

Rhode Island CCBHC Program
Crisis Services Reporting Guidance
Demonstration Year 2

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I. INTRODUCTION

Overview

This guidance document provides instructions for crisis services providers completing the Crisis Services Template for Rhode Island's Certified Community Behavioral Health Clinic (CCBHC) Program in Demonstration Year 2 (DY2). The template serves as a data collection tool to track utilization and quality of Rhode Island's crisis services system.

This document includes a summary of the changes made between the DY1 and DY2 template, as well as detailed guidance on a subset of topics.

The DY2 template becomes effective October 1, 2025, with monthly submissions due by the 5th of each month beginning November 5, 2025. The final DY1 submission is due October 7, 2025 (covering events through September 30).

Document History

This guidance document may be updated over the course of the CCBHC program. The table below will be updated accordingly.

Version Number	Date	Summary of Changes
1.0	September 3, 2025	Initial Guidance Document

II. SUMMARY OF CHANGES FROM DY1 TO DY2

General Updates

Change	Description
Expanded Scope	Report now includes both mobile crisis responses AND in-office crisis evaluations
Data Validation / Formatting Improvements	Protected data collection tab and added data validation functionality to improve data quality
New Implementation Timeline	DY2 template effective October 1, 2025; monthly submissions due 5th of each month starting November 5, 2025
Updated Data Dictionary	Refined data definitions for clarity

Question-Specific Updates

#	Data Element Title	Change Made
01	Responding Crisis Provider	Changed title
02	Insurance	Clarified answer options to better capture dual Medicare/Medicaid beneficiaries
08	Crisis Type	ADDED - to distinguish between mobile crisis vs. in-office crisis events
09	MRSS Intervention	ADDED - to clearly classify cases as MRSS
N/A	Event Start Date & Time	REMOVED - data not needed
13	Arrival Date & Time	Minor formatting fix: added space in title for consistency
14	Location Type	Changed title and updated answer options
15	Zip Code – Crisis Event	Changed title
16	Referral Source	Changed title and updated answer options
17	Required Response Urgency	Added "Not Applicable" option to use in the case of in-office crisis evaluations
18	Primary Presenting Problem	Changed title; fixed spelling and spacing in answer options
19	Secondary Presenting Problem	ADDED – To capture the secondary reason for the crisis event if multiple co-occurring issues are presenting
20	Narcan Administration	Added "Not Applicable" option for cases in which Narcan was not considered or relevant
21	Co-Response	Enhanced from Yes/No to specify co-response partner: "Yes - EMS", "Yes - Law Enforcement"
24	Primary Referral Made/Given	Updated answer options
25	CCBHC Referral (If Applicable)	ADDED – To capture CCBHC to which client was referred
26	Disposition of Crisis Event	Updated answer options
28	MRSS Case Outcome/Final Status (MRSS ONLY)	Fixed spelling errors in answer options
N/A	Type of Intervention Provided (MRSS ONLY)	REMOVED – RI will monitor MRSS fidelity using alternative methods

III. DETAILED GUIDANCE

Mobile Crisis Events vs. In-Office Crisis Events

Definitions

This year, the template collects information for two types of crisis services: in-office crisis evaluations and mobile crisis response. The following definitions aim to clarify the distinction between the two:

- A **crisis evaluation** is an assessment performed by professionals to gauge the severity of an individual's crisis and determine the appropriate level of care. *This evaluation typically occurs in a healthcare setting, which is why we refer to these as “In-Office Crisis Events” throughout the template.*
 - *Note:* These can also take place in other locations, such as a person’s home, (during an intake or scheduled appointment) when staff may identify that the individual poses a risk to themselves or others.
- A **mobile crisis response** involves a team of professionals who directly respond to a crisis in the community, offering immediate support and de-escalation at the scene, either as requested by the individual in crisis or by a third-party caller.
- In summary, the key difference lies in the type of intervention (triage and subsequent actions) rather than the team performing the evaluation or response.

Call Times

	Mobile Crisis Response Guidance	In-Office Eval Guidance
Call Start Date & Time	Date & time when an individual or someone acting on their behalf first contacts the Crisis Service provider requesting Crisis Services.	Leave blank
Call End Date & Time	Date & time phone call ends between individual or someone acting on their behalf and clinical staff (Note: this should be the same as the date and time call is coded as immediate, non-immediate).	Leave blank
Dispatch Date & Time	Date & time the request is sent to the responding mobile crisis team	Leave blank
Arrival Date & Time	Date & time mobile crisis team arrives at the scene	Enter date & time an in-person evaluation begins for an office-based evaluation.

Co-Response

Co-Response: Call Times

	Mobile Crisis Response Guidance	Co-Response Guidance
Call Start Date & Time	Date & time when an individual or someone acting on their behalf first contacts the Crisis Service provider requesting Crisis Services.	Leave blank
Call End Date & Time	Date & time phone call ends between individual or someone acting on their behalf and clinical staff (Note: this should be the same as the date and time call is coded as immediate, non-immediate).	Leave blank
Dispatch Date & Time	Date & time the request is sent to the responding mobile crisis team	Leave blank
Arrival Date & Time	Date & time mobile crisis team arrives at the scene	Enter the time when the co-response team arrived on scene and made contact with the person in crisis.

