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Mobile Crisis Services as Described by Community Mental Health Programs

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The following are the narratives describing mobile crisis services provided by Community Mental Health Programs.

BAKER

“Mountain Valley Mental Health provides 24 hour 7 day per week crisis coverage. We respond to medical offices, schools, hospital, jail and other locations when requested by community partners alerting us to a possible mental health crisis. We have one QMHP on call at all time, should back-up be needed, the on call QMHP has a designee that they can call for assistance as well. At times we have responded to disaster type situations and have taken a team of 3 to 4 QMHP's to the site to respond to crisis situations as well.”

BENTON

“Benton County as the lead on a proposal with Linn County received a reinvestment grant from the state and hired 2 more staff, for each county to work with law enforcement and other community partners to systematize the crisis response across the region. Together the two counties are aligning their response process and working much more closely with law enforcement to go into the community to manage crisis before the client goes to the emergency room. In addition to responding to the hospital ER and the jail , county crisis workers are also able to meet law enforcement in the community . Ride alongs are being conducted in order to familiarize staff with law enforcement practices, a staff member is attending police briefings and there are other activities planned to bring police and mental health into a more collaborative relationship. We have also given police, the local drop in center, probation and parole and other community partners the crisis pager so that they have direct access to the crisis team.”

CLACKAMAS

“Centerstone’s Mobile Crisis Response program is staffed by teams of clinical experts (both QMHA and QMHP) who respond to requests for assistance in the

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community. This service is available to any resident of Clackamas County and is a scheduled (rather than immediate) service, though often outreach can be arranged for the same day as the request. Services include an on-site safety screening, a resource needs assessment, safety planning if necessary, and referral to crisis services or other appropriate options. We have approximately 10 staff who are trained to provide this service, though often only 2 staff are available at any one time due to capacity constraints brought on by Centerstone's walk-in clinic traffic. Additionally, a team of 3 clinicians is embedded in the Clackamas County Sheriff's Office to provide community-based outreach and support to law enforcement when there is a suspected mental health issue."

CLATSOP

"Clatsop does provide on call 24/7 crisis evaluations at Columbia Memorial Hospital, Providence Seaside Hospital, and Jail.

Clatsop does provide walk in crisis services at the CMHP office."

COLUMBIA

"We provide 24/7 crisis response outside the office. During business hours we have 3 QMHP clinicians assigned to respond to crisis. However, if necessary we will assign other clinicians too. After hours we have a minimum of 2 clinicians available to respond to crisis. We will meet people in the community or hospital, wherever the appropriate location will be.

We also have a daily medication route to distribute medications to high need clients in the community. The staff providing these medications are also available to monitor or to respond to crisis."

COOS

"Coos County Mental Health has on site crisis services available Mon through Fri 8-5 pm with 2 staff designated and available to respond to MH Crisis to those that walk-in to the offices, call the crisis line or need evaluation/intervention within the county. Afterhours crisis calls are routed to Protocall, Inc in Portland OR with a CCMH on call therapist available during those times to Protocall and directly to

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other community partners such as law enforcement to assist with outreach and crisis intervention.”

CROOK

“During the day hours, we had up to 4 staff that could respond to a mobile crisis and we utilized MCAT at night to provide crisis services.”

CURRY – No mobile crisis services

DESCHUTES

“Mobile Crisis Assessment Team (MCAT) members provide crisis services anywhere in the community that is deemed most effective and efficient for safely resolving a crisis situation. The MCAT works closely with law enforcement, hospital staff, community providers, local and regional crisis lines and family members to provide crisis mental health and initial substance abuse assessments, risk assessments, brief crisis intervention and referrals for follow up services. The team consists of 4 QMHPs who work in teams of two for a rotation of 24 hours shifts.”

DOUGLAS

“For Q1 of 2014, Douglas County Mental Health did not have a Mobile Crisis Unit.”

GILLIAM

“Mobile crisis services in Gilliam County Oregon are available 24 hours per day, 7 days per week, through an on call staff member after business hours, on holidays, etc. Mobile crisis services are delivered to the client in the most suitable place after we find out that a client is in a mental health crisis, or the client has called the mental health crisis line. We go to homes or public places, such as rest stops with a law enforcement partner. We respond to clinics and hospitals. We respond where the client is, unless they have requested just a phone call, or first responders have found it necessary to immediately transport them to the emergency room or jail. In those cases, we respond to the Emergency room or the jail. Mobile crisis services are most commonly called in response to a call to the crisis line, in which case, law enforcement already knows of the situation and immediately contacts our

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on-call person. We work extremely closely with our law enforcement partners and they are the other half of our mobile crisis service teams in most situations where mobile crisis is indicated.”

