



Making the Connection:

The role crisis call centers play in linking the community to mobile crisis services.

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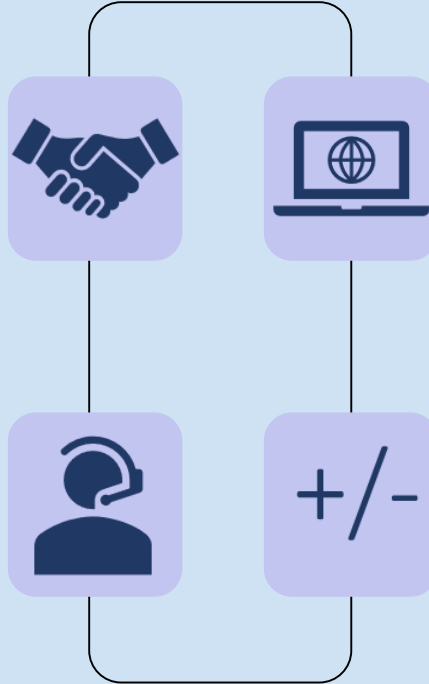
Outline

- Objectives
- Overview of contact center and Mobile Crisis Services in New York City
- Strengthening the partnership between contact center and mobile crisis services
- Streamlining the process to meet business needs/KPIs
- Identify the benefits and challenges of a crisis line serving as the Single Point of Access for Mobile Crisis response referrals.
- Questions and Answers

Learning Objectives

Participants should be able to:

Identify 3 ways to build/strengthen a partnership between crisis call centers and mobile crisis services



Explain how an online mobile crisis provider portal can meet the unique needs of providers and reduce inbound volume

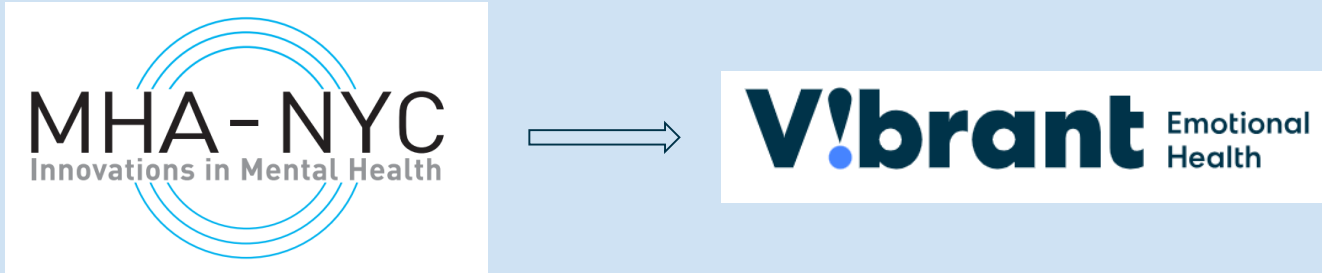
Describe how the role of dedicated staff and different types of technology streamline the mobile crisis response referral process and reduce inbound call handle time

Identify benefits and challenges of a crisis call center serving as the Single Point of Access for Mobile Crisis response referrals.

