

## Crisis Now Scoring Tool (Call Center Hub)

	Level 1 (Minimal)	Level 2 (Basic)	Level 3 (Progressing)	Level 4 (Close)	Level 5 (Full)
<b>Call Center Hub</b>	<input type="checkbox"/> Call Center Exists	<input type="checkbox"/> Meets Level 1 Criteria	<input type="checkbox"/> Meets Level 2 Criteria	<input type="checkbox"/> Meets Level 3 Criteria	<input type="checkbox"/> Meets Level 4 Criteria
	<input type="checkbox"/> 24/7 Call Center in Place to Receive BH Crisis Calls	<input type="checkbox"/> Locally operated 24/7 Call Center in Place to Receive Calls	<input type="checkbox"/> Hub for Effective Deployment of Mobile Teams	<input type="checkbox"/> Formal Data Sharing in Place Between Crisis Providers	<input type="checkbox"/> Integrated Data that Offers Real-Time Air Traffic Control (Valve Mgmt) Functioning
	<input type="checkbox"/> Answer Calls Within 30 Seconds	<input type="checkbox"/> Answer Calls Within 25 Seconds	<input type="checkbox"/> Answer Calls Within 20 Seconds	<input type="checkbox"/> Answer Calls Within 15 Seconds	<input type="checkbox"/> GPS-Enabled Mobile Team Dispatch by Crisis Line
	<input type="checkbox"/> Cold Referral to Community Resources or Better Connection to Care	<input type="checkbox"/> Warm Hand-off to BH Crisis Providers	<input type="checkbox"/> Directly Connects to Facility-Based Crisis Providers	<input type="checkbox"/> Coordinates Access to Available Crisis Beds	<input type="checkbox"/> Shared Bed Inventory and Connection to Available Crisis and Acute Beds
	<input type="checkbox"/> Meets NSPL Standards and Participates in National Network	<input type="checkbox"/> Staff Trained in Zero Suicide / Suicide Safer Care and BH Services	<input type="checkbox"/> URAC Call Center or Similar Accreditation	<input type="checkbox"/> Single Point of Crisis Contact for the Region	<input type="checkbox"/> 24/7 Outpatient Scheduling with Same Day Appointment Availability
		<input type="checkbox"/> Call Abandonment Rate Under 20%	<input type="checkbox"/> Call Abandonment Rate Under 15%	<input type="checkbox"/> Call Abandonment Rate Under 10%	<input type="checkbox"/> Call Abandonment Rate Under 5%
		<input type="checkbox"/> Shared MOUs / Protocols with Crisis Providers	<input type="checkbox"/> Some Call Center Access to Person-Specific Health Data	<input type="checkbox"/> Some Access to Person Specific Data for All Crisis Providers	<input type="checkbox"/> Real-Time Performance Outcomes Dashboards Throughout Crisis System
		<input type="checkbox"/> Priority Focus on Safety / Security	<input type="checkbox"/> Some Peer Staffing within Call Center	<input type="checkbox"/> Shares Documentation of Crisis with Providers	<input type="checkbox"/> Shared Status Disposition of Intensive Referrals
				<input type="checkbox"/> Peer Option Made Available to All Callers Based on Need	<input type="checkbox"/> Trauma-Informed Recovery Model Applied
				<input type="checkbox"/> Systematic Suicide Screening and Safety Planning	<input type="checkbox"/> Suicide Care Best Practices That Include Follow-up Support
					<input type="checkbox"/> Full Implementation of all 4 Crisis Now Modern Principles (Required)
<b>Assessed Level =</b>		<b>Justification of Rating:</b>			

