



Pacific
Clinics

Crisis Continuum of Services

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Crisis Continuum of Service

SAMHSA National Guidelines for Behavioral Health Crisis

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

Pacific Clinics Crisis Continuum

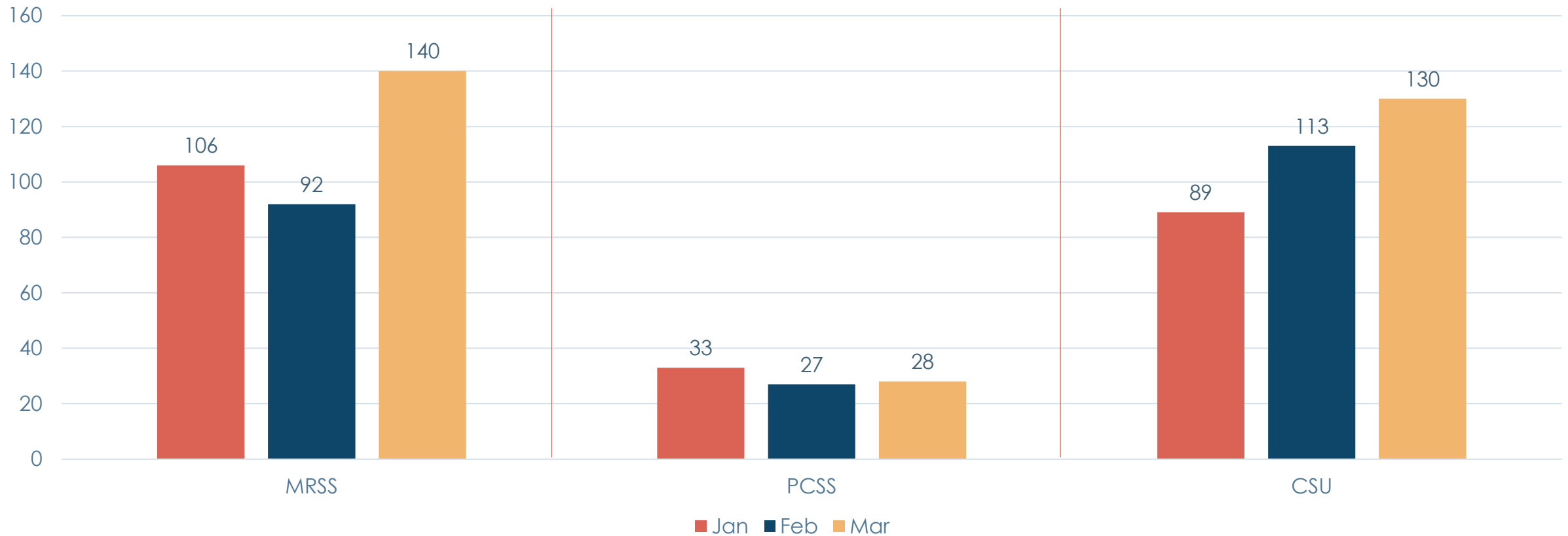
Listening to understand — to others and to yourself — acquaints you with root problems and thus real solutions.

- 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

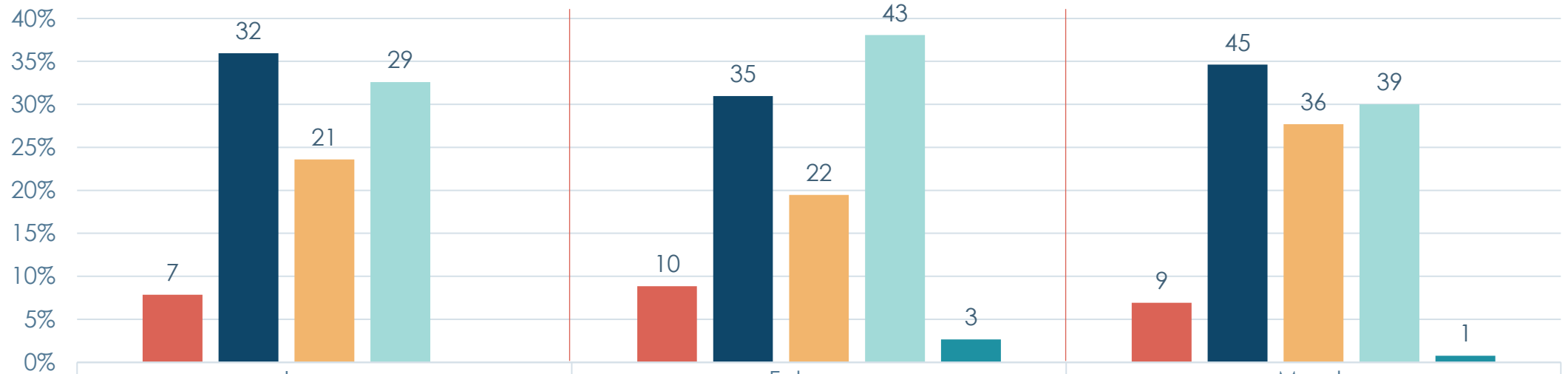
Year to date
CSU: 1,442
MRSS: 1,045
PCSS: 463

Jan 22 – Mar 22



Crisis Stabilization Unit: Referral Source

Jan '22 – Mar '22



■ EPS	8%	9%	7%
■ Law Enforcement	36%	31%	35%
■ Mobile Response	24%	19%	28%
■ Hospitals	33%	38%	30%
■ Other	0%	3%	1%



