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SOUTH METRO  
ROUND TABLE

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# WHAT TO EXPECT DURING A CRISIS IN THE COMMUNITY

Developed in  
conversation with Law  
Enforcement, EMS,  
Mobile Crisis Teams,  
and Community  
Providers

# Expectations During a Crisis

## WHO DOES WHAT?

- Community Providers
- Mobile Crisis Teams
- Law Enforcement
- EMS
- Emergency Departments

**A crisis** is any situation in which a person's behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available.

## WHAT IS A MENTAL HEALTH CRISIS?

*Minnesota law defines a mental health crisis as a "behavioral, emotional, or psychiatric situation which, but for the provision of crisis response services, would likely result in significantly reduced levels of functioning in primary activities of daily living, or in an emergency situation, or in the placement of the recipient in a more restrictive setting, including but not limited to, inpatient hospitalization."*

# Situation is not Life Threatening

## WHO DO I CALL FOR HELP?

**Call existing provider(s)** if the person has existing mental health support. Call them (psychiatrist, clinic, therapist, case manager, family physician...) to see if they can provide support necessary to deescalate the situation.

# Situation is not Life Threatening

## WHO DO I CALL FOR HELP?

**Call the Mental Health Minnesota Warmline** if the person is not in immediate danger of harming themselves or others and they do not have existing mental health support or that support is unable to resolve the crisis.

The Minnesota Warmline provides peer support via phone or text and helps people avoid crisis and use of emergency/intensive services.

# Situation is not Life Threatening

WHO DO I CALL  
FOR HELP?

## Call the County Mobile Crisis

**Team** if the person is not in immediate danger of harming themselves or others and they do not have existing mental health support or that support is unable to resolve the crisis.

When you call the mental health crisis team, they will triage the call to determine the level of crisis service needed.

# Situation is Life Threatening

## WHO DO I CALL FOR HELP?

**Call 911** if the situation is life-threatening or if serious property damage is occurring and ask for law enforcement assistance.

When you call 911, tell them someone is experiencing a mental health crisis and explain the nature of the emergency and your relationship to the person in crisis.

# COMMUNITY PROVIDERS

(FACILITY OR OTHER MENTAL HEALTH STAFF ON SITE WITH INDIVIDUAL IN CRISIS)

## WHAT CAN THEY DO?

- Deescalate the situation and provide services and support so that other interventions are unnecessary – calling crisis when provider has reached their limitations
- Share pertinent information, current and historic, with responders
- Partner with responders on scene to coordinate care
- May transport voluntary and low risk individuals to ED
- If qualified, can authorize a Transportation Hold
- A provider may need to discharge a client if the police cannot<sup>8</sup> assist



# COMMUNITY PROVIDERS

(FACILITY OR OTHER MENTAL HEALTH STAFF ON SITE WITH INDIVIDUAL IN CRISIS)

## WHAT CAN'T THEY DO?

- Only able to de-escalate and resolve issues to the best of their ability
- Will not transport unwilling individuals or individuals at high risk of harm to self or others

# MOBILE CRISIS TEAM

## WHAT CAN THEY DO?

- Deescalate the situation to allow for an assessment
- Assess the Mental Health and/or Substance Use issues of the individual in Crisis
- Connect individual to family, friends, neighbors and community resources to stabilize following the crisis.
- Determine if individual needs to be transported to an ED for evaluation and possible admission to an inpatient Mental Health unit. Communicate with ED upon transport
- Can initiate a Transportation Hold (Adults) if requirements are met
- Staff can provide crisis stabilization services for a period of up to six weeks following the crisis assessment

# MOBILE CRISIS TEAM

## WHAT CAN'T THEY DO?

- Guarantee an immediate mobile response to the site. Response is based on their phone assessment and staff capacity
- Assess an individual who is unwilling or unable to participate in assessment
- Guarantee admission to inpatient unit following transport to ED
- Guarantee that transport hold will result in transportation
- Guarantee that recommended interventions are available
- Provide Rule 25/Comprehensive Assessment for SU Disorder

# LAW ENFORCEMENT

## WHAT CAN THEY DO?

### **If first on the scene, determine:**

- If crime has been committed to warrant arrest or citation
- Need for medical attention and/or transport to Emergency Department
- Need for transport to Detox
- Need for Mental Health Crisis Team
- Ability to leave individual at Scene

### **If on scene with Crisis**

- Ensure site is safe and secure for crisis assessment intervention. Will depart when other responders agree presence is no longer needed

### **If on scene with EMS**

- Ensure site is safe and secure for medical intervention
- Initiate Transportation Hold
- Provide information to EMS to transmit to ED upon admission

After arrest or citation, there may be mental health services provided through Canvas or Scott County Mental Health

# LAW ENFORCEMENT

## WHAT CAN'T THEY DO?

- Will limit use of force to engage or remove individual from setting if individual does not pose an emergent danger to self or other
- Will not enforce health officer hold if doing so endangers safety of individual or officer or if risk to public or individual outweighs benefit of intervention
- May opt out of transporting individual in their vehicle. Combative individuals will not be transported, Law Enforcement is not an alternative to EMS.

# EMERGENCY MEDICAL SERVICES

(AMBULANCE)

## WHAT CAN THEY DO?

- Medical assessment/evaluation
- Transport to an Emergency Department

# EMERGENCY MEDICAL SERVICES

(AMBULANCE)

## WHAT CAN'T THEY DO?

- Can only transport to an Emergency Department
- Cannot place holds
- Can refuse to transport based on their assessment - i.e. violent behavior, lack of medical need for transport
- Due to potential diverts, cannot guarantee which Emergency Department the individual will go to

# EMERGENCY DEPARTMENT

## WHAT CAN THEY DO?

- Individual will be medically cleared
- Individual will be assessed by a multidisciplinary team to determine if hospital level of care is required
- Those not requiring hospital level of care will be discharged with referrals for care
- Can place individuals on 72 hour hold if criteria is met
- Those assessed as needing hospital level of care will be cared for in the ED until appropriate placement is found, or person is no longer in need of that level of care



# EMERGENCY DEPARTMENT

## WHAT CAN'T THEY DO?

- ED physicians can release holds if criteria is not met
- May not be able to set community appointments while individual is still in E.D
- May not have access to the higher level of care needed, leading to long waiting periods before transfer to next level of care
- Not able to provide shelter – must need medical reason to remain in E.D.