

INVOLVE BEHAVIORAL HEALTH AS SOON AS POSSIBLE

BEHAVIORAL HEALTH REMOTE ENGAGEMENT DURING TRANSIT IF POSSIBLE

ASSESS NEED FOR MEDICAL RESPONSE

LEVEL 1 ROUTINE

911 PSAPs refer to 988 regional call centers

- Distressed caller appropriate for phone intervention with trained behavioral health professional with referrals for services within 72 hours
- No homicidal thoughts, intent, or behavior
- Suicidal thoughts acceptable, if no plan/or means

LEVEL 2 MODERATE

- Distressed caller with imminent need of in-person behavioral health support
- No homicidal thoughts, intent, or behavior
- Suicidal thoughts with no plan or no direct access to lethal weapons
- Minor self-injurious behavior

LEVEL 3 URGENT

- Active Aggression
- Florid psychosis
- Homicidal thoughts with no active behaviors or intent
- Active cutting (self-injurious behavior) with concern for medical risk
- Suicidal thoughts with plan and access to lethal weapons
- Magistrate-issued emergency custody order, if available and requested by law enforcement

LEVEL 4 EMERGENT

911 PSAPs dispatch law enforcement, EMS, and/or fire without delay

- Direct, immediate threats to life
- Active suicide attempt
- Active assault on others with ability to cause significant harm
- Any gun present and accessible
- Magistrate-issued emergency custody order issued with immediate security threat