Crisis Continuum of Service

**Mobile Response and Stabilization Service**
- 10-digit number
- Anyone, anywhere, anytime
- Non law enforcement
- Teams of 2
- Ages 5-21
- 30 day follow up window
- Peer and Parent support model

**Crisis Stabilization Unit**
- 23:59 Crisis stabilization and assessment service
- Multidisciplinary team
- Home like setting/nonhospital
- Capacity for 12-15 youth
- Family system and natural support focus/parent support model
- Cross system collaboration

**Post Crisis Stabilization Services**
- 90-day community based
- Medical beneficiaries
- Services driven by youth and family needs
- Up to 7 visits per week
- Peer and Parent Support Model
- Psychiatry and med support as needed

SAMHSA National Guidelines for Behavioral Health Crisis
Pacific Clinics Crisis Continuum

Listening to understand — to others and to yourself — acquaints you with root problems and thus real solutions.

- Trauma informed program culture and community perspective
- Youth and family centered, and THEY define a crisis
- Compassion and empathy are the foundation of our clinical work
- Normalize mental health and crisis experience
- Employ individuals with lived experience, cultural and linguist knowledge of the communities we serve
- Community forums for feedback
- Mechanism for activating support for children with complex needs
- Alternative to 911, ED utilization and LE response:
  - “Hey Law Enforcement; We got this”
  - Teaching MH professionals that 911/ED does not have to be the first referral in a crisis
Crisis Continuum In Person Supports

Year to date
CSU: 1,442
MRSS: 1,045
PCSS: 463

Jan 22 – Mar 22

MRSS
CSU
CSU: 1,442
MRSS: 1,045
PCSS: 463

Jan
Feb
Mar
### Crisis Stabilization Unit: Referral Source

#### Jan ‘22 – Mar ‘22

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
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<tbody>
<tr>
<td>EPS</td>
<td>8%</td>
<td>9%</td>
<td>7%</td>
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<tr>
<td>Law Enforcement</td>
<td>36%</td>
<td>31%</td>
<td>35%</td>
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<tr>
<td>Mobile Response</td>
<td>24%</td>
<td>19%</td>
<td>28%</td>
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<tr>
<td>Hospitals</td>
<td>33%</td>
<td>38%</td>
<td>30%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>3%</td>
<td>1%</td>
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![Bar chart](chart.png)
Mobile Response and Stabilization Service

Program Components

01
Crisis Hotline
- 24/7, 365 day a year
- Clinician, Mental Health Rehabilitation Specialists
- Licensed Consultant
- COMING SOON
  Salesforce Field Service Call Center and Dispatch platform

02
Response Team
- Teams of two: Clinicians, Peer Specialist, Crisis Intervention Specialists
- Daytime: 4 team
- Evening: 2 teams
- Overnight: 1 team
- Licensed Consultant
- COMING SOON
  North and South county designated teams

03
Follow Up Services
- 30-day window
- Service type based on needs of the family and youth
- Individual therapy, resourcing, family support, safety planning
- In-person and phone support/telehealth
- Coordination of care and or warm handoff
## MRSS: Calls by Service

<table>
<thead>
<tr>
<th></th>
<th>Total Calls</th>
<th>Services</th>
<th>Monthly Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>388</td>
<td>329</td>
<td>85%</td>
</tr>
<tr>
<td>Feb</td>
<td>358</td>
<td>294</td>
<td>82%</td>
</tr>
<tr>
<td>Mar</td>
<td>506</td>
<td>434</td>
<td>85%</td>
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</tbody>
</table>

### Bar Charts

- **January**
  - Total Calls: 142
  - Services: 29
  - Monthly Response Rate: 6%

- **February**
  - Total Calls: 107
  - Services: 44
  - Monthly Response Rate: 2%

- **March**
  - Total Calls: 127
  - Services: 48
  - Monthly Response Rate: 2%
# MRSS: Calls by Non-Service

<table>
<thead>
<tr>
<th></th>
<th>Total Calls</th>
<th>Non-Services</th>
<th>Monthly Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>388</td>
<td>59</td>
<td>15%</td>
</tr>
<tr>
<td>Feb</td>
<td>358</td>
<td>64</td>
<td>18%</td>
</tr>
<tr>
<td>March</td>
<td>510</td>
<td>76</td>
<td>15%</td>
</tr>
</tbody>
</table>

**January**
- No Answer: 9
- Svcs Refsd/Decl/Cancelled: 10
- At Cap: No Clinician Avail: 1

**February**
- No Answer: 18
- Svcs Refsd/Decl/Cancelled: 15
- At Cap: Svcs Refused/Decl/Cancelled: 19

**March**
- No Answer: 34
- Svcs Refsd/Decl/Cancelled: 17
- At Cap: Svcs Refused/Decl/Cancelled: 9
- Test/Maint: 6
Challenges

• Hiring crisis
• Families struggling with cost of living
• Increase in overdoes incidents
• Increased in young child crisis needs

Successes

• Did miss a beat during COVID
• Grant awards
• Training our communities
• Crisis stabilization meetings
• SJPD Crisis Intervention Training partnership
• Salesforce Call Center and Field service

What is next

“Real change, enduring change, happens one step at a time.”