



STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 NORTH UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, AL 36130-1410
WWW.MH.ALABAMA.GOV



Kay Ivey
Governor

Kimberly G. Boswell
Commissioner

MEMORANDUM
23-MHSU-02

TO: Crisis Center List Serve

FROM: Nicole Walden, Associate Commissioner for MHSU *Nicole Walden*

THRU: Anthony Reynolds, Crisis Care Project Director

DATE: May 31, 2023

RE: Crisis Center Services

In keeping with the purpose of building a system of "NO WRONG DOOR", it is imperative we have systems, policies, and training in place at our Crisis Centers to meet the service provision requirements for special populations. Many times, these special populations individuals' needs are not met and require substantial resources for services. I understand the Crisis Centers have screening tools for telephone screenings that are provided to law enforcement and other professionals in the community that list "Who cannot be admitted to the Crisis Center". We need to rethink providing this to the public and only utilize this as an internal clinical tool.

However, with your center's training and the spirit of the Alabama crisis continuum of care, we must always operate from the mindset of "**Screening individuals IN not Out.**" The following is an incomplete list of the special populations that we should have systems, training, and policies in place to triage/screen and/or address crisis needs when presenting to the crisis centers:

1. Veterans
2. Elderly
3. Deaf and/or Hard of Hearing
4. LGBTQ+
5. Traumatic Brain Injury
6. Children and Adolescents
7. Dual Diagnosis
8. Autism Spectrum Disorder
9. Intellectual and Developmental Disabilities



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ADMH is requiring the following statements in your updated Program Description regarding exclusionary criteria to promote consistency across Alabama's Crisis Centers. It is imperative that we make triage/screening and assessment services available to all. Additionally, please update your Program Description and Policies and Procedures to reflect these changes and send to ADMH by June 8, 2023.

Triage/Screening: "No Exclusionary Criteria"

Temporary Observation and Extended Observation Exclusionary Criteria:

"Primary diagnosis of IDD, ASD, dementia, or organic brain disorder absent a current mental health or substance use crisis."

Anthony Reynolds is developing a state level shared folder resource list for Crisis Centers to have access to.

Thank you for your attention to these matters and understand as we build the Alabama Crisis System of Care, we will be in a better position to help more individuals in crisis and be better prepared for CCBHC access to care requirements.

NW/ar/sl

