**Crisis Stabilization Centers (CSCs)**

Crisis Stabilization Centers (CSCs) will serve as an **integrated hub of the community’s behavioral health acute care system**. Partnerships with CSCs include local hospitals, law enforcement officials, detox facilities, mobile mental health crisis teams, outpatient mental health and substance abuse providers, community-based organizations and support groups.

**Welcoming and Accessible Setting:** CSCs will provide a welcoming ‘**one stop shop’** for immediate intervention in a compassionate environment that specializes in a person-centered and patient-driven treatment approach taken with all individuals and families.

“**No wrong door” Policy:** The **CSC will serve individuals of all ages** with all presenting concerns. The CSC will either provide effective crisis management onsite or quickly assess and triage any concerns related to risk of withdrawal or harm to self or others that require specialized care.

**Referrals:** Walk-ins, families, schools, hospitals, community-based providers, mobile mental health crisis teams, crisis call centers, primary care doctors, law enforcement and practitioners. **Involuntary referrals will not be permitted as these centers are not authorized to hold an individual against their will.**  Police referrals will be accomplished via a mutual agreement with the police and the individual to be brought to the stabilization center in lieu of an Emergency Department (ED). The center can make a determination to make their own referral to an ED or instruct the police, after a rapid assessment, that the individual needs to go to an ED or Comprehensive Psychiatric Emergency Program CPEP).

**24/7 Hours of Operation Coverage:** CSC staff will always have staff available to respond to client needs. Services will be available **24/7/365** with the ability to meet the needs of individuals experiencing a wide range of behavioral crises. Centers will have separate waiting and rest areas for adults and children/families, observations areas and space set aside for respite and supportive services.

**Medical Screening:** CSCs will provide **effective crisis management onsite** or quickly assess and triage any concerns. If individuals need a higher level of care based on the evaluation, center medical staff will refer and help ensure transportation to an ER/CPEP or local detoxification facilities.

**Crisis services:** **All services are voluntary and available to individuals of all ages** from children through adults, using trauma informed practices to increase the potential for rapid stabilization and comfort. The presence of peers with lived experience allows for the potential provides client centered services in an environment of safety, dignity and hope. Services include: engagement, triage and assessment, continuous observation, individual counseling, mild to moderate detoxification & sobering services, therapeutic interventions including medication management, medication assisted treatment (MAT) and discharge and after care planning. If needed, the Center medical staff will refer and help ensure transportation to ER or local detoxification facilities.

**Center Staffing:** Services are provided by an **interdisciplinary team** that includes Psychiatrists, Nurse Practitioners, Nurses, Licensed Mental Health Professionals, CASACs, Certified Peer Specialists, Peers and Behavioral Health Aides.

**Coordination with Crisis Responders and Providers:** Centers will **provide law enforcement support, education and training to effectively and efficiently connect individuals experiencing mental health symptoms to voluntar**y evaluation and care. The Center will coordinate assessment and triage of individuals that may be at risk of harm to self or others. Centers will work closely with law enforcement, mobile mental crisis teams and local hospitals to position the centers as diversions from both the ER/CPEP inpatient and emergency room care and as alternatives to the judicial system.