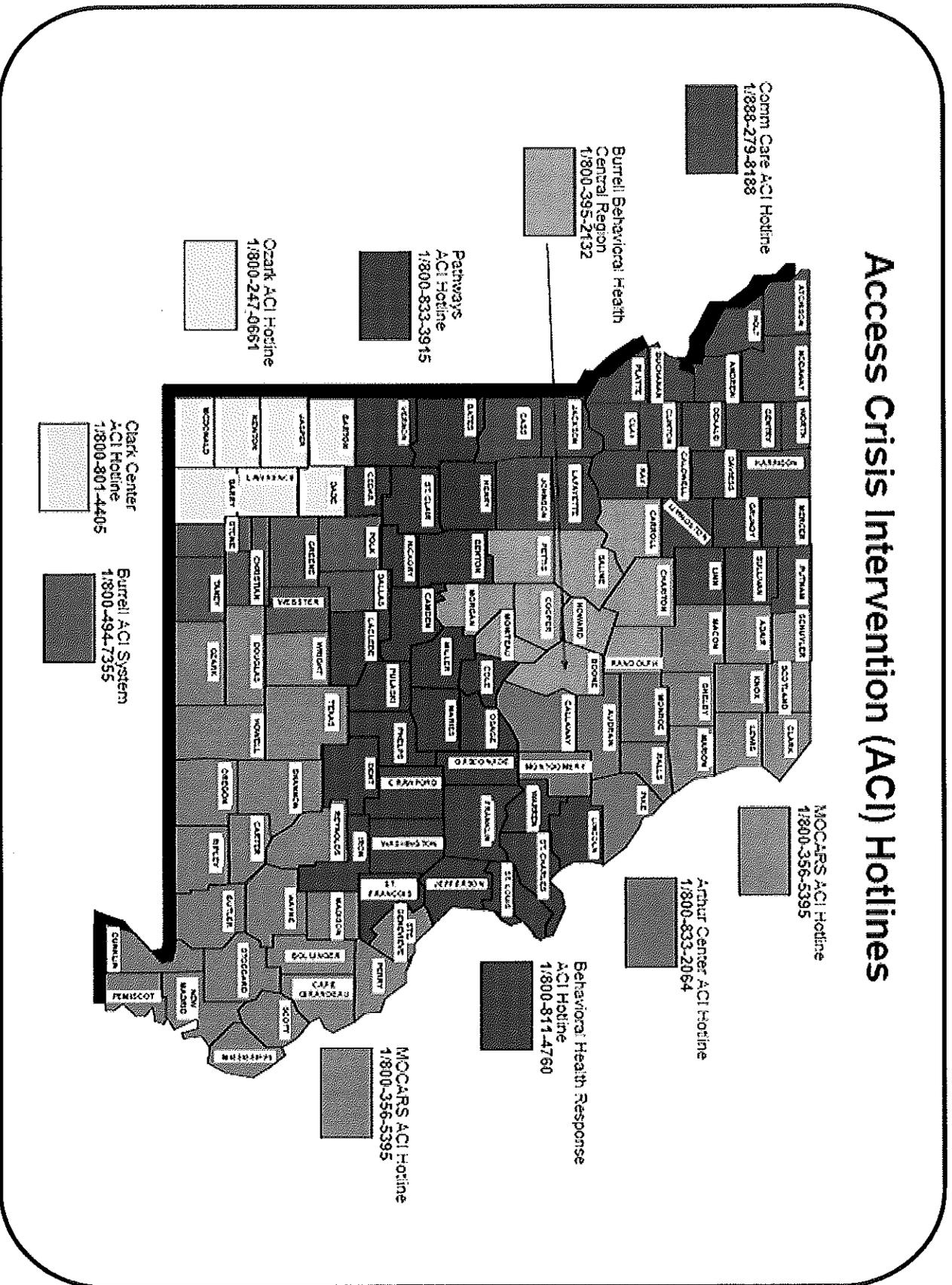


# Access Crisis Intervention (ACI) Hotlines



Camm Care ACI Hotline  
1/888-279-8188

Burrell Behavioral Health  
Central Region  
1/800-395-2132

Pathways  
ACI Hotline  
1/800-833-3915

Ozark ACI Hotline  
1/800-247-0681

Clark Center  
ACI Hotline  
1/800-801-4405

Burrell ACI System  
1/800-494-7355

MOCARS ACI Hotline  
1/800-356-5395

Arthur Center ACI Hotline  
1/800-833-2064

Behavioral Health Response  
ACI Hotline  
1/800-811-4760

MOCARS ACI Hotline  
1/800-356-5395

**Access Crisis Intervention**

An Overview of the ACI System in Missouri

Natalie Fornelli, MS  
Compliance and Systems Management Coordinator



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**Components of ACI include:**

- 24 hour phone response/consultation
- Mobile response: face-to-face evaluation
- Next day appointments
- Technical assistance (i.e., process for involuntary detention orders)
- Train hospitals on "imminent harm"

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**What is ACI?**

- ACI serves individuals who are having a mental health crisis 24/7 by:
  - Assessing and providing intervention
  - Linking to services, resources and supports;
  - Maintaining individuals in the least restrictive setting.

