



Neighborhood Service Organization Consumer Crisis Planning

What is a Crisis Plan?

A Crisis Plan is intended to give direct care if you begin to experience problems in managing your life or you become unable to make decisions and care for yourself. The Crisis Plan would give information and directions to others about what you would like done in the time of crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

Your Case Manager or Supports Coordinator or other staff will develop your Crisis Plan with you. Your Crisis Plan will identify:

1. The name and contact information of your DWIHN service provider: Neighborhood Service Organization NSO)
2. Your identifying (for example, name, age, gender, address, etc.)
3. If you have an Advanced Directive
4. How to identify when you are in crisis
5. Things you don't want when you are in crisis—things that will make your crisis worse
6. Where you want to go and where you don't want to go when you are in crisis (for example, hospital, shelter, etc.)
7. Symptoms or triggers that may lead to crisis
8. Your support system that can help before or during a crisis
9. Professional resources that may help
10. Steps to take to minimize or prevent crisis
11. Religious affiliation and/or spirituality needs

You may request a copy of the Crisis Plan form from your assigned NSO staff member or their supervisor. If you chose to complete a Crisis Plan, you/your legal guardian will be given a copy. A copy will also be available in your medical record.

Do I Have to Complete a Crisis Plan?

No, the decision to develop a Crisis Plan is completely voluntary. It is your choice. You have the right to develop a Crisis Plan and the right to decline a Crisis Plan. A Crisis Plan can be completed at the time of crisis, during initial/annual assessment or pre-planning meeting or as requested by you or your legal guardian/parent. We recommend you complete the plan when you are doing well.

Important Phone Numbers

- Neighborhood Service Organization: 313-961-4890
- Detroit Wayne Integrated Health Network Customer Service: 888-490-9698 or 313-833-3232
- Centralized Access Center 24-Hour Crisis/Information & Referral: 800-241-4949 or 313-224-7000