



Proactive Crisis Planning with the Maine Crisis Line

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Attention Case Managers, Behavioral Health Home Teams and Community Providers:

A feature of the Crisis Response work in Maine includes Proactive Crisis Planning on behalf of Children/Youth. In the past, teams would call the District Mobile teams directly to coordinate a response for Youth who may experience crisis.

As a reminder, Targeted Case Managers, Families, Youth, Department of Corrections, or Behavioral Health Home teams may reach out to **The Opportunity Alliance** to proactively coordinate crisis safety/action plans for youth, using the following protocol:

- Please call the Maine Crisis Line (1-888-568-1112), and ask to speak with a Supervisor to begin this work;
- The Supervisor will speak with the caller, and either coordinate the work with Maine Crisis Line, or transfer to the district Mobile Provider;
- Once the safety/action plan is created, a profile will be set up in the iCarol system (database), alerting the Maine Crisis Line of the plan, if a call is received at a later date.

Please feel free to share this information with the teams you interact with. Any questions can be sent to Jessica Wood: Jessica.wood@maine.gov

Thank you!

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<http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml>