



Youth MOBILE CRISIS INTERVENTION SERVICES

***A Community Based Option for Serving Children
With Mental and Behavioral Health Needs***

What is Mobile Crisis Intervention Services (Mobile Crisis)?

- ❖ EMPS Mobile Crisis Intervention Services (Mobile Crisis), formerly Emergency Mobile Psychiatric Services – EMPS, is the same service just with a new name.
- ❖ Mobile Crisis is a state-wide, community based and family supportive clinical intervention service for children & adolescents experiencing a behavioral or mental health crisis.
- ❖ Mobile Crisis provides rapid emergency crisis stabilization for children and their families as well as short-term follow-up care and connection to other services.

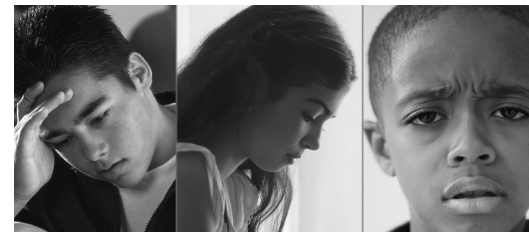
Dial 2-1-1



Where are Mobile Crisis Services Provided?

- ❖ Mobile Crisis comes to the child, during mobile hours
- ❖ A child can receive Mobile Crisis services in:
 - Their home
 - At school
 - At their doctor's office
 - In the Emergency Department (ED)
 - Any other community setting
- ❖ Residential Treatment Centers, Sub-Acute Units or Inpatient Units are not served by Mobile Crisis given their in-house clinical services.

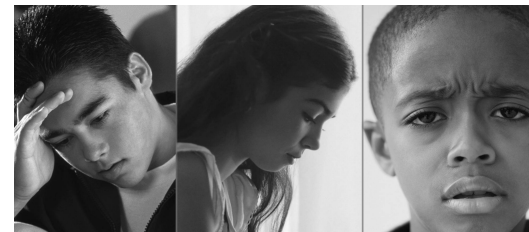
Dial 2-1-1



What is a Crisis for Mobile Crisis Services?

- ❖ What constitutes a crisis for the child or family is defined by the caller, not by Mobile Crisis.
- ❖ Mobile Crisis does not have pre-determined criteria for what qualifies as a crisis.
- ❖ The Mobile Crisis team response (face to face contact, phone contact) is contingent on the child's specific situation and the time of the call.
- ❖ Mobile Crisis services are confidential

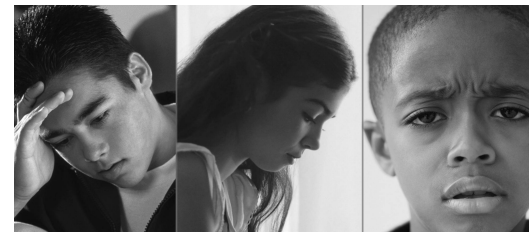
Dial 2-1-1



Who Provides Mobile Crisis Services?

- ❖ Mobile Crisis services are provided by highly trained mental health professionals
- ❖ The Mobile Crisis staff are licensed or license eligible Clinical Psychologists, Clinical Social Workers, Marriage and Family Therapists, Professional Counselors, and Alcohol and Drug Counselors
- ❖ All Mobile Crisis clinical staff receive ongoing refresher training and are required to take 11 to 12 specific courses within their first year to support the skills needed to work with children and families

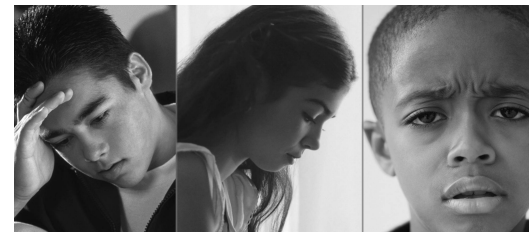
Dial 2-1-1



How Do You Access Mobile Crisis Services?

- ❖ Dial 2-1-1 on your phone and then, at the prompt, press “1” for “crisis” and then at the next prompt press “1” again for “mobile crisis.”
- ❖ Dial 211 – then 1 – then 1
- ❖ Not pressing “1” at the two prompts can result in delays in accessing Mobile Crisis.

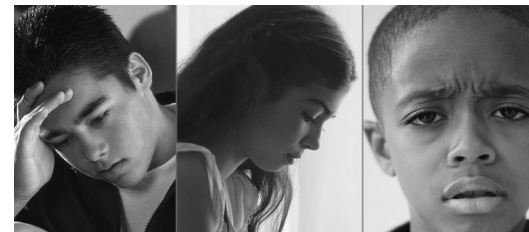
Dial 2-1-1



When is Mobile Crisis Available?

