
OpenBeds® Crisis Management System

Crisis Administrator User Guide

Revised 11/26/2024

Introduction

This guide details the responsibilities and distinct privileges for OpenBeds users with the role of Crisis Administrator as outlined below.

1. Manage users with a Crisis Operator and/or Mobile Crisis Unit (MCU) Team Member role.
2. Define and assign mobile crisis response service areas.
3. Configure select sections on the Crisis Management Module.
4. Train new staff on OpenBeds usage.

Note: *Items highlighted in yellow should be customized based on your state and applicable business rules.*

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Logging In

To log into your account for the first time:

1. From your web browser, navigate to the OpenBeds URL: <https://<<your state's abbreviation>>.openbeds.net/> and select “Forgot Password”.
2. Enter your work email in the ‘Username’ box and click ‘Request Password’.
3. Enter the verification code sent to your email in the ‘Verification Code’ box.
4. Create a new password and click ‘Reset Password’.
5. Log in using your credentials.

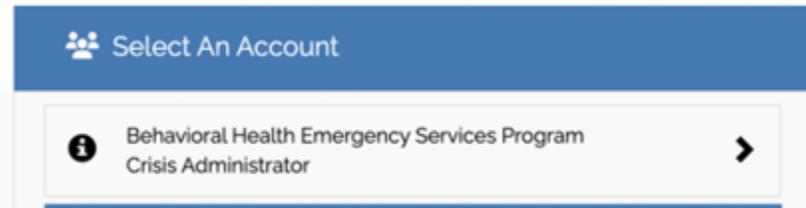
For subsequent log ins:

1. From your web browser, navigate to the OpenBeds URL: <https://<<your state's abbreviation>>.openbeds.net/>.
2. Enter your work email in the ‘Username’ box and your password in the ‘Password’ box.
3. You can change your password at any time. Once logged in:
 - a. Click the drop-down icon beside your name at the top right of the page.
 - b. Select ‘Change Password’ and complete the instructions as prompted.

Getting Started

1. Navigate to <https://<<your state's abbreviation>>.openbeds.net/> and log into OpenBeds.

2. You will see a 'Select An Account' page listing one or more accounts associated with your work email address.
3. Select your 'Crisis Administrator' role.

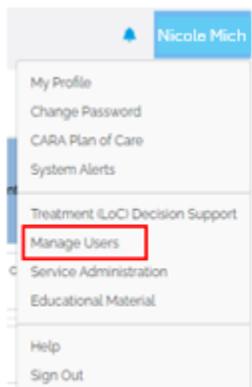


Note: Refer to the Crisis Operator User Guide and/or the Mobile Crisis Unit Team Member User Guide for details on operationalizing the responsibilities and distinct privileges of these roles.

User Management

Create New User Account

To create a new user, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top right of the page, and select 'Manage Users'. **Note:** You can only create new users for the organization(s) your Administrator role is attached to.



Select '+Add New User' (1) to open the 'Add New User' drawer (2) displaying the information needed to create the new user. Required fields are denoted by a *. **Note:** All data fields will be empty by default.

