



# MOBILE SUPPORT TEAM

## Expanded Community Based Mobile Crisis Intervention Services

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# Mobile Support Team Today

**MST has built expanded services that are now fully operational.**

- **Expanded service area: ALL of Sonoma County, including collaboration with inRESPONSE in Santa Rosa and SAFE in Cotati, Petaluma, and Rohnert Park.**
- **Crisis Call Center with one number for the whole county 24/7/365.**
- **Crisis Response Services 24/7/365.**
- **Response without Law Enforcement when there are no safety concerns.**

# State Requirements

DHCS issued a notice requiring all counties to provide mobile crisis services to Medi-Cal beneficiaries.

- Provide community-based mobile crisis intervention services to individuals experiencing a BH crisis. ANYONE. ANYWHERE. ANYTIME. Throughout Sonoma County.
- Respond in urban areas within one hour.
- Respond in rural areas within two hours.
- Provide a single phone number, staffed 24/7/365, for anyone anywhere in the county to request assistance for any behavioral health crisis.

# MST Crisis Call Center



- One telephone number serves as a crisis services hotline for the dispatch of mobile crisis teams 24/7/365.
- We utilize **1-800-746-8181**, a number historically used by the Crisis Stabilization Unit (CSU). This number has been used in the community and given to those in crisis for years.
- Sonoma County Mobile Support Team staffs the call center, utilizing the same job classes as some of the MST field team.
- We developed a communication tool in bi-weekly coordination meetings with inRESPONSE, SAFE, 988, local law enforcement, 911, and community partners.
- We utilize a standardized dispatch screening tool developed by the State.

# **MST Crisis Call Center**

**1-800-746-8181**

- This number can be used by the public, dispatch, and Law Enforcement.
- Call takers use a standardized tool to gather information, triage calls, and determine if MST needs to respond in the field and if a co-response will be needed.
- Call takers coordinate with appropriate agencies with a warm hand off, i.e. police department, sheriff, 911, & 988, for a 'no wrong door' approach to services.

# Mobile Service Encounter

**Initial face-to-face crisis assessment**

**Crisis planning**

**Intervention and de-escalation**

**Referrals to services – coordination with ongoing providers**

**Facilitation of a warm handoff**

**Follow up check in – within 72 hours**

**Coordination with Other Delivery Systems**

# Sonoma County Mobile Support Team

- Team composition - Clinicians, Certified AODS Counselors, and Senior Client Support Specialists.
- Service areas - All unincorporated areas of county and cities that are not represented by other teams.
- Model - MST is now able to respond with or without law enforcement when it is safe to do so.
- Transportation - We are able to transport individuals in crisis when a higher level of care is necessary, and to facilitate warm hand-offs.
- Response Types - More flexibility for those experiencing a behavioral health crisis.
- Hours - 24/7/365 response county-wide since Spring 2024!

# What MST Can Do

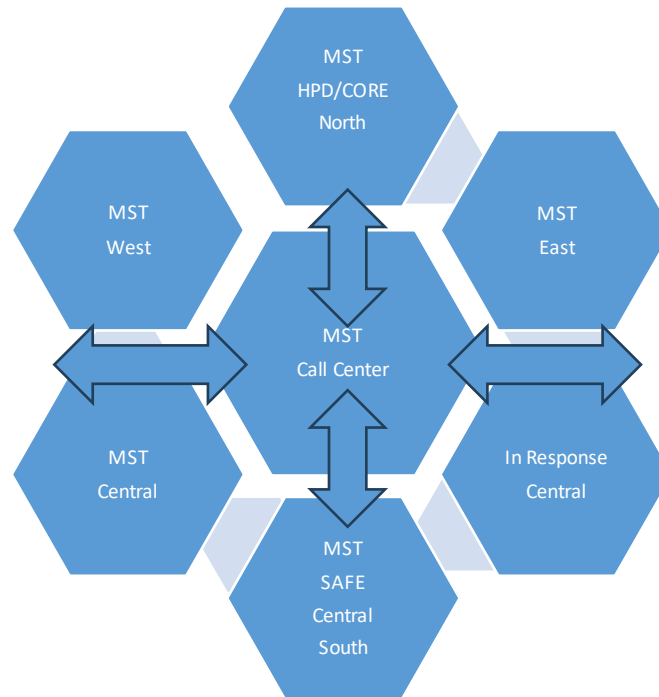
- De-escalation, safety planning, crisis assessment, 5150 assessment, and follow-up for all calls.
- Respond without Law Enforcement to mental health and substance use calls where there is no safety concern for the individual or team.
- Securely transport individuals to CSU or hospitals.
- Co-respond with Law Enforcement at the request of Law Enforcement.
- Co-respond with Law Enforcement when there is a threat to safety for individual or team.

