



**CRISIS STABILIZATION CENTERS**

**PART III – DESCRIPTION OF SERVICES**

Applicant's Legal Name	
<b>A.</b>  <b>Description of Area to be Served</b>	Provide a description of the geographic area where the applicant plans to provide treatment services and describe how the service will function within the network of providers in this area. Include how the program will coordinate with the LGU(s), mobile crisis team(s), and comprehensive psychiatric emergency program(s).
<b>B.</b>  <b>Assessment of Need</b>	Provide an assessment of the need for crisis stabilization services within the proposed geographic area and include supporting data (i.e., demographic data, county data, wait lists, emergency room presentations, CPEP data, managed care organizations data, etc.)
<b>C.</b>  <b>Commitment to Equity and the Reduction of Disparities in Access, Quality and Treatment Outcomes for Marginalized Populations</b>	<p>Does this organization have a mission statement that includes information about the intent to serve individuals from marginalized/underserved populations?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Does this organization have an executive or management level person responsible for coordinating/leading efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Does the organization have a diversity, inclusion, equity, cultural/linguistic competence plan as outlined in the National CLAS Standards?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Did the creation of the plan mentioned above include input from service users and individuals from marginalized/underserved populations?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Does the organization operate committees or workgroups that focus on efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Describe the demographics of the population in the service area using available data (e.g., race, ethnicity, gender, sexual orientation, language).</p>

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	Describe any committees/workgroups the organization operates that focus on efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations.
	Describe the training strategy for topics related to diversity, inclusion, cultural competence, and the reduction of disparities in access, quality, and treatment outcomes for marginalized/underserved populations. These include trainings about implicit bias, diversity recruitment, creating inclusive work environments, providing language access services.
	Describe program’s efforts to recruit, hire and retain staff from the most prevalent cultural groups of service users.
	Describe efforts to meet the language access needs of the client’s served by this program (e.g., limited English proficient, Deaf/ASL).

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<p>D.</p> <p>Description of Services</p>	<p>Describe how the proposed crisis stabilization center will provide person-centered and recipient-driven crisis stabilization services for mental health and substance use, to children, adolescents, and adults, consistent with the statutory intent.</p>
	<p>Describe the goals, objectives, and expected outcomes of the program.</p>
<p>D.</p> <p>Operational Policies and Procedures</p>	<p>It is the applicant's responsibility to review all applicable operating regulations to ensure the policies and procedures submitted are complete and meet regulatory standards. The applicant must develop and submit as <b>Attachment #17</b> detailed operational policies and procedures in accord with proposed services to be provided, <b>including but not limited to:</b></p>
	<ul style="list-style-type: none"> <li>• policies and procedures governing the criteria for the admission, continued stay and discharge of patients, including the ongoing evaluation process for identifying patients in need of a higher or lower level of care, including memorandums of understanding;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures that guide efforts to reduce disparities in access, quality of care and treatment outcomes for underserved or marginalized populations, including efforts to employ staff that are proficient in the most prevalent languages spoken by recipients;</li> </ul>
	<ul style="list-style-type: none"> <li>• Personnel policies and procedures including staff training and supervision;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures for medical services and administration of medications;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies for the provision of overdose prevention education and training and availability of overdose prevention kits;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures to address drop off from law enforcement, emergency medical services, mobile medical services, mobile crisis and outreach teams;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures for SUPPORTIVE CRISIS Centers to address methods for access to services identified in screening and assessment that are not provided by the Crisis Stabilization Center and follow up to ensure such services are accessed (<i>Note: per Part 600.7(n) this is only required for Supportive Crisis Stabilization Centers</i>);</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures for addressing quality improvement and utilization review;</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures governing a patient's rights to confidentiality</li> </ul>
	<ul style="list-style-type: none"> <li>• policies and procedures concerning HIV and AIDS</li> <li>• policies and procedures on incident management and reporting</li> <li>• policies, procedures, and methods governing patient rights</li> <li>• policies, procedures, and methods governing the provision of a tobacco-free environment</li> </ul>