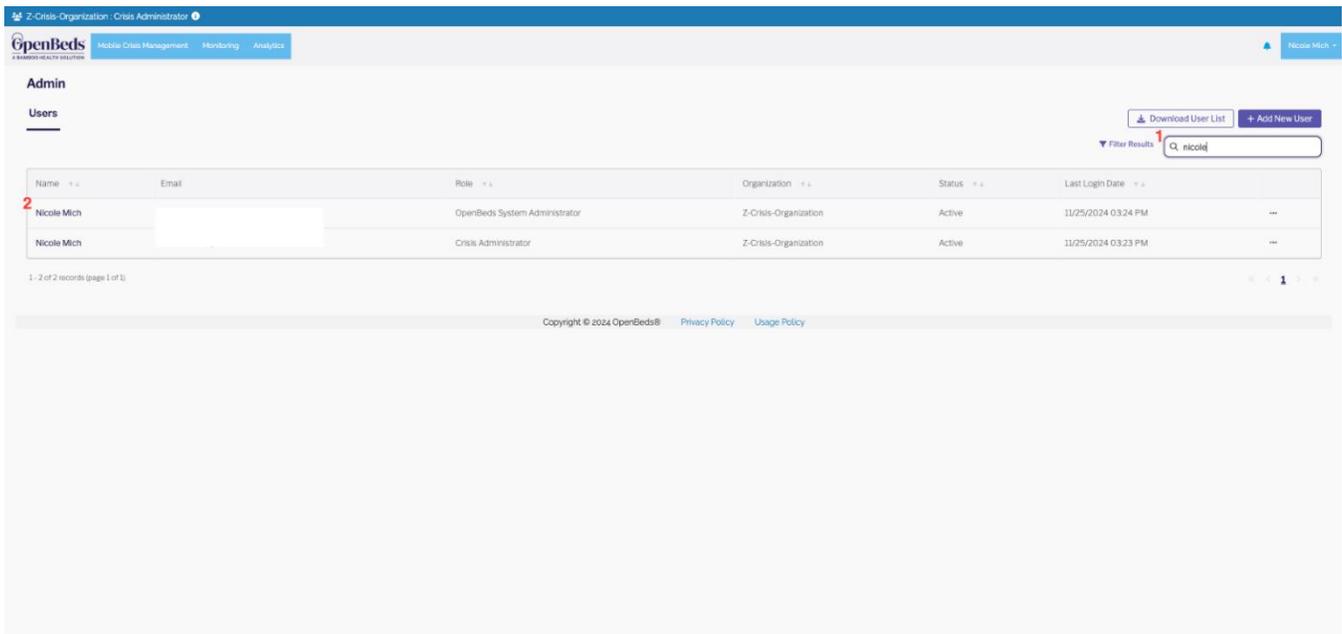
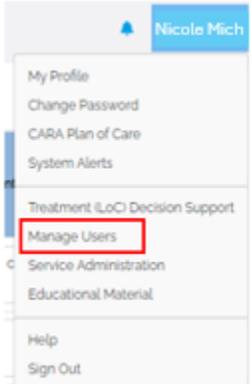
The screenshot displays the OpenBeds Crisis Operator interface. At the top, there is a navigation bar with the OpenBeds logo and links for Service Availability, Update Service Availability, Referral Request Status, and Analytics. Below this, the 'Admin' section is active, showing a 'Users' tab. A 'Download User List' button and a search bar are visible. The main content area is divided into two panels. The left panel shows a table of existing users with columns for Name, Email, Role, and Organization. The right panel is the 'Add New User' form, which includes fields for First Name, Last Name, Email, Username, Organization, Role (with 'MCU Team Member' selected), Contact Method, Phone Number, and a checkbox for 'Send activation email'. The 'Tags' section below the form contains four dropdown menus for 'Response Types', 'Responder Types', 'Responder Specialties', and 'Regions', each with a search bar and a dropdown arrow.

Name	Email	Role	Organization
Neil White		OpenBeds System Administrator	Z-Crisis-Or
Monika Wrotek		OpenBeds System Administrator	Z-Crisis-Or
Dariusz Tulmowski		OpenBeds System Administrator	Z-Crisis-Or
Shan Ramchandran		OpenBeds System Administrator	Z-Crisis-Or
Cathy Martin		OpenBeds System Administrator	Z-Crisis-Or
Amanda Pollock		OpenBeds System Administrator	Z-Crisis-Or
Jeremy Prather		OpenBeds System Administrator	Z-Crisis-Or
Andrew Alvarez		OpenBeds System Administrator	Z-Crisis-Or
JR Brawner		OpenBeds System Administrator	Z-Crisis-Or
Kimberly Fischer-Davis		OpenBeds System Administrator	Z-Crisis-Or
KAlira Welch		OpenBeds System Administrator	Z-Crisis-Or
Shannon O'Neal		OpenBeds System Administrator	Z-Crisis-Or
Melissa Hardwick		OpenBeds System Administrator	Z-Crisis-Or
Erik gong		OpenBeds System Administrator	Z-Crisis-Or
Andrew Alvarez		OpenBeds System Administrator	Z-Crisis-Or

Enter the new user's details (3), add Tags (4) to mobile crisis responders if applicable, and click 'Save' (5) to add the new user to your organization. Refer to the [Mobile Crisis Tags](#) section for additional information.

Edit an Existing User

To edit an existing user's profile, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select 'Manage Users'.



Enter the user's name or email address in the search bar (1) to narrow the user list. Click on the name of the applicable user or administrator (2).

The screenshot shows the OpenBeds Crisis Administrator interface. On the left, there is a 'Users' table with columns for Name, Email, Role, and Organization. Two users are listed: Nicole Mich (OpenBeds System Administrator) and Nicole Mich (Crisis Administrator). On the right, a 'User Details' drawer is open, showing a form for editing user information. The form includes fields for First Name (Nicole), Last Name (Mich), Email, Username, Organization (Z-Crisis-Organization), Primary Account (unchecked), Role (Select...), Contact Method (Call Institution), and Phone Number ((555) 555-5552). A 'Save' button is located at the top right of the drawer. A red '3' is placed above the drawer title, and a red '4' is placed above the 'Save' button.

