

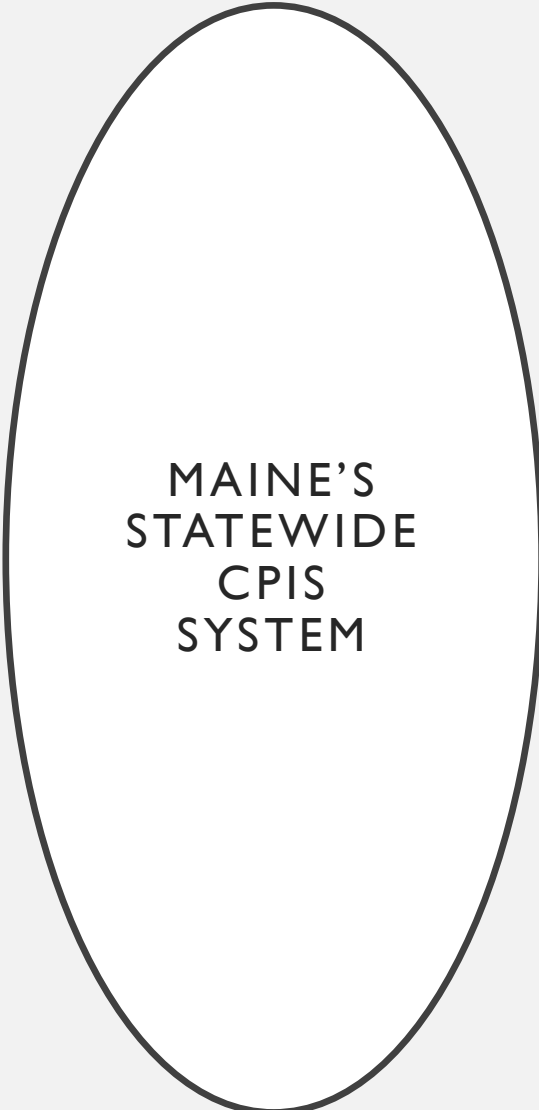


**OADS Crisis  
Prevention  
and  
Intervention  
Services**

**MAINE COALITION FOR HOUSING AND QUALITY  
SERVICES  
11/14/22**

BETSY HOPKINS, ASSOCIATE DIRECTOR, OFFICE OF AGING  
AND DISABILITY SERVICES

LORRIE MITCHELL, CRISIS PROGRAM ADMINISTRATOR, OFFICE  
OF AGING AND DISABILITY SERVICES



MAINE'S  
STATEWIDE  
CPIS  
SYSTEM

- Services are provided to Adults 18 and above
- Individuals must be found eligible for Developmental Services and Brain Injury
- Four district teams are based out of Caribou, Bangor, Augusta and Portland.
- The teams cover the entire state 24 hours a day, 7 days a week.

<b>Residential Crisis Services</b>	<b>Emergency Transitional Housing</b>	<b>Crisis Homes</b>
<b>Unduplicated Count of Individuals Served</b>	<b>16</b>	<b>18</b>

SFY 2022 Quarter 4

## MAINE'S STATEWIDE CPIS SYSTEM

- Each team consists of a Team Leader, Case Managers and Community Response Workers.
- There is a Program Administrator specific to the Crisis program.
- There are 4 crisis homes throughout the state which are staffed 24 hours a day to provide stabilization and support through a crisis.





# VALUES

Person Centered

Support Focused

Positive Psychology

Positive Behavioral Supports

Family Centered

Respect and Dignity

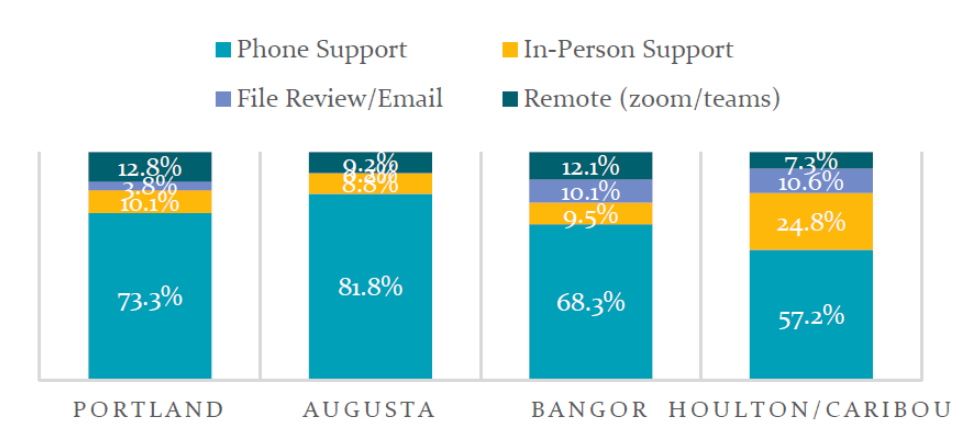
# SERVICES PROVIDED

The comprehensive crisis system is made up of five major services:

- Prevention Services
- Crisis Telephone Services
- Mobile Crisis Outreach Services
- In-home Crisis Services Crisis Residential Services