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

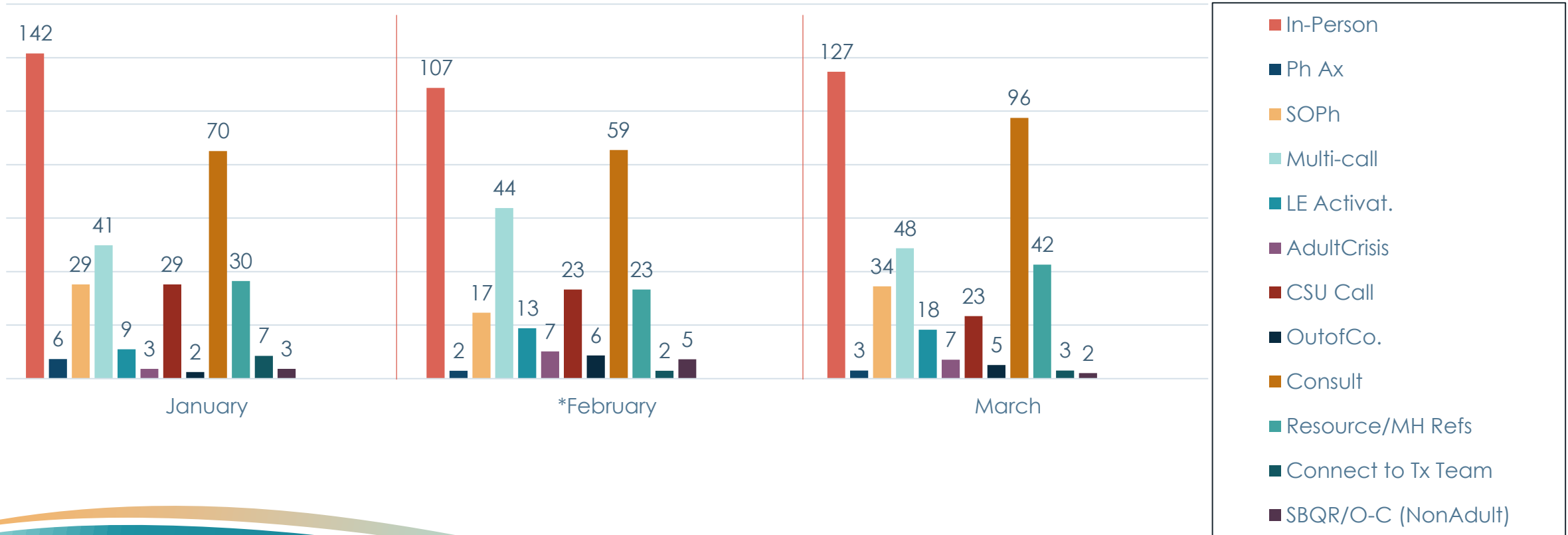
03

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

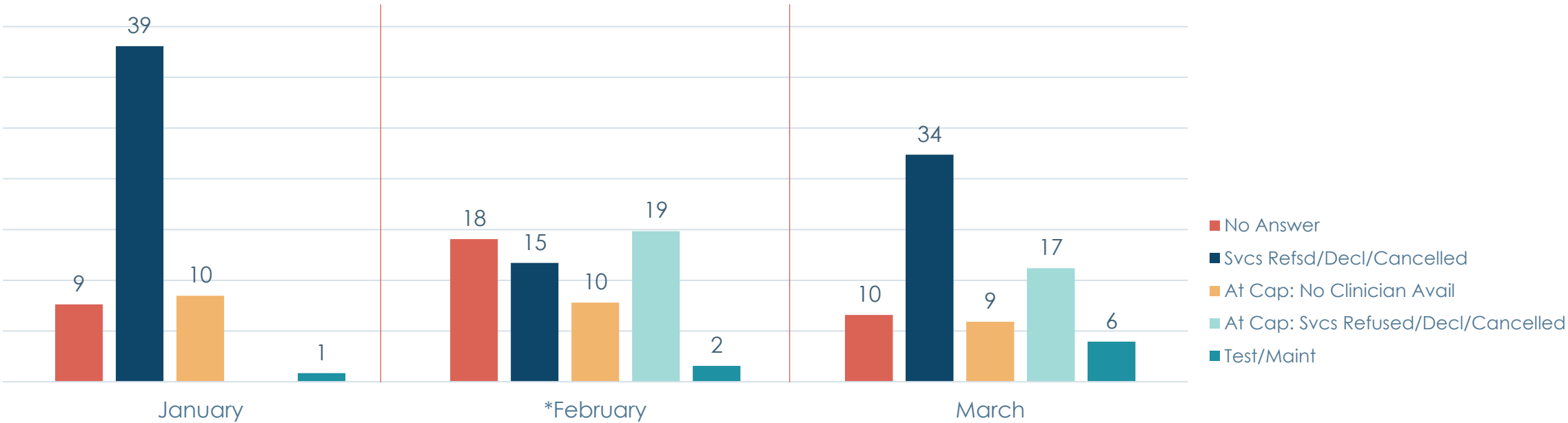
MRSS: Calls by Service

	Total Calls	Services	Monthly Response Rate
Jan	388	329	85%
Feb	358	294	82%
Mar	506	434	85%



MRSS: Calls by Non-Service

	Total Calls	Non-Services	Monthly Response Rate
Jan	388	59	15%
Feb	358	64	18%
March	510	76	15%



What is next

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



Challenges

- Hiring crisis
- Families struggling with cost of living
- Increase in overdoses 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