

## Crisis Information for Iowa

### **Crisis Services:**

**Your Life Iowa** provides information and referral, counseling, crisis service coordination, and linkages to crisis screening and mental health services 24 hours a day. Additional services can be found at <http://yourlifeiowa.org/>

**Mobile Response** is an on-site, face-to-face mental health service for individuals experiencing a crisis.

<https://hhs.iowa.gov/programs/mental-health/crisis-services>

<https://hhs.iowa.gov/media/13130/download?inline=>

**Twenty-Three-Hour Observation Services** are provided for up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment.

<https://hhs.iowa.gov/media/13131/download?inline=>

**Crisis Stabilization Residential Services for Adults** are short-term living arrangements designed to de-escalate a crisis situation and stabilize an individual (18 years old and up) following a mental health crisis.

<https://hhs.iowa.gov/media/13125/download?inline=>

**Crisis Stabilization Residential Services for Children** are short-term living arrangements designed to de-escalate a crisis situation and stabilize an individual (under 18 years old) following a mental health crisis.

<https://hhs.iowa.gov/media/13126/download?inline=>

**Crisis Stabilization Community-Based Services** are short-term interventions for individuals intended to stabilize them within the community. Services include medication management, counseling, referrals, and peer support.

<https://hhs.iowa.gov/media/13124/download?inline=>

**Access Centers** are intended to serve adults experiencing a mental health or substance use crisis who do not need inpatient psychiatric hospital treatment. Access Centers provide significant and immediate supports and services.

<https://hhs.iowa.gov/media/10114/download?inline=>

**The National Suicide Prevention Lifeline (NSPL)** is a free, confidential 24/7 crisis line providing emotional support and crisis counseling to individuals experiencing suicidal crisis or emotional distress.

<https://hhs.iowa.gov/programs/mental-health/crisis-services/988-lifeline>

### **Information to Have Before a Crisis**

If you think you may need to call 911 for assistance at a time in the future, it's important to establish a relationship with the police department or sheriff in your area. Please put together information that would be helpful for them to know ahead of time or fill out a form and attach a photo to leave with them. <https://nationalautismassociation.org/big-red-safety-box/>

### **What if I call 911?**

If you call 911, please ask for Crisis Mental Health Assistance and please state what you are needing first responders to help you with. Please be advised that if you simply state you need help with an "our of control" family member with autism, the first responders may approach the situation in a way that is not what you were hoping for. If a first responder is injured, the person who injured them may be arrested and charges filed against them.

Disability Rights Iowa has attorneys who may assist you:

<https://disabilityrightsiowa.org/>

### **Hospital Emergency Room Visits During a Crisis**

Here are examples of how a Behavioral, Psychiatric or Medical Psychiatric Unit may look:

<https://uihc.org/psychiatric-nursing-units>

Questions to ask during intake:

1. What is the process going forward?
2. How long may the hospital stay last?
3. Is behavior modification provided during the hospital stay?
4. Is school continued if the patient is a student?

### **Hospital Discharge**

In general, anyone who is discharged from a residential care or intermediate care setting has notice and appeal rights. If an individual is discharged while in a hospital, the Iowa Administrative Code requires a written notice be sent that includes the following language:

You have a right to appeal the facility's decision to transfer or discharge you on an emergency basis. If you think you should not have to leave this facility, you may request a hearing, in writing or verbally, with the Iowa department of inspections and appeals (hereinafter referred to as "department") within 7 days after receiving this notice. You have a right to be represented at the hearing by an attorney or any other individual of your choice. If you request a hearing, it will be held no later than 14 days after the department's receipt of your request. You may be transferred or discharged before the hearing is held or before a final decision is rendered. If you win the hearing, you have the right to be transferred back into the facility. To request a hearing or receive further information, call the department at (515)281-4115, or write to the department to the attention of: Administrator, Division of Health Facilities, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319-0083. (II)

We would encourage those individuals that came from a RCF or ICR to file an appeal per the written notice that is required.

It is more difficult with a discharge from a HCBS setting as there are no regulations similar to RCF/ICF in the code. In those situations, the individual may have to look to the MCO to put pressure on the provider to take the individual back per the contract language between the MCO and provider that states there must be a "continuity of care" until a new provider is found. However, this requires the MCO to enforce this contract provision as the individual is not a party to the contract and has no standing to enforce. So, individuals need to work with their MCO case manager to deal with these discharges.

### **What if the Patient is a Child and the Family Cannot Return the Child to Their Home?**

The hospital may help find a placement, and it can be:

1. Psychiatric Medical Health Institution for Children (PMICS), such as those below. Please remember that PMIC's are not locked facilities.

<https://www.orchardplace.org/filesimages/pdfs/PMIC%20Information%20Sheet.pdf>

<https://cfcs.memberclicks.net/assets/2020/2020LegislativePriorities/Iowa%20PMICs%20House%20Districts.pdf>

2. Residential Care Facility if an appropriate opening is available.
3. Emergency Shelter

If a placement is not available in any of the listed possibilities above, a placement may be located outside of Iowa.

If you want the child removed from your home, a Child in Need of Assistance must go through the court system:

<https://www.polkcountyiowa.gov/county-attorney/juvenile-division/child-in-need-of-assistance/>

<https://www.iowalegalaid.org/resource/juvenile-court-basics>

### **Developing a Support System After Crisis**

- Apply for a Medicaid waiver:  
<https://hhs.iowa.gov/programs/welcome-iowa-medicaid/policies-rules-and-regulations/home-and-community-based-services-hcbs-waivers-program>
- Find a social worker to assist if you do not have a case manager. This may include:
  - An Integrated Health Home Team if the patient has Medicaid:  
<https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/integrated-health-home>
  - A case manager can be requested through your Medicaid Managed Care Organization (MCO) even if the patient does not have a Medicaid waiver.
  - The county social services may help provide services.
  - Check with your insurance company to see if they offer any assistance if you have a non-MCO policy.
- Locate support groups in your area  
<https://autismia.com/support-groups/>
- Find a family navigator through the Regional Autism Assistance Program:  
<https://chsciowa.org/regional-autism-assistance-program.asp> or 1-866-219-9119
- If a student
  - Contact the school guidance counselor
  - Schedule meeting to update IEP or 504 to reflect latest information from crisis and add in supports needed
  - Contact the Area Education Agency to access social worker and your family educator partner
- If adult, find a therapist with the help of the community mental health center