**Mobile Crises Response Protocol**

**Purpose**: As part of the Certified Community Behavioral Health Clinic Expansion Grant and the Crisis Receiving Stabilization Grant, the Mobile Crisis Response Team was established. The goal is to increase access and coordination of crisis stabilization services for adults and children by implementing Evidence-Based Practices within the 24-hour crisis service model. This includes improving access to crisis services. The 24 | 7 | 365 Mobile Crisis Response Team has been expanded to treat crisis situations in the community and ensure the most appropriate pathway to care is taken.

When a referral is received for 24-hour mobile crisis response, information is gathered via the XXXX tool and then the case is staffed with the Chief of Crisis Diversion. Upon approval, the mobile crisis team is deployed.

**Mobile crisis services are mobile, face-to-face, home and community-based interventions that serve individuals experiencing a mental health or substance use-related crisis. A crisis may be defined as:**

* + 1. substance intoxication or overdose
    2. serious mental illness or serious emotional disturbances (e.g., psychosis, grave disability, emotional distress or dysregulation, disruptive behavior, etc.)
    3. suicide attempts
    4. suicidal thoughts/gestures/behaviors
    5. other risk of harm to self
    6. risk of harm to others
    7. disruptive behavior
    8. domestic violence situation
    9. other crises as defined by the individual.

Mobile crisis services consist of a multidisciplinary team of trained providers who arrive and respond to mental health and substance use crises in the community within 60 minutes, operating twenty-four (24) hours a day, seven days a week. The purpose of a mobile crisis response team is to better service individuals in crisis, to prevent fatalities from suicide, drug overdose, and other mental health and substance use emergencies, and to divert individuals in crisis away from hospitals, emergency departments, and jails to eliminate the overuse and misuse of these services.

Mobile crisis services are intended to be immediate and short-term, utilizing evidence-based practices to screen, assess, stabilize, and refer persons in need to crisis stabilization units, inpatient hospitals, certified respite facilities, and/or an individual’s established provider.

The mobile crisis response team will communicate throughout the process to the referring staff, collaborating on the disposition and recommendation.

The mobile crisis team may provide or refer to the following services:

* Acute Intervention Services
* Triage and Screening
* Assessment
* De-escalation
* Case Management & Care Coordination
* Crisis Intervention
* Safety Planning
* Peer Recovery Support
* Follow-up Intervention Services
* Follow-up stabilization services
* Medication Management
* Coordination with Crisis Stabilization Facilities
* Peer Support Service

At a minimum, the Mobile Crisis Response Team shall provide at least one (1) follow-up service within fourteen (14) days of the crisis event and can provide other follow-up services for ninety (90) days. These follow-up services shall include members of the original mobile crisis team who served the individual whenever possible.

Possible follow-up services may include coordination with and/or warm hand-offs to identified resource needs (such as insurance navigation, housing, benefits and entitlements, physical health concerns, educational and/or vocational supports, etc.) which are intended to address precipitating factors leading to the crisis. \* refer to XXXX POLICY

Upon completion of the Mobile Crisis service, the consumer may be hospitalized, or remain in the community with a safety plan and follow up for outpatient services.

The Mobile Crisis Team will ensure the consumer is active in the EMR and has a follow-up appointment, if outpatient services are recommended. The outpatient team will be notified.

*If the client is not open, the Mobile Crisis Team will send an internal referral to the Program Manager indicating services needed to ensure optimal behavioral health service provision.*