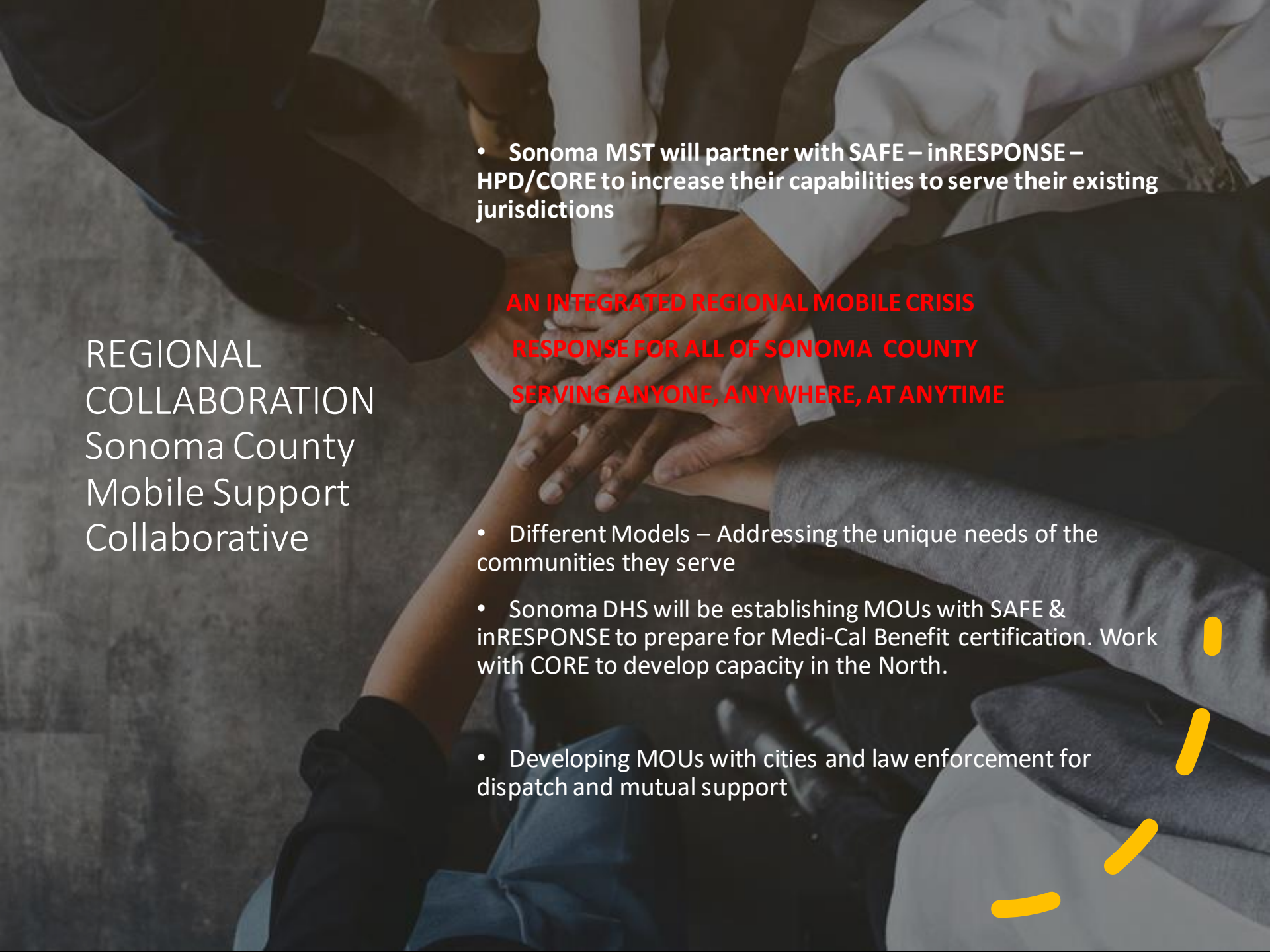




# Mobile Support Collaborative

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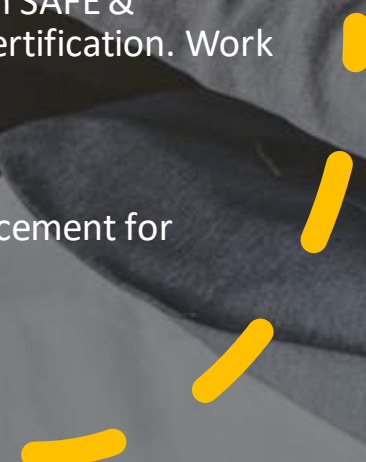




## REGIONAL COLLABORATION Sonoma County Mobile Support Collaborative

- Sonoma MST will partner with SAFE – inRESPONSE – HPD/CORE to increase their capabilities to serve their existing jurisdictions

**AN INTEGRATED REGIONAL MOBILE CRISIS  
RESPONSE FOR ALL OF SONOMA COUNTY  
SERVING ANYONE, ANYWHERE, AT ANYTIME**

- Different Models – Addressing the unique needs of the communities they serve
  - Sonoma DHS will be establishing MOUs with SAFE & inRESPONSE to prepare for Medi-Cal Benefit certification. Work with CORE to develop capacity in the North.
  - Developing MOUs with cities and law enforcement for dispatch and mutual support
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**MST is Fully Operational**

**1-800-746-8181**

**Crisis Call Center and Field  
Response Teams are available  
24/7/365**