GRANT

“In Grant County crisis response services were provided at the emergency room of the hospital during the period of time covered by this report. A mobile crisis grant was received that has assisted us in working with law enforcement and providing the necessary training to clinicians and first responders in order to attempt to change that culture to a more mobile crisis response.”

HARNEY – No mobile crisis services.

HOOD RIVER

“Mid-Columbia Center for Living (MCCFL) provides Mobile Mental Health Crisis Services in Wasco, Sherman, and Hood River counties through the ACCESS Team, which stands for Accelerated Community Crisis, Engagement and Support Services. ACCESS Mobile Response is available Monday - Friday from 8:30 a.m. - 11:00 p.m. During these hours, a mental health professional will meet an officer onsite to provide crisis evaluation, consultation and/or to intervene with an unstable person before it becomes a crisis. The goal of this program is to engage persons in their least restrictive natural settings with the intention of reducing time spent with Law Enforcement and time using local emergency room resources. We strive to engage persons in early stages of crisis and enroll them into mental health and or alcohol and drug treatment services. MCCFL remains on-call to Hospitals and NORCOR during non-business hours. MCCFL provides crisis response services 24 hours day, 7 days/week.

We have 5 staff available to provide crisis mobile services from 8:30 am -11:00 pm, Monday through Friday. On-call crisis workers continue to provide services through 8:30 am, Monday through Friday and on weekends. A clinical supervisor is also available for 24 hour support.”

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JACKSON

“The Crisis team is available 24/7 to assess clients in the community. After hours there is one mental health crisis therapist available to respond to the community and during the day there are at least 3 staff available. The staff will respond to medical clinics, parole and probation, all 3 area hospitals, the sobering center, and any other organization that may have a person in crisis who might benefit from an intervention with a crisis therapist. In addition the crisis team will accompany law enforcement on mental health calls where the person does not have a weapon and may benefit from being seen at their home or location rather than be taken to the hospital. At the end of Q1, 7.0 QMHPs were available to perform these services.”

JEFFERSON

“Our mobile crisis services include 24/7 mental health crisis services. Our MH crisis worker responds to the jail, the local hospital, and occasionally out in the field with law enforcement (rare, but does occur occasionally).”

JOSEPHINE

“Options provides a mobile crisis team staffed by QMHP's with full time and on call staff that provide 24/7 coverage. In addition, Options staffs master's level therapists at medical offices, all schools, the headstart program in the county, the jail, corrections and some partner organizations.”

KLAMATH – No mobile crisis services

LAKE

“Lake County MH utilizes the local emergency room as well as the local Hospital, which has a state certified "hold" room for psychiatric emergencies.”

LANE

“WhiteBird Clinic operates the mobile crisis service "CAHOOTS (Crisis Assistance Helping Out On The Streets)", which is a mobile crisis intervention team integrated into the City of Eugene's public safety system. Free response is available for a broad range of noncriminal crises including intoxication,

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disorientation, substance abuse, mental illness, dispute resolution and street facilitation. The CAHOOTS van is dispatched through the City's 911 system. Transport to treatment is also provided. The service is confidential and voluntary. It is staffed and managed by the White Bird Clinic. There is a minimum of two staff on each van. The service is available 7 days a week 11 p.m. – 3 a.m.”

LINCOLN - No mobile crisis services

LINN

“The Linn County Mental Health Crisis Mobile Team consists of crisis counselors who perform a variety of duties. These duties include going on patrol with local law enforcement to assist with mental health crisis situations; going to the jail to perform mental health risk assessments; going to the Emergency Departments to perform mental health risk assessments; and going to the Juvenile Detention to perform mental health risk assessments. The daytime team has one counselor on hand to respond to local hospitals and can sometimes accommodate two counselors when there are multiple crisis situations at multiple hospitals. There is also an after-hours crisis team that responds to the locations listed above and is staffed by 9 clinicians who rotate shifts nightly so that one person is always on call.”

MALHEUR – No mobile crisis services

MARION

“During the first quarter Marion County received a letter of intent to award. The project was solidified as 2 teams with a Law Enforcement Officer and a Qualified Mental Health Professional.

