**Mental Health Triage Tool**

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<th>Code/Descriptions</th>
<th>Response</th>
<th>Typical Presentations</th>
<th>Mental Health Service Action/Response</th>
<th>Additional Actions to Consider</th>
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<td><strong>A Severe Risk</strong></td>
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<td>Call 911 first, then Crisis Services</td>
<td>• After calling 911, link to crisis services in your county to ensure additional support is provided as needed. • Keep caller on line until emergency services arrive or as long as possible.</td>
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<td><strong>B High Risk</strong></td>
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<td>Triage clinician to notify ambulance and/or police</td>
<td>• Call security or police if staff safety is compromised. • Provide safe environment for patients. • Provide or arrange support for consumer and/or caregiver while awaiting face-to-face response from mobile outreach or police.</td>
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<td><strong>C Moderate Risk</strong></td>
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<td>• Refer to existing mental health professional and/or provide after hour peer support. • Link to clinics with rapid response. • Obtain additional information from relevant sources. • Link to respite services.</td>
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<td><strong>D Low Risk</strong></td>
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<td>• Facilitate appointment with alternative provider. • Follow-up phone contact as deemed appropriate. • Referral or advise to contact alternative service provider (e.g., respite and/or peer programs). • Call warm line for peer support.</td>
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**Purpose**
Increase efficiency for identifying and connecting individual with the right level of care during their crisis. Engage individual with solutions that influence behavior by providing the information needed to make informed decisions, better understand their mental health status, and know when to seek which level of care.

**Level A**
The individual is in need of immediate intervention, police are called to the scene or in route and crisis services assistance has been requested.

**Level B**
The individual is in need of immediate intervention due to significant risk to harm self or others. The individual is verbalizing threatening, suicidal or homicidal thoughts and demonstrating furthenance of such thoughts.

**Level C**
The individual is in need of timely intervention due to the inability to cope with current stressors. Risk of harm to self or others is not pressing at time of contact due to the presence of other reliable supports or due to lack of plan or intent.

**Level D**
The individual is in need of intervention due to subjective distress and/or mid level of dysfunction or difficulty in coping with current stressors. The individual would not seem to require hospitalization but may benefit from consideration for additional short term formal services.

**Crisis Hotline and Mobile Team**
For Erie County: Adults 18 and over: 716-882-4557 (882-HELP) Youth under 18: 716-882-4557 (882-HELP) For Allegany County: Call 716-834-3131 (834-HELP) For Chautauqua County: Call 716-561-4471 (561-HELP) For Genesee County: Call 716-882-4557 (882-HELP) For Orleans County: Call 716-882-4557 (882-HELP) For Cattaraugus County: Call 716-882-4557 (882-HELP)

**Non-Crisis Call**
- Warm Line/Peer Support: 1-844-749-3848
- Chautauqua County: 716-764-4029
- Genesee County: 716-882-4557 (882-HELP)
- Niagara County: 716-882-4557 (882-HELP)
- Orleans County: 716-882-4557 (882-HELP)
- Cattaraugus County: 716-882-4557 (882-HELP)

Note: Response times noted above are guidance and should be left to the responding clinician to appropriately determine need after a clinical assessment is complete. Revised date: 2/22/17