

MCORT Staff Spotlight: Richard Chavis and Prathap Balakrishnan

Bridgeway is proud to highlight **Richard Chavis** and **Prathap Balakrishnan**, two members of our **Mobile Crisis Outreach Response Team (MCORT)** whose work exemplifies the compassion, collaboration, and expertise at the heart of community-based crisis response.

Richard and Prathap were recently selected as recipients of the **Bridgeway Staff Appreciation Award** after being nominated by their supervisor, **Julie Roca**, who recognized both their individual contributions and the strength of their partnership in supporting individuals experiencing crisis.

Bridgeway's [Mobile Crisis Outreach Response Teams \(MCORT\)](#), linked with the 988 Suicide & Crisis Lifeline, provide voluntary, in-person community response for individuals experiencing non-life-threatening mental health, substance use, or suicidal crises. Richard and Prathap bring two distinct and equally important perspectives to this work.

As a **Peer Support Specialist**, Richard brings lived experience, empathy, and hope to every interaction. His ability to connect with individuals on a personal level helps build trust during some of life's most challenging moments. His compassion and dedication remind those we serve that recovery is possible and that they are not alone in their journey.

As a **Crisis Intervention Specialist**, Prathap provides exceptional clinical expertise, professionalism, and leadership in the field. His calm, thoughtful approach helps individuals navigate crisis situations safely while connecting them with the support and resources they need. His commitment to quality care has made him a respected and dependable member of the MCORT team.

Together, Richard and Prathap demonstrate what makes MCORT effective: the combination of lived experience and clinical expertise, delivered through a collaborative, person-centered approach.

Whether responding to calls in the community, supporting individuals through difficult circumstances, or working alongside fellow team members, they consistently demonstrate teamwork, compassion, and professionalism. Their work helps build trust, foster hope during times of crisis, and strengthen Bridgeway's ability to meet people where they are when they need support most.

Congratulations, Richard and Prathap, on this well-deserved recognition, and thank you for the meaningful work you do every day.

