

## **How to obtain Crisis Stabilization Services for non-HMO Enrolled Youth**

**As a rule, Crisis Stabilization Services are only initially authorized for a period of 90 days or less. Subsequent authorizations will be no longer than 60 days.**

Program Manager documents their activities within Progress Notes in Synthesis application.

Criteria for the consideration of Crisis Stabilization Services:

- Previous contact with Milwaukee Mobile Crisis Services due to crises occurring in the home, school and in the community (assessed via Avatar).
- Could crisis be prevented through increased relationship building and connection?
- What services are they currently receiving?
- How is school? (Suspensions, expulsions, IEP, etc.)
- Review of Critical Incident Reports, if applicable.
- Medicaid eligible

### **Youth Enrolled in CCS**

The Child and Family Team identifies a youth whose mental health need may require the additional short-term support of a Crisis Stabilizer. This should include a discussion as part of a Child and Family Team Meeting.

Care Coordinator contacts CCS Program Manager with the name of the youth and a short explanation as to why the youth may benefit from crisis services, as well as what network and community-based interventions have already been tried.

Program Manager reviews Synthesis record (CIRs, Crisis Plan/POC, Provider Notes, etc.) and makes one of the following recommendations that the Care Coordinator:

- Explore with the Child and Family Team and then obtain additional network services or community resources to meet the need.
- Complete a referral to explore a potential better fit program within the Wraparound Milwaukee SOC.
- Proceed with obtaining Crisis Stabilization services.

### **For CCS youth needing Crisis Stabilization Services:**

CCS Program Manager connects the Care Coordinator with Program Manager overseeing Crisis Stabilization Services.

Care Coordinator works with family to obtain necessary consents and completes referral form for Crisis Stabilization Services. (Crisis Stabilization falls under codes: 5303, 5303A and 5303B.) Care Coordinator informs Program Manager once paperwork is complete, and Program Manager sends out referral to obtain Crisis Stabilizer. Care Coordinator also works with the Child and Family Team to update the Crisis Plan to include the Crisis Stabilizer.

Program Manager opens CMC strip in Synthesis, and additionally:

- Uploads relevant consents

- Uploads a copy of the referral to File Store
- Uploads a copy of the Crisis Plan to File Store
- Enters SARs for the identified Crisis Stabilizer

Program Manager will be responsible for ongoing monitoring of services. Updates and decisions will be made in conjunction with the CCS Program Manager. Should a youth enrolled in CCS transition to Wraparound or REACH, Crisis Stabilization services could continue within that program.

### **Siblings of youth enrolled in CCS/HMO**

The Child and Family Team identifies a sibling of an enrolled youth whose mental health need may require the short-term support of a Crisis Stabilizer. This should include a discussion as part of a Child and Family Team Meeting.

CCS or HMO Care Coordinator contacts Program Manager who oversees this process with the name of the enrolled youth, the name of the sibling who may need services, and a short explanation as to why the youth may benefit from crisis services, as well as what community-based interventions have already been tried.

Program Manager reviews Synthesis and Avatar records (CIRs, Crisis Plan/POC, Provider Notes, Progress Notes, Forward Health for Medicaid eligibility, etc.) and makes one of the following recommendations that the Care Coordinator:

- Explore with the Child and Family Team and then obtain additional community resources to meet the need.
- Complete a referral via the RRL for the sibling to explore a potential program enrollment within the Wraparound Milwaukee SOC or CYFS-Disability Services.
- Proceed with obtaining Crisis Stabilization services for the sibling.

### **For siblings needing Crisis Stabilization Services:**

Care Coordinator works with family and sibling (age 14 and older) to obtain necessary consents for Crisis Stabilization Services.

- Consent/Acknowledgement Form (Privacy Statement and Client Rights):  
<https://wraparoundmke.com/wp-content/uploads/2013/07/Consent-Acknowledge-Form-2020.pdf>)
- Release of Information <https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-Exchange-Form-2020.pdf> and, if needed, <https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-%e2%80%93-Later-Use-2020.pdf>
  - Insurance Carrier
  - Crisis Stabilization Agency
  - BHD/Programs
  - Care Coordination Agency (to assist with coordination of care with enrollee)
- Additional Release of Information if multiple Crisis Stabilization Agencies are needed  
<https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-%e2%80%93-Later-Use-2020.pdf>

Care Coordinator emails completed consents to Program Manager.