## Crisis Now Scoring Tool (Mobile Outreach)

	Level 1 (Minimal)	Level 2 (Basic)	Level 3 (Progressing)	Level 4 (Close)	Level 5 (Full)
<b>Mobile Outreach</b>	<input type="checkbox"/> Mobile Teams are in Place for Part of the Region	<input type="checkbox"/> Meets Level 1 Criteria	<input type="checkbox"/> Meets Level 2 Criteria	<input type="checkbox"/> Meets Level 3 Criteria	<input type="checkbox"/> Meets Level 4 Criteria
	<input type="checkbox"/> Mobile Teams are Operating at Least 8 hours Per Day in at least part of the region	<input type="checkbox"/> Mobile Teams are Available Throughout the Region at Least 8 hours Per Day	<input type="checkbox"/> Mobile Teams are Available Throughout the Region at Least 16 hours Per Day	<input type="checkbox"/> Formal Data Sharing in Place Between Mobile Teams and All Crisis Providers	<input type="checkbox"/> Real-Time Performance Outcomes Dashboards Throughout Crisis System
	<input type="checkbox"/> Mobile Teams Respond to Calls Within 2 Hours Where in Operation	<input type="checkbox"/> Mobile Teams Respond to Calls Within 2 Hours Throughout the Region	<input type="checkbox"/> Mobile Teams Respond to Calls Within 1.5 Hours Throughout the Region	<input type="checkbox"/> Mobile Teams Respond to Calls Within 1 Hour Throughout the Region	<input type="checkbox"/> GPS-Enabled Mobile Team Dispatch by Crisis Line
	<input type="checkbox"/> Mobile Teams Complete Community-Based Assessments	<input type="checkbox"/> Mobile Team Assessments include All Essential Crisis Now Defined Elements	<input type="checkbox"/> Directly Connect to Facility-Based Crisis Providers as Needed	<input type="checkbox"/> Support Diversion Through Services to Resolve Crisis with Rate Over 60%	<input type="checkbox"/> Support Diversion Through Services to Resolve Crisis with Rate Over 75%
	<input type="checkbox"/> Mobile Teams Connect to Additional Crisis Services as Needed	<input type="checkbox"/> Staff Trained in Zero Suicide / Suicide Safer Care and BH Services	<input type="checkbox"/> Some Mobile Team Access to Person Specific Health Data	<input type="checkbox"/> Mobile Teams Receive Electronic Access to Some Health Information	<input type="checkbox"/> All Mobile Teams Include Peers
		<input type="checkbox"/> Shared MOUs / Protocols with Call Center Hub	<input type="checkbox"/> Shared MOUs / Protocols with Call Center and Crisis Facility-Based Providers	<input type="checkbox"/> Shares Documentation of Crisis with Providers	<input type="checkbox"/> Shared Status Disposition of Intensive Referrals
		<input type="checkbox"/> Priority Focus on Safety / Security	<input type="checkbox"/> Trauma-Informed Recovery Model Applied	<input type="checkbox"/> Some Peer Staffing within Mobile Teams	<input type="checkbox"/> Meets Person Wherever They Are - Home/Park/ Street / Shelter etc.
				<input type="checkbox"/> Systematic Suicide Screening and Safety Planning	<input type="checkbox"/> Real-Time Access to Electronic Health Records
					<input type="checkbox"/> Suicide Care Best Practices That Include Follow-up Support
					<input type="checkbox"/> Full Implementation of all 4 Crisis Now Modern Principles (Required)
		<b>Assessed Level =</b>	<b>Justification of Rating:</b>		

