

New Jersey Department of Human Services
Division of Mental Health and Addiction Services
New Jersey Behavioral Health Referral Network
Provider Standards and Guidelines

1. OVERVIEW

The New Jersey (NJ) Division of Mental Health and Addiction Services (DMHAS) has announced the launch of a new behavioral health access and referral network built on the OpenBeds® platform from Bamboo Health. This technology platform is designed to enable real-time, closed-real loop referrals between providers to improve care coordination and monitor the availability of crisis and mental health services in New Jersey. This system will identify, unify, and track all mental health crisis contacts, mobile crisis outreach responses, mental health services, residential services, and inpatient services in a single, cloud-based solution at no-cost to the providers. With active participation from all behavioral health and crisis care providers, NJ will create a no-wrong-door approach for all NJ residents experiencing a crisis. This set of guidelines will help ensure that our crisis system and behavioral health providers stay connected to each other and efficiently coordinate services for those in need of services and support.

2. AGREEMENTS

Each participating facility must complete the required paperwork including, but not limited to, the Bamboo Health No-Fee Subscription Agreement and a Business Associate Agreement.

3. CRISIS MANAGEMENT MODULE

The Crisis Management Module provides a centralized database for 988 Suicide and Crisis Lifeline (Lifeline) Centers to provide real-time data, standardize data collection and streamline data management. This Module contains all required data fields in the intake form and will house evidence-based assessment and safety-planning tools for use by crisis counselors.

The Crisis Management Module will also provide a direct link between Lifeline Centers and Mobile Crisis Outreach Response Teams (MCORTs) for fast access to in-person support and referrals. Following completion of the intake form, risk assessment and MCORT Safety Ratings, Lifeline Centers will be able to digitally request dispatch of MCORT to the scene of the individual in crisis. Agencies utilizing the Crisis Management Module are 988 Lifeline Centers, the NJ 988 Managing Entity (Carelon) which is solely responsible for MCORT dispatch, and contracted MCORT providers and their staff.

Requirements

The 988 Lifeline Center Provider will:

- A. Designate a point of contact to maintain user profiles and access within the Crisis Management Module.
 - i. Establish user credentials for new employees prior to handling initial contact.
 - ii. Users will be deactivated within 24-hours of ending employment with the provider.

- B. Respond to communications from NJ DMHAS including data requests, complete required training and surveys, and handle other related tasks.
- C. Ensure staff are trained and fully prepared to input contact information and make referrals to MCORT through the Crisis Management Module prior to utilizing the system.

The 988 Lifeline Center Staff will:

- A. Complete as many fields on the intake form as possible for every 988 contact.
- B. Review the MCORT Safety Ratings and MCORT Safety Ratings Levels (when applicable).
- C. Complete the Community Dispatch Safety Assessment for Carelon to share with MCORT to alert them to any possible safety concerns before responding (when applicable).
 - i. If there is an imminent risk of harm to self or others, 911 should be contacted for an active rescue response.
 - ii. Request dispatch of a MCORT when the needs of the individual in crisis warrant a mobile crisis response. Include MCORT Safety Rating Level in the dispatch request.
- D. Utilize the follow-up tool in the Crisis Management Module and adhere to follow-up timelines as set-forth by Vibrant Emotional Health.

The NJ 988 Managing Entity, Carelon, will:

- A. Designate a point of contact to maintain user profiles and access within the Crisis Management Module.
 - i. Establish user credentials for new employees.
 - ii. Users will be deactivated within 24-hours of ending employment with the provider.
- B. Respond to communications from NJ DMHAS including data requests, complete required training and surveys, and handle other related tasks.
- C. Ensure staff are trained and fully prepared to locate and dispatch MCORTs through the Crisis Management Module.
- D. Utilize the Crisis Management Module to receive mobile crisis response dispatch requests from 988 Lifeline Centers for individuals in crisis.
- E. Review the intake form, Community Dispatch Safety Assessment, and Safety Rating Level for dispatch requests from Lifeline Centers.
 - i. Confirm Dispatch Level and determine if Dispatch Level is appropriate and whether a higher level of response than MCORT alone is needed.
 - ii. If yes, determine whether MCORT should be dispatched in addition to law enforcement and/or emergency medical services for an emergency response or to secure the scene.
- F. Identify and execute the dispatch of an available MCORT with proper support recommendations based on review of the Lifeline Center Safety Dispatch Rating and any additional recommendations for law enforcement and/or emergency medical service presence.

The MCORT Provider Agency will:

- A. Designate a point of contact to maintain user profiles and access within the Crisis Management Module.
- B. Create and maintain MCORTs in the Crisis Management Module.
 - i. Establish user credentials for new employees prior to initial dispatch.
 - ii. Users will be deactivated within 24-hours of ending employment with the provider.
- C. Respond to communications from NJ DMHAS including data requests, complete required training and surveys, and handle other related tasks.
- D. Ensure MCORT staff are trained and fully prepared to respond to dispatch requests from Carelon through the Crisis Management Module.

The MCORT Field Team will:

- A. Respond to communications from NJ DMHAS including data requests, complete required training and surveys, and handle other related tasks.
- B. Log into the Crisis Management Module at the beginning of a shift and be actively prepared to respond to dispatch requests immediately.
- C. Receive mobile crisis response dispatches from Carelon through the Crisis Management Module.
- D. Review 988 Lifeline center intake form, Safety Ratings and Dispatch Levels and support recommendations based on this information upon receipt from the NJ 988 Managing Entity. If additional support is determined to be necessary (i.e., law enforcement, EMS, etc.), contact 911 and request the appropriate support.
- E. Complete documentation regarding the dispatch, assessment, intervention and disposition of the individual in crisis by close of business, or within 24-hours at the latest.
- F. Utilize the follow-up tool in the Crisis Management Module and adhere to follow-up timelines as set-forth by NJ DMHAS.