- ❖ Calls can be made to the Mobile Crisis 211 Call Center any time of day and any day of the week, weekends and holidays included.
- ❖ Mobile Crisis “Mobile Hours” are:
 - 6 AM to 10 PM, Monday through Friday
 - 1 PM to 10 PM on weekends and holidays
 - During these times trained mental health clinicians are available to go to the child’s location for a face to face evaluation within 45 minutes.

Dial 2-1-1



When is Mobile Crisis Available?

- ❖ In addition to the “mobile hours” available for Mobile Crisis, 211 has Clinicians available to immediately talk to, who will evaluate and stabilize the crisis situation for a child by phone during non-mobile hours, 24 hours a day, 365 days per year.
- ❖ If calls are received by 211 clinical staff outside of “mobile hours” they can arrange for a Mobile Crisis clinician to go to the child’s location during the “mobile hours” as needed.
 - 6 AM to 10 PM, Monday through Friday
 - 1 PM to 10 PM on weekends and holidays

Dial 2-1-1



When To Call Mobile Crisis?

❖ Call 211-1-1 for Mobile Crisis when:

- Child threatens or is at risk for suicide
- Child threatens or is at risk for violence
- Child has been victimized/traumatized
- Harm is likely to occur without immediate assistance
- Child is behaviorally “acting out” or out of control
- Child is in distress and uncommunicative
- Child is depressed and you are worried
- The child is having any other behavioral health crisis

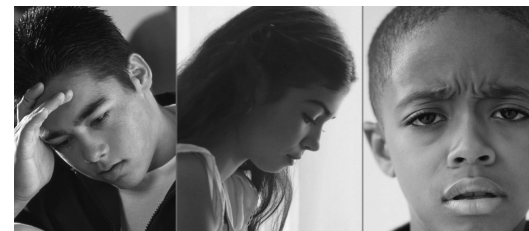
Dial 2-1-1



When To Call Mobile Crisis?

- ❖ Call 211-1-1 for Mobile Crisis when:
 - You are considering sending a child to the Emergency Department for an evaluation.
 - You can't reach the child's behavioral health service provider during a crisis

Dial 2-1-1



When To Call Mobile Crisis?

❖ Call 211-1-1 for Mobile Crisis when:

- You have already called the police. Calling the police does not exclude a Mobile Crisis response.
- Mobile crisis can respond to a situation with police assistance or after police have stabilized a situation.

Dial 2-1-1



When To Call the Police or the ED?

- ❖ Call the police and/or emergency department when:
 - The child needs **immediate police intervention** (weapons involved, serious assault, etc.)
 - The child needs **immediate medical attention** (overdosed, currently intoxicated, seriously injured, etc.)
 - Mobile crisis can respond to a situation with police assistance or after police have stabilized a situation. Calling the police does not exclude a mobile crisis response.

Dial 2-1-1



What Happens When Mobile Crisis Meets With the Child?

- ❖ The Mobile Crisis Clinician will:
 - Address the child's crisis to deescalate it
 - Develop a Crisis Safety Plan for the child and family
 - Connect the child, as needed, with mental/behavioral health service resources within the community
 - Collect brief information on the child
- ❖ If needed following the initial crisis visit, the clinician and other members of the Mobile Crisis team can meet with the child and family for up to six weeks.

Dial 2-1-1



What Happens When a 211 Clinician Talks to the Child on the Phone?

- ❖ Outside of “mobile hours” 211 Clinicians are available by phone to address the child’s crisis situation, with the goal of stabilizing the child, by discussing options with the caller for dealing with the crisis including:
 - Speaking directly with the child if appropriate.
 - Discussing steps the caller can take to address the crisis.
 - Arranging to have a Mobile Crisis clinician go to the child’s location during “mobile hours” if needed.
 - Identifying other resources in the community to support the child.

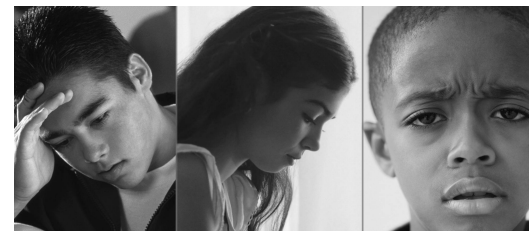
Dial 2-1-1



Overall Goals of Mobile Crisis

- ❖ Be Highly Mobile: Go to where the youth is
- ❖ Be Responsive: Arrive within 45 minutes or less
- ❖ Convenient Hours: Mobile hours are 6am-10pm M-F; 1pm-10pm weekends/holidays. Available by phone all other hours
- ❖ High Volume: Reach all in need
- ❖ Promote widespread community awareness that a rapid clinical crisis response is available

