



Denton County
Mental Health
Mental Retardation
Center

Center and Crisis Services: An Introduction

Who is Denton County MHMR?



Who is Denton County MHMR?

- ▶ The local mental health and mental retardation authority for all of Denton County
- ▶ Non - profit organization (501 C-3)
- ▶ Unit of local government administered by a nine member board of trustees which are appointed by the Denton County Commissioners Court
- ▶ Contract provider for the Texas Department of State Health Services and Texas Department of Aging and Disability Services

Mental Health Services

- ◉ Assertive Community Treatment (ACT)
- ◉ Case Management
- ◉ Child and Adolescent Services
- ◉ Cognitive Behavioral Therapy
- ◉ Crisis Hotline
- ◉ Mobile Crisis Outreach Team (MCOT)
- ◉ Hospital Liaison
- ◉ Intake and Referral
- ◉ Out-Patient Psychiatric
- ◉ Skills Training
- ◉ HUD homeless housing grant program

Intellectual and Developmental Disability (IDD) Services

Home and Community–Based Services (HCS):

- Care Coordination
- Service Coordination
- Adaptive aids
- Minor home modifications
- Counseling and therapies (includes audiology; speech/language pathology, occupational or physical therapy; dietary services; social work; and psychology)
- Dental treatment
- Nursing
- Residential assistance
 - Supported home living
 - Foster/companion care
 - Supervised living
 - Residential support
- Respite
- Day habilitation
- Supported employment

Intellectual and Developmental Disability (IDD) Services

General Revenue (GR) Services:

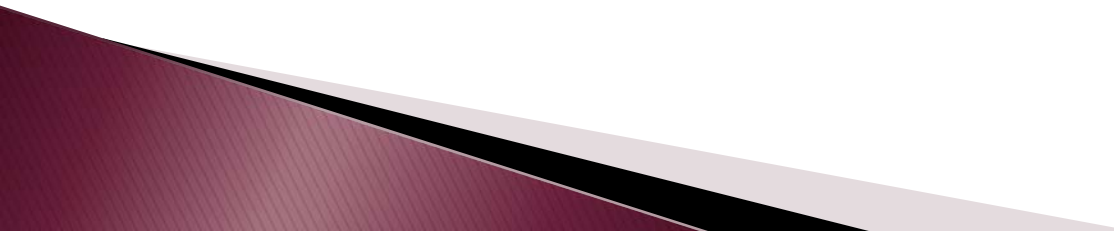
- Service Coordination
 - Community Support
 - Respite
 - Employment Assistance
 - Supported Employment
 - Nursing
 - Behavioral Support
 - Specialized Therapies
 - Vocational Training
 - Day Habilitation
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Intellectual and Developmental Disability (IDD) Services

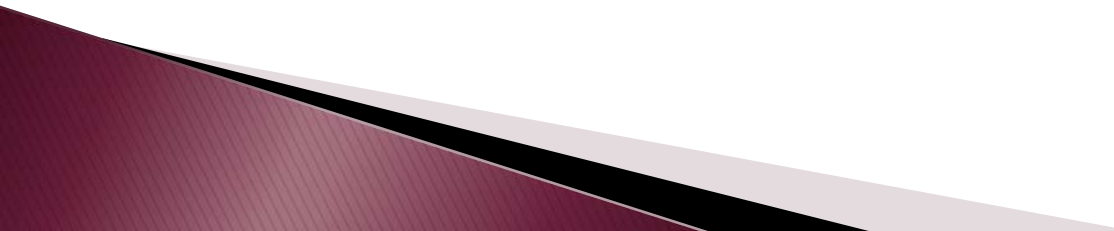
Texas Home Living Waiver Program Services:

- Adaptive aids
 - Minor home modifications
 - Specialized therapies
 - Behavioral support
 - Dental treatment
 - Nursing
 - Community support
 - Respite
 - Day habilitation
 - Employment assistance
 - Supported employment
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Crisis Redesign

- ▶ Denton County MHMR was granted additional funding by the state to expand and improve mental health crisis services within Denton County.
 - ▶ Crisis Redesign was implemented December 1, 2007.
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Pre-Crisis Redesign

- ◉ Two clinicians to assess individuals during business hours and one after hours
 - ◉ Response/wait time was long
 - ◉ Averaged 80 emergency screenings per month
 - ◉ No immediate crisis services available
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After Crisis Redesign

Since December 1, 2007:

- Average 180–200 emergency screenings per month
- Response time has decreased
- Case management offered to all crisis clients
- Psychiatric services if appropriate
- Counseling services if appropriate
- Mobile Crisis Outreach Teams increased – over 25 day staff! Does not count after hours teams!
- Outpatient substance abuse counseling
- Additional availability of short term hospital contract bed days.
- Addition of inpatient substance abuse treatment for detox and residential treatment

Denton County MHMR Emergency Screening Statistics

Screening Location and Time	Dec.1, 2007	Dec. 1, 2008	Dec.1, 2009
	– Dec. 1, 2008	– Dec. 1, 2009	– Dec. 1, 2010
Community	902	1,155	1,192
Office	319	560	833
Total	1,221	1,715	2,025
8a–5p	756	1,085	1,368
Nights/ Weekends/ Holidays	465	630	657

Denton County MHMR Emergency Screening Statistics

From December 1, 2010 –
May 31, 2011

The Crisis Team has completed
928 Screenings so far!