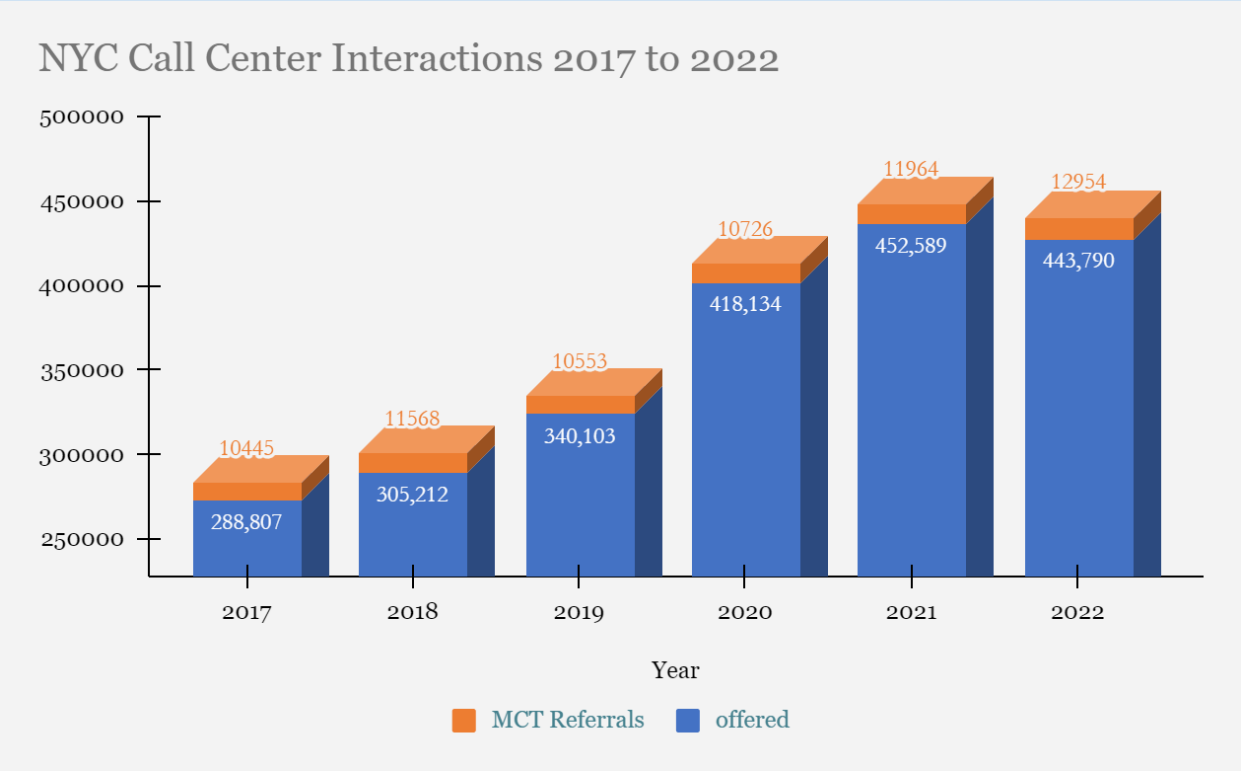
A large, white, stylized exclamation mark graphic on the left side of the slide, consisting of a teardrop-shaped top and a circular base.

**Overview of Contact center and
New York City's Mobile Crisis
Services**

Agency and Program Name Changes



NYC Well Volume Growth



NYC 988 Services

- Free, confidential service
- 24/7/365
- Talk, text and chat
- Mobile Crisis Teams Single Point of Access
- Warm transfers to referrals
- Public facing service finder
- Follow up
- De-escalate and reduce need for Emergency Medical Services
- Warm transfer to peer support warmline



Call Management



Assessment

1

Assess the client's current functioning, mental status, substance use, and risk.



Problem Solve

2

Identifying coping skills and exploring possible supports.