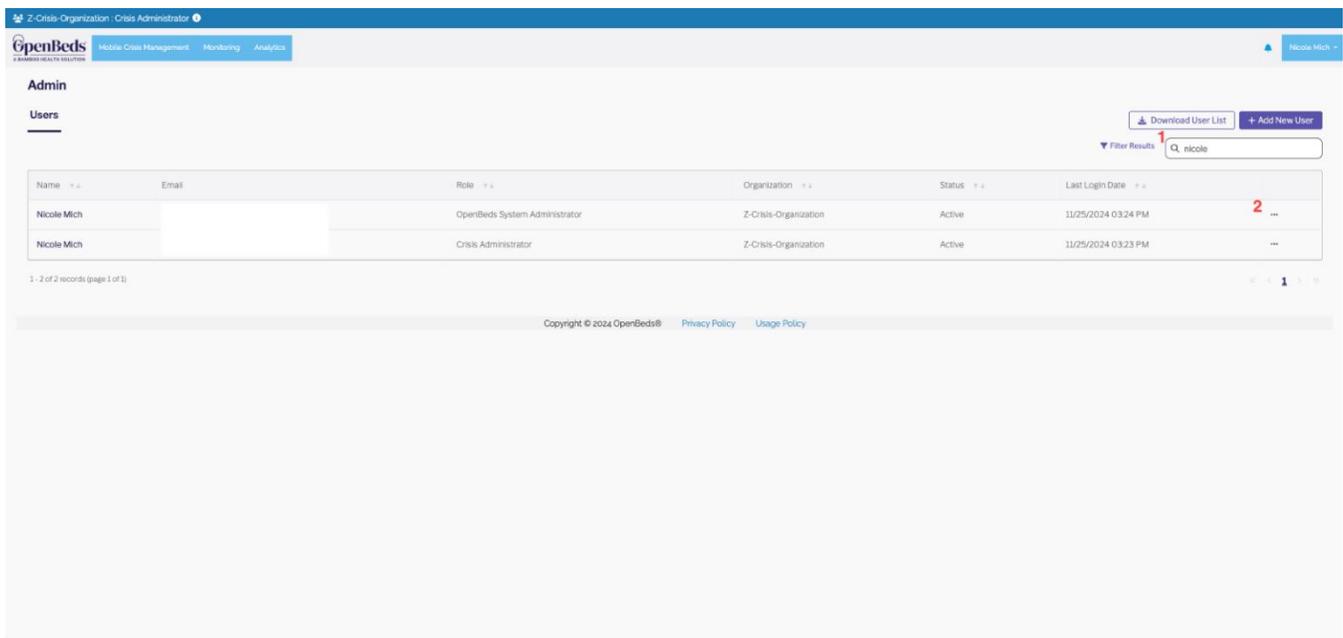
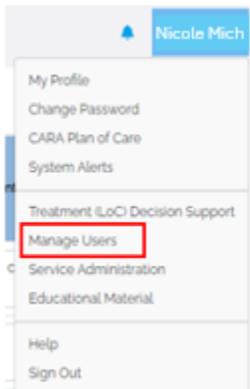
The 'User Details' drawer (3) opens for editing. You can change any data field displayed at any time, even if the user's account has been deactivated. Click 'Save' (4) to capture any changes made to the user's profile.

Pending Users

Users with the status of 'Pending' on the 'Manage User' page, have not signed into their newly created OpenBeds account. Direct these users to log in to change their status to 'Active'.

Deactivate or Reactive a User

To deactivate or reactivate a user, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select 'Manage Users'.



Enter the user's name or email address in the search bar (1) to display the appropriate user in the 'Users' list. Click on the '...' (2) to the right of the user's name and select 'Deactivate' or 'Restore Account' from the action menu as applicable. **Note:** If the user's account is 'Active' or 'Pending' you will see the option to deactivate the account. If the user's account is already deactivated, you will see the option to restore the account.

Filter the User List

To apply filters to the user list,

The screenshot shows the 'Admin' section of the OpenBeds Crisis Administrator. The 'Users' tab is active, displaying a list of 9 users. A filter dropdown menu is open, showing 3 filters selected: Status (Active), Role (Crisis Operator), and Organization (Z-Crisis-Organization). The 'Download User List' button is highlighted with a red box. The table below shows the user list with columns for Name, Email, Role, Organization, and Status.

Name	Email	Role	Organization	Status
Andrew Davies		Crisis Operator	Z-Crisis-Organization	Active
Julian Wicker+Operator		Crisis Operator	Z-Crisis-Organization	Active
Matt Yacovone		Crisis Operator	Z-Crisis-Organization	Active
Brian Test		Crisis Operator	Z-Crisis-Organization	Active
Devon Rachel		Crisis Operator	Z-Crisis-Organization	Active
Tyler (crisis operator) Akin		Crisis Operator	Z-Crisis-Organization	Active
Rose Kallyaden		Crisis Operator	Z-Crisis-Organization	Active
Carolyn Test		Crisis Operator	Z-Crisis-Organization	Active
Jordan Trost-Operator		Crisis Operator	Z-Crisis-Organization	Active

Click the filter icon (1) to open the filter dropdown menu (2) and apply the desired filters for user status, user role, and/or organization name.

As filters are selected, that criteria will display as a pill (3) to indicate which filters are in place for your search. To remove filter criteria, you can either uncheck the box beside the filter in the dropdown menu or click the 'x' in the filter pill.

Your user list will update based on the filter criteria you applied.

Download the User List

To download your organization(s) user list, click 'Download User List' to export the populated list.

