



Mobile Models for Improving Access to Behavioral Health Services

How to Get Started

September 8, 2023

01

Planning Your Mobile Response Team



Identification of System Partners



- State/county social services
- First responders
- Hospitals
- Housing programs
- Outreach programs
- Behavioral health providers
- Local crisis services
- Schools
- Courts
- Public guardians
- Detox and stabilization facilities

Needs Assessment

Gather data



- Who is having the behavioral health crises? (demographic data)
- What contributes to crises?
- Frequency of behavioral health crisis?
 - Types
 - Number
 - Location
- Consequences of crises
 - First responder services
 - Hospitalization
 - Arrest/legal-justice involvement
- What resources currently exist
- What resources are needed
- Qualitative and quantitative data

Action Planning



Identify

- Objectives
- Progress Measures
- Action Steps
- Timeline



Dissemination Plan

- Who needs to know?
- How to distribute



Capacity Building

- People
- Funding
- Community support
- Organizational support



Sustainability

- Seek additional funding
- Identify absolute key components to institutionalize

02

Setting Up Your Mobile Response Team



Team Infrastructure



Model and staffing requirements

- Delineation of roles
- Peer support
- Team structure

Location

- Geography

Referral and dispatch

- Triage/Screening
- Screening Tool
- Database

Vehicles and equipment

- Vehicle type(s)
- Laptops/tablets
- Communication devices
- Software
- PPE
- Accessibility

Sustaining technology

Program Infrastructure



Marketing

- Swag
- Community coalition or multi-disciplinary group
- Outreach/engagement

Administrative Support

- Policy
- Leadership

Data Collection

- Key metrics
- Data collection program/EHR
- Reporting

Program Infrastructure



Marketing

- Swag
- Community coalition or multi-disciplinary group
- Outreach/engagement



Administrative Support

- Policy
- Leadership
- Collaboration



Data Collection

- Key metrics
- Data collection program
- Reporting



Funding

- Medicaid
- State dollars
- Local, state or federal grants
- Braided funding

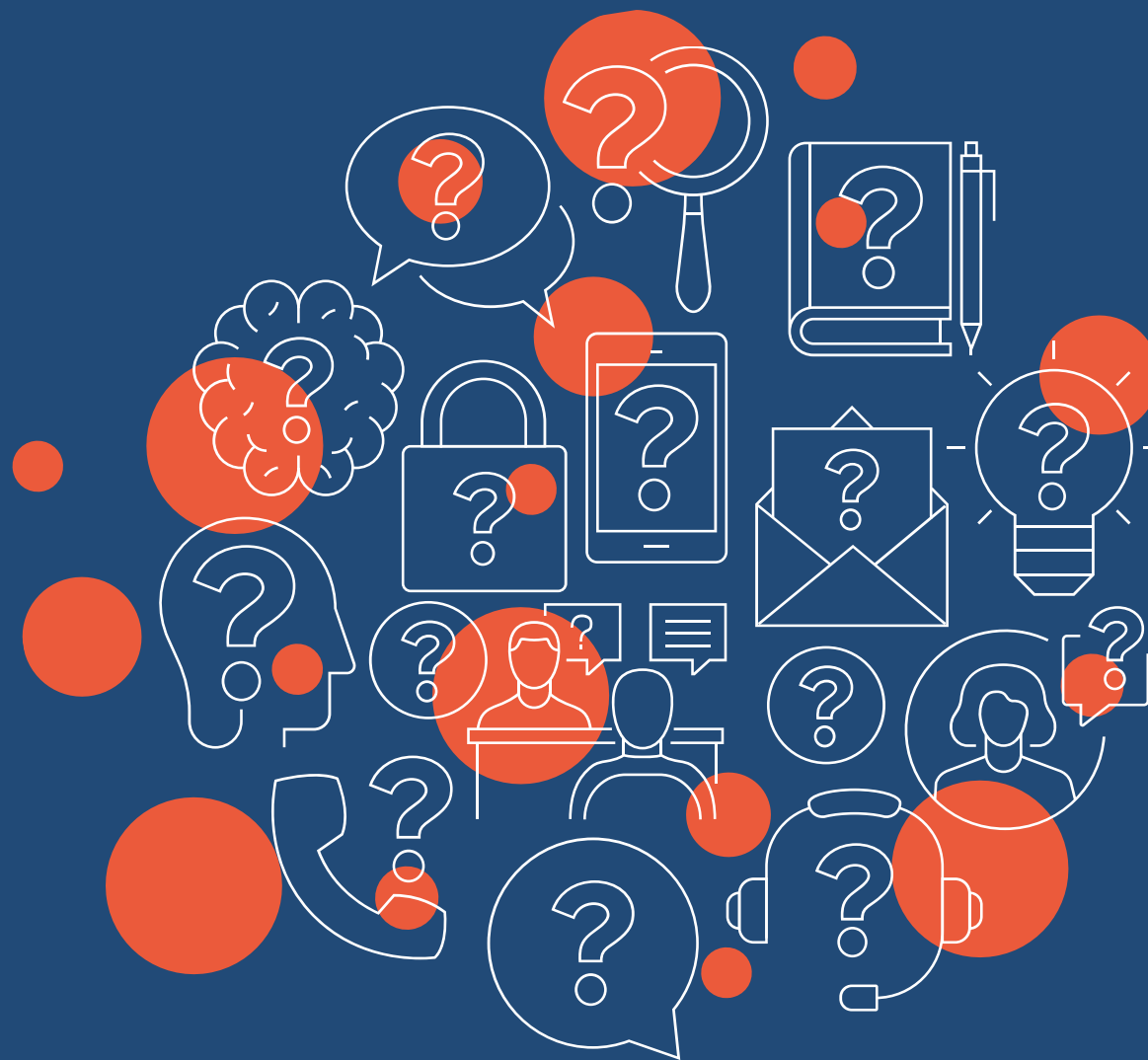
Hiring and retention

- Recruitment
- Competitive pay
- Incentives
- Flexible schedules

Community partnerships

- Connections and warm hand-offs
- Same day appointments

Any
Questions?



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