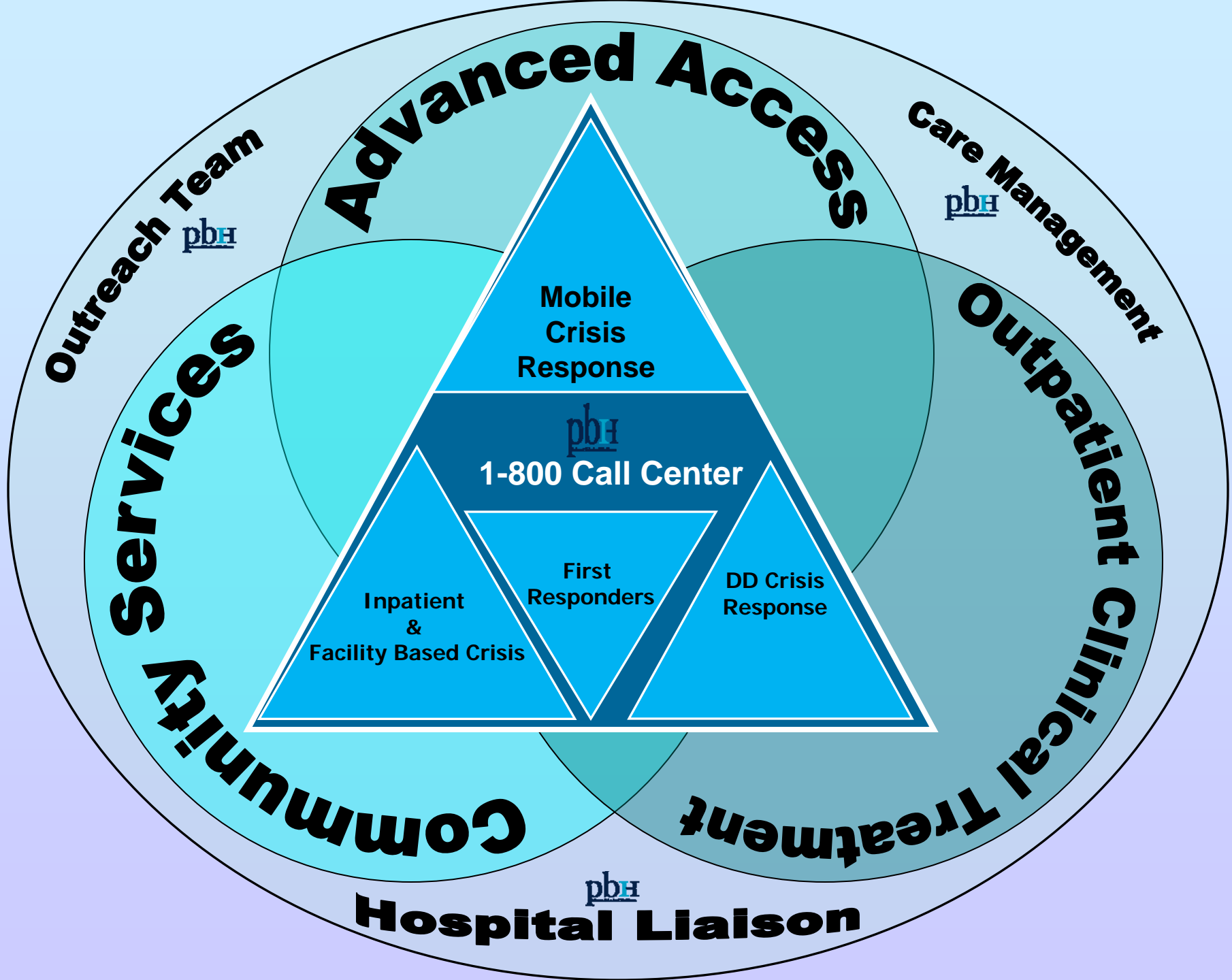


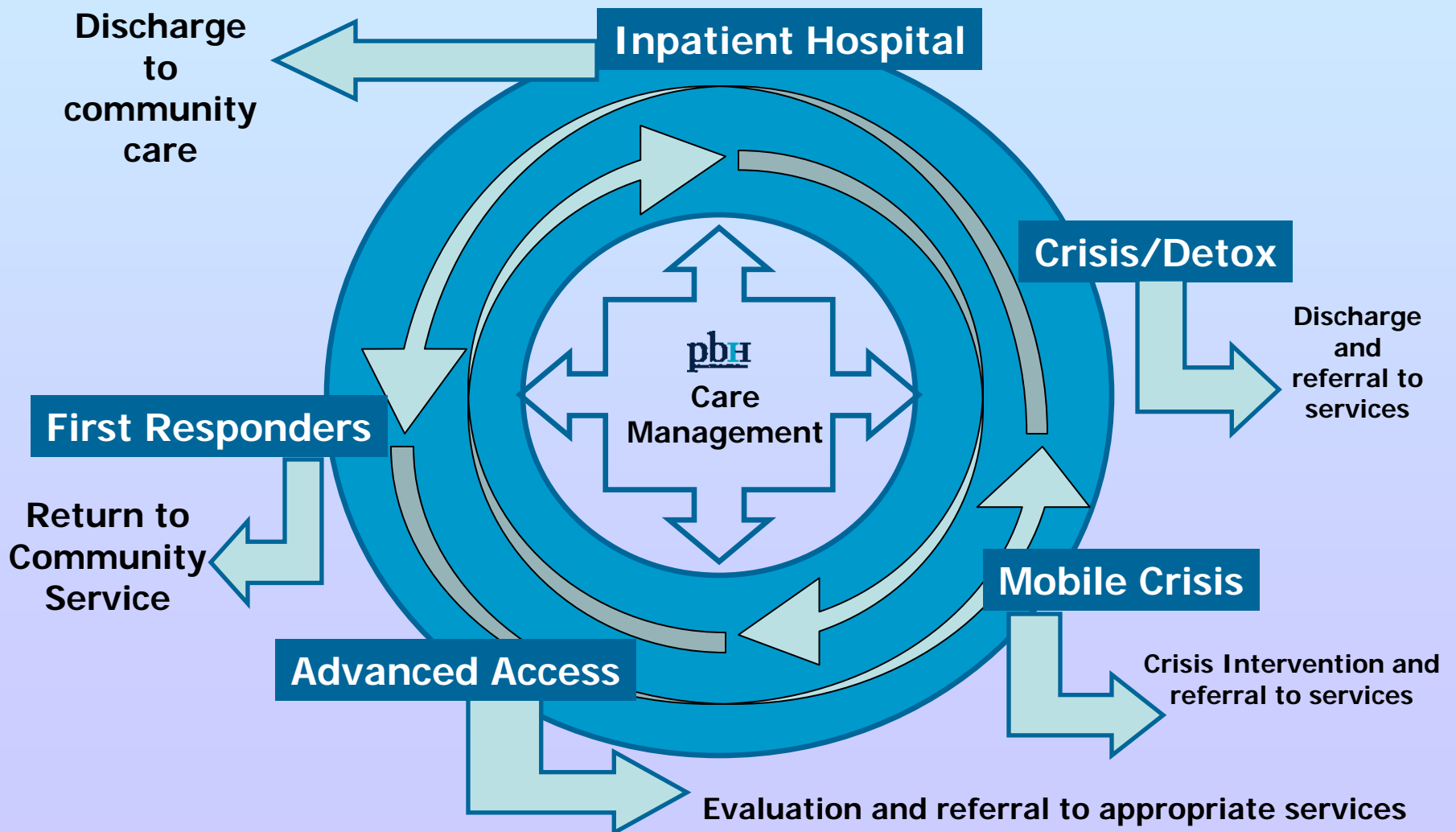
pbH

Creating solutions, One person at a time

The PBH Crisis Service System



No more revolving doors....people receive emergency intervention based on individual needs and are assisted in re-entering the service system

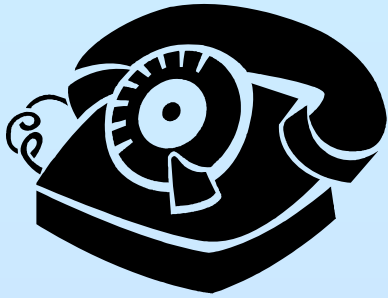




Open Access

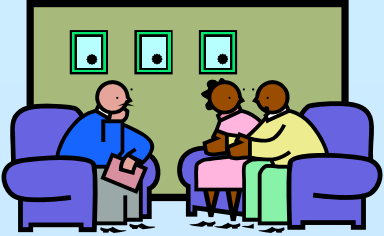
A person can receive crisis services by entering any of the following “doors”. Each door leads directly to evaluation and treatment.

- 1-800-939-5911 call to PBH
- Mobile Crisis Response: 866-275-9552
- Advanced Access through a walk in center
- First Responder from a PBH provider
- PBH Outreach Team response
- DD Crisis Innovations Services through an Innovations Provider
- PBH Comprehensive Community Providers:
 - DAYMARK * MONARCH * RHA



Call Center

- **PBH maintains a 1-800 call center that is operational 24/7.**
- **In urgent or emergent situations the PBH call center links consumers directly with a provider to provide a face to face assessment.**
- **PBH Providers must have after hours emergency support for the consumers that they are currently serving.**
- **Mobile Crisis can be reached at: 866-275-9552**



What is Advanced Access?

- Advanced Access is a model of urgent care.
- Consumers, not PBH, determine their need for this service.
- Consumers can *walk in* for evaluation and treatment 8 am – 8 pm Monday – Friday at a DAYMARK location in each county in the PBH catchment area.

(www.DaymarkRecovery.org)



Mobile Crisis Response

- Clinicians are available to respond to urgent calls 24/7.
- Clinicians respond to homes, community settings and local hospitals.
- This is not an emergency response, it can take up to two hours for a clinician to respond to a location.



Outreach Team

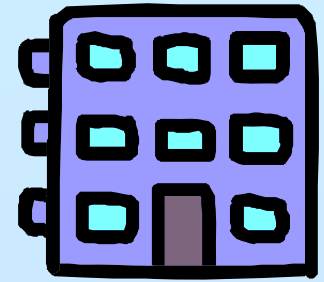
- PBH operates an outreach team as part of our Open Access system
- Licensed clinicians and program specialists are available on site in local communities to assist in getting consumers into the system for services or emergency treatment.
- The Outreach Team also coordinates discharge from inpatient settings to ensure consumers are linked to community treatment.
- The PBH Call Center arranges for Outreach Staff to respond when needed.



Innovations Crisis Services

Developmental Disabilities:
Innovations Crisis Services provide additional staff to support an individual experiencing crisis that allow the person to remain in their current placement. The Innovations Provider for the consumer must arrange for this service.

Facility Based Crisis



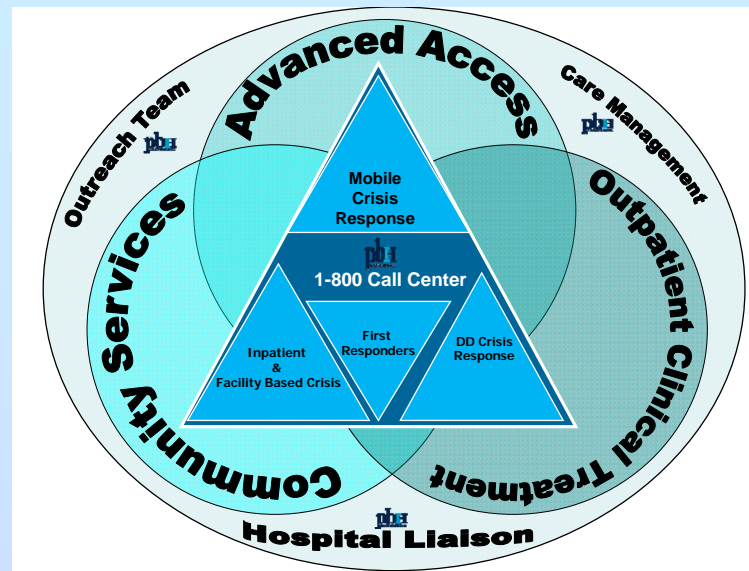
- A facility based crisis center is an alternative to psychiatric hospitalization for consumers that do not need the level of care that a hospital offers.
- It is a 16 bed locked facility and accepts involuntary commitments. Substance Abuse treatment (detoxification) is also provided at the crisis center.
- The facility has 24 hour psychiatric support and has daily contact from the supporting psychiatric team.
- We have one facility current operating in Kannapolis, and a facility that is due to open in Monroe in October/November 2009.

Psychiatric Hospitals



Our after hours response team will arrange for a person to go to a psychiatric hospital if needed. We have contracts with local psychiatric hospitals, and try to place a person in a hospital close to their home. Sometimes, we have to have a person placed at the state psychiatric hospital. Broughton Hospital, in Morganton, is the state hospital for the PBH catchment area.

The PBH Crisis System



PBH Call Center: 1-800-939-5911

Mobile Crisis (operated by DAYMARK Recovery Services): 1-866-275-9552

**Crisis Recovery Center at Kannapolis:
1309 South Cannon Blvd., Kannapolis or
call 1-866-275-9552.**