Co-Response: Referral Source

- Use the dropdown options **Law Enforcement or Fire/EMS** if:
 - The call originated through 911,
 - Or came through a direct backline to one of these departments, and
 - Co-response was specifically requested by that department or dispatch.
- Use the dropdown option **CCBHC – Same as Responding Provider** if:
 - The partnered CCBHC contacts the co-response clinician to request the joint response with police, fire, or EMS due to high-risk factors (e.g., violence, weapons, active overdose).

Co-Response: Required Response Urgency

- For co-response team responses please select the dropdown option “**Emergency**” for Response Urgency.
 - *Note:* These will not be included in the 1–3 hour “immediate” response window data, as they require more urgent action.

Zip Code of Residence

For homeless individuals, please input zip code as “99999”.

Transition Timeline from DY1 to DY2 Template

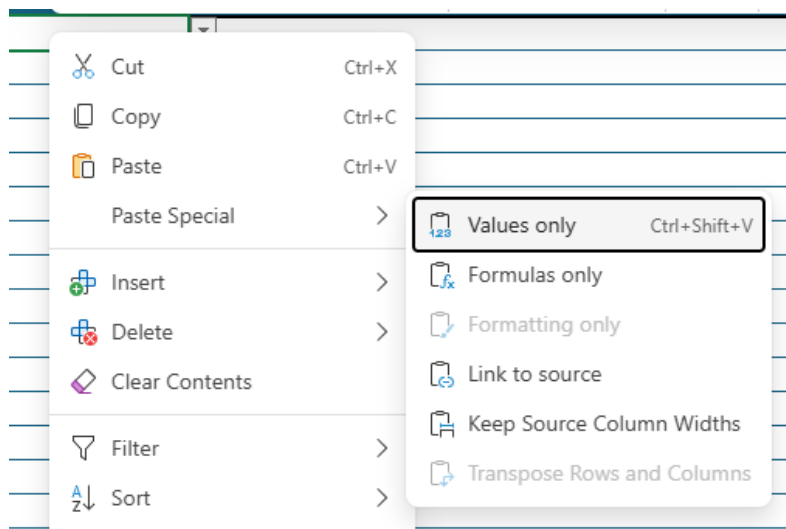
- **DY1 template:** The final submission using the DY1 template will be on October 7, for crisis events through September 30.
- **DY2 template:**
 - The DY2 template will be effective for crisis events that happen on and after October 1, 2025.
 - The new monthly deadline for DY2 will be the 5th of each month. The first report using the DY2 template will be due November 5.
 - When submitting the DY2 report, providers should start fresh and only include crisis events for DY2, with one exception for MRSS:
 - **One exception:** The November 5 submission should include all MRSS cases that closed in October, even if the initial crisis event that opened the case occurred in September.

Data Validation & Formatting

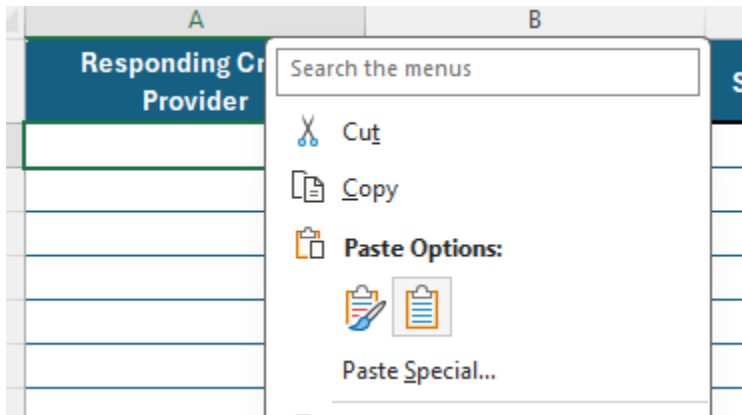
Data validation checks have been added to the data collector tab to ensure that only valid data is entered. If data entered is invalid, a cell will be highlighted in red to note formatting errors. Please ensure all formatting errors have been addressed prior to submission.

Copying and pasting into the template is allowable; however, it is critical that the correct paste option is used to preserve data validations and conditional formatting. Three scenarios are provided below to accommodate different versions of Excel (i.e., online vs. desktop versions).

1. **Online to Online:** When copying between the online version of Excel (Office 365, One Drive or Sharepoint) to another online version of Excel, you should use Paste Special > Values Only option.



2. **Online to Desktop:** When copying between the online version of Excel and into the desktop version of Excel, **use the Paste option indicated in this screenshot “Match Destination Formatting.”** If you use the icon with the paint brush, it will prevent the proper validations from applying.



3. **Desktop to Desktop:** When copying between desktop versions of, use the **Paste (Values Only)** option. This is indicated below as the clipboard icon with a subscript of 123.