Program Manager opens CMC strip in Synthesis, and additionally:

- Uploads relevant consents.
- Works with the family to complete a referral for Crisis Stabilization Services.
- Sends referral to providers to obtain a goodness of fit match.
- Meets with youth and family to complete a Crisis Plan
- Enter Crisis Plan in Synthesis and submits for review to Wraparound Psychologist.
- Enters SARs for the identified Crisis Stabilizer.

Once Crisis Plan is complete, Psychologist reviews the Crisis Plan and approves.

Program Manager will be responsible for ongoing monitoring of services.

### **Youth in Community identified by Milwaukee Mobile Crisis**

Milwaukee Mobile Crisis identifies a youth whose mental health need may require the additional short-term support of a Crisis Stabilizer.

Staff contact Program Manager who oversees this process with the name of the youth, contact information for the family, and a short explanation as to why the youth may benefit from crisis services, as well as what community-based interventions have already been tried.

Program Manager reviews Synthesis record (CIRs, Crisis Plan/POC, Provider Notes, Progress Notes, etc.) if relevant, as well as information within the Avatar system, in addition to confirming Medicaid eligibility and makes one of the following recommendations:

- Program Manager explores with the youth/family additional community resources to meet the need.
- Program Manager supports the youth/family in connecting with the RRL to discuss eligibility/enrollment in the Wraparound SOC and/or Disability Services (includes possible enrollment in YC/FISS).
- Proceed with obtaining Crisis Stabilization services.

For youth needing Crisis Stabilization Services:

Program Manager partners works to obtain necessary consents.

- Consent/Acknowledgement Form (Privacy Statement and Client Rights):  
<https://wraparoundmke.com/wp-content/uploads/2013/07/Consent-Acknowledge-Form-2020.pdf>)
- Release of Information <https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-Exchange-Form-2020.pdf> and, if needed, <https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-%e2%80%93-Later-Use-2020.pdf>
  - Insurance Carrier
  - Crisis Stabilization Agency
  - BHS/Programs

- Additional Release of Information if multiple Crisis Stabilization Agencies are needed  
<https://wraparoundmke.com/wp-content/uploads/2013/07/Authorization-for-Release-%e2%80%93-Later-Use-2020.pdf>

Program Manager opens CMC strip in Synthesis, and additionally:

- Uploads relevant consents.
- Works with youth/family to complete a referral for Crisis Stabilization Services.
- Meets with youth and family to complete crisis planning.
- Enter Crisis Plan in Synthesis and submits for review to Wraparound Psychologist.
- Enters SARs for the identified Crisis Stabilizer.

Once Crisis Plan is complete, Psychologist reviews the Crisis Plan and approves.

Program Manager will be responsible for ongoing monitoring of services.

**Ongoing Monitoring:**

Program Manager pulls report from Synthesis once per month to review the ongoing need for Crisis Stabilization services and confirm up to date paperwork.

Items to monitor:

- Consent expiration dates
- Up to date Crisis Plan; One needed every 6 months (minimally)
- Quality/quantity of Crisis Stabilization services being provided
- Need for services to continue; review length of overall authorization
- Complete monthly Turnaround SARs
- Enter necessary Critical Incident Reports per policy

For those youth needing updated information, Program Manager works with relevant Care Coordinator to ensure information is entered/obtained. If no Care Coordinator is involved, Program Manager connects directly with youth/family to complete necessary information.

If services are no longer needed:

- For CCS Enrolled Youth, Program Manager informs Care Coordinator of decision to end services within 30 days. Care Coordinator is responsible for:
  - o Ensuring any community services are arranged in timely manner.
  - o Youth/family are informed of transition.
  - o Crisis Stabilizer is informed of transition.
- For all other youth, Program Manager works directly with the youth/family to inform them and the Crisis Stabilizer of the decision to end services and ensure appropriate transition planning is in place.

Program Manager is then responsible for ending CMC enrollment in Synthesis as of date Crisis Stabilization services are closed.