An intergovernmental agreement was signed between Salem Police Department (SPD) and costing was agreement upon between Marion County Sheriff's Office (MCSO) and the Marion County Health Department (MCHD). The 3 agencies began the hiring processes and training began the first week of April 2014. The teams each work four 10 hour shifts and cover 7 days a week, with one overlap day. The agencies each provide a supervisor to problem solve and monitor how the partnership is going. They coordinate with other law enforcement / mental health collaborative teams: jail mental health staff, Community Outreach Response Team, and the Jail Diversion Case Manager. The goal of all the teams is to engage

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persons with mental health issues into community mental health services and resources and away from the criminal justice system when appropriate.”

MORROW

“Mobile crisis services in Morrow County Oregon are services are available 24 hours per day and 7 days per week. There is a crisis worker on call at all times. Services are delivered to the client in the most suitable place after we receive notification of a crisis or possible crisis. We go to homes or public places, such as rest stops with a law enforcement partner. We respond to clinics and hospitals. We respond where the client is, unless they have requested just a phone call, or first responders have found it necessary to immediately transport them to the emergency room or jail. In those cases, we respond to the Emergency room or the jail. Mobile crisis services are most commonly activated in response to a call to the crisis line, in which case, law enforcement already knows of the situation. We work extremely closely with our law enforcement partners and they are the other half of our mobile crisis service teams in many situations.”

MULTNOMAH

“This data element is acquired by contacting contracted mobile crisis services providers, Cascadia BHC-Project Respond and Morrison Child and Family Services – Crisis Prevention Outreach. The number of active crisis outreach workers is reported by each manager for the report period.

Number of individual mobile crisis teams available (snapshot) = 52”

POLK

“There are 3 staff available to provide services to the community during business hours from 8-5pm. We have 5 rotating staff available to provide mobile crisis services after business hours from 5pm-8am. Crisis staff respond to community members, law enforcement, hospitals, group homes, and the jail.”

SHERMAN

“Mid-Columbia Center for Living provides Mobile Mental Health Crisis Services in Wasco, Sherman, and Hood River counties through the ACCESS Team, which stands for Accelerated Community Crisis, Engagement and Support Services.

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ACCESS Mobile Response is available Monday-Friday from 8:30am-11:00pm. During these hours, a mental health professional will meet an officer onsite to provide crisis evaluation, consultation and/or to intervene with an unstable person before it becomes a crisis. The goal of this program is to engage persons in their least restrictive natural settings with the intention of reducing time spent with Law Enforcement and time using local emergency room resources. We strive to engage persons in early stages of crisis and enroll them into mental health and or alcohol and drug treatment services. MCCFL remains on-call to Hospitals and NORCOR during non-business hours. MCCFL provides crisis response services 24 hours day, 7 days/week.

We have 5 staff available to provide crisis mobile services from 8:30 am -11:00 pm, Monday through Friday. On-call crisis workers continue to provide services through 8:30 am Monday through Friday and on weekends. A clinical supervisor is also available for 24 hour support.”

TILLAMOOK

“We are in the process of developing an ACT team, and at that point, expect to have the capacity for a more mobile response to crises. At present, we are seeking to hire a Team Leader/Supervisor for the ACT Team, but it has been a challenge to identify a candidate. Based on our consultation with OCACT, we project that an ACT Team in Tillamook County will be 3.60 FTE.”

UMATILLA

“Lifeways, Inc. provides 24/7 crisis service access 365 days per year. A person experiencing a behavioral health crisis can “walk-in” Lifeways’ office during the work week to see a clinician. There is a 24/7 crisis line available, as well as a warm line for non-emergency persons to person contact. After hours behavioral health crises are referred to the Emergency Department at the local hospital. The Emergency Department and /or Law Enforcement will contact a Lifeways’ Master’s level clinician to respond. A Lifeways’ Master’s level clinician will conduct a thorough crisis assessment including a bio-psychosocial and lethality/imminent danger assessment which will provide the information in order to facilitate the crisis intervention, provide supportive counseling, give needed information and referrals, facilitate linkage with appropriate community- based

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behavioral health services for ongoing treatment and follow up. In addition to crisis services, the team is providing jail diversion services, civil commitment services and hospital discharge planning.”

UNION

“One full-time after-hours crisis worker

One full-time daytime Crisis Coordinator

Nine QMHP clinicians who provide backup coverage for daytime and after-hours crisis workers on a rotation basis.