The screenshot shows the 'Admin' section of the OpenBeds Crisis Administrator. The 'Users' tab is active. The 'Download User List' button is highlighted with a red box. The interface also shows a search bar and a filter results indicator.

If a filter is in place, the export will only populate information that matches the filter criteria. If no filter is in place, the total user list will be available in the export.

You will be able to see the following information in your exported download as applicable:

- All available information on the user table (name, email, role, organization, status, last login)
- Additional fields such as created date, activated date, last login, deactivation date, and deactivation method

Note: Any accounts deactivated prior to the 90-day automated security deactivation process implemented on January 10, 2024 will not have an associated deactivation method.

Mobile Crisis Tags

You can define and assign ‘tags’ to MCU team members’ profiles to help facilitate identification of the most appropriate responder for a mobile crisis dispatch. Tags are defined and managed at the organization level.

To add, edit, and/or assign a tag, navigate to the **Mobile Crisis Management** page, and select the ‘Mobile Crisis Tags’ tab.

Behavioral Health Emergency Services Program - Crisis Administrator

OpenBees A BAMBOO HEALTH SOLUTION

Mobile Crisis Management Monitoring Analytics

Gina Gibson

Mobile Crisis Module Management

Mobile Crisis Users Mobile Crisis Tags

Crisis Management User Tags

Order	Tag Name	Color	Show/Hide	# of Users	Actions
≡	Adult Crisis Responder	Adult Crisis Responder	<input checked="" type="checkbox"/>	7	Delete
≡	Youth Crisis Responder	Youth Crisis Responder	<input checked="" type="checkbox"/>	5	Delete
≡	Bamboo Health	Bamboo Health	<input checked="" type="checkbox"/>	1	Delete

Cancel Save

Here you can elect to show or hide existing tags, delete existing tags, or create new tags. To show an existing tag or hide an existing tag, toggle the button in the ‘Show/Hide’ column (1) next to the desired tag. The button will be blue if the tag is visible (2) and will be gray if the tag is hidden (3). Click the ‘Save’ button (4) to confirm your changes.

Mobile Crisis Module Management						
Crisis Management User Tags						
Order	Tag Name	Color	Show/Hide	# of Users	Actions	
☰	Adult Crisis Responder	Adult Crisis Responder	☑ 2	7	Delete	
☰	Youth Crisis Responder	Youth Crisis Responder	☑	5	Delete	
☰	Bamboo Health	Bamboo Health	☐ 3	1	Delete	
☰	Dispatcher	Dispatcher	☑	2	Delete	

To add a new tag, scroll to the bottom of your tag list, enter the name of the new tag (1), select the tag color (2), and click the 'Add New Tag' button (3) to show the tag on the list. Be sure to click the 'Save' button at the top of the page to confirm tag creation.

☰	Shift 11am - 7:30pm	Shift 11am - 7:30pm	☑	2	Delete	
	New Tag		☑ 2		Add New Tag	

Once created, the new tag appears at the bottom of your tags list in a status of 'show' with no users assigned.

☰	Shift 11am - 7:30pm	Shift 11am - 7:30pm	☑	2	Delete	
☰	test	test	☑	0	Delete	
	New Tag		☑		Add New Tag	

Refer to the [User Management](#) section for additional information.

Monitoring

You can view and change the status of a mobile crisis responder via the **Monitoring** page.

Behavioral Health Emergency Services Program - Crisis Administrator

Mobile Dispatch Unit Monitoring

Filters
 Zip Code: 00000 Radius: All Cancel Save

Responder	Contact	Primary Service	Region	On Call 1	Availability 2	Status 3
John Weidekamp	(555) 555-5555	Mobile Crisis Team		Checked In	Available	Available
Devon Rachel	(555) 555-5555	Mobile Crisis Team		Checked In	Available	Available 4
Haley Harkins	(502) 889-5084	Mobile Crisis Team		Checked In	Unavailable	Arrived 5
Emma Example	(555) 555-5555	Mobile Crisis Team		Checked Out	Unavailable	Available 6
Melissa Ledbetter	(555) 555-5555	Mobile Crisis Team		Checked In	Available	Available
Gina Responder	(078) 852-6631	Mobile Crisis Team		Checked In	Available	Available
Gina Demo	(078) 852-6631	Mobile Crisis Team		Checked Out	Unavailable	Unavailable 7

On Call (1) – This column displays whether the MCU team member is checked in or out on the **Mobile Crisis Unit Details** page. This information can be manually updated by the mobile responder or system updated depending upon that responder's dispatch status.

Availability (2) – This column displays whether the MCU team member is showing as available or unavailable on the **Mobile Crisis Unit Details** page. This information can be manually updated by the mobile responder or system updated depending upon that responder's dispatch status.

Status (3) – This column displays whether a mobile responder is available to be dispatched or that responder's status if actively responding to a dispatch. This information is system generated based on the 'last known' status.

