

What is Crisis?

The Crisis Care co-responder model is activated in the same way officers routinely assess situations in the field—by evaluating the totality of circumstances and responding to what is presenting in the moment. Just as law enforcement determines risk, urgency, and appropriate response based on observable behavior, environmental factors, and information provided at the scene, behavioral-health activation is guided by what the individual defines as a crisis.

Crisis is not limited to suicidal ideation or imminent self-harm; it may include:

- acute emotional distress
- severe anxiety
- psychosis, or
- a loss of coping that impacts safety or functioning

By aligning behavioral-health response with law enforcement's situational assessment framework, **the co-responder model supports timely de-escalation, preserves public safety, and connects individuals to the right level of care**—often preventing escalation to emergency detention or hospitalization.

Crisis Care: How it Works

- Law Enforcement receives a call that an individual is experiencing a mental health crisis.
- Law Enforcement responds to the individual.
- Law Enforcement introduces the individual to crisis care tablet or requests a text be sent by the Avel team to any personal device.
- Avel Behavioral Health nurse performs an assessment with the individual and gives recommendation to the responding officer.
- Once encounter is complete, referral is sent to local community health resources for follow-up support with the individual.

**To activate
Avel eCare services
for a person in crisis**

Call 1-844-250-7302

Save this number by scanning
the QR Code below:

