

Community Partnership Coordination Strategies

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CALIFORNIA DEPARTMENT OF
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M-TAC

**Medi-Cal Mobile
Crisis Training
and Technical
Assistance Center**

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Chat

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Mobile Crisis Response Services

- *Mobile crisis services provide rapid response, individual assessment and community-based stabilization to Medi-Cal beneficiaries who are experiencing a behavioral health crisis. Mobile crisis services are designed to provide relief to beneficiaries experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.*



A New Direction for Mobile Crisis Services

- » Change mobile crisis services so that the response is more resolution-focused and works to provide relief to people in crisis in the community.
- » Support people in crisis where they are, while using the least restrictive means necessary.

A New Direction for Mobile Crisis Services

» Mobile crisis response services should be:

- Person-centered
- Trauma-informed
- Equity-driven
- Brief intervention: de-escalation and resolution focused
- Working from a lens of least restrictive interventions
- Culturally responsive, linguistically appropriate, and accessible



Welcome and Introductions



Presenters



Avery Belyeu, MDiv (she/her)

Principal

Health Management Associates
(HMA)



Jennifer Hodgson, PhD, LMFT

Principal

Health Management Associates
(HMA)

Introductions

In the chat box, we invite you to share your:

- » Name
- » Role
- » Organization
- » One thing you're hoping to learn today

Agenda

- » Introductions
- » The System Collaboration Model
 - 1) Relationship Building and Crisis System Mapping
 - 2) Planning and Prioritizing
 - 3) Implementing
 - 4) Oversight and Sustainability
- » Where collaboration and coordination meet: Developing Crisis Protocols
- » Next Steps

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Implementation Plan Requirements

“As part of their implementation plans, Medi-Cal behavioral health delivery systems shall describe how they will ensure mobile crisis teams establish community partnerships and engage community partners in sharing information and conducting outreach about the availability of mobile crisis services for Medi-Cal beneficiaries and how to request dispatch of a mobile crisis team for Medi-Cal beneficiaries.” pg. 20

[Behavioral Health Information Notice 23-025](#)

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Implementation Plan Requirements

"If a county opts not to establish a single integrated system, it shall document as part of its mobile crisis implementation plan (described in section VIII(c) how it will ensure mobile crisis services are coordinated across Medi-Cal behavioral health delivery systems in the county, including, but not limited to, what coordinated information will be provided to beneficiaries on how to access mobile crisis services, and billing and payment policies." pg. 3

[Behavioral Health Information Notice 23-025](#)

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Implementation Plan Requirements

"As part of their implementation plans, Medi-Cal behavioral health delivery systems shall describe strategies to avoid unnecessary law enforcement involvement in mobile crisis services and describe how they will ensure mobile crisis teams coordinate with law enforcement to safely resolve and de-escalate crises." pg. 21

[Behavioral Health Information Notice 23-025](#)



Implementation Plan Requirements

"As part of the implementation plans Medi-Cal behavioral health delivery systems shall describe how mobile crisis teams will coordinate with the FURS, Regional Centers and other dispatch lines to ensure the most appropriate systems are responding to a crisis. Medi-Cal behavioral health delivery systems shall also describe how mobile crisis services providers will collaborate with and conduct outreach to schools (e.g., attending school health fairs to provide information on mobile crisis services, serving as a resource for school counselors and resources officers, etc.)" pg. 23

[Behavioral Health Information Notice 23-025](#)



Learning Objectives for today's session

- » Understand a person-centered approach in crisis assessment for increased engagement and establishing a sense of security
- » Brief intervention and immediate support to calm crisis state
- » Understand how to support an individual to experience relief throughout a crisis assessment and various components
- » Review of the importance of self-care and a healthy work environment

Collaboration and Coordination for Mobile Crisis



Collaboration and Coordination for Mobile Crisis

- » Effective coordination processes used at the point of crisis care are developed collaboratively with crisis system partners.
- » This training will talk about how to collaborate with system partners to develop effective coordination processes used at the point of crisis care and provide examples of coordination protocols.

Collaboration and Coordination: Understanding the Relationship



Coordination

Collaboration occurs at the systems level, where partners work together to plan, implement, and monitor a crisis system of care.



