# Crisis Services

CSS provides an array of supports and services available to any resident in crisis who does not require medical emergency services. These services are intended to help individuals through an acute crisis episode by developing a recovery plan and services that best meet their needs.

## Access

### During Regular Business Hours

The following designated Mental Health Centers are committed to responding to individuals who present to their Center during regular business hours in crisis within one hour at the locations below. (Appendix X Map of MHCs):

|  |  |
| --- | --- |
| Location | Center |
| Black Hawk and Grundy County | Black Hawk Grundy Mental Health Center  3251 West 9th St.  Waterloo, Iowa 50  24 hrs.: (800) 234-0354 |
| Butler and Chickasaw County | Pathways Behavioral Services  111 10th St. SW, PO Box 114  Waverly, IA 50677-0114  24hrs: (800) 879-1372 |
| Emmet County | Seasons- Center for Behavioral Health  201 East 11th Street  Spencer, Iowa 51301  24 hrs: (800) 242-5101 |
| Cerro Gordo, Floyd, Hancock, Mitchell, Winnebago and Worth County | Mental Health Center of North Iowa  235 S. Eisenhower Ave.  Mason City, Iowa 50401  24 hrs: (800) 700-4692 |
| Howard, Winneshiek, Allamakee and Clayton County | Northeast Iowa Behavioral Health  905 Montgomery St.  Decorah, IA  24 hrs: (800) 400-8923 |
| Tama County | Center Associates  1309 S. Broadway  Toledo, Iowa  24 hrs: (800) 896-2055 |
| Fayette County | Abbe Center for Community Mental Health  129 S. Vine St.  West Union, IA 52175  24 hrs: (563) 422-5344 |
| Webster, Wright, Humboldt, Pocahontas and Kossuth County | Berryhill Center for Mental Health  3251 West 9th St.  Fort Dodge, IA 50501  24 hrs: 800 482 8305 |

### After Hours

If an individual is experiencing:

* a medical emergency
* suicidal/homicidal ideation/intent with access and means
* pervasive psychosis with severe functioning impairment
* severe mania with impairment in functioning

#### he/she should call 911 or go to the closest hospital emergency department.

The Mental Health Centers listed above all have 24/7 answering services that will be able to take calls and connect an individual to a provider within one hour. The provider will complete a phone evaluation and arrange follow up assistance.

If an individual over 18 years of age needs immediate access to crisis stabilization they may go to the nearest Crisis Stabilization Center:

|  |  |
| --- | --- |
| Adult Crisis Stabilization Center (ACSC) | Phone: 319-291-2455  1440 W. Dunkerton Road  Waterloo, Iowa 50703 |
| Community and Family Resources (CFR) | Phone: 515-576-7261  726 S 17th St.  Fort Dodge, IA 50501 |

## Eligibility

County Social Services shall provide resources and services as alternatives to psychiatric inpatient care when deemed not medically necessary. All residents of the CSS region are eligible for crisis prevention and intervention services not reimbursed by other third party payers.

County Social Services shall provide reimbursement for up to three days of residential crisis stabilization if not covered by third party coverage regardless of income and resource if it is determined to be the most appropriate intervention for the presenting mental health crisis.

## Covered Services

|  |  |  |
| --- | --- | --- |
| **Service** | **Description** | **Coverage** |
| Crisis Evaluation | The process used with an individual to collect information related to the individual’s history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute crisis episode. | Any CSS resident who does not have third party coverage for the service when presenting to a designated agency.  **Limits:** One unit per episode.  **Exclusions:** Individuals enrolled in the Iowa Plan. |
| Crisis Care Coordination | A service provided during an acute crisis episode that facilitates working together to organize a plan and service transition programing, including working agreements with inpatient behavioral health units and other community programs. The service shall include referrals to mental health services and other supports necessary to maintain community-based living capacity, including case management | Any CSS resident who does not have third party coverage for the service when presenting to a designated agency.  **Limits:** One unit per episode.  **Exclusions:** Individuals enrolled in the Iowa Plan. |
| Pre-Commitment Evaluation | The process used with an individual to collect information related to the individual’s history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute crisis episode.  The evaluation will be submitted to the courts with recommendations for further court ordered interventions. | Any CSS resident who does not have third party coverage for the service when order by an Iowa Court to a designated agency.  **Limits:** One unit per episode.  **Exclusions:** Individuals enrolled in the Iowa Plan. |
| Crisis Stabilization Center | A program that provides 24/7 supports to assist individuals to stabilize from an acute crisis episode and to restore an individual and family to their pre-crisis level of functioning. | Any CSS resident who does not have third party coverage for the service when presenting to a designated agency.  **Limits:** Up to 3 days per episode. Extended stays beyond 3 days must be requested through the prior approval process and eligibility criteria of the Mental Health Program.  **Exclusions:** Individuals enrolled in the Iowa Plan. |
| Medication | Medication necessary to assist an individual to stabilize from an acute crisis episode and to restore an individual and family to their pre-crisis level of functioning. | Any CSS resident who does not have third party coverage for the service when presenting to a designated agency.  **Limits:** Up to 3 days per episode. Extended stays beyond 3 days must be requested through the prior approval process and eligibility criteria of the Mental Health Program.  **Exclusions:** Individuals enrolled in the Iowa Plan. |
| Transportation | Transportation provided by a designated agency that is necessary to assist an individual to stabilize from an acute crisis episode and to restore an individual and family to their pre-crisis level of functioning. | Any CSS resident.  **Limits:** Up to 3 days per episode. Extended stays beyond 3 days must be requested through the prior approval process and eligibility criteria of the Mental Health Program. |

### Notification

To be eligible for reimbursement:

1. the designated agencies must notify CSS within 24 hours of the service by contacting us at:

CSS Funding Coordinator Phone: 319-292-2271

1407 Independence Ave. Fax: 319-291-2628

Waterloo, Iowa 50703 Email: [www.countysocialservices.org](http://www.countysocialservices.org)

(Enter notification under the “Contact Us” tab.

1. the individual must complete CSS application for assistance and sign the necessary release of information.

Individuals that refuse to provide the information necessary for reimbursement will be responsible for the cost of their care.

# Approved

County Social Services Board \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department of Human Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_