

## **Crisis Assessment Response and Enhanced Services (C.A.R.E.S.) Trinitas Regional Medical Center**

As of January 1, 2016 the mental health crisis response team for adults with disabilities formerly referred to as “SCCAT” became officially renamed **CARES**. This name change reflects a transition for the 15-year-old team to reflect a reconfiguration of services. CARES is administered by Trinitas through a contract with the Division of Mental Health and Addiction Services and supported via braided funding from DMHAS and its sister Division of DDD.

CARES responds to the crisis response needs of adults 21 and older living in the community. CARES clinicians will see individuals with disabilities in their natural settings including homes, supervised apartments, day programs and work sites in order to provide assistance to the person with disability and to his or her family and professional caregivers. Additionally, CARES clinicians provide face-to-face crisis assessments at all emergency rooms throughout the state in order to confer with screening centers regarding the level of care for individuals with disabilities who present to acute care for psychiatric and behavioral emergencies. Anyone can call the 888-383-3007 number to refer an adult with disabilities who is in need of timely assessment or clinical outreach.

When SCCAT changed to CARES so did some of our services. We no longer see individuals below the age of 21 consistent with changes in eligibility for DDD. We offer all the crisis response services we offered as SCCAT. However, CARES now provides brief treatment of the person with disabilities up to 120 days. This involves brief counseling, on-site mentoring of staff and families and linkages with longer term stabilization services.

### ***Why Call 888-393-3007***

Call our toll free number 24/7 when an adult with disabilities displays problem behaviors that interfere with community activities, work, or living with others and needs an evaluation to determine level of support in order to remain safely in the community. Anyone can call CARES toll-free number to refer an adult with developmental disabilities for assessment.

### ***What can I Expect When I Call?***

Upon contacting CARES, an intake clinician takes preliminary information and a clinician follows up by providing on-site assessment, consultation and brief counseling. Training can be offered to families and agencies via in-service training, or by participation by staff or families in our 9 regional trainings. A recent addition has been our use of Zoom technology through a format known as ECHO-Extension. For community healthcare Outcomes. This is a virtual grand rounds that puts professionals such as a psychiatrist, a neurologist, a psychologist, a nurse, behaviorists and counselors and social workers in contact with provider agency staff in order to increase DSP and other caregiver competency. As a result of these sessions, caregivers are better equipped to recognize and respond to the unique challenges and divert unnecessary presentation to ERs and unnecessary hospitalization. By providing competent assessment, clinicians can then

determine who can best benefit from limited acute care resources throughout the state. CARES clinicians work throughout the state and are involved in seeing individuals at screening centers and hospital units.

### **Case**

John is a 26-year-old with Mild Intellectual Disability and Autism. He has episodes of self-injury and elopement from his day program which are interfering with his attendance. The Day Program has indicated that it is unable to support John safely. John's mother has also confided that John is not sleeping well, has a poor appetite and has had temper outbursts at home.

John's mother and guardian called the 1-888-393-3007 number. An Intake Clinician obtained basic information about John and his recent increase in problem behaviors at program and at home. A CARES clinician conducted an on-site assessment at John's home and an observation and meeting with John's day program staff. On the basis of the assessment and a Functional Behavioral Assessment it was discovered that John had a cyclic variation in problem behaviors which coincided with problems in sleep and appetite and variation in mood. At the recommendation of the CARES clinician, John's PCP referred John to a psychiatrist who confirmed a diagnosis of Mood Disorder. John was placed on medication, the CARES clinician worked with John, his family and staff to craft a plan of support which included learning how to ask for help and better manage his temper while working on a plan that incentivized his on-task behaviors at the day program and at home. The CARES clinician worked with staff to provide on-site mentoring and training and worked with John's family to discuss sleep hygiene and firm but reasonable limits to his behavior. John's mother reported at the conclusion of CARES involvement with John that his behaviors were more manageable at home, he appeared less angry and reactive and that there had been no episodes of elopement from the day program and significantly reduced self-injury. Staff at the day program confirmed that John appeared calmer and was able to resume active participation in activities. His placement in the program was no longer at risk.

If you have some question about the relevance of CARES for your relative or an individual whom support, call us to confer 1-888-393-3007.