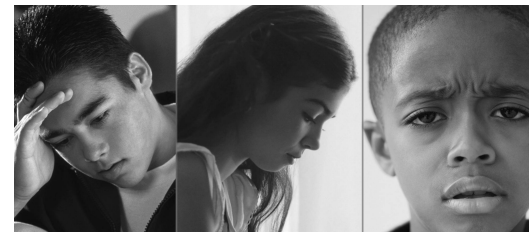
Dial 2-1-1



Overall Goals of Mobile Crisis

- ❖ Consistent, high quality service
- ❖ Responsive to Schools, Emergency Departments, Police, Foster Families, and others
- ❖ Coordinate with Emergency Departments
- ❖ Reduce inappropriate use of inpatient care
- ❖ Reduce inappropriate arrests
- ❖ Consistent response and improved accountability

Dial 2-1-1



Youth Mobile Crisis Providers

● **Child and Family Guidance Center (CFG) Service Area:** Sylvia Sanchez - ssanchez@cfguidance.org

- **CFG/Bridgeport - Towns covered:** Bridgeport, Stratford, Fairfield, Trumbull, Easton and Monroe
- **CFG/Norwalk - Towns covered:** Fairfield, Norwalk, Westport, Weston, Wilton

● **Child Guidance Center of Southern Connecticut (Subcontractor for Child and Family Guidance Center) Service Area:** Gary Vertula – gary.vertula@childguidancect.org

- **Child Guidance Center of Southern Connecticut Stamford - Towns covered:** Stamford, Greenwich, Darien, New Canaan

● **Community Health Resources (CHR) Service Area:** Amy Evison - aevison@CHRhealth.org

- **CHR Manchester- Towns covered:** Andover, Bloomfield, Bolton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Glastonbury, Granby, Hebron, Manchester, Marlborough, Somers, South Windsor, Stafford, Suffield, Tolland, Vernon, Windsor and Windsor Locks

● **Middlesex Hospital (Subcontractor for Community Health Resources) Service Area:** Jennifer Blakeslee – jennifer.blakeslee@midhosp.org

- **Middlesex Hospital Middletown - Towns covered:** Chester, Clinton, Cromwell, Durham, Deep River, East Haddam, East Hampton, Essex, Haddam/Higganum, Killingworth, Lyme, Middlefield, Middletown, Old Lyme, Old Saybrook, Portland, Westbrook,

● **Clifford Beers Service Area:** Rachel Aloï - raloi@cliffordbeers.org

- **Clifford Beers - Towns covered:** Ansonia, Bethany, Branford, Derby, East Haven, Guilford, Hamden, Madison, Milford, New Haven, North Branford, North Haven, Orange, Seymour, Shelton, West Haven, Woodbridge

● **United Community and Family Services (UCFS) Area:** Samantha Robinson – Srobinson@ucfs.org

- **UCFS Southeast - Towns covered:** Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Montville, New London, North Stonington, Norwich, Preston, Salem, Sprague, Stonington, Voluntown, Waterford
- **UCFS Northeast - Towns covered:** Ashford, Brooklyn, Canterbury, Chaplin, Columbia, Coventry, Eastford, Hampton, Killingly, Mansfield, Plainfield, Pomfret, Putnam, Scotland, Sterling, Storrs, Thompson, Union, Willington, Windham/Willimantic, Woodstock

● **Wellmore Service Area:** Cathy Scheidel - cscheidel@wellmore.org

- **Wellmore/Waterbury - Towns covered:** Beacon Falls, Cheshire, Middlebury, Naugatuck, Oxford, Prospect, Southbury, Waterbury, Watertown/Oakville, and Wolcott
- **Wellmore/Danbury – Towns covered:** Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield, and Sherman
- **Wellmore/Torrington – Towns covered:** Bethlehem, Canaan, Colebrook, Cornwall, Hartland, Harwinton, Goshen, Kent, Litchfield, Morris, New Hartford, Norfolk, North Canaan, Roxbury, Salisbury, Sharon, Thomaston, Torrington, Warren/New Preston, Washington, Winchester and Woodbury, and Barkhamsted

● **Wheeler Clinic Service Area:** Kim Holyst – Kholyst@Wheelerclinic.org

- **Wheeler Meriden - Towns covered:** Meriden, Wallingford
- **Wheeler New Britain - Towns covered:** Avon, Berlin, Bristol, Burlington, Canton, Farmington, Kensington, New Britain, Newington, Plainville, Plymouth/Terryville, Rocky Hill, Simsbury, Southington, and Wethersfield
- **Wheeler Hartford Towns covered:** Hartford West Hartford

