CRISIS NOW

Mobile Crisis Team Services
Someone To Respond

Mobile Crisis Team

Mobile crisis teams offer community-based intervention to individuals in need wherever they are. Mobile crisis interventions provide individuals with less restrictive care in a more comfortable environment and avoid unnecessary law enforcement involvement, ED use and hospitalization. When collaboration exists with hospitals, medical and behavioral health providers, law enforcement, and other social services, mobile interventions are an effective and efficient way of resolving mental health crisis and preventing future crisis situations. For safety and optimal engagement, two person teams are recommended.

Minimum Expectations

☐ Licensed and/or credentialed clinician capable of assessing the needs of individuals within the region of operation

☐ Respond where the person is (home, work, park, etc.) and not restrict services to select locations or particular days/times

☐ Connect individuals to facility-based care as needed through warm hand-offs, coordinate transportation when situations warrant transition to other locations.

Additional Best Practice Guidelines

☐ Incorporate peers within the mobile crisis team

☐ Respond without law enforcement accompaniment unless special circumstances warrant inclusion

☐ Implement real-time GPS technology in partnership with a crisis call center hub to support efficient connection to resources and tracking of engagement [air traffic control connectivity]

☐ Schedule outpatient follow-up appointments as needed through warm hand-offs.

Essential Functions

- Triage/screening
- Assessment
- De-escalation/resolution
- Peer support
- Coordination with medical and behavioral health services
- Crisis planning and follow-up

Partners Needed

Crisis call center, police, Emergency Medical Services, crisis facility, outpatient providers

Provider Performance Metrics

- Number served per 8-hour shift
- Average response time
- Percentage of calls responded to within 1 hour... 2 hours
- Longest response time
- Percentage of mobile crisis responses resolved in the community

To read more about this framework, and efforts to improve behavioral health crisis response in Alaska, visit: crisisnow.com and alaskamentalhealthtrust.org/crisisnow

Source: SAMHSA, 2020. National Guidelines for Behavioral Health Crisis Care: Best Practice Toolkit

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