102** – Jail Triage Project Report Form (New Vista only)
- **Form 113D** – Crisis Services Planning & Implementation Report
- **Form 117** – Mental Health Financial Planning & Implementation Report
- **Form 132** – Crisis Services Application

**Form 113D:** Please submit the *Crisis Services Planning & Implementation Report* during Plan and Budget AND on a semi-annual basis to report services that CMHCs are unable to enter into the Event Data Set.

**Due Quarterly**

- **Form 101** – Jail Triage Project Budget and Financial Report (New Vista only)
- **Form 102** – Jail Triage Project Report Form (New Vista only)



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<ul style="list-style-type: none"> <li>• <b>Form 117</b> – MH Financial Planning &amp; Implementation Report</li> <li>• <b>Form 205</b> – MH/SUD Reintegration (Seven Counties only)</li> </ul>
<b>Due Semi-Annually</b>
<ul style="list-style-type: none"> <li>• <b>Form 113D</b> – Crisis Services Planning &amp; Implementation Report</li> </ul>

**Objectives**

The following objectives should be used to determine the information that needs to be collected to adequately report on the array of crisis services that are provided in the region.

**Form 101 – Jail Triage Project Budget and Financial Report (New Vista only)**

1. Personnel
2. Travel
3. Training
4. Equipment
5. Subcontracts

**Form 102 – Jail Triage Project Report Form (New Vista only)**

1. Total number of triage calls
2. Total number of triage calls by risk level assignment
3. Total number of calls by clinical category
4. Total number of calls by criminal charge
5. Total number of jail beds participating by county

**Form 113D – Crisis Services Planning and Implementation Report**

1. Adult Diversion from The Justice System - Court Ordered Evaluations (KRS 202A & KRS 202B) and Uniform Citations from Law Enforcement
2. Consultation and Education to Jail Staff
3. Children’s Diversion from The Justice System Program \*
4. Consultation and Education to Juvenile Detention/Juvenile Justice Center Staff
5. Crisis Intervention Teams (CIT)
6. Call Center Services
7. 23-Hour Services
8. Behavioral Health Urgent Care Services
8. Emergency Psychiatric Services (Seven Counties Services only)
9. Lifespring Unit at Baptist Health Hardin (Communicare only)

\* Children’s Diversion from the Justice System Program

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The Children's Diversion from the Justice System Program includes children receiving services at the CMHC due to a KRS 645 court order, children in crisis referred by the Court Designated Worker, children in crisis referred by the FAIR Team, and children brought in for a crisis evaluation by law enforcement. This should include all children with any of the above-mentioned justice system involvement that CMHC staff evaluate for services/level of care.

#### Form 132 – Crisis Services Application

Section 1: Crisis Services Contacts

Section 2: Regional Array of Crisis Services and Components

Section 3: System of Care Scope

### Event Data Set Reporting

#### Service Code 138: Residential Crisis Stabilization – Adult (Behavioral Health)

#### Service Code 139: Residential Crisis Stabilization – Child and Adolescent (Behavioral Health)

Unit of Service: Per Diem

Definition: Residential Crisis Stabilization services are provided in Crisis Stabilization Units. Crisis Stabilization Units are community-based, residential programs that offer an array of services including screening, assessment, treatment planning, individual, group, and family therapy, and peer support in order to stabilize a crisis and divert the individual from a higher level of care. It is not part of a hospital. They are used when individuals in a behavioral health emergency cannot be safely accommodated within the community, are not in need of hospitalization but need overnight care. The purpose is to stabilize the individual, provide treatment for acute withdrawal, when appropriate, and re-integrate them back into the community, or other appropriate treatment setting, in a timely fashion. These units provide a non-hospital residential setting and services 24 hours per day, 7 days per week, 365 days a year. The estimated length of stay for children is 3 to 5 days. The estimated length of stay for adults is 7 to 10 days. Services shall be provided in accordance with applicable Kentucky Statute and Regulations.

Regions providing overnight crisis stabilization in alternative settings (e.g., apartments, emergency respite support) should also use this code.

Client Day: A client day shall begin at midnight and end 24 hours later. A part-day of admission shall count as a full day.

#### Service Code 176: Mobile Crisis (Behavioral Health/Intellectual Disabilities)

Unit of Service: One hour

This code should be used for mobile crisis services for both adults and children.

Definition: Mobile Crisis Services are designed to provide community-based interventions and supports for those experiencing a mental health or behavioral health crisis. The intent is to provide crisis services at the client's location rather than requiring the client to leave his/her environment. The response may involve one or more staff members. Services shall be provided in accordance with applicable Kentucky Statute and Regulations.

Mobile Crisis provides the same services as crisis intervention, except the location for the service is not in the office. Services are available 24 hours a day, 7 days a week, 365 days a year. This service is provided for a duration of less

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than 24 hours and is not an overnight service. This service provides crisis response in home or community to provide an immediate evaluation, triage and access to acute behavioral health services including treatment and supports to effect symptom reduction, harm reduction or to safely transition persons in acute crises to appropriate least restrictive level of care.

Special Note: Requires completion of field "Place of Service" SV105 (FAO-07) which cannot be "in office".

#### **Service Code 200, 210, 211: Crisis Intervention (Behavioral Health/Intellectual Disabilities)**

**200** (15 minutes) - H2011

**210** (first 60 minutes) - 90839

**211** (each additional 30 minutes) - 90840

Unit of Service: 15 Minutes, 30 minutes, 60 minutes

Service Codes: H2011, 90839, 90840, or other valid procedure code

Definition: Crisis Intervention shall be a therapeutic intervention provided for the purpose of immediately reducing or eliminating risk of physical or emotional harm to the client, or others. This service is provided as an immediate relief to the presenting problem or threat. It must be followed by non-crisis service referral as appropriate. It must be provided in a face-to-face, one-on-one encounter between the provider and the client. Services shall be provided in accordance with applicable Kentucky Statute and Regulations. Crisis intervention may include further service prevention planning such as lethal means reduction for suicide risk and substance use relapse prevention.