

THE PENNSYLVANIA CRISIS SYSTEM

Pennsylvania doesn't have enough behavioral health care services to meet growing need. When people experience a crisis, they often end up in the criminal justice system or in hospital emergency departments (ED), where they can wait days, a week, or even longer to be transferred to the right care setting.

What is the Crisis System?

Crisis services provide immediate support for people experiencing a behavioral health crisis. They offer de-escalation, assessment, counseling, and a connection to resources without a trip to the ED.

- **988 Suicide & Crisis Lifeline:**
Call or text anytime
- **Mobile Crisis Teams:**
Professionals come to you
- **Walk-in and Stabilization Facilities:**
Short-term care in a supportive environment



Well-funded and available crisis services improve patient outcomes, reduce ED overcrowding, decrease long-term inpatient stays, and reduce reliance on law enforcement.

Gaps in the Crisis System

- Medicare and most commercial insurers do not reimburse for crisis services
- Medicaid and county funding is not enough to keep existing services running
- Counties run their own crisis services with no consistent statewide standard
- Many people don't know these services exist

State Support Needed

To raise awareness and increase access statewide:

- ✓ Study the crisis system to assess gaps and solutions
- ✓ Ensure funding that covers real costs
- ✓ Expand crisis services
- ✓ Support people's ongoing care and recovery needs
- ✓ Establish standard licensure and payment rules