



## **Crisis System Transition for Individuals Enrolled with Developmental Disabilities Administration (DDA) Services**

The Maryland Department of Health's (MDH) Behavioral Health Administration (BHA) is issuing this communication to inform crisis providers of updates to the Crisis System.

### **What should BHA Crisis System providers know?**

The Developmental Disabilities Administration (DDA) currently operates a crisis response system for individuals with intellectual and/or developmental disabilities (I/DD) and their support networks. Because this is duplicative of the Crisis System that exists at BHA, and the behavioral health system is already receiving and managing calls from those with an I/DD, these services will be transitioned to BHA, beginning **July 1, 2023**.

### **How are DDA crisis services currently operating?**

Currently, individuals enrolled with DDA services can call a specific 9-digit number that is answered by the Mental Health Association of Frederick County. If indicated, the call specialist dispatches a designated DDA mobile crisis team to the caller's location anywhere in Maryland.

Team goals are deescalation, risk assessment, and direct support. When assessing for risk and providing referrals, DDA Mobile Crisis responders can connect the individual in crisis and their natural supports and staff to additional behavioral supports and respite services.

### **What is DDA's crisis response history?**

DDA has partnered with Humanim, a DDA provider for the past 10 years, to provide behavioral respite and mobile crisis services across Maryland. Humanim will continue providing Behavior Support Services but has made the decision to transition their behavioral respite and mobile crisis services. Humanim is working closely with the DDA and BHA to ensure a smooth transition. DDA believes that blending all Mobile Crisis services under BHA further supports their vision of people with developmental disabilities living full lives in their communities.

## What are DDA stakeholders expecting?

Maryland DDA stakeholders are being made aware of this change. All are encouraged, starting July 1, 2023, to seek crisis support by contacting 988 to engage with the Maryland Crisis System.

Relevant Crisis System information was shared with DDA stakeholders including the [988 Toolkit webpage](#) and this [Mobile Crisis At a Glance](#) document.

## What can BHA Crisis System providers expect during this transition?

The Maryland Crisis System is already receiving and managing calls from those with an I/DD and from the people who care about and for them. It is not anticipated that jurisdictions will receive a significant call volume increase as a result of this transition.

Overall, this change will serve to benefit and strengthen the quality and equity of care across the Maryland Crisis System. A new feature of this change is the availability of DDA's clinical team for direct support of BHA Crisis System providers when serving individuals with an I/DD.

## What next steps should BHA Crisis System providers anticipate?

- There will be a **virtual Q&A session on June 14, 2023 at 11:00AM** where DDA and BHA representatives can provide additional information. If interested, please utilize these details to join at that time:
  - Google Meet joining info
  - Video call link: <https://meet.google.com/twe-ogfq-ndm>
  - Or dial: (US) +1 929-445-0997 PIN: 809 753 287#
- **Virtual training modules** are in development by the DDA clinical team for a BHA crisis provider audience. Training and information sharing will include elements such as I/DD symptoms overview, stigma reducing language, best practices, and Maryland DDA resources review. This information will be made available on-demand as an optional resource to strengthen the quality and equity of crisis interventions for all Marylanders.
- A formal structure for **ongoing clinical support and referral consultation** is also in development as a joint effort of BHA and DDA. Additional information is forthcoming but the goal is to ensure the highest level of success and best care for individuals with an intellectual and/or developmental disability during this blending of services under the BHA Crisis System.