

## PROGRAM POLICY - CRISIS SERVICES

### 1 Primary Purpose

1.1 The Person Centered Individual Service Plan (ISP), which will include a behavioral intervention plan, will serve to:

- 1.1.1 stabilize the person in crisis
- 1.1.2 teach advocacy and coping skills
- 1.1.3 prevent re-occurrences for a minimum of six months
- 1.1.4 return the person to previous placement or similar community placement within 90-180 days

### 2 Assessment

2.1 Assessment begins prior to a person being admitted to OPTIONS' Crisis Services and during the initial first 3 days of admission.

2.2 Assessment information to be used in the development of the Person Centered Individual Service Plan may include, but not be limited to:

- 2.2.1 Abilities of the person referred/admitted
- 2.2.2 Presenting emotional and behavioral distress
- 2.2.3 History of previous mental health services including psychiatric contact, pharmacological therapy, hospitalizations and use of community services
- 2.2.4 Medical history and status
- 2.2.5 Diagnosis
- 2.2.6 Pertinent social and developmental history
- 2.2.7 Drug use profile
- 2.2.8 Role of family and significant others
- 2.2.9 Adjustment to their disability

### 2.3 Consent

2.3.1 Proper consent forms will be obtained prior to the initiation of a behavioral or incentive program.

2.3.2 The person receiving services must agree to work on a targeted area before it becomes part of the plan.

### 3 Implementation and Monitoring

3.1 The Crisis Services Supervisor will be responsible for the implementation of the ISP.

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- 3.2 Community Support Specialists will implement ISP procedures.
- 3.3 Community Support Specialists will document the person's progress.
- 3.4 ISP's will be formally reviewed by the Clinical Team (ID Team) on a weekly, bi-monthly or monthly basis as determined by the IDT.

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| POLICY DATE: | July 2004      |
| REVISED:     | January 2008   |
|              | May 2012       |
|              | August 2014    |
|              | September 2016 |
| REVIEWED:    | October 2017   |
|              | October 2018   |
|              | November 2019  |
|              | November 2020  |
|              | January 2022   |
|              | May 2023       |
| REVISED:     | May 2024       |
|              | May 2025       |
|              | August 2026    |