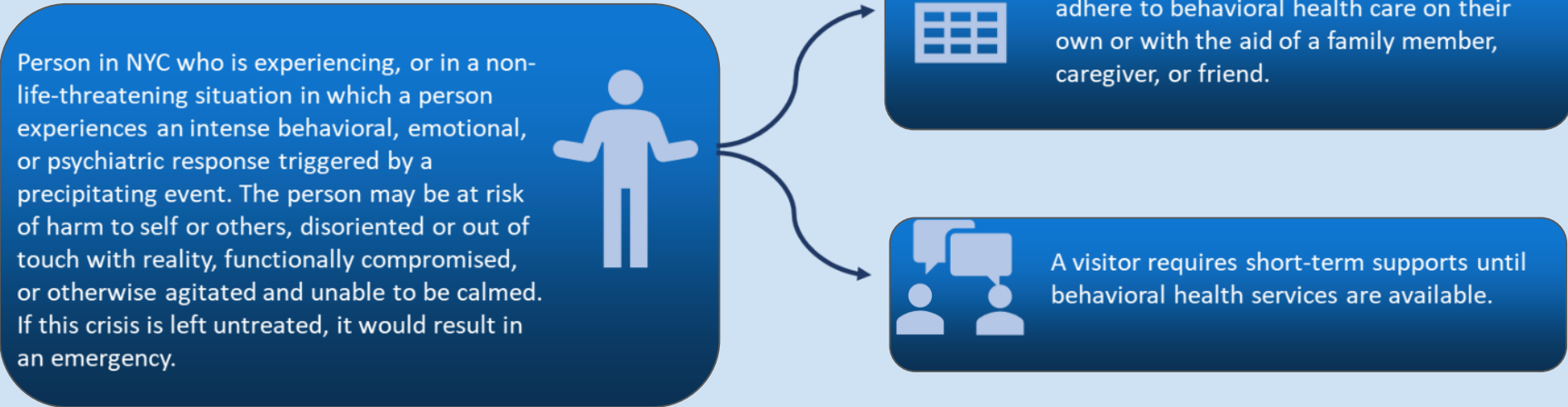
Connect to Care

3

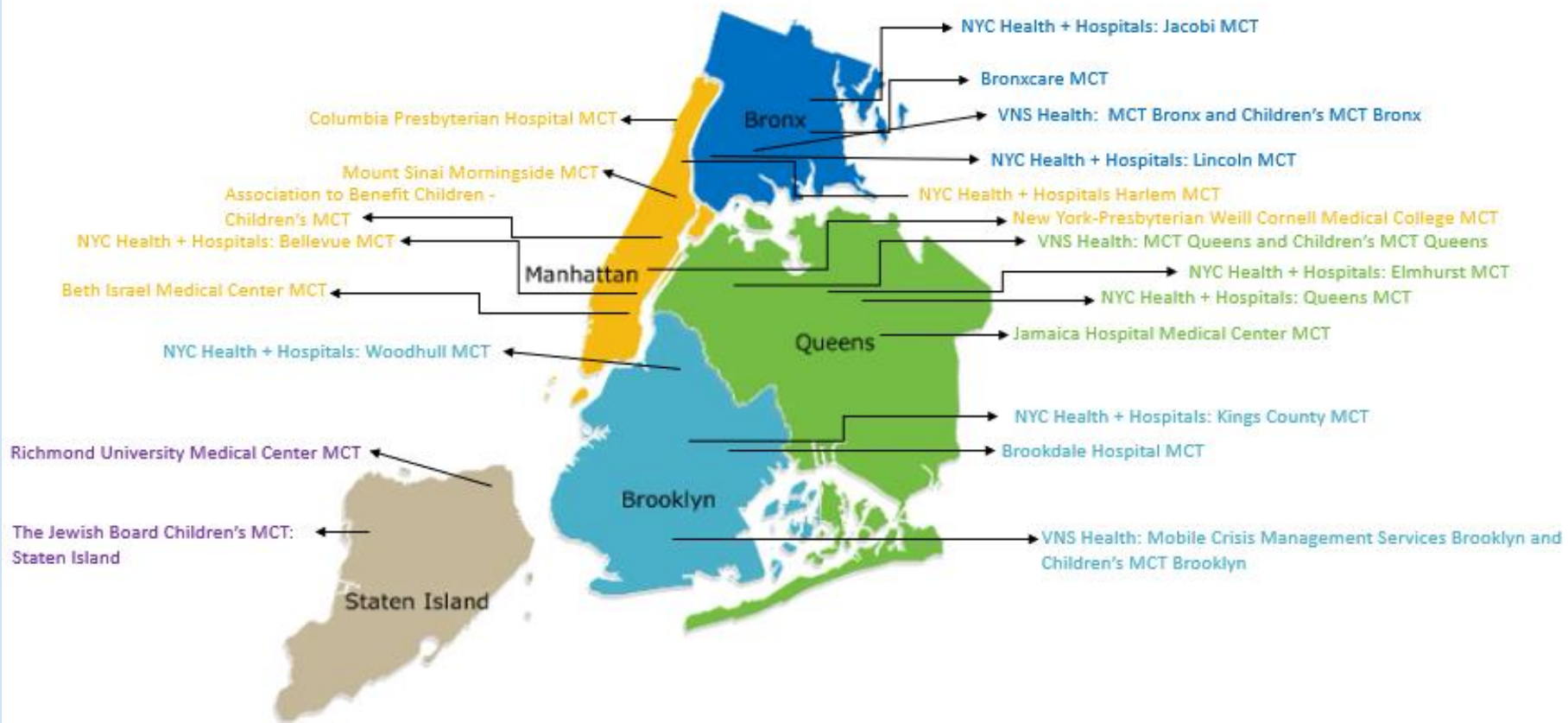
Identify least intrusive intervention and provide referrals for these

Criteria for MCT Referral:

A preventative, short term intervention with the goal to de-escalate and stabilize the client, while connecting them to relevant services in their community. Teams are made up: nurses, social workers, peer counselors, psychiatrist, psychologist and addiction specialist.