For More Information

Mobile Crisis Intervention Services: Performance Improvement Center (PIC):

<https://www.chdi.org/our-work/mental-health/evidence-based-practices/emps/>

Youth Mobile Crisis Providers: <http://www.empsct.org/empspresentation/>

Youth Mobile Crisis: <http://www.empsct.org>

Dial 2-1-1



211 ACTION Line

- Created in partnership with DMHAS, The 211 ACTION Line is a 24/7 crisis line serving CT.
- Staffed by trained 211 Contact Specialists trained in Crisis intervention and certified by the American Association of Suicidality.
- 211 Contact Specialists have the ability to provide telephonic crisis support and non-clinical crisis intervention, safety planning, warmline support, connection to helping resources, ability to work with local first responders for wellness check if necessary.
- Press 1 for crisis in the 211 menu system then 2 for the ACTION Line for any adult emotional or mental health crisis need.

Dial 2-1-1

ACTION line as the single Statewide entry point to Adult Mobile Crisis Team services

- Through the ACTION Line, CT 211 can facilitate direct contact with the adult MCT teams in the State.
- **ACTION line staff will assist callers by:**
 - Determining their crisis need and facilitating contact with MCT or most appropriate resource for intervention.
 - Obtaining basic information as the entry point for MCT.
 - Ensuring safety planning right at the point of 211 contact.
 - Warm transfer directly with the adult MCT provider in their area for intervention during MCT in office hours
 - Ability to inform MCT of need to intervene when mobile hours begin, outside of MCT in office hours increasing ability to ensure response 24 hours.

Dial 2-1-1

Adult Mobile Crisis Teams

- Provides clinical assessment at any safe community location to adults ages 18 not in HS, and older.
- Can also provide phone consult or start with phone consult.
- Primary purpose of MCT assessment is to determine safety of the Individual in the community and possible need for higher level of care.
- Can refer for any serious mental health or substance mis-use concern for Self or another Individual in the community.
- The Person of concern does not have to agree to assessment prior to response if they meet MCT criteria for involuntary assessment.

Dial 2-1-1

Benefit of MCT vs Emergency Dept

- Individuals can be seen in the comfort of their surroundings as long as it is safe to do so.
- If no inpatient psychiatric hospitalization is needed, Person of concern will not have to go to the ED for assessment and referrals to alternative levels of care.
- Opportunity for collaborative and planful approach with community providers and law enforcement that can carry past the initial assessment.

Dial 2-1-1

Statewide NSPL Call Center

- CT 211 serves as the statewide National Suicide Prevention Line call center.
- Connecticut 211 is an American Association of Suicidality accredited crisis line provider using AAS approved crisis intervention protocols for non-clinical risk assessment and intervention, referral, and safety planning.

Dial 2-1-1

Benefits to a Statewide singular call center for access to crisis intervention.

- **Serving as the entry point for youth mobile crisis and adult mobile crisis in addition to being the statewide NSPL provider provides for:**
 - Increased opportunity for access to crisis intervention for those in need with a single statewide easy to remember number.
 - Minimizing use of police response as a primary response to Individuals in crisis in the community in favor of less invasive clinical intervention within the comfort of the community when safe to do so.
 - Maximizing the opportunity for Emergency Department crisis assessment to be reserved for the most at-risk population of those in need with increased ease of access to community-based crisis response.
 - Creates an overall more comfortable, more predictable, experience for the Individual in need, front line providers, first responders, with the goal of more seamless responsiveness from the point of initial contact forward.

Dial 2-1-1

2-1-1 Crisis Cooperative Response with Police and First Responders

- Ability to contact police departments/dispatchers statewide for wellness check and emergency response if necessary, on behalf of crisis callers.
- Families and concerned third parties have the option of calling the CT 2-1-1 crisis lines for advice/guidance/access to crisis intervention to facilitate help for loved ones in the least invasive way for the situation presented.
- 211 Contact Specialist facilitate direct contact with dispatchers, increasing ability to provide first responders with the most pointed information known at time of response.
- Improves opportunity for safety for Individual in need, front line providers, and first responders, with increased accuracy of information transmission from the point of initial crisis line contact to the point of on the ground response and information provided to ED Crisis Clinicians.
- Police and first responders can call a single statewide easy to remember number for access to a variety of social service interventions for the Individuals they serve including for mobile crisis assistance at the location of an Individual they have responded to in the community.

Dial 2-1-1

Thank You

Sarah Camerota, MSW, LICSW-MA, LCSW-CT
Program Manager- Mobile Crisis Intervention
Services

Connecticut 211, Connecticut United Way
860-571-7843

Sarah.Camerota@ctunitedway.org

Dial 2-1-1