Collaboration

Coordination occurs at the service level where crisis responders organize intervention approaches, share information, and plan the day-to-day operations of delivering crisis services.

Activity

Where it occurs

What happens

Collaboration



Systems
Level

Cross system partners collaborate and decide how to work together at the point of care.

Coordination



Point of
Response

Cross system partners follow agreed upon approaches of when and how to response to crisis.

Applying the System Collaboration Model



A Four Phase Approach to Collaboration

- 1 Relationship Building and Crisis System Mapping
- 2 Planning and Prioritizing
- 3 Implementing
- 4 Oversight and Sustainability

System Collaboration Model

Purpose: Cross system partners decide how to work together *at the point of crisis response to achieve the best outcomes for all.*

- Identify and reach out to stakeholders – find interested and passionate parties
- Listen and learn about each other: organizational mission, culture, values, needs, preferences
- Identify resources to work together, as needed – meeting space, facilitator
- Identify data and or other resources available to understand current environment



- Prioritize needs and preferences
- Develop your strategy and action plans
- Develop protocols for working together at the point of crisis response (e.g., when to involve police)
- Identify needed data to collect
- Determine length of time to move forward

- Reporting out data collected
- Celebrate successes
- Identify areas of continued growth
- Collectively advocate for system improvements

- Communicate new protocols
- Provide training for law enforcement, mobile crisis, others
- Rehearse new approaches
- Launch new protocols

Crosscutting Considerations

- Trauma informed approach
- Cultural considerations



Phase 1:

Relationship Building and Crisis System
Mapping

Step 1

Preparing to Collaborate: Current State Mapping

- » This process often involves gathering data and information—both qualitative and quantitative—*across public safety and health sectors* to help determine the present state of the crisis system. This key step ensures an objective and mutual understanding of:
 - What the mobile crisis system in the jurisdiction looks like today
 - The needs or gaps as they relate to crisis response services, including mobile crisis services, transport, etc.
 - The intersection points (shared responsibility) that exist, or should be developed if they do not exist, with respect to collaboration

Step 2

Forming a Crisis System Steering Committee

Partners Representing

» Health

- Hospitals
- Homelessness Services
- Outreach Teams
- VA
- Managed Care

» Public Safety / First Responders

- 911
- EMS
- Private ambulance companies
- Fire
- Law Enforcement

» Community

- Community advocates
- People with lived experience
- Local business association
- CBO
- Schools
- Social welfare organizations

Step 3

Reaching Out to Stakeholders

Discussion Prompt

What networks or current coalition or working groups can you leverage to reach stakeholders?



Step 4

Learning about Stakeholders and Getting Buy-in

Create a stakeholder orientation event designed to:

- » Learn about community partners
- » Orient partners to your collaboration and coordination goals
- » Explore strengths and opportunities
- » Work towards buy-in and investment

Step 5

Formalizing Collaboration

- » Formalizing collaboration accounts for potential barriers due to turnover and changes in leadership
- » An MOU may:
 - Describe data sharing agreements, operating procedures, and describe the structure of planning processes and commitments to sustain the steering committee and its collaboration efforts

Phase 1: Relationship Building and Crisis System Mapping Recap

Step 1

- Current State Mapping

Step 2

- Forming a Crisis System Steering Committee

Step 3

- Reaching Out to Stakeholders

Step 4

- Learning About Stakeholders and Getting Buy-in

Step 5

- Formalizing Collaboration

Discussion Prompt

What barriers to success do you anticipate in Phase 1?



Phase 2:

Planning and Prioritizing

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Phase 2: Planning and Prioritizing

During this next phase, the work will focus on developing your future state vision, putting it on paper or in a plan, and developing protocols for what will happen at the point of crisis response (e.g., point of call to crisis line/911 and or mobile crisis).

