



## **Anyone. Anytime. Anywhere.**

With nearly 20 years of experience in behavioral crisis services, Benchmark Human Services (Benchmark) provides expert mobile crisis response in Georgia, Idaho, and Oklahoma. In accordance with Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines, our mobile response teams are typically comprised of two people – a peer support professional and a licensed clinician.

Benchmark aims to help those in crisis while avoiding hospital or psychiatric facility admissions or involvement with law enforcement. We connect individuals with local resources for ongoing support, and we provide on-demand response—supporting anyone, anytime, anywhere.

We adapt our approach to mobile crisis services to fit the need and structure of crisis services in different states and across populations. Benchmark’s history is rooted in serving individuals in crisis, including individuals with autism spectrum disorder (ASD) and/or intellectual and developmental disabilities (IDD).

### **POPULATIONS SERVED**

Our teams are trained to support any individual in crisis, including individuals with unique needs or backgrounds such as:

- Individuals experiencing a mental health or substance use crisis
- Individuals with IDD, autism, and/or dual diagnoses
- Rural and frontier populations
- Indigenous populations
- Veterans
- Individuals across the lifespan, including children and older adults

## STATES SERVED - MOBILE CRISIS RESPONSE

### Georgia

- Started in 2011
- Serves Regions 1 and 4  
*56 counties - rural and urban*

#### FY 2023 Stats:

- Dispatched teams in response to 7,173 calls
- Statewide average response time was 57.7 minutes

### Idaho

- Started in July 2024
- Serves Regions 1 and 2  
*10 counties - most are rural and frontier*
- Coordinates with Community Bridges, Inc. (CBI) to serve Regions 3 and 4  
*10 counties - rural and urban*

### Oklahoma

- Started in July 2022
- Serves all of Oklahoma  
*77 counties - rural and urban*
- Collaboration with Community Bridges, Inc. (CBI)

#### FY 2023 Stats:

- Responded to 1,548 calls
- Statewide average response time was 48 minutes (combined rural and urban)



## Crisis Respite Homes

In addition to mobile crisis response services, Benchmark has also operated crisis respite homes in Georgia since 2011. The goal of crisis respite homes is to assess, treat, and stabilize individuals with IDD who are experiencing a crisis, so they can transition back to their previous living arrangement or to an alternative, community-based setting.

Crisis respite homes are intended to be short-term, structured environments. To support successful transitions, we begin discharge planning upon admission and provide post-discharge follow-along services to support continuity of care and stabilization in long-term placement. Our team is made up of highly-trained professional staff, including licensed mental health professionals, nurses, Board Certified Behavior Analysts (BCBAs), and Registered Behavior Technicians (RBTs). In Georgia, we operate seven four-bed homes for adults and two four-bed homes for adolescents ages 10 to 19 years old.

## Contact Us

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