

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Psychiatric Care
Policy Number: 9.04.04
Policy Name: Emergency Mental Health Crisis

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PURPOSE: To establish a protocol when a Cuyahoga County Division of Children and Family Services (CCDCFS) involved person experiences a mental health crisis that puts themselves and/or others at risk.

SCOPE: This policy applies to all Child Protection Specialists (CPS) with individuals on their caseload at risk of harmful behavior to themselves and/or others.

POLICY

When a CCDCFS involved person exhibits behaviors that are harmful to themselves and/or others, the CPS coordinates services through the Mobile Crisis Team (MCT), Mobile Response Stabilization Services (MRSS) and/or other community emergency response providers to ensure the individual's safety. This includes assessment/evaluation; safety planning; outpatient services and/or hospitalization.

PROCEDURES

- I. When the CPS is involved with a family where an individual is at risk of self-harm and/or harm to others, the staff member determines the level of urgency. Some examples for consideration include, but are not limited to:
 - Suicidal/homicidal ideation (thoughts about or preoccupation with suicide/homicide)
 - Intention to act upon suicidal/homicidal thoughts; has a plan (written note or threat, posting on social media) and/or available means (access to weapons, sharp objects or harmful substances)
 - Attempted suicide (current and/or historical)
 - Presence of any current physical injuries/symptoms from attempting to harm oneself or others (ie. severe lacerations; report and/or evidence of overdose or swallowing of potentially harmful substances/objects)

- A. For individuals at life threatening risk of self-harm and/or harm to others:
 - 1. The CPS ensures that the individual is transported to the nearest emergency room. A call to 911 may be necessary to assist in stabilization and safe transport.
 - 2. The CPS notifies his/her Supervisor.
- B. For individuals at non-life threatening risk of self-harm and/or harm to others:
 - 1. The CPS contacts the Mobile Crisis Team (MCT) for assistance at **216-623-6888** or Mobile Response Stabilization Services (MRSS) at 1-888-418-6777.
 - 2. The CPS notifies his/her Supervisor to determine the next steps in addressing the situation. The purpose of such contact is to determine if, based on the individual's condition, crisis intervention is immediately needed beyond the usual resources of CCDCFS or beyond the individual's primary mental health provider.
 - 3. While waiting for the MCT/MRSS staff to arrive, the CPS remains with the individual until a responsible person is present to ensure safety of all involved parties. If unable to keep the individual safe until the MCT/MRSS arrives, the CPS member immediately calls 911 for assistance and intervention.
 - 4. The CPS ensures that the next steps and safety plan coordinated by the MCT/MRSS staff are communicated to all parties involved.
- C. If there is a question about how to handle the emergency mental health crisis, the CPS contacts 911 and/or MCT/MRSS and follows up with his/her supervisor.
- D. For adults at risk of harm to their children a report will be made to the 696-KIDS hotline.
- E. If the adult parent/guardian/caretaker refuses to follow the advice of the service professionals responding to the youth, the need for an emergency staffing is then discussed with the supervisor and scheduled as deemed necessary.