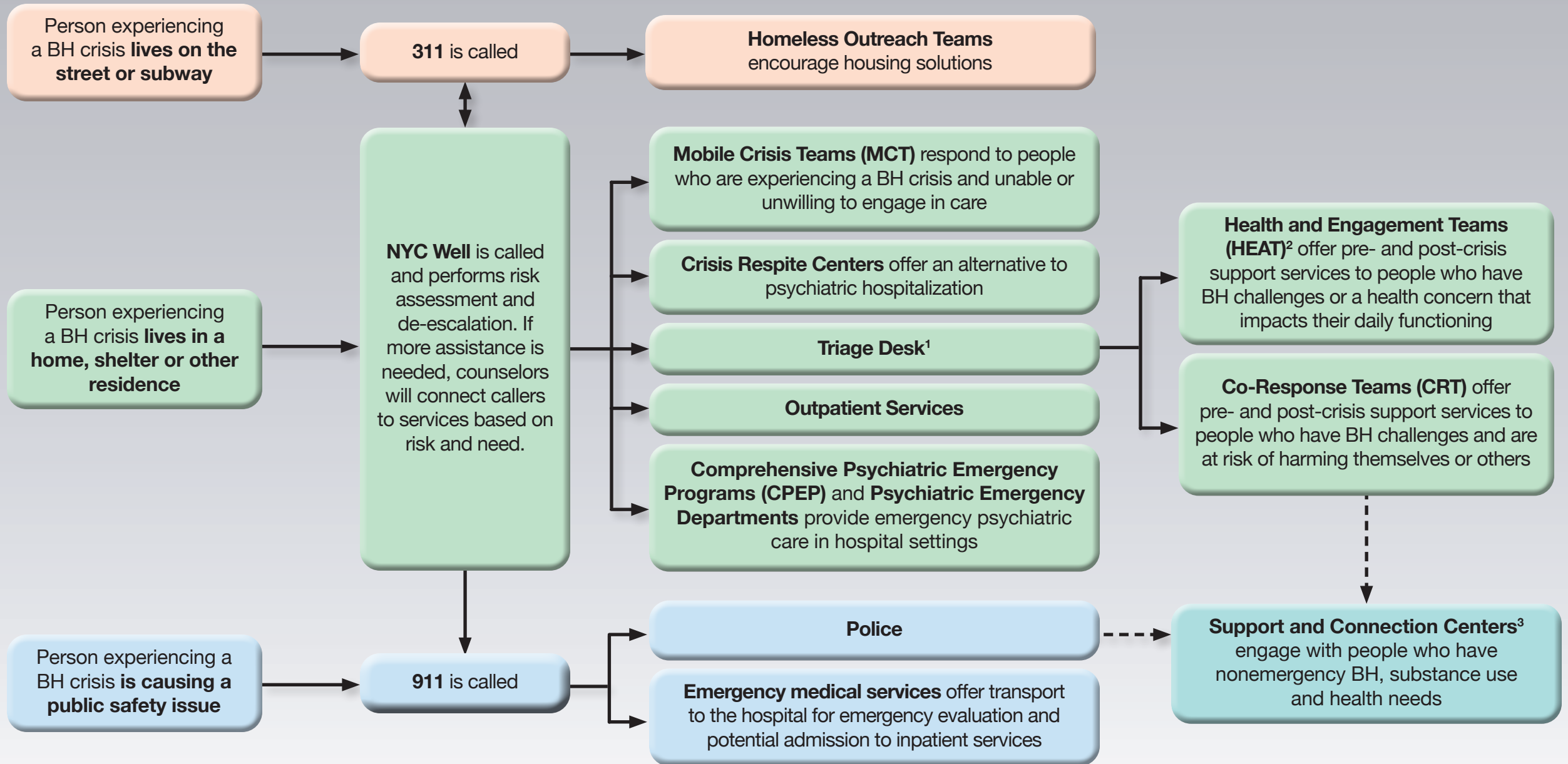


# Behavioral Health Crisis Services

The NYC Department of Health and Mental Hygiene has many mobile services for people who are not well engaged by site-based behavioral health (BH) treatment. This infographic shows how New Yorkers experiencing a BH crisis are connected to the appropriate services.



<sup>1</sup> Protocols are being developed to allow other City agencies to connect with the Triage Desk directly to access CRT and HEAT services.

<sup>2</sup> HEAT are currently being deployed to connect with people experiencing street homelessness. These cases are not added to HEAT's caseloads.

<sup>3</sup> Support and Connection Centers are not formally part of the crisis response pathways but can be referred to by police (outside of 911 response) and CRT.

# Description of Services

## Homeless Outreach Teams

- Serve people of all ages
- Offer immediate assistance, transportation to shelter and ongoing case management
- Provide access to specialized overnight beds and stabilization beds
- Assess for medical and BH crises that may require emergency response
- Insurance is not required, and Homeless Outreach Teams will not bill insurance for people who have it

## Mobile Crisis Teams (MCT)

- Serve people of all ages
- Offer crisis intervention, de-escalation, assessment and connection to ongoing BH and substance use treatment and support
- A diagnosed mental illness or substance use disorder is not required to experience a BH crisis
- Operate from 8 a.m. to 8 p.m., seven days a week, and usually respond within several hours of receiving referrals from NYC Well
- Typically contact a person experiencing a BH crisis one to three times over one to two weeks
- Staffed by a mixture of BH clinicians and peers
- Insurance is not required to receive MCT services, but MCT will bill insurance for people who have it

## Crisis Respite Centers

- Provide a home-like, unstructured, open-door setting and 24/7 peer support
- Offer individual and group support and connection to ongoing treatment and recovery services

## Triage Desk

- Collaborates with the NYC Health Department and NYC Police Department
- Serves as a gateway to CRT and HEAT
- Reviews and assesses referral information for program assignment
- Staffed 24 hours a day, seven days a week

## Co-Response Teams (CRT)

- Offer engagement, assessment, de-escalation, supportive counseling, information about health and BH services, and service referrals to ongoing care
- A diagnosed mental illness or substance use disorder is not required to access CRT services
- Typically respond within 24 hours of referral
- Services last up to 90 days, depending on need
- Staffed by a BH professional and two police officers

## Health and Engagement Teams (HEAT)

- Offer engagement, peer support, assessment, de-escalation, supportive counseling, information around health and BH services, and service referrals to ongoing care
- A diagnosed mental illness or substance use disorder is not required to access HEAT services
- Typically respond within 24 hours of referral
- Services last up to 90 days, depending on need
- Staffed by a BH professional, and a health navigator or peer

## Outpatient Services

- Serve people of all ages
- Offer psychiatry, medication management and therapy in person and via telehealth

## Comprehensive Psychiatric Emergency Programs (CPEP) and Psychiatric Emergency Departments

- Serve people of all ages
- Offer psychiatric assessment and emergency treatment
- Psychiatrists decide whether to admit people into the hospital for psychiatric treatment
- CPEP have additional features that traditional Psychiatric Emergency Departments do not, such as extended observation beds and community outreach for patients

## Support and Connection Centers

- Serve people age 18 and older
- Offer BH and substance use services, including screening and assessments, counseling services, short-term case management, connection to ongoing health and social care, medically-supervised substance use withdrawal services and access to naloxone
- Provide access to other services, such as food, showers, laundry, overnight shelter and peer support