

Tips for completing the Crisis Contact Data sheet

This tip sheet was created as a response to the review and analysis of the Crisis Contact Data sheets. Please consider the items below when completing the sheets to ensure adequate crisis service provision data is accurately conveyed to the Division of Developmental and Intellectual Disabilities. Taking time to ensure accurate data reported to the Division will make evident the need for continued funds for this service. In addition, these efforts will aid in the Division's understanding of needed revisions for improvements, as well as highlight accomplishments of the crisis program. The revised sheet, dated **07/28/2009**, will allow the Division to run reports and document trends.

Things to Remember:

- Please use the revised version of the Crisis Contact Data sheet dated **07/28/2009**, as old versions will not be accepted by the Division
- The Crisis Contact Data sheet is to reflect services rendered with the Michelle P. crisis funds
- Please complete the crisis contact sheet in its entirety; including all information which applies to the situation
- Regardless of triage code, follow-up is to be completed on all crisis situations for the purpose of avoiding future crisis events
- A triage code of 3 or 4 indicates the mobile crisis team will be activated
- Any Supports for Community Living provider who utilizes the CMHC crisis team is to complete a Class III incident report
- Staff name, credentials and date of signature must be included at the bottom of the sheet

Section One:

- Line one: document the name and social security number of individual in crisis
- Line two: document consumer's date of birth, gender and contact phone number
- Line three: document date and time of call, indicating AM or PM
- Line four: document time linked to ID/DD staff, indicating AM or PM; indicate if 15 minutes is met
- Line five: check box if link to ID/DD staff is not required

- Line six: Phone Triage Code is the code which the staff taking the crisis call issued; ID/DD Response Triage Code is what the on-call ID/DD staff determines is the correct code

Section Two:

- Check “yes” or “no” for each option listed. A consumer can be a previous crisis consumer, current CMHC consumer, and a current SCL or MPW consumer
- If consumer is a current SCL or MPW consumer, indicate the provider name

Section Three:

- Please complete reason for call thoroughly by checking ALL appropriate box(es).
- Provide a detailed description of the crises/reason for call in the narrative section. If needed, continue narrative on the back of the sheet

Section Four:

- Check box where crisis service took place; if “other” please specify location.

Section Five:

Section Five is to describe what action was taken as a result of initial crisis contact or mobile response.

- Please check “yes” or “no” for each disposition listed
- Make sure “yes” is checked if institutional/hospitalization was diverted as this is the purpose of the crisis money