Crisis –VS– Emergency

- ◉ A crisis is a stressful situation or set of events that are perceived or experienced as intolerable and unsolvable because the individual's customary coping strategies and problem solving skills are exceeded.
- ◉ In a crisis, an appropriate coping response is unknown, but in an emergency it can readily be implemented.
- ◉ DCMHMR defines a crisis as someone who has thoughts of suicide, homicide and/or has deteriorated to the point to where they are a risk of harm to themselves or others.

Crisis Line

- ◉ Denton County MHMR provides a crisis hotline service accredited by the American Association of Suicidology (AAS).
- ◉ Hotline staff will provide information, support, intake appointments, intervention, and referrals to callers 24 hours a day, 7 days a week.
- ◉ Hotline is available to anyone
- ◉ Hotline Number: 1-800-762-0157
- ◉ TTY Hotline Number: 1-800-269-6233

What is the purpose of an assessment?

- To determine the risk of harm to self or others.
- To assess Acute and Chronic risk factors of suicide.
- To check the individual's mental status for impaired or disturbed thought patterns.
- To assess the individual's social environment for distress or support.
- To assess for substance abuse.
- To determine what is the least restrictive environment in which an individual can safely and effectively receive treatment.
- To facilitate inpatient treatment for the individual if the clinician determines that to be the least restrictive environment.

Triage

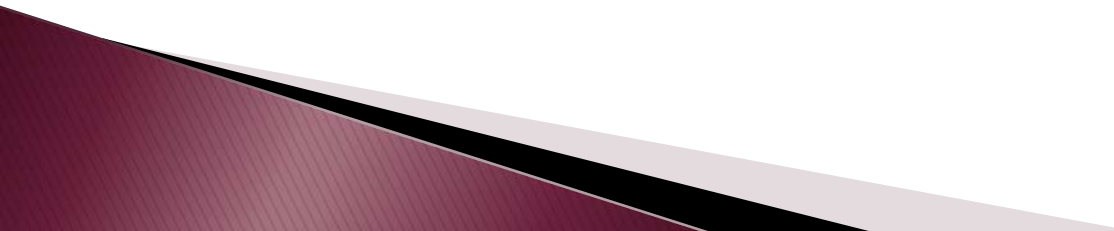
Non-Crisis: the following actions may be taken

- Intake Appointment
- Psychiatric Evaluation
- Nurse triage
- Case manager assignment
- Referrals
- Rehabilitation and Skills Training

Mobile Crisis Outreach Team (MCOT)

- ◉ Emergency clinical assessment requests come through the Crisis Hotline.
- ◉ Mobile Crisis Outreach Teams (MCOTs) provide face-to-face clinical assessments to individuals in crisis 24 hours a day, 7 days a week in Denton County.
- ◉ A MCOT consists of 2 individuals, a Qualified Mental Health Professional, and a licensed professional. The licensed professional can either be a Licensed Professional of the Healing Arts or a Registered Nurse.

Mobile Crisis Outreach Team (MCOT)

- The DCMHMR Crisis unit is in the process of obtaining A.A.S. (American Association of Suicidology) Crisis Worker Certifications for all team members.
 - There are 36 MCOT team members who currently have this certification.
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Crisis Outpatient Services

- All individuals that are seen for a crisis assessment meet face to face with a crisis staff member within 24 hours for a follow-up if outpatient services are recommended.
- Staff will also conduct a 24 hour phone follow-up if inpatient treatment is recommended.
- At minimum, individuals qualifying for SP 0 (Crisis) will be linked with resources in the community if stabilization has occurred within 7 days after the initial emergency assessment.

Crisis Outpatient Services

- If individual has not stabilized after 7 days, they will be moved from a SP 0 (Crisis) to an SP 5(transitional).
- Individuals can expect to be seen by a crisis case manager at least weekly or more frequently if needed.

Crisis Outpatient Services

Depending on the needs of the individual, crisis outpatient services can also include:

- Psychiatric Services including Medication Management and Medication Box monitoring if needed
- Counseling by a LPC (weekly or as needed)
- Chemical Dependency Counseling (Group and Individual available by an LCDC)
- Intensive Case Management
- Referrals to outside organizations
- Referral for intake to regular services or waiting list
- Skills Training

Crisis Outpatient Services

**Crisis Services can
be provided for up
to 90 days!**

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Our Mission:
To enhance the quality of life for
the persons we serve and
their families