Status Combinations:

Checked In + Available + Available (4) generally means the MCU team member is ready and waiting to be dispatched

Checked In + Unavailable + Arrived (5) {or any dispatch status} generally means the MCU team member is actively responding to a dispatch. The current level of engagement is indicated by the status.

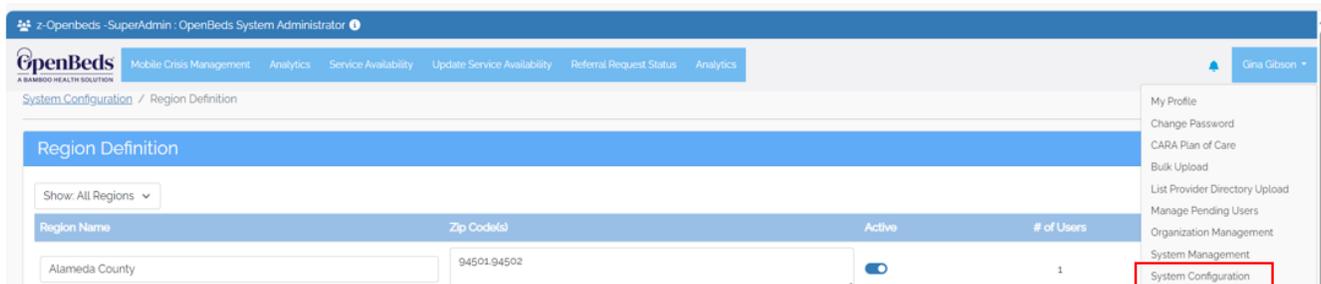
Checked Out + Unavailable + Available (6) generally means the MCU team member changed their status but didn't sign out.

Checked Out + Unavailable + Unavailable (7) generally means the MCU team member changed their status and signed out.

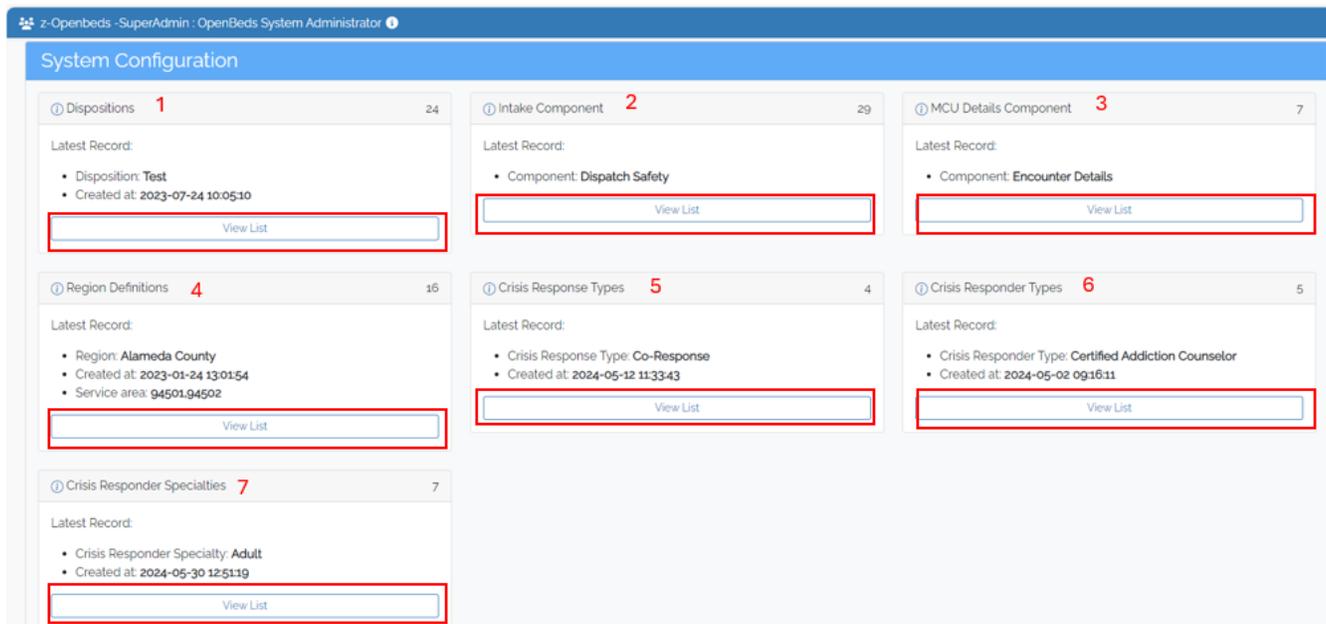
For State Administrators Only

System Configuration

State Administrators can configure select sections of the Crisis Management Module as outlined below. To begin, log into your System Administrator account and select 'System Configuration' from the menu options below your username.



Click 'View List' for the desired section on the 'Systems Configuration' page. All elections and changes are applicable statewide.



Dispositions (1) – Allows you to create, update, and delete final dispositions that users with Crisis operator and MCU team member roles can choose from. [Refer to the Dispositions section below for additional information.](#)

Intake Component (2) – Allows you to determine whether to show or hide select sections of the Intake Form.

