



Monterey County Behavioral Health Policy and Procedure

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Policy Number	460
Policy Title	Mobile Crisis Services
References	MCBH policy 333: Involuntary Treatment for Individuals with Mental Health Disorders; MCBH policy 334: Staff Authorized to Initiate Involuntary Holds; MCBH policy 303: Medical Records Confidentiality; MCBH policy 350: Confidentiality of Protected Health Information; MCBH policy 352: Confidentiality of Protected Health Information – Multi-Disciplinary Teams; MCBH policy 356: Protected Health Information Taken to Off-Site Locations; Monterey County Health Department Policies; Monterey County Vehicle Use Policy; Monterey County Cell Phone Policy; Monterey County Information Technology Policies; 9-1-1 / Monterey County Law Enforcement Standardized Operating Procedures
Form	None
Effective	January 28, 2016

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Policy

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The purpose of this policy is to provide general operating procedures and service delivery guidelines for the delivery of mobile crisis services throughout Monterey County to individuals of all ages. The Mobile Crisis Team's (MCT) primary mission is to function in collaboration with law enforcement and provide emergency crisis intervention services and support in the community to avoid unnecessary hospitalizations and provide diversion to appropriate community-based resources as clinically appropriate.

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Program staff will employ culturally competent and best practice approaches to intervening with individuals in the community who are experiencing an acute mental health crisis event. Services will be provided in the community and will include safety assessment and crisis intervention, brief counseling, facilitation of transfer for hospitalization, family collaboration, and linkage/referral to community resources including but not limited to other outpatient mental health, medical, or alcohol and drug treatment services.

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The MCT program will partner with law enforcement to provide services in response to 9-1-1 calls regarding a psychiatric or emotional crisis. While the Mobile Crisis Intervention Specialist (MCIS) will prioritize such calls from law enforcement, the MCT can receive and respond to requests for service and follow-up from other sources. The MCT will operate with the goal of avoiding the use of involuntary psychiatric hospitalization, when appropriate, by providing alternative treatment resources, which may include consultation, brief crisis intervention and referral to outpatient treatment and/or diversion to voluntary psychiatric, medical and/or alcohol and drug related services as appropriate. A MCIS will be assigned to a designated region of Monterey County: Peninsula, Salinas or South County.

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25 This policy should not supersede calling 911 for all emergencies that may be life-threatening. This policy
26 should be followed in conjunction with all other Monterey County Behavioral Health and Health Department
27 policies and procedures.
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29 **Procedure**

30 The MCT program will generally operate Wednesday through Saturday from 12:30 p.m. to 10:00 p.m., in
31 addition to alternating Tuesdays from 1:30p.m. to 10:00p.m. If a MCIS is not available for their shift due to
32 illness or planned leave, the MCT for that particular region will not be in service. MCIS from another region,
33 if available, can provide consultation to assist with coverage for the region that is not in service. The MCT
34 Supervisor or supervisor's designee will be available during the MCIS shift for consultation and support.
35 The Emergency Department Access (Crisis) Team on-call psychiatrist will be available during the MCIS
36 shift for clinical consultation. The MCT program may be contacted through the Emergency Department
37 Access (Crisis) team by calling 831-755-4111 and asking to speak with the crisis team member.
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39 The MCIS will primarily respond to dispatched calls for service requested by peace officers responding to
40 individuals in psychiatric or emotional crisis. They may also respond to non-emergent calls from peace
41 officers and other referral sources through direct contact or when contacted on the Monterey County issued
42 phone, however, the MCIS will inform dispatch of their service response before or while on scene for safety
43 purposes. The MCIS will receive calls from county communications dispatch via CAD page text and/or
44 county issued radio. All MCIS staff will receive training in radio use protocol and procedures to follow for all
45 radio communications. Each MCIS will be responsible for reporting to dispatch when they come on duty
46 and are available for service as well as their status throughout their shift and when they go off duty.
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48 The MCIS can receive referrals from sources other than peace officers, including but not limited to,
49 Monterey County Behavioral Health outpatient service providers and Natividad Medical Center Emergency
50 Department Access (Crisis) Team, Adult Protective Services, Child Protective Services, and county
51 contract providers (i.e., Interim, Inc.).
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53 The MCT may assist with coordination with outpatient services as an additional resource. The Monterey
54 County Health Department workforce may alert the mobile crisis team to clients that may be
55 decompensating and coming to their attention. Any Health Department workforce member may alert the
56 MCT by calling the mobile worker covering that region directly or calling the Emergency Department
57 ACCESS (Crisis) team at 831-755-4111 and requesting to speak with a crisis team member.
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59 The MCIS will travel and respond to calls using a designated MCT county vehicle and conduct outreach
60 work with known individuals who may be in need of crisis intervention or a referral for other community
61 services. The MCIS will adhere to the Monterey County Vehicle Use Policy and follow the county fleet
62 recommended routine maintenance schedule.
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64 If the MCIS determines the individual in crisis meets the California Welfare and Institutions Code Section
65 5150 for an involuntary psychiatric hold, the MCIS on duty will complete the 5150 documentation and
66 facilitate transport to the emergency room for further evaluation. If an individual is placed on an involuntary
67 psychiatric hold by either the MCIS or a responding peace officer the individual will be transported by peace
68 officer or ambulance. Individuals not meeting criteria for an involuntary psychiatric hold, who have been
69 evaluated by the MCIS may be transported in the MCT County Vehicle to voluntary alternative locations if
70 deemed appropriate based on MCIS clinical judgment.

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72 The MCIS will adhere to all privacy and confidentiality regulations when responding to an event. All
73 Behavioral Health workforce is subject to all rules of confidentiality set forth in all applicable health privacy
74 laws, which apply to the provision of mental health services by the MCT program. The minimum necessary
75 of confidential mental health information will be shared for the sole purpose of preventing or causing harm
76 and/or injury to others or to themselves.

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78 The MCIS will enter each call for MCT service into the Monterey County Behavioral Health electronic health
79 record system. The MCIS will utilize county-issued encrypted and password protected laptops and follow
80 all County Information Technology (IT) Policies. MCT staff will have readily available or accessible
81 information to provide to individuals about community resources, grievance procedures and problem
82 resolution processes. Handling of protected health information (PHI) by the MCT will be in accordance with
83 all Health Department and Behavioral Health policies, including but not limited to, Monterey County
84 Behavioral Health policies 303, 350, 352, and 356. MCT staff will utilize a county-issued locked box to
85 secure PHI and other health information and shall comply with all Health Department and Behavioral Health
86 policies to safeguard confidentiality of the individual's health information at all times.