

NEMTAC 3006-202x – Mental Health & Crisis Awareness Education

Standard Overview

Status Summary

- Draft Status: Assigned
- ANSI PINS Filed: No
- Assigned Committee: Certification & Standards Advisory Committee (CSAC)
- Date of Last Update: April 2025

Standard Description

NEMTAC 3006-202x – Mental Health & Crisis Awareness Education establishes minimum competencies and instructional guidance for Non-Emergency Medical Transportation (NEMT) personnel in identifying, understanding, and appropriately responding to passengers experiencing mental health challenges or crisis situations during transport.

This standard is designed to equip drivers, call takers, dispatchers, and supervisors with the tools necessary to recognize signs of emotional distress, de-escalate tense situations, and respond respectfully and safely to individuals with behavioral health needs. It emphasizes situational awareness, self-regulation, and the importance of maintaining a calm and professional demeanor during unpredictable or emotionally charged events.

The education framework draws from best practices in mental health first aid, trauma-informed care, and crisis response protocols adapted for non-clinical transportation environments. It includes training format guidelines, instructor qualifications, competency verification, and renewal requirements. Delivery may include online, in-person, or blended formats depending on role-specific responsibilities.

This standard also incorporates guidance specific to memory care, including strategies for transporting individuals with Alzheimer’s disease, dementia, or cognitive impairment. Training includes techniques for calm redirection, maintaining passenger dignity, and ensuring safety when confusion or wandering behavior may be present.

Key Topics Addressed

- Recognizing signs of emotional distress or mental health challenges
- De-escalation strategies and safety-focused communication
- Boundaries, confidentiality, and ethical responsibilities
- Responding to suicidal ideation, panic, or aggressive behavior
- Trauma-informed care principles and stress awareness
- When and how to request additional support or escalate
- Supporting passengers with dementia or memory-related disorientation

Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Reduces risk and improves staff preparedness in high-stress scenarios

Brokers	Enhances network safety protocols and improves complaint resolution tools
Health Plans	Supports person-centered care and improved transportation access for members with behavioral needs
Regulators	Aligns with efforts to improve safety and non-clinical response capacity in public programs
Healthcare Facilities	Ensures safer handoffs for behavioral health discharge and follow-up care
Technology Vendors	May support integration of alert protocols or staff credential tracking
Call Center / Dispatch	Improves response quality during emotional or unpredictable call events
Training Organizations	Provides content scope and instructional credentialing standards
Vehicle Manufacturers / Equipment Providers	Limited direct impact; may relate to design and safety barriers
Emergency Services Partners	Clarifies when and how to escalate to EMS or crisis intervention teams
Caregivers & Social Workers	Enhances coordination and confidence in transport readiness for clients with complex needs
Passengers / Advocates	Builds trust in the transport system's ability to treat individuals with dignity and calm

Call to Action

NEMTAC invites public participation in shaping this standard. Stakeholders are encouraged to:

- Review and comment during the public comment period (to be announced)
- Apply to serve on a NEMTAC Advisory Committee
- Engage directly with the national conversation at Transform 2025 in Dallas

 Join a NEMTAC Advisory Committee: [Committee Application](#)

 Register for Transform 2025: [Register](#)

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