MCU Details Component (3) – Allows you to determine whether to show or hide select sections of the Mobile Crisis Unit Response Report.

Region Definitions (4) – Allows you to create, update, and delete mobile crisis response services areas. [Refer to the Mobile Crisis Response Services Area section below for additional information.](#)

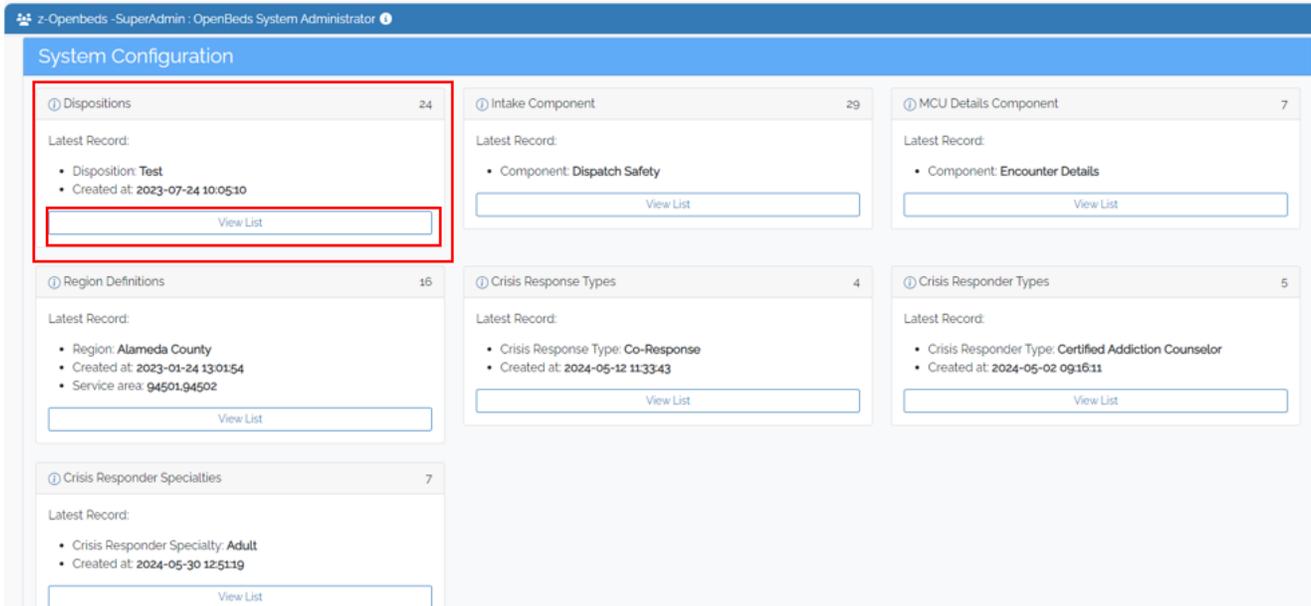
Crisis Response Types (5) – Allows you to create, update, and delete the way a MCU team member responds to the dispatch (e.g., Co-response, In-Person, Telehealth, etc.).

Crisis Responder Types (6) – Allows you to create, update, and delete the role MCU team members fulfil in the dispatch (e.g., Behavioral Analyst, Clinician, Peer, etc.).

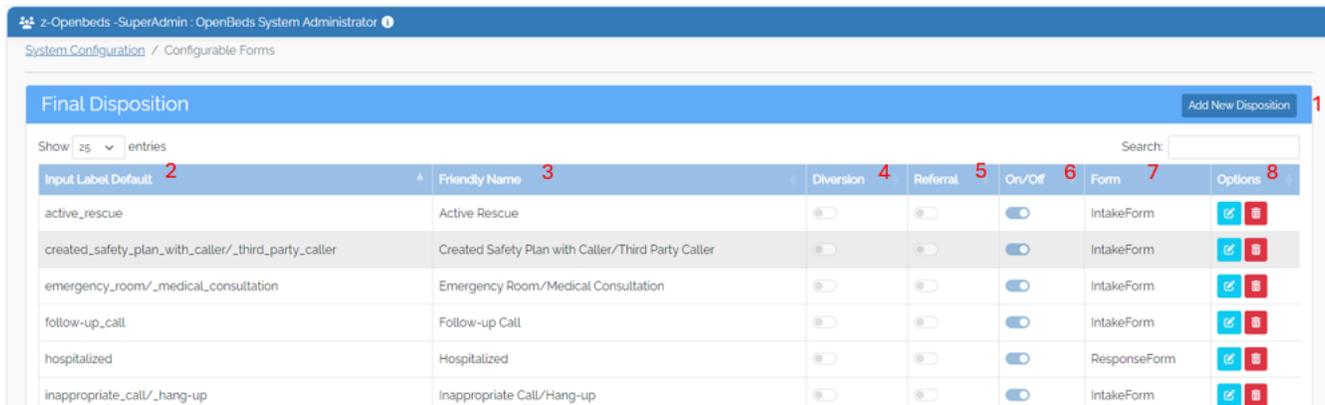
Crisis Responder Specialties (7) – Allows you to create, update, and delete the population the MCU team member has specialized training and/or experience serving (e.g., Geriatric, IDD, Youth, etc.).

