



Series:	Operating Procedures	COA: CRI 1, 2, 3,
	4, 5, 6, 9, 10	
Procedure Name:	Mobile Response Team	
Procedure Number:	OP BC 1049	
Revision #/Date:	N/A, 05/07/2021	
Effective Date:	06/26/2017	
Applicable to:	Brevard C.A.R.E.S. Employees and Independent Contractors	

SUBJECT: Mobile Response Team

PURPOSE: This operating procedure outlines Brevard C.A.R.E.S. procedure for the management of Mobile Response Team requests. Brevard C.A.R.E.S. uses a preventive approach and to ensure employee safety, Brevard C.A.R.E.S. provides de-escalation training to all staff members. This procedure clarifies the protocols and steps taken by the Brevard C.A.R.E.S. staff to ensure prompt quality access for families to the services offered by Brevard C.A.R.E.S. The proper application of this procedure will ensure that Brevard C.A.R.E.S. meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE

Access to Services

The Mobile Response Team (MRT) supports children, youth, and young adults under the age of 25 who experience serious emotional disturbances and severe and persistent mental illness with immediate crisis intervention and mental health services in Brevard County. Support may be provided remotely by phone or in person. The primary goal of MRT is to lessen trauma through the de-escalation of a crisis situation, ensure safety and stabilization of the family, maintain youth and young adults in their natural home environment, and provide support to families and connect them with appropriate resources, in an effort to divert from emergency departments or juvenile/criminal justice, and prevent unnecessary psychiatric hospitalizations.

MRT supports are available to families 24 hours a day 365 days a year at no charge. Services are accessed by calling the MRT at 321-213-0315. Brevard C.A.R.E.S. minimizes barriers to the initiation of needed services by using a variety of culturally, geographically, and age appropriate outreach strategies to inform the community about MRT services and how to access them. Outreach strategies include:

- Mobile Response Team information available on our webpage
- Mobile Response Team is listed on the Child Abuse Prevention Task Force Community Resources Card distributed throughout the year at community events.
- The Mobile Response Team flyer is shared on our social media page
- Mobile Response Team is listed in the Brevard County Resource Directory created by Brevard Public Schools Student Services/Students-At-Risk Department

- Mobile Response Team information is shared annually with Brevard Public School Guidance Counselors
- Mobile Response Team partners with Brevard Public school through an established Memorandum of Understanding for service delivery.
- The Mobile Response Team aims to support and build relationships with law enforcement, through sharing information annually with the Brevard County Association of Chiefs of Police
- Mobile Response Team information is shared with foster and adoptive parents throughout the year.
- Mobile Response Team information is shared with all Brevard C.A.R.E.S. clients receiving care coordination.
- Mobile Response Team information is shared with Juvenile Justice Probation Officers, Child Protective Investigators, and Dependency Case Managers throughout the year
- Mobile Response Team information is shared with the Delinquency and Dependency Judges as they rotate onto the bench.
- Mobile Response Team engages in monthly community networking to build relationships with community resource organizations, behavioral health organizations, and local agencies.

Screening and Assessment:

All requests for MRT will be assessed and reviewed by the Mobile Response Team Coordinator/Therapist. The Mobile Response Team consists of the Mobile Response Team Coordinator, a Mobile Response Team Therapist, and several Mobile Response Team Contractors who serve the North, South and Central areas of Brevard County. The Mobile Response Team can be utilized by the Protective Investigator and Care Managers to prevent removals, and to preserve placement with relative, non-relatives and foster parents as well as group home facilities and the community in general. MRT does not provide ongoing counseling services or supports. It is intended to provide a brief therapeutic emergency service in most situations, and care coordination for a period up to 45 days.

The MRT supports families in serious distress with immediate crisis intervention and mental health services in Brevard County, over the phone or in person, in order to reduce Baker Acts, arrest, and/or placement disruptions. These services include evaluation and assessment, development of safety or crisis plans, providing or facilitating stabilization services, supportive crisis counseling, education, development of coping skills, linkage to appropriate resources and connecting those individuals who need more intensive mental health and substance abuse services. MRT staff will facilitate “warm handoffs” to community services, and other supports.