Mobile Crisis Teams in New York City



Role of MCT SPOA

Inbound Contact

“I want to make a Mobile Crisis Referral”

“I am worried about my friend who is at risk of crisis and will not get help”

MCT Online form from a provider

NYC 988 Counselor Role

Is this a mobile crisis referral?

Does this meet criteria?

Identify the appropriate team

Additional referrals

Intervention

Children’s Mobile Crisis Team

Adult Mobile Crisis Team

Divert to a higher level of care

Divert to a lower level of care

MCT Referral Process



Engagement

Assessment

Mobile Crisis
identified as
appropriate
intervention

Correct team
assigned

Team info and
next steps
provided to the
caller


Team
confirms
referral
received

Alert sent to
the mobile
crisis team

Referral emailed
to the mobile
crisis team

Referral reviewed
by clinical
supervisor

Counselor
completes referral
documentation



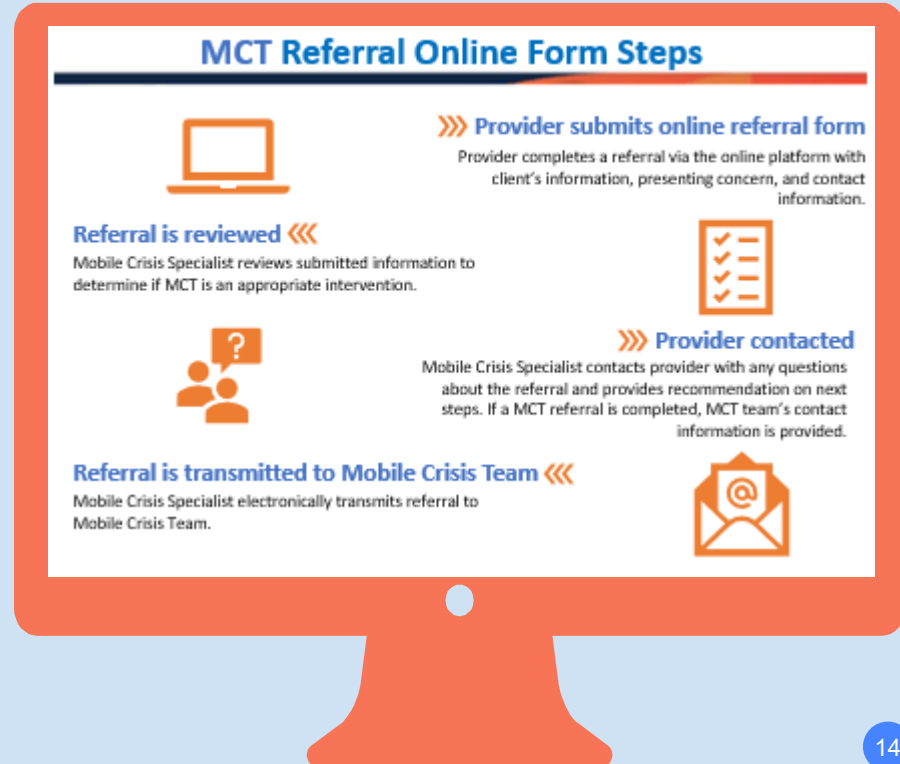
**Streamlining the process to
meet business needs/KPIs**

Challenge to Address:

Reduced capacity due to increased volume and stagnant funding

MCT Online Referral Portal

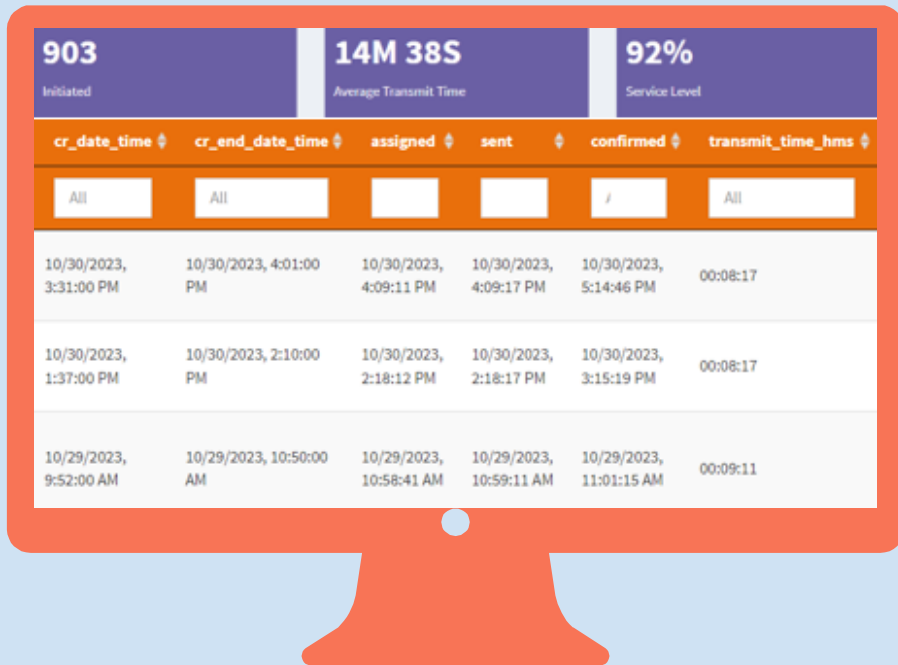
- In 2015, Average Handle Time(AHT) for inbound Mobile Crisis interactions was 68 minutes.
- An expedited online mobile crisis referral portal targeting providers and school personnel was launched to remove provider MCT referrals from the inbound line.
- Prior to submitting referral, Providers are asked 3 screening questions to determine if MCT is appropriate.
 - Is the client presenting with immediate danger to him/herself or others?
 - Is the client living on the street or his/her whereabouts are unknown?
 - Does the client have an ACT team or receives AOT services?
- **4,279 hrs saved on inbound line in 2022**



Challenge to Address:

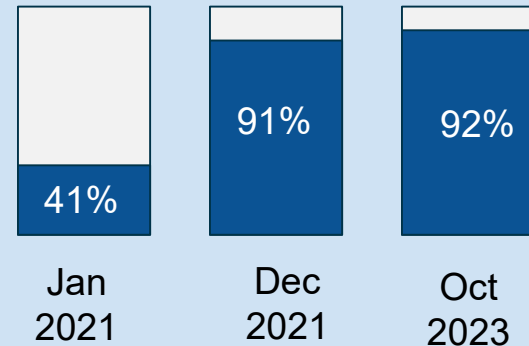
KPI - 90% of MCT referrals are transmitted within 20 minutes of contract completion.

Transmission Time Dashboard



- Reduced processing time of mobile crisis referrals
- Increased availability to support the incoming interactions
- Mobile Crisis Specialist offer real time support to counselors

Service Level



Challenge to Address:

Consistent coverage to process online MCT referrals without impacting inbound capacity

Dedicated Mobile Crisis Staff

- Specialists who work exclusively on processing MCT online referrals, interfacing with mobile crisis teams, and assisting with any issues that occur
- Provide additional support to crisis counselors to help increase understanding of referral process, decrease transmission time, and increase availability on the lines
- Along with supervisors they review and approve referrals, allowing for shorter transmission time.