Dispositions

To define final disposition options that the Crisis operator and/or MCU team member can choose from, click 'View List' for the 'Dispositions' section.



The 'Final Disposition' page opens, allowing you to define, show/hide, edit, delete, and/or create new dispositions.



Add New Disposition (1) – Clicking this button allows you to create a new disposition and its associated attributes. Refer to the [Create a New Disposition](#) section below for additional information.

Input Label Default (2) – This is system generated based on 'Disposition Name'.

Friendly Name (3) – This is the display name based on the 'Disposition Name' created and/or edited.

Diversion (4) – Select whether or not this disposition counts as a diversion from a higher level of care based on your organization’s business rules.

Referral (5) – Select whether this disposition counts as a referral for follow-on care.
Note: If the OpenBeds Capacity Management and Referral System is active for your organization, enabling this for the Response Form allows MCU team members to be auto directed to OpenBeds when the associated final disposition is selected.

On/Off (6) – This allows you to show/hide the corresponding final disposition.

Form (7) – Determine whether to show this final disposition on the Intake Form and/or the Mobile Crisis Unit Response Report.

Options (8) – You can edit and/or delete a disposition by selecting the applicable icon from this column. [Refer to the Edit a Disposition and Delete a Disposition sections below for additional information.](#)

Create a New Disposition

To create a new disposition, click the ‘Add New Disposition’ button to open the ‘Create New Disposition’ form. Complete the applicable information and click ‘Submit’ to save.

System Configuration / Configurable Forms / Create

Create New Disposition

Disposition Name

Form Type
 Intake Form
 Response Form

Diversion

Referral

On/Off

The new disposition is added to the existing list in alphabetical order.

System Configuration / Configurable Forms

Final Disposition Add New Disposition

Show 25 entries Search:

Input Label Default	Friendly Name	Diversion	Referral	On/Off	Form	Options
active_rescue	Active Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
created_safety_plan_with_caller/_third_party_caller	Created Safety Plan with Caller/Third Party Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
disposition_example	Disposition Example	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm ResponseForm	
emergency_room/_medical_consultation	Emergency Room/Medical Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	

Edit a Disposition

To edit an existing disposition, select the pencil icon in the ‘Options’ column.

System Configuration / Configurable Forms

Final Disposition Add New Disposition

Show 25 entries Search:

Input Label Default	Friendly Name	Diversion	Referral	On/Off	Form	Options
active_rescue	Active Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
created_safety_plan_with_caller/_third_party_caller	Created Safety Plan with Caller/Third Party Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
disposition_example	Disposition Example	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm ResponseForm	
emergency_room/_medical_consultation	Emergency Room/Medical Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
follow-up_call	Follow-up Call	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	

This opens the ‘Edit Disposition’ form. Make the desired change and click ‘Submit’ to save. **Note:** The data field changed will be shadowed by a green border.

Edit Disposition

Disposition Name

Form Type
 Intake Form
 Response Form

Diversion

Referral

On/Off

This change will be immediately reflected on the 'Final Disposition' list page.

System Configuration / Configurable Forms

Final Disposition Add New Disposition

Show 25 entries Search:

Input Label Default	Friendly Name	Diversion	Referral	On/Off	Form	Options
active_rescue	Active Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
created_safety_plan_with_caller/_third_party_caller	Created Safety Plan with Caller/Third Party Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
disposition_example	Disposition Example	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm ResponseForm	✎ 🗑️
emergency_room/_medical_consultation	Emergency Room/Medical Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
follow-up_call	Follow-up Call	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️

Delete a Disposition

To delete a disposition, select the trash can icon in the 'Options' column.

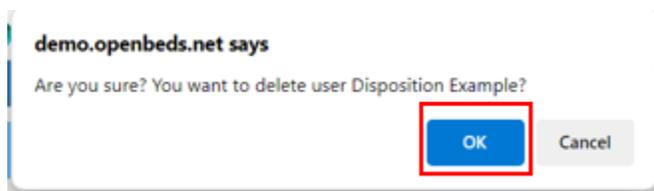
System Configuration / Configurable Forms

Final Disposition Add New Disposition

Show 25 entries Search:

Input Label Default	Friendly Name	Diversion	Referral	On/Off	Form	Options
active_rescue	Active Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
created_safety_plan_with_caller/_third_party_caller	Created Safety Plan with Caller/Third Party Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
disposition_example	Disposition Example	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm ResponseForm	✎ 🗑️
emergency_room/_medical_consultation	Emergency Room/Medical Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️
follow-up_call	Follow-up Call	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	✎ 🗑️

You'll see a pop-up box asking you to confirm your intent to delete the applicable disposition. Select 'Ok' to complete the deletion.



