

Crisis Request

Name _____ Date _____

Case Manager _____ Tier _____

Initial _____ Date of 90 day follow-up _____ Date of 120 day follow-up _____

Indicate below which Crisis definition applies.

Require protection from confirmed abuse, neglect, or exploitation or written documentation of pending action for same

Are at significant, imminent risk of serious harm to self or others in their current situation

1. Describe the need in detail. Include specific information on why you feel the person is at risk and what the immediate consequence will be if the service is not provided. Explain what has changed that requires the need to be met differently and how the need was met prior.

2. Does the person currently receive MR/DD services? Yes No

3 What funding is requested and how will that meet the need? (Day, Residential, in-home supports, other)

4. Are there other agencies or individuals assisting the individual? (mental health, homeless shelter, family judicial system, sex offender program)

Yes, explain the supports they provide

No, explain what attempts were made

5. Describe other resources that have been explored and exhausted prior to making this request.

6. What is the minimum support (least restrictive) needed to alleviate this crisis?

All Crisis Request must have the Funding Request (Plan of Care) and Person Centered Plan attached.

Crisis Request Follow-up

This section is to be completed prior to the end of the initial 90 days and prior to the end of 120 days, if approved. Crisis funding is **only** approved for 90 days. If it is determined that the need is still present, the request will be approved for 120 days. At the end of those 120 days, the situation must be reviewed to determine if there is still a need for funding. If it is determined that the need is still present, the funding will remain through the end of the person's birth month and will be reviewed on an annual basis.

Name _____ Date _____

Case manager _____ Date of Crisis Approval _____

90 Day Follow-up

120 Day Follow-up

When was the service initiated (or assistive device purchased) after crisis funding was approved? (Explain any delay in initiation, if applicable.)

Can the funding be removed or reduced? What are the anticipated support needs of the person if the crisis funding is removed or reduced?

What do you think is the worst that could happen if the funding is eliminated?

What community resources have been accessed and what were the results? (Include mental health, social agencies, family)

Briefly describe how the crisis situation has resolved and how the person is doing.

Multi-CDDO Council

Crisis Request Procedures

Initial Request

1. The Case manager will complete the Crisis Request Form and submit it to the home CDDO, along with a current Person Centered Support Plan, Plan of Care and any other pertinent documentation.
2. The home CDDO will fax or email the information to the Multi-CDDO Council members within 48 hours.
3. The CDDO will review the information and determine if the information presented meets the crisis definition per the CDDO/SRS Contract. If needed, a conference call will be arranged to discuss the information.
4. The CDDO will reply to the home CDDO within 48 hours whether the crisis definition has been met.
5. If a majority of the CDDO's feel the crisis definition is met, crisis funding will be approved for 90 days. In case of ties, the home CDDO has the deciding vote.
6. If met, the home CDDO will notify the case manager and enter the POC into the prior authorization system.

Crisis Review

7. Between the 70th and 85th day, the case manager will complete a follow-up and submit to the home CDDO.
8. The home CDDO will fax or email the information to the Multi-CDDO Council members within 48 hours.
9. The CDDO will review the information and determine if the need for crisis funding is still needed. If needed, a conference call will be arranged to discuss the information.
10. The CDDO will reply to the home CDDO within 48 hours whether the funding is still needed.
11. If a majority of the CDDO's feels the funding is still needed, crisis funding will be approved for an additional 120 days. In case of ties, the home CDDO has the deciding vote.
12. The home CDDO will notify the case manager and enter the POC into the prior authorization system.
13. Between the 190th and 200th day (approximately 6 months), the case manager will complete a follow-up and submit to the home CDDO.
14. If met, the home CDDO will fax or email information to the Multi-CDDO Council members within 48 hours.
15. The CDDO will review the information and determine if the need for crisis funding is still needed. If needed, a conference call will be arranged to discuss the information.
16. The CDDO will reply to the home CDDO within 48 hours whether the funding is still needed.
17. If a majority of the CDDO's feels the funding is still needed, crisis funding will be approved and review annual in the person's birth month. In case of ties, the home CDDO has the deciding vote.
18. If met, the home CDDO will notify the case manager and enter the POC into the prior authorization system.

Timeliness

It is the case manager's responsibility to meet the deadlines described above. Failure to meet the deadlines could result in the elimination of the person's funding or a funding to the provider may not be timely. The CDDO may at its discretion provide reminders.

Dispute Resolution

Individuals and Affiliates of the CDDO have the right to appeal any negative finding. If the person or the affiliate disagrees with a finding, the CDDO dispute resolution policy will be followed. The first step in the process is to provide notification of the dispute and an explanation of how the person/affiliate feels the CDDO has erred.