Crisis workers provide services in the community, primarily in the Union County Jail and Grande Ronde Hospital.”

WALLOWA – No mobile crisis services

WASCO

“Mid-Columbia Center for Living provides Mobile Mental Health Crisis Services in Wasco, Sherman, and Hood River counties through the ACCESS Team, which stands for Accelerated Community Crisis, Engagement and Support Services. ACCESS Mobile Response is available Monday-Friday from 8:30am-11:00pm. During these hours, a mental health professional will meet an officer onsite to provide crisis evaluation, consultation and/or to intervene with an unstable person before it becomes a crisis. The goal of this program is to engage persons in their least restrictive natural settings with the intention of reducing time spent with Law Enforcement and time using local emergency room resources. We strive to engage persons in early stages of crisis and enroll them into mental health and or alcohol and drug treatment services. MCCFL remains on-call to Hospitals and NORCOR during non-business hours.

MCCFL provides crisis response services 24 hours day, 7 days/week.

We have 5 staff available to provide mobile crisis services from morning to early evening hours (8:30 am -11:00 pm). On-call crisis workers continue to provide services through 8:30 am Monday through Friday and on weekends. A clinical supervisor is also available for 24 hour support.”

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WASHINGTON

“Washington County has two mobile crisis programs, one team made up of QMHP clinicians that are able to provide community-based crisis intervention 24/7. Staffing levels vary depending on the time of day. We also have a Mental Health Response Team that is made of pairing law enforcement personnel with a crisis clinician. Two teams are available daily between 11 am and 11 pm.”

WHEELER

“Mobile crisis services in Wheeler County are available to the client 24 hours per day, 7 days per week in the most suitable place after we find out that a client is in a mental health crisis, or they have called the mental health crisis line. We go to homes or public places, such as rest stops with a law enforcement partner. We respond to clinics and hospitals. We respond where the client is, unless they have requested just a phone call, or first responders have found it necessary to immediately transport them to the emergency room or jail. In those cases, we respond to the Emergency room or the jail. Mobile crisis services are most commonly called in response to a call to the crisis line, in which case, law enforcement already knows of the situation. We work extremely closely with our law enforcement partners and they are the other half of our mobile crisis service teams in many situations.”

YAMHILL

“In Fall 2012, we implemented partial Mobile Community Crisis Outreach Support Services (1.5 FTE), seven days a week, from 1:00 p.m. to Midnight that augments our current comprehensive array of services. These services proactively provide outreach and engagement alongside law enforcement (LE) for individuals presenting in psychiatric distress. Additionally, we provide community outreach support to individuals that often have complex co-occurring disorders and have not engaged well in traditional services, or are in need of extra support in their homes. These services enable people with serious mental illness to engage in behavioral health services, stabilize and thrive, while simultaneously reducing emergency department usage and reducing LE involvement. This mobile crisis approach utilizes a range of flexible wraparound community and social supports for

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stabilization, with the goal of diverting psychiatric acute care placement and or incarceration.

AMH Investment Grant expanded services to 24/7 by adding call-out mobile COS support (2.0 FTE) and Licensed Medical Professional (LMP) call-out services between Midnight and 8:30 a.m. Monday through Friday and 24/7 on Saturday, Sunday and holidays and continued collaboration with critical affiliate service providers. Partners include law enforcement, corrections and the courts, local emergency department staff, primary care providers, pharmacies, Housing Authority, Northwest Seniors and Persons with Disabilities, the YCHHS Developmental Disability Services Program, Veteran's Services, Virginia Garcia Memorial Health Center, motels, hotels, grocery stores, faith-based organizations, acute care partners, George Fox University, Northwest Human Services, residential and detox services and state partners as needed for consultation is critical to the success of the program. COS services along with access to psychiatric services augmenting our current open access engagement team is provided by Qualified Mental Health Professionals (QMHP) with Spanish-language skills. The crisis assessment and Mobile Community Outreach team will consist of the following staff: LMPs, registered nurses, QMHPs and QMHAs, addiction counselors (CADCs) and peer support/crisis associate specialists and supervisors. YCHHS is targeting these services for individuals who present with at-risk symptoms of acute mental illness or other mental or emotional disturbance, who pose a danger to the health and safety of the individual or others in the community and who would likely be psychiatrically hospitalized or detained by proactively engaging them in community mental health services.”