



# Community Based Organization Manual

## **Crisis Services**

July 1, 2026 – June 30, 2027



Health and Human Services  
Division of Behavioral Health

## Crisis Services

In 2023, Iowa HHS engaged with Health Management Associates (HMA) to assess Iowa's current crisis services to provide a roadmap and recommendations for shifting Iowa's mental health crisis system to a statewide, coordinated behavioral health crisis system. HMA developed and submitted the [Transforming Iowa's Behavioral Health Crisis Continuum of Care System Assessment and Recommendations Report](#) to Iowa HHS. The report includes recommendations for the entire crisis continuum including someone to talk to, someone to respond, and a safe place to go. Iowa HHS is reviewing the recommendations to determine next steps for aligning with the goals of the Iowa Behavioral Health Service System Statewide Plan.

The Iowa Behavioral Health Service System Statewide Plan outlines a vision for a coordinated and person-centered behavioral health system. Crisis services are services that help quickly reduce distress during a behavioral health crisis. These services prevent harm, provide aftercare, and connect individuals to follow-up support, aiming to stabilize them and reduce the need for intensive or restrictive care. This manual applies to the following crisis services:

- Mobile response
- Crisis evaluation
- Alcohol, drug and/or gambling services, crisis intervention (outpatient)
- Access center services
- 23-hour observation and holding
- Crisis stabilization, community-based
- Crisis stabilization, residential

The crisis care strategies outlined in this manual align with current crisis service requirements and moving towards Iowa's vision for a person-centered, comprehensive and integrated statewide behavioral health crisis system. Activities outlined support broader goals in the Behavioral Health State Plan, including:

- **Crisis Strategy 1:** Create and support a comprehensive and integrated, statewide behavioral health crisis system.
- **Crisis Strategy 2:** Increase access to behavioral health crisis services.
- **Crisis Strategy 4:** Help crisis providers increase their behavioral health knowledge and skills.

### Required Activities

- 441—301.3(225A) Provider qualifications.
- 441—301.2(1)d. Behavioral health services - Crisis services.
- 441— 302.2(1) Minimum access standards.

## Compliance

- Must maintain accreditation through IAC 441-Chapter 24 Division II Crisis Response Services for the service(s) being provided.
- Access centers will maintain accreditation standards identified in IAC 441—Chapter 24, licensure for subacute services through 481—Chapter 71, and licensure for substance abuse treatment pursuant to Iowa Code chapter 125.
- Crisis services will be available 24 hours a day, 7 days a week, 365 days a year.
- Alcohol, drug and/or gambling services, crisis intervention providers will maintain accreditation standards in IAC 441-24.33 Twenty-four-hour crisis response.

## Reporting

- Crisis reports shall be submitted to the Behavioral Health Administrative Services Organization (BH-ASO) by the 15<sup>th</sup> of the following month. Data reporting templates, trainings, and upload instructions are located on the [Iowa PCA Partner Portal](#).
  - Mobile Response providers must at a minimum report to Iowa PCA required data using the MCR Data Set Template.
  - Crisis Stabilization, 23 Hour Observation, and Sub-Acute providers must at a minimum report to Iowa PCA required data using the Crisis Services Data Set Template.
  - Access Center provider must at a minimum report to Iowa PCA required data using the Access Center Intake Screening Template.

## Key Performance Indicators (KPIs)

- Mobile Crisis
  - a. At least 85% of all Mobile Crisis Responses will arrive on scene within 60 minutes or less
  - b. At least 80% of Mobile Crisis Responses are resolved in the community.
- Crisis Stabilization, 23-Hour Observation & Sub-Acute
  - a. At least 80% of crisis stabilization clients are connected to appropriate services based on assessment.
  - b. At least 80% of crisis stabilization clients received appropriate follow-up.
- Access Centers
  - a. At least 80% of access center clients are screened within 1 hour of arrival.
  - b. At least 80% of access center clients are connected to appropriate services based on screening.
- All Crisis Contracts
  - a. CBO will submit accurate and timely data that aligns with reported activities and supporting documentation.
  - b. CBO will submit complete and accurate monthly invoices that include allowable, properly documented costs and align with reported activities and approved budget.

## Training

- Crisis response providers will ensure all staff are trained in behavioral health topics and in accordance with accreditation standards.

## Invoicing

### Administrative & Indirect Costs (Where Applicable)

CBOs may request reimbursement for administrative and/or indirect costs. Administrative costs may include but are not limited to, costs that have been incurred for common or joint purposes or objectives, benefitting more than one cost objective, and/or cannot be readily identified with a particular final cost objective.

For the purposes of this Contract, examples of administrative costs may include but are not limited to general administration and general expenses such as accounting, expenses of executive officers, personnel administration, costs of operating and maintaining the facility, rent and lease payments, utilities, data collection and data processing costs, printing, communications equipment and services, depreciation, and other costs necessary to support the delivery of services.

CBOs may request reimbursement for administrative/indirect costs with a standard capitation of 15% of direct costs. CBOs may only request a rate above 15% if they have a current Negotiated Indirect Cost Rate Agreement (NICRA). Please note that even once a current NICRA is approved, Iowa PCA reserves the right to negotiate the application of the Indirect Rate per individual contract. Iowa PCA is not required to accept the federally approved rate automatically. Accordingly, if a future NICRA is obtained, Iowa PCA retains the discretion to negotiate the application of that rate, including application at a lower percentage. Iowa PCA does not anticipate accepting a rate higher than 15%.

### Monitoring and Documentation

All forms and attachments can be found on the [Iowa PCA Partner Portal](#).

- Crisis - MCR Data
- Crisis - Other Services
- Crisis – Access Center Intake



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