**B2H Triage Decision Tree & Crisis Response Guide**

**B2H Triage Decision Tree - Landlord**

**Step 1: Assess Immediate Safety**

* **Is there an active threat of harm (weapons, physical violence, suicidal attempt in progress, fire, or severe property damage)?**
  + **YES → Call 911 immediately.**
    - Do **not** attempt to physically intervene.
    - Once safe, notify the **on-call case manager** and complete an incident report.
  + **NO → Proceed to Step 2.**

**Step 2: Determine Urgency**

* **Severe mental health crisis but no immediate violence** (e.g., incoherent speech, extreme agitation, suicidal statements without imminent attempt):
  + Call **on-call case manager** first.
  + If case manager unavailable or situation escalates, call 911.
* **Lease violation without safety risk** (e.g., noise complaints, guest policy violations, cleanliness issues):
  + Document the issue using the **Landlord Lease Violation/Incident Report Form**.
  + Forward the form to the assigned case manager within **24 hours**.
* **Substance use observed** but no immediate threat:
  + Do not confront directly.
  + Document and notify case manager.
  + Case manager will schedule an intervention.

**Step 3: Landlord De-escalation Guidance**

If safe to do so, landlords may:

* Maintain a **calm and neutral tone**; avoid arguments or threats.
* Keep **physical distance** and ensure a clear exit path.
* Use **short, clear statements** (“I hear you. I will call someone who can help right now.”).
* Do not attempt physical restraint or intervention.
* Do not engage if tenant becomes aggressive — withdraw and call 911/case manager.

**Step 4: Documentation Requirements**

* Complete the **Landlord Lease Violation/Incident Report Form** within **24 hours** of the event.
  + Note **time, date, location, description, witnesses, and response taken**.
  + Check box: **“Lease Violation,”** Appropriate **“Incident,”** or “**Other**.”
* Submit form electronically to:
  + Assigned case manager.
* Case manager must log follow-up actions in the **ECR system** within **48 hours** and **notify supervisor** of the incident.

**Step 5: Case Manager Follow-Up**

* **ISH Clients:** Follow up within **48 hours** of report.
* **ESH Clients:** Follow up within **24 hours** of report.
* Determine need for ISP update, case conference, or escalation to higher-acuity supports.
* Provide feedback loop to landlord (resolution steps, ongoing monitoring).

✅ This keeps it **structured, simple for landlords, and clear for TASC staff**.

**B2H Hotline Crisis Response SOP**

**Purpose**

This SOP provides guidance to hotline staff receiving calls from landlords regarding incidents with tenants. Hotline staff are responsible for triaging the call, determining the appropriate response (911 vs. case manager), and ensuring documentation and follow-up.

**Step 1: Receive Call**

* Answer promptly: “Thank you for calling the B2H support hotline. How can I assist you with your tenant concern?”
* Collect immediate details:
  + Caller’s name, property address, tenant name
  + Nature of the issue (behavioral, safety, maintenance, lease violation, mental health concern, etc.)
  + Urgency (active danger vs. routine concern)

**Step 2: Immediate Safety Screen**

Ask:

* “Is anyone in immediate danger right now?”
* “Are there weapons, fire, or threats of violence involved?”
* “Is the tenant threatening harm to themselves or others?”

**If YES to any:**

* Instruct landlord: “Please call 911 immediately.”
* Stay on the line until the landlord confirms emergency responders are contacted.
* Notify the **on-call case manager** as soon as possible.
* Document as **Crisis – 911 escalated**.

**If NO:**

* Proceed to Step 3.

**Step 3: Determine Type of Issue**

* **Mental Health/Substance Use Concern:** Tenant is distressed, disoriented, intoxicated, or exhibiting symptoms but not violent.
  + Hotline contacts **case manager** immediately.
  + Case manager follows up with landlord within 2 hours.
* **Lease Violation (non-safety):** Noise, guests, cleanliness, etc.
  + Hotline logs details.
  + Case manager follows up within 48 hours.
* **Other Concerns:** General landlord support questions.
  + Provide reassurance, document, and route to case manager.

**Step 4: Documentation**

Hotline staff must complete a **Hotline Incident Note** after every call, including:

* Caller info (landlord, property)
* Tenant involved
* Date/time of incident
* Nature of concern (safety, lease violation, support need)
* Actions taken (911 advised, case manager contacted, etc.)
* Next steps

Note is uploaded into **ECR system** and routed to:

* Case Manager
* Program Supervisor (if safety-related)

**Step 5: Follow-Up & Accountability**

* Case Manager contacts landlord/tenant per timelines above.
* Case Manager updates ISP if needed.
* If escalation required (repeated calls, ongoing crisis), schedule **case conference** with TASC + provider team.

**Decision Tree (Simplified)**

**Landlord calls hotline → Hotline staff triages:**

* **Immediate danger (weapons, threats, fire, suicide attempt):** → Advise 911 → Notify Case Manager → Document.
* **Mental health/substance use crisis (not dangerous):** → Contact Case Manager immediately → Document.
* **Lease violation/non-urgent:** → Log → Case Manager follow-up within 48 hours.
* **Other/general questions:** → Document → Route to Case Manager.