- The Brevard C.A.R.E.S. Mobile Response Team Coordinator/Therapist or designee responds to all hotline calls promptly to triage calls in order to determine the level of severity and prioritize calls to ensure that families are linked timely with appropriate services and interventions. When the call is deemed appropriate for MRT services the Mobile Response Team Coordinator/Therapist or designee will evaluate the circumstances to determine the most appropriate response level: Telephone Triage: The Mobile Response Team Coordinator or trained mental health professional provides de-escalation techniques to prevent or resolve the crisis over the phone and to determine if a referral will be made to a community resource to prevent and mitigate continued crisis reactions.

- **On-Site Crisis Response:** If care is needed beyond remote support and intervention, a licensed and/or master level therapist will be deployed within 1 hour to the location of the youth and family in the community, in order to provide effective intervention and crisis stabilization. MRT services may occur in family homes, schools, hospitals, or other community and residential settings. Therapeutic intervention provided is primarily intended to assess the immediate safety needs of the family, stabilize the youth in crisis, and provide assistance and support to the caregivers.
- **Telehealth Response:** The Mobile Response Team Coordinator or trained mental health professional provides de-escalation techniques directly through use of telecommunication technologies to include but are not limited to telephone, mobile devices, interactive videoconferencing, email, chat, and text.
- **Linkage to Services:** If the call does not meet the criteria for MRT support, The Mobile Response Team Coordinator/Therapist will direct the caller to the appropriate community resource or 211, or make direct referrals to facilitate access to supports and timely services to increase utilization of community based care and medically necessary behavioral health interventions, in an effort to access services along the behavioral health continuum of care.

If the call does not meet the criteria for MRT support, the Mobile Response Team Coordinator will direct the caller to the appropriate community resource or 211. When the caller refuses on site response and the Mobile Response Team Coordinator has assessed that there is imminent risk or suicidal ideation, then the Mobile Response Team Coordinator will call 911 requesting law enforcement complete a well-being check.

The Mobile Response Team Coordinator or designee will document the following information during the intake and screening:

- Caller Name
- Staff member name screening call
- Date and time of the call
- Client Name and date of birth
- Other children in the home
- Parent/Caregivers name
- Address and phone number
- Address of response location (if onsite crisis response required)
- Insurance Plan
- Risk to Responder
- Dangerous Animals
- History of Domestic Violence
- Firearms in the home
- If caller isn't the parent/caregiver the time the parent/caregiver was contacted.
- Time of Intervention
- Therapist assigned for Crisis Response
- Crisis Level Identified
- Follow up activity/time spent:

Summary of crisis

Informed Consent

Client/caregiver must provide verbal voluntarily consent that self/child will participate in a mental health evaluation and/or treatment by staff from Brevard CARES during hotline call request for services. Upon arrival to the response, a formal Consent for Evaluation and/or Treatment Form will be signed by client/caregiver and Brevard CARES provider. With school responses, forms may be sent home with child and follow up communication is established with caregiver following response.

When the caller refuses to provide consent for an onsite response and the Mobile Response Team Coordinator/Therapist has assessed that there is imminent risk or suicidal ideation, then the Mobile Response Team Coordinator will call 911 requesting law enforcement complete a well-being check. The Mobile Response Team is unable to provide treatment or evaluation without consent and approval of the client and/or caregiver for youth under the age of 18.

Service Philosophy

Brevard C.A.R.E.S. uses a prevention and early intervention approach for MRT support. This includes the philosophy that many behavior problems can be prevented using effective behavior management techniques. Prevention strategies focus on stopping the behavior before it gets started. These preventative techniques are used to maintain a safe environment and prevent the need for restrictive behavior management interventions. Brevard C.A.R.E.S. is not permitted to apply any restrictive behavioral management techniques. According to the Florida Administrative Code, only Community Residential Treatment Facilities are