*Each Administrative Agent must provide or arrange for the delivery of ACI services*

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### Additional Expectations of ACI Providers:

- Provide immediate access to a qualified mental health professional ("just in case")
- Provide a mental health screening and render a clinical disposition
- Assist with the civil commitment process
- Assist with development of appropriate crisis response systems on college campuses (by request)

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### Clinical Dispositions

- Resolution over the phone without need for additional services
- OR
- Crisis involves mental health issues and a need for additional services



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### Phone Resolution



- No involvement of mental health issues
- Concerns about safety to self or others- law enforcement or appropriate social service agency is notified
- No concerns about safety to self or others, but a need for other social services, a referral is made

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**Crisis and Additional Services Needed**

- The person is assessed as being either:
  - Not an imminent risk to self or others
  - OR
  - An imminent risk to self or others

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**No Imminent Risk - Options**

- Existing consumer is referred to service provider for ongoing care
- OR
- "New" consumer and ineligible for DMH services- referral is made to appropriate provider
- OR
- "New" consumer but may be eligible for the Community Psychiatric Rehabilitation Program- appointment is scheduled with the CMHC

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**Imminent Risk - Options**



- 911 is called if individual is unwilling or unable to present to the Emergency Department (ED) or is in possession of a weapon
- OR
- Emergency medical or psychiatric services are needed, individual is directed to the closest ED
- OR
- Mobile Response Team is referred by the crisis worker to the scene for further assessment

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### Civil Commitment

- The ACI crisis worker will:
  - Work with the Probate Court through the civil commitment process
  - Work with others to determine alternatives to civil commitment if appropriate

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### ACI Providers Do NOT:

- Conduct formal investigations
- Conduct civil commitments on behalf of hospitals or psychiatric facilities
- Place mobile response staff in unsafe situations

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### Crisis Intervention Training (CIT)

- Law enforcement officers trained to intervene in mental health crises, help families, and prevent unnecessary incarceration of people with serious mental illness
  - CIT officers work in collaboration with ACI
- Available in few areas of the state
  - There is a need to expand to all communities
  - Builds relationships between ACI and local law enforcement

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### Statistics- FY12

- Our ACI lines handled 76,701 calls in FY12
  - A 12% increase from FY11
  - 73% of calls were unduplicated
- 12,949 calls referred to Mobile Response
  - 8,509 face-to-face
  - 4,440 phone contact only
- 36% of callers were active DMH clients
- 44% of callers were male; 56% were female

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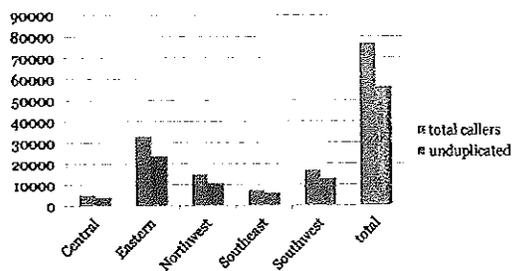
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### Total Calls vs. Unduplicated Calls




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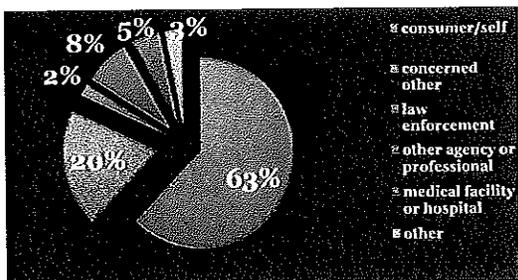
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### Who is calling ACI?




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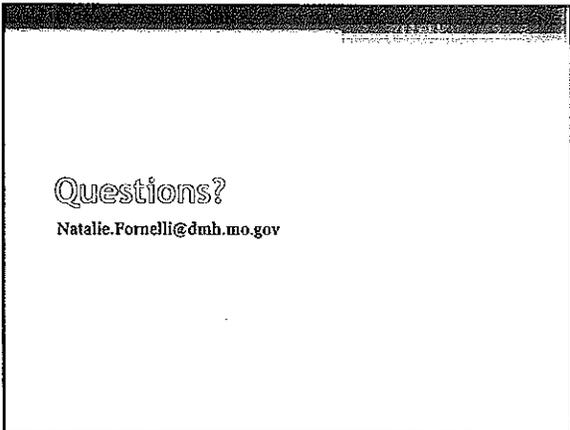
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