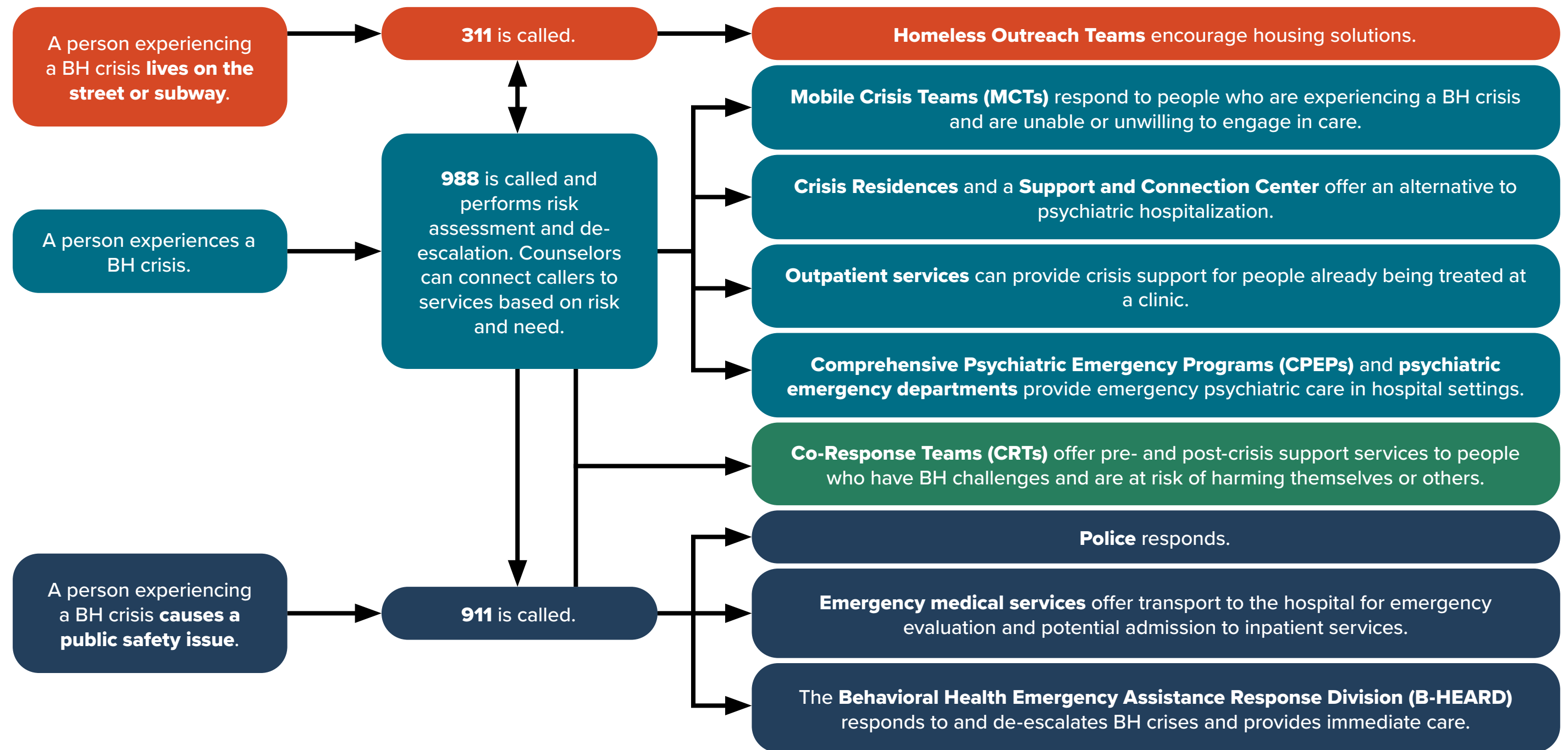


# Behavioral Health (BH) Crisis Services



This infographic shows how New Yorkers experiencing a behavioral health crisis can access care.



# 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 and stabilization beds
- Assess for medical and BH crises that may require emergency response
- Do not require insurance to provide services, and will not bill insurance for people who have it

## Mobile Crisis Teams (MCTs)

- Serve people of all ages
- Offer crisis intervention, de-escalation, assessment, and connection to ongoing BH treatment and support
- Do not require a diagnosed mental illness or substance use disorder to provide services
- Operate from 8 a.m. to 8 p.m., seven days per week, and usually respond within several hours of receiving referrals from 988
- Typically contact a person experiencing a BH crisis one to three times over one to two weeks
- Are staffed by BH clinicians and peers
- Do not require insurance to provide services, but will bill insurance if people have it

## Crisis Residences

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

## Support and Connection Center

- Serves people age 18 and older
- Offers BH 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
- Provides access to other services, such as food, showers, laundry, overnight shelter, and peer support

## Outpatient Services

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

## Comprehensive Psychiatric Emergency Programs (CPEPs) 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
- CPEPs have additional features that traditional psychiatric emergency departments do not, such as extended observation beds and community outreach for patients

## Co-Response Teams (CRTs)

- Do not require a diagnosed mental illness or substance use disorder to provide services
- Typically respond within 24 hours of referral
- Provide services for 90 days, depending on need
- Are staffed by one BH professional and two police officers

## Behavioral Health Emergency Assistance Response Division (B-HEARD)

- Operates seven days per week, 16 hours per day, in Harlem, Washington Heights, Inwood, and parts of the South Bronx
- Teams are composed of paraprofessionals who have experience responding to a range of BH issues, including suicidal ideation, substance use, and mental health conditions (such as serious mental illness)
- In emergency situations where someone has a weapon or is at risk of self-harm or harming others, police officers and an ambulance are dispatched