## CRISIS SERVICES BY MODE OF DELIVERY\*



Crisis Teams	Crisis Contacts
<b>Portland</b>	<b>1335</b>
<b>Augusta</b>	<b>928</b>
<b>Bangor</b>	<b>555</b>
<b>Caribou/Houlton</b>	<b>451</b>
<b>Total</b>	<b>3269</b>

\*SFY 2022 Quarter 4

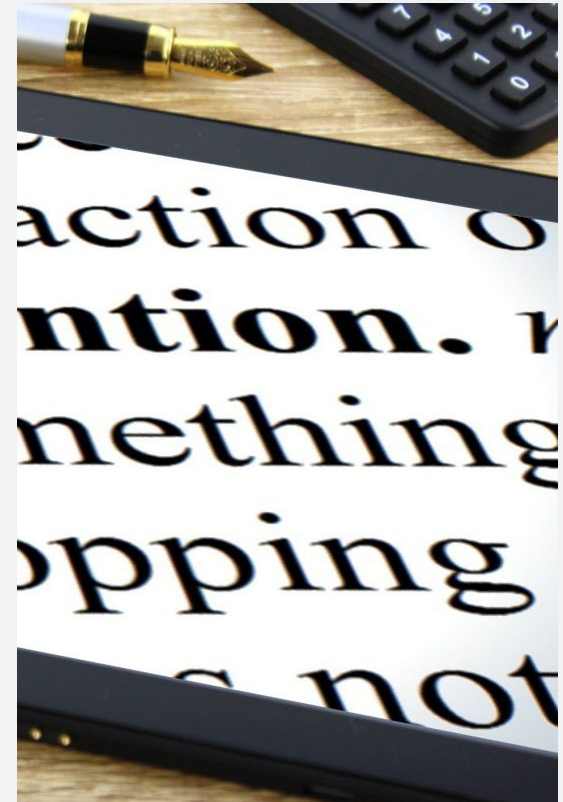
# PREVENTION

- Planning for the situation before it becomes a crisis
- Proactive, comprehensive and individualized
- Identify ways to help a crisis or successfully work through an emergent situation
- Best accomplished through consultation, education and development of a crisis prevention plan



# PREVENTION SERVICES

- **Examples of Prevention Services**
  - **Attend Team Meetings**
  - **Develop a crisis plan**
  - **Meet and Greet**
  - **Relationship building with individuals, families, community providers**
  - **Brainstorm and problem-solve complex situations with state, local and agency staff**
  - **Support transitions: ie; step down from higher level of care, moving to a new setting**
  - **Post crisis follow up**







## **CRISIS TELEPHONE SERVICES**

Crisis telephone services are accessible 24 hours a day through the statewide toll-free number

**1-888-568-1112**

Please ask for DS Crisis Worker.

You will be asked: Name, DOB, address

# CRISIS TELEPHONE SERVICES

## Services provided include:

- supportive communication
- consultation
- problem solving (facilitate communication between staff/individual)
- information and referral

**Crisis staff and individual will assess the need for additional supports including face-to-face meeting with crisis staff**



# MOBILE CRISIS OUTREACH SERVICES

**Flexible crisis service provided in any setting**

- **On-site assessments**
- **consultations**
- **education**
- **crisis stabilization**
- **crisis plan development**

**Whenever possible, crisis staff assist individuals to become stabilized within their current setting**



# MOBILE CRISIS OUTREACH SERVICES

What do we do when we get there?

Comprehensive Assessment of  
Person and System

Assist with problem solving

Modeling of intervention techniques

Active listening

Support and Stabilize

Refer for additional resources

- If needed, help link to mental health assessment
- Respite

IN-HOME  
CRISIS  
SUPPORTS

Unique, specialized,  
enhanced service

Referrals reviewed by  
Crisis Team Leaders

Intended for natural  
supports/non provider  
settings

A stylized outline of a house in shades of brown and teal against a black background. The house has a gabled roof, a chimney on the right side, and a four-pane window in the center. A white rectangular box is superimposed over the upper part of the house, containing the title text.

# IN-HOME CRISIS SUPPORTS

- Short Term Home-based service
- Assist in stabilization
- Collaborate with individual's existing support team
- Focus on keeping the individual in current environment

## CRISIS RESIDENTIAL SERVICES

- Short-term
- Highly supportive
- Crisis Staff are present 24/7
- Ongoing assessment of biopsychosocial needs
- Stabilize and return home or assist with locating alternate permanent home
- Assist in crisis planning
- Support in daily living skills including medication assistance and transportation





# CRISIS RESIDENTIAL SERVICES

THERE ARE FOUR DSDS CRISIS HOMES  
ACROSS THE STATE





## TRANSITIONAL/EMERGENCY HOUSING

- Short Term Emergency Housing contracted through residential providers
- Accessed through the crisis team and community case manager
- How is this different from other services?

# CALL CRISIS FOR THE FOLLOWING EVENTS

- Involvement with law enforcement
- ER admission for mental health evaluation
- Lost or missing person
- Suicide attempt or serious threat
- Any other dangerous situation which impose risk of imminent harm
- Allegations of abuse, neglect, or exploitation
- Serious injury to a person
- Rights violation
- Assaults
- Death



**FOR MORE INFORMATION  
CALL!**

- **1-888-568-1112**
- **And ask for a DS Crisis Worker**

