

Scope of Service Guideline

Purpose

The Avel eCare Behavioral Health Crisis Care program provides law enforcement with 24/7 access to behavioral health professionals to assist individuals experiencing a mental health crisis. This tool can be utilized to de-escalate the situation and triage to determine if the individual can remain in place or if a higher level of care is necessary. The program also connects the individual with a community resource to ensure they receive follow-up care.

Scope of Service

- Service is available 24/7 and activated by law enforcement via phone
- Assessment is completed virtually with video and audio
- eCare will assist the individual with de-escalation support
- eCare will initiate a safety plan and provide means safety counseling with individuals that remain in place. eCare will collaborate with law enforcement to provide a copy of the safety plan to the individual.
- eCare nurses provide guidance to law enforcement which may including in remain in place, or recommend voluntary transport to higher level of care, or recommend involuntary mental health hold be initiated with transport to a higher level of care.
- Documentation will be provided to law enforcement within 60 minutes of the encounter
- eCare will provide documentation to the community resource to support the individual with follow up care and resources

Best Practice

- Law enforcement to evaluate if individual needs immediate medical care
- Activate eCare Crisis Care prior to transporting an individual to a higher level of care to aid in disposition planning and develop safety plans. Activation is a co-responder model with law enforcement present with the individual.
- Clear and consistent communication between the activating officer and eCare Crisis Care
- Law enforcement will support with ensuring video connectivity and audio are available for the encounter

Benefits to Law Enforcement

- 24/7 access to trained behavioral health professionals
- Decrease petitions filed for mental health holds
- Decrease mileage costs by not traveling to Emergency Departments or mental health facilities when individuals can remain in place
- Keep law enforcement in their community by reducing transports for individuals when a higher level of care is not necessary

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Benefits to Individuals

- Receive care from mental health professionals at the time of crisis, remain at home when safe to do so, and avoid hospitalization
- Avoid unnecessary health care costs, reducing the individual's financial burden
- Continue with regular daily routines (e.g. work, school, caregiving responsibilities)
- Avoid the stigma of 'criminalizing' behavioral health by providing care without requiring transport in a law enforcement vehicle

Benefits to Governments

- Save state dollars by avoiding unnecessary admissions to a state mental health facility
- Reduce the number of court appearances
- Save county dollars for unnecessary mental health holds
- Facilitate communication and coordination with community resources to identify best practices and operational efficiencies