## Crisis Now Scoring Tool (Sub-Acute Stabilization)

	Level 1 (Minimal)	Level 2 (Basic)	Level 3 (Progressing)	Level 4 (Close)	Level 5 (Full)
<b>Sub-Acute Stabilization</b>	<input type="checkbox"/> Sub-Acute Stabilization is in Place for Part of the Region	<input type="checkbox"/> Meets Level 1 Criteria	<input type="checkbox"/> Meets Level 2 Criteria	<input type="checkbox"/> Meets Level 3 Criteria	<input type="checkbox"/> Meets Level 4 Criteria
Sub-Acute Stabilization	<input type="checkbox"/> Have 24/7 Access to Psychiatrists or Master's Level Clinicians	<input type="checkbox"/> Some Form of Facility-Based Crisis is Available Throughout the Region	<input type="checkbox"/> Crisis Beds / Chairs Available at a Ratio of at Least 3 per 100,000 Census	<input type="checkbox"/> Formal Data Sharing with Sub-Acute Stabilization and All Crisis Providers	<input type="checkbox"/> Real-Time Performance Outcomes Dashboards Throughout Crisis System
	<input type="checkbox"/> In Counties with Sub-Acute Stabilization, at Least 1 Bed / Chair per 100,000 Census	<input type="checkbox"/> Crisis Beds / Chairs Available at a Ratio of at Least 2 per 100,000 Census	<input type="checkbox"/> Offers Crisis Stabilization / Observation Chairs as well as Sub-Acute / Residential	<input type="checkbox"/> Crisis Beds / Chairs Available at a Ratio of at Least 4 per 100,000 Census	<input type="checkbox"/> Crisis Beds / Chairs Available at a Ratio of at Least 5 per 100,000 Census
		<input type="checkbox"/> Shared MOUs / Protocols with Other Crisis Providers	<input type="checkbox"/> Multiple Providers Offering Facility-Based Crisis Services	<input type="checkbox"/> Support Diversion From Acute Inpatient at Rate Over 60%	<input type="checkbox"/> Support Diversion From Acute Inpatient at Rate Over 70%
		<input type="checkbox"/> Staff Trained in Zero Suicide / Suicide Safer Care and BH Services	<input type="checkbox"/> Some Crisis Facility Access to Person Specific Health Data	<input type="checkbox"/> Incorporates Crisis Respite Services into the Facility-Based Crisis Continuum	<input type="checkbox"/> No Refusal to First Responder Drop offs as Primary Service Location
		<input type="checkbox"/> Priority Focus on Safety / Security	<input type="checkbox"/> Trauma-Informed Recovery Model Applied	<input type="checkbox"/> Operates in a Home-Like Environment	<input type="checkbox"/> Bed Inventory and Referral Centralized Through Crisis Line
			<input type="checkbox"/> Direct Law Enforcement Drop-Offs Accepted	<input type="checkbox"/> Systematic Suicide Screening and Safety Planning	<input type="checkbox"/> Suicide Care Best Practices That Include Follow-up Support
			<input type="checkbox"/> Least Restrictive Intervention and No Force First Model	<input type="checkbox"/> Some Peer Staffing within the Crisis Facility	<input type="checkbox"/> Utilize Peers as Integral Staff Members
				<input type="checkbox"/> Sub-Acute Stabilization Receive Electronic Access to Some Health Information	<input type="checkbox"/> Shared Status Disposition of Intensive Referrals
				<input type="checkbox"/> Shares Documentation of Crisis with Providers	<input type="checkbox"/> Law Enforcement Drop-Off Time Less Than 10 Minutes
					<input type="checkbox"/> Full Implementation of all 4 Crisis Now Modern Principles (Required)
<b>Assessed Level =</b>		<b>Justification of Rating:</b>			

## Crisis Now Scoring Tool (Crisis Now System)

	Level 1 (Minimal)	Level 2 (Basic)	Level 3 (Progressing)	Level 4 (Close)	Level 5 (Full)
<b>Crisis Now System</b>	System Includes at Least Level <input type="checkbox"/> 1 Implementation in All Areas of Crisis Now	System Includes at Least Level <input type="checkbox"/> 2 Implementation in All Areas of Crisis Now	<input type="checkbox"/> Meets Level 2 Criteria	System Includes at Least Level <input type="checkbox"/> 3 Implementation in All Areas of Crisis Now	System Includes at Least Level <input type="checkbox"/> 3 Implementation in All Areas of Crisis Now
	<input type="checkbox"/> Some Implementation of at Least 2 Crisis Now Modern Principles	<input type="checkbox"/> Some Implementation of at Least 3 Crisis Now Modern Principles	<input type="checkbox"/> Some Implementation of all 4 Crisis Now Modern Principles	<input type="checkbox"/> Substantial Implementation of all 4 Crisis Now Modern Principles	<input type="checkbox"/> Full Implementation of all 4 Crisis Now Modern Principles
	<b>The 4 Crisis Now Modern Principles Are:</b>	<b>1</b> Priority Focus on Safety / Security	<b>2</b> Suicide Care Best Practices (Systematic Screening, Safety Planning and Follow-Up)	<b>3</b> Trauma-Informed Recovery Model	<b>4</b> Significant Role of Peers
	<b>Assessed Level =</b>	<b>Justification of Rating:</b>			

## Crisis Now Scoring Tool (Summary)

Call Center Hub Score	<b>Summary Notes:</b>
Mobile Outreach Score	
Sub-Acute Stabilization Score	
Crisis Now System Score	
<b>Overall Crisis Now Score</b>	

<b>Evaluation Location:</b>	<b>Evaluation Team Members:</b>
<b>Lead Evaluator Name:</b>	<b>Evaluation Dates:</b>
<b>Lead Evaluator Signature:</b>	<b>Date of Signature:</b>