A quick pop-up message that the disposition was successfully updated appears in green in the upper right-hand corner of the page and the disposition is no longer visible in the list on the 'Final Disposition' page.

System Configuration / Configurable Forms

Final Disposition Add New Disposition

Show 25 entries Search:

Input Label Default	Friendly Name	Diversion	Referral	On/Off	Form	Options
active_rescue	Active Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
created_safety_plan_with_caller/_third_party_caller	Created Safety Plan with Caller/Third Party Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	
emergency_room/_medical_consultation	Emergency Room/Medical Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IntakeForm	

Mobile Crisis Response Service Areas

As a State Administrator, you can define and assign mobile crisis response service areas by logging into your System Administrator account and selecting ‘System Configuration’ from the menu options below your username.

z-Openbeds - SuperAdmin - OpenBeds System Administrator

OpenBeds Mobile Crisis Management Analytics Service Availability Update Service Availability Referral Request Status Analytics Gina Gibson

System Configuration / Region Definition

Region Definition

Show: All Regions

Region Name	Zip Code(s)	Active	# of Users
Alameda County	94501,94502	<input checked="" type="checkbox"/>	1

- My Profile
- Change Password
- CARA Plan of Care
- Bulk Upload
- List Provider Directory Upload
- Manage Pending Users
- Organization Management
- System Management
- System Configuration

Click ‘View List’ for the ‘Region Definitions’ section.

z-Openbeds - SuperAdmin - OpenBeds System Administrator

System Configuration

Dispositions 24

Latest Record:

- Disposition: Test
- Created at: 2023-07-24 10:05:10

[View List](#)

Intake Component 29

Latest Record:

- Component: Dispatch Safety

[View List](#)

MCU Details Component 7

Latest Record:

- Component: Encounter Details

[View List](#)

Region Definitions 16

Latest Record:

- Region: Alameda County
- Created at: 2023-01-24 13:01:54
- Service area: 94501,94502

[View List](#)

Crisis Response Types 4

Latest Record:

- Crisis Response Type: Co-Response
- Created at: 2024-05-12 11:33:43

[View List](#)

Crisis Responder Types 5

Latest Record:

- Crisis Responder Type: Certified Addiction Counselor
- Created at: 2024-05-02 09:16:11

[View List](#)

Crisis Responder Specialties 7

Latest Record:

- Crisis Responder Specialty: Adult
- Created at: 2024-05-30 12:51:19

[View List](#)

The 'Region Definition' page displays, allowing you to add a new service area (1), inactivate an existing service area (2) or delete (3) an existing service area. Click 'Save Changes' to preserve edits.

The screenshot shows the 'Region Definition' page in the OpenBeds System Administrator. The page has a blue header with the OpenBeds logo and navigation links. Below the header, there's a breadcrumb trail: System Configuration / Region Definition. The main content area is titled 'Region Definition' and contains a table of regions. The table has columns for Region Name, Zip Code(s), Active, # of Users, and Actions. The 'Add New Region' button is highlighted with a red box and labeled '1'. The 'Save Changes' button is also highlighted with a red box. The 'Active' column has a red '2' next to it. The 'Delete' button for Alameda County is highlighted with a red box and labeled '3'.

Region Name	Zip Code(s)	Active	# of Users	Actions
Alameda County	94501.94502	On	1	Delete
Clark County	89101.94501.89104	On	0	Delete
Essex County	01960.01844.01841.01902.01970.01915.01810.01845.01930.01906.01923.01830.01843.01905.01832.01945.01904.01913.01950.01907.01835.01938.0194	On	3	Delete
Middlesex County	02148.02155.02149.01801.01702.01752.02138.02139.01760.01852.02472.01821.01701.01826.01876.01851.02474.02453.01854.02145.02176.01803.0188	On	3	Delete
NC - Piedmont	29673.94501	On	0	Delete

Clicking the button to 'Add New Region', opens the 'Create New Region' form where you designate the name (1), status (2), and associated zip codes (3) for the service area. Click 'Submit' and the new service area appears on the 'Region Definition' page in alphabetical order.

The screenshot shows the 'Create New Region' form. It has a blue header with the title 'Create New Region'. Below the header, there are three main fields: 'Region Name' (labeled '1'), 'Active Region' (labeled '2'), and 'Zip Code(s)' (labeled '3'). The 'Region Name' field is a text input. The 'Active Region' field is a dropdown menu with 'Yes' selected. The 'Zip Code(s)' field is a text input. At the bottom right, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box.

Once established, Crisis Administrators can add this information to the MCU team members' profile for ready reference. This information also surfaces on the Intake Form in the upper right-hand corner of the 'Location' section to assist Crisis operators with identifying the appropriate responders to dispatch.

Version History

Version	Author	Date	Changes
1.0	Gina Gibson	8/13/24	Revised release
2.0	Gina Gibson/Nicole Mich	11/26/24	Incorporated the new user management functionality