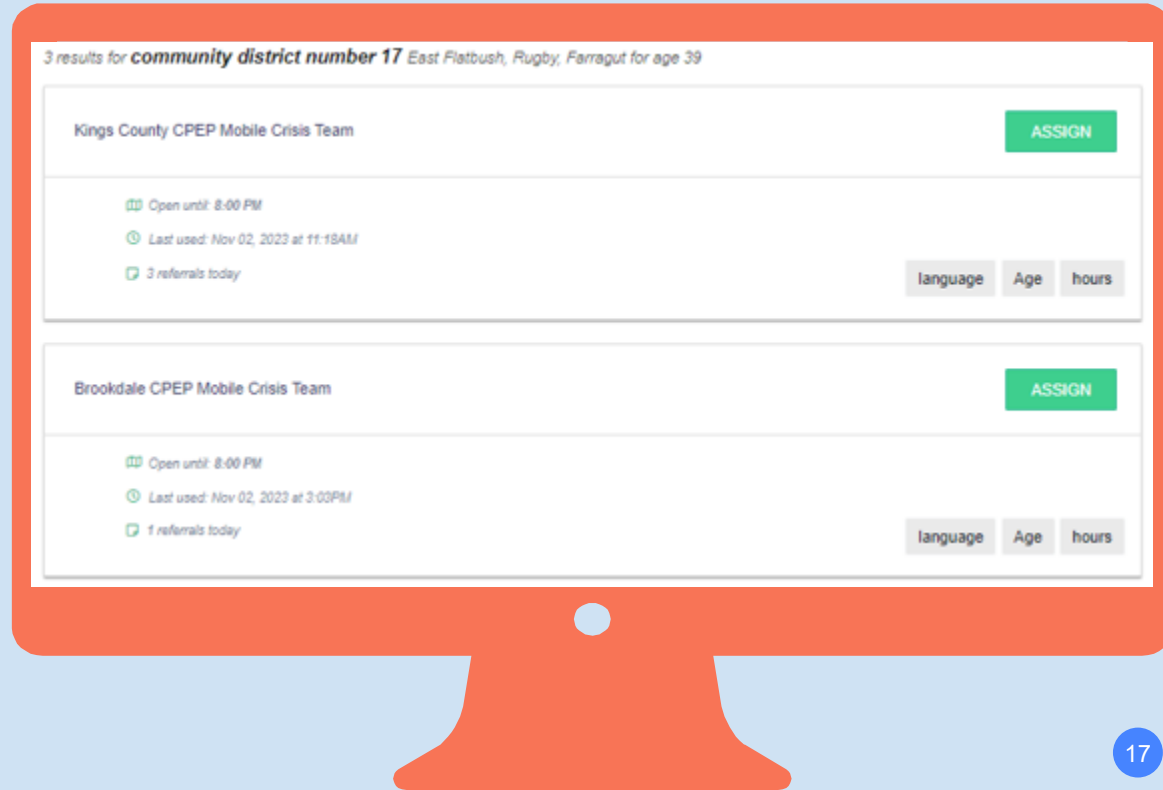


Challenge to Address:

Mobile crisis teams with shared catchment areas led to unequal distribution of referrals and errors in selecting the correct team.

The MCT Tool

- Counselors use this tool to identify the correct Mobile Crisis Team.
- Rotates referrals between teams with shared catchment areas



Challenge to Address:

Inbound counselors were responsible for confirming the mobile crisis team received the referral by calling the team 10 minutes after the referral was faxed/emailed. Counselors remained unavailable to interactions until after they made the outbound call to the team.

The MCT Tool

1

Brookdale CPEP Mobile Crisis Team [edit referral](#)

123456789

[SEND CONFIRMATION](#)

2

NYC 988 is currently transmitting a referral to your team.


If you have not received this complete referral within 10 minutes of receipt of this email, please call the NYC 988 MCT Line at (212) ----- and select 1 so we may quickly address the transmission issue. If you reach voicemail, please leave a message. The voicemail mailbox is confidential and checked regularly.

To confirm that you have received the complete referral, with call report number 123456789, please click [here](#).

3

Report number 123456789 has been received by:

MCT = Brookdale Hospital - Mobile Crisis Team: age 21+ in Brooklyn CD: 5,8,16,17,18



**How to build or strengthen the
partnership between crisis center
and Mobile crisis services**

How to build or strengthen the partnership between crisis center and Mobile crisis services



Dedicated staff




Regular meetings



Co-presentations



Identify and collaborate on changes



Identify the benefits and challenges of a crisis line serving as the Single Point of Access for Mobile Crisis response referrals.

Benefits:

- Ensuring consistency in application of eligibility criteria for consumers
- The ability to divert to lower or high levels of care during the same interaction
- Option of follow up for non-provider mobile crisis referrals
- Equitable distribution across teams
- A bigger picture view of referrals across the system



Challenges:

- 24 independent teams
- Differing levels of comfort with higher risk situations
- Differing levels of access to technology
- Managing relationships with the teams and funders
- NYC Well doesn't have oversight of the teams to make changes that would streamline the process

Lessons Learned



Need a seat
at the table



Leveraging
technology



Dedicated
staff

Questions?

Comments?

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