



ADMINISTRATIVE RULES OF MONTANA



37.106.1945 MENTAL HEALTH CENTER: CRISIS TELEPHONE SERVICES

- (1) In addition to the requirements established in this subchapter, each mental health center shall provide crisis telephone services and comply with the following requirements:
 - (a) ensure that crisis telephone services are available 24 hours a day, seven days a week. Answering services and receptionists may be used to transfer calls to individuals who have been trained to respond to crisis calls;
 - (b) employ or contract with appropriately trained individuals, under the supervision of a licensed mental health professional, to respond to crisis calls. An appropriately trained individual is one who has received training and instruction regarding:
 - (i) the policies and procedures of the mental health center for crisis intervention services;
 - (ii) crisis intervention techniques;
 - (iii) conducting assessments of risk of harm to self or others, and prevention approaches;
 - (iv) the process for voluntary and involuntary hospitalization;
 - (v) the signs and symptoms of mental illness; and
 - (vi) the appropriate utilization of community resources.
 - (c) ensure that a licensed mental health professional provides consultation and backup, as indicated, for unlicensed individuals responding to crisis calls;
 - (d) establish written policies and procedures governing in-person contacts between crisis responders and crisis callers. The policies and procedures must address the circumstances under which the contacts may or may not occur and safety issues associated with in-person contacts;
 - (e) maintain documentation for each crisis call. The documentation must reflect:
 - (i) the date of the call;
 - (ii) the staff involved;
 - (iii) identifying data, if possible;
 - (iv) the nature of the emergency, including an assessment of dangerousness/lethality, medical concerns, and social supports; and
 - (v) the result of the intervention.

- (2) No individual may respond to crisis calls until the mental health center documents in writing in the individual's personnel file that the individual has received the training and instruction required in (1) (b) above. Additional training and instruction must be provided to crisis responders based upon an ongoing assessment of presenting problems and responder needs and to ensure that necessary crisis intervention skills are maintained.

Authorizing statute(s): 50-5-103, MCA

Implementing statute(s): 50-5-103, 50-5-204, MCA

History: NEW, 1998 MAR p. 539, Eff. 2/27/98; TRANS & AMD, 2002 MAR p. 916, Eff. 3/29/02.