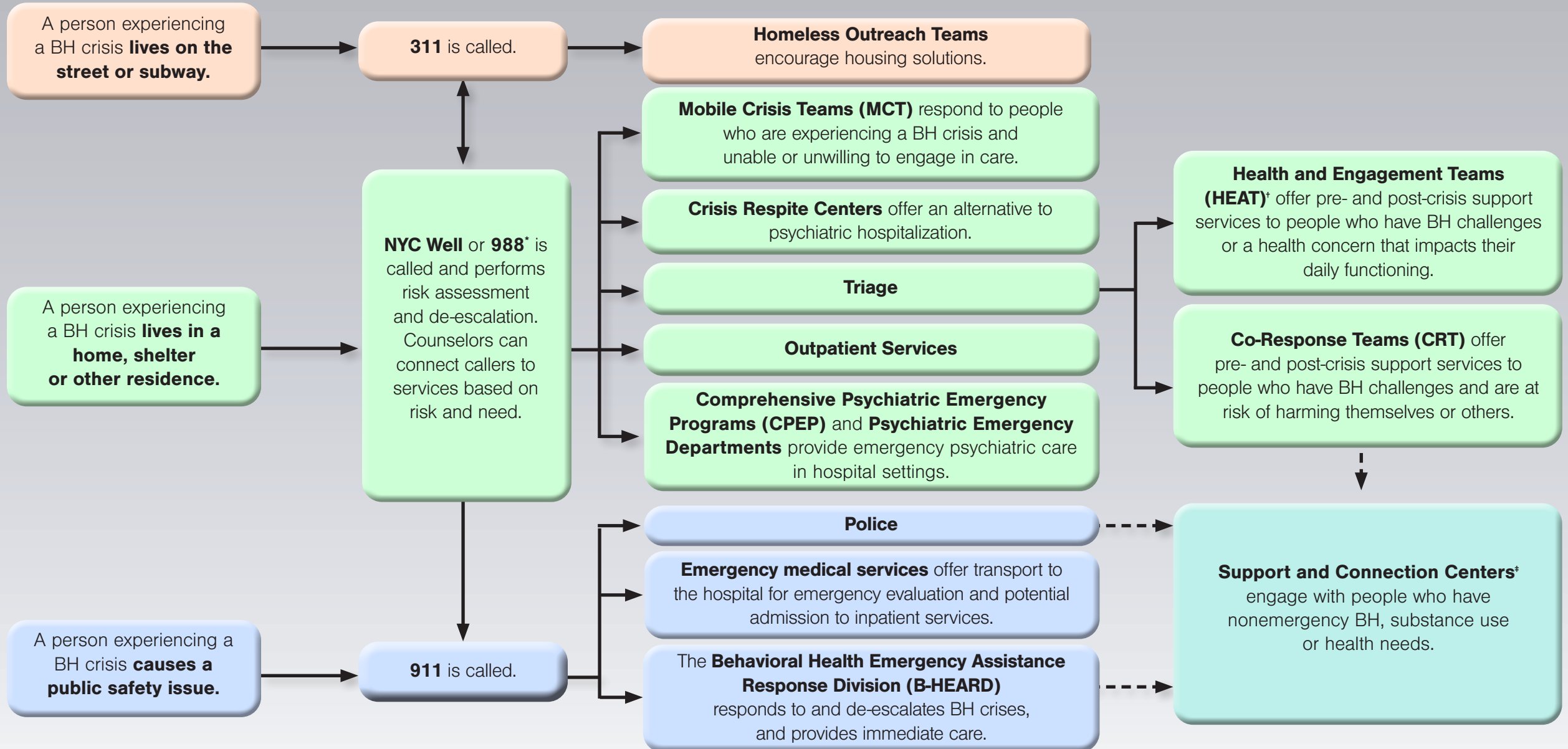


# Behavioral Health Crisis Services

The New York City Department of Health and Mental Hygiene (NYC Health Department) 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.



\*Calls from NYC area codes to 988, the national suicide and crisis prevention hotline, are redirected to NYC Well.

\*HEAT are deployed to address street homelessness and public drug use. These cases are not added to HEAT's caseloads.

\*Support and Connection Centers are not formally part of the crisis response pathways but can be referred to by police (outside of 911 response), B-HEARD 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 and stabilization beds
- Assess for medical and BH crises that may require emergency response
- Insurance is not required to receive services, and Homeless Outreach Teams will not bill insurance for people who have it.

## MCT

- Serve people of all ages
- Offer crisis intervention, de-escalation, assessment and connection to ongoing BH treatment and support
- A diagnosed mental illness or substance use disorder is not required to receive services.
- Operate from 8 a.m. to 8 p.m., seven days per 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 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 homelike, unstructured, open-door setting and 24/7 peer support
- Offer individual and group support and connection to ongoing treatment and recovery services

## Triage

- A collaboration between 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 24/7

## 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 one BH professional and two police officers

## HEAT

- Offer engagement, peer support, 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 HEAT services.
- Typically respond within 24 hours of referral
- Services last up to 90 days, depending on need.
- Staffed by one BH professional and one health navigator or peer

## Outpatient Services

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

## 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.

## B-HEARD

- Responds to 911 mental health calls
- Operates seven days per week, 16 hours per day, in Harlem, Washington Heights, Inwood and parts of the South Bronx
- Teams are composed of paramedics 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.

## Support and Connection Centers

- Serve people age 18 and older
- Offer 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
- Provide access to other services, such as food, showers, laundry, overnight shelter and peer support