

# Riverside University Health Systems Behavioral Health

Crisis Support System of Care - CSSOC

# Program Principles and Goals

- Immediate crisis response
- Stakeholder support
- Diversion to least restrictive setting
- Linkage to appropriate level of care
- Short-term intensive care coordination
- Outreach
- Any age any location within the county

# Crisis Response Team Types

- Community Behavioral Health Assessment Team (CBAT)
- Mobile Crisis Response Teams (MCRT)
- Mobile Crisis Management Teams (MCMT)

# What is CBAT?

- A special unit staffed with an RUHS-BH **Clinical Therapist** and a **designated Peace Officer**
- Duties include *rapid response; evaluation and risk assessment, linkage and referral to appropriate resources* with the intent of connecting individuals for continued mental health services and care
- The overall responsibilities of the CBAT unit is to provide *immediate crisis intervention* to members that are experiencing a behavioral health related crisis.

# Primary Goals of CBAT

- Diversion from:
  - Involuntary psychiatric inpatient hospitalizations
  - Incarceration
  - Emergency departments
- Reduction in repeat law enforcement calls
- Linkage to appropriate care with a focus on promoting on-going support and treatment.
- Strengthen partnership and sense of unity between the community, LE and BH

# Mobile Crisis Response Teams

# Program Description

- Fully field based
- Staffing – Clinical Therapist, Peer Support Specialist and Behavioral Health Specialist
- 7 days a week, 24 hours a day
- Stakeholder program – Law Enforcement, Hospitals, Schools, CPS, APS, CHCs, and now impacted county clinics

# Mobile Crisis Management Team

# Program Description

- Fully field based
- Staffing – Clinical Therapist, BHSIII, BHSII, and Peer Support Specialist
- Monday-Thursday 8:00am-5:30pm, Friday 8:00am-4:30pm
- When not engaged in crisis response the teams will spend time in the community seeking consumers in need and in crisis.
  - Engagement, food, water, hygiene kits, rapport building, transportation, exploring needs, and offering services
- Intensive care coordination



# How to Access Mobile Crisis Response Teams

- Stakeholders call 951-715-5040 or 888-374-1113
- Community members call 951-686-HELP
- Our **Call Center** staff will obtain brief information such as:
  - Name, DOB, location, and a brief description of the mental health crisis
  - Contact information (name and phone number) of the individual who team should consult upon arriving on scene to a crisis response
- The goal of the Mobile Crisis Teams is to be on location in less than 30 minutes when at all possible. Sometimes due to call volume this is not always possible.