Phase 2: Planning and Prioritizing

Envisioning the Future State Crisis System:

Facilitate a Future State Working Session to discuss vision for collaboration and coordination:

- » Coordinating at the Point of Call, Text, or Chat
- » Coordination at the Point of Crisis Response
- » Training
- » Information Sharing
- » Technology Planning





Phase 2: Planning and Prioritizing

- » Coordinating at the Point of Call, Text, or Chat
- » Coordination at the Point of Crisis Response:
 - Agree on shared expectations for mobile crisis responders, EMS, law enforcement and other stakeholders at the point of community response to a BH crisis.
- » Cultural preferences for help and cultural differences in the help-seeking process



Phase 2: Planning and Prioritizing

» Training

- Collaborative training with community partners (e.g. schools)

» Information Sharing

- Creating data and information sharing agreements



Phase 2: Planning and Prioritizing


» Technology Planning

- Examples of how technology is being leveraged to improve system oversight include:
 - Real-time activity and availability of call center, mobile, and crisis stabilization services
- Dashboards with key system performance metrics including:
 - Response performance
 - Client outcomes at the macro level

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Phase 2: Planning and Prioritizing

- » Transporting Individuals in Crisis
 - Coordinating among possible transportation partners



Phase 3: Implementing

System Collaboration Model

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- ❑ Prioritize needs and preferences
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- ❑ Launch new protocols



Phase 3: Implementing

- » Publish and train on protocols
- » Provide skills and knowledge via cross training
- » Launch protocols



Phase 4:

Oversight and Sustainability

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Phase 4: Oversight and Sustainability

The Ongoing Role of the Crisis System Collaboration Committee

The role of the permanent Steering Committee might include, but are not limited to the following activities:

- Reinforcing partnership commitments and updating MOUs and/or written agreements
- Tracking service and system performance management
- Making improvements to the system design and services
- Adapting to the changing environment (e.g., changes in the larger service delivery system, leadership changes, etc.)
- Sustainability

Establishing Workgroups: Steering Committee considers implementing workgroups responsible for focusing on key topics or issues areas.





Phase 4: Oversight and Sustainability

- » Consider three pillars of sustainability:
 - 1) People and partnerships
 - 2) Systems and infrastructure
 - 3) Finance and funding



Phase 4: Oversight and Sustainability: Data

- » Data and the Steering Committee's Function
 - Collecting, sharing, and using data to drive the Steering Committee's decision-making is critical. Timely sharing of and access to key data is essential to continuous process improvements and measuring outcomes.
- » Key stakeholders must mutually agree (put this in writing) on a process of data and information sharing that might include:
 - Modes of communication
 - Cadence of communications
 - Data to be shared
 - Access rules

Co-Creating and Implementing Crisis Protocols

Utilizing the System Collaboration Model, **consider how each phase of collaboration will facilitate successful coordination** in the co-creation and implementation of crisis protocols.

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Crisis Protocol Example: Cochise County, AZ

Key Components

Who: System and Community Partners

- Description of system partners, shared mission and purpose, and crisis meetings for collaboration.
- Description of trainings and joint training processes
- Description of provider, available services, how to connect to services:
 - Crisis Line and Mobile Crisis Units
- Description of organizations providing services and how to connect to services:
 - Facility- Based Services
 - SUD
 - Medication Assisted Treatment (MAT)
- Description of shared processes for:
 - Involuntary processes
 - During and after-hours care



Next Steps: Building on Current and Past Success

- What barriers do you anticipate? What strategies will you employ to overcome those challenges?
- What is your next step to create a system for coordination and collaboration?

Summary

- » Building collaborations with community partners is key for successfully co-creating and implementing protocols for mobile crisis.
- » One tool to help create and implement collaboration and coordination is the Systems Collaboration Model
- » The Systems Collaboration Model includes the four key phases of: Relationship Building and Crisis Mapping; Planning and Prioritizing; Implementing; and Oversight and Sustainability.
- » Collaborations should contribute to culturally responsive and trauma informed coordination efforts.
- » Crisis coordination protocols should be co-created and implemented with community partners to reflect each organizations' unique structure and needs.

Questions and Open Discussion



Questions and Open Discussion

- One thing you learned
- Next steps for you or your program?
- Remaining questions



References

[Behavioral Health Information Notice 23-025](#) (June 19, 2023). State of California—Health and Human Services Agency Department of Health Care Services.

[National Guidelines for Behavioral Health Crisis Care: national-guidelines-for-behavioral-health-crisis-care-02242020.pdf\(samhsa.gov\)](#)

[Mobile Crisis Teams: A State Planning Guide for Medicaid-Financed Crisis Response Services - TAC \(tacinc.org\)](#)

