

## **Interim Crisis Management Plan**

As the contracted crisis program ends on June 30, 2010, an interim plan has been created to serve the Division of Disability and Rehabilitative Services (DDRS) Medicaid Home and Community Based Services (HCBS) waiver and Supported Group Living (SGL) consumers.

### **Medicaid Home and Community Based waiver Services:**

In a crisis situation, individuals receiving HCBS should contact their case manager for assistance. Case managers should be contacted directly during regular business hours (Monday - Friday, 8:30 a.m. to 4:30 p.m.).

If assistance is needed outside of normal business hours, individuals receiving HCBS should contact an Indiana Professional Management Group (IPMG) case manager, toll free, at 1-800-878-9133. If a case manager is unable to effectively address a situation, they may obtain a behavioral management consultant to conduct an in-person assessment for the individual. The behavioral management consultant will identify steps needed to stabilize the individual and coordinate with the case manager to obtain necessary services.

### **Supervised Group Living:**

Individuals in crisis situation who receive services in Supervised Group Living homes should contact their service coordinator for assistance during regular business hours. If assistance is needed outside of regular business hours, these individuals can call a service coordinator at 1-877-240-1764. The service coordinator will follow the same procedure as a case manager to assess the situation and determine if a behavioral clinician's support is necessary. Service coordinators will work with the behavioral clinician to identify how the individual should best be supported.

### **Comprehensive Plan:**

A comprehensive plan is being developed by DDRS, the Division of Mental Health and Addiction and the Dual Diagnosis Task Force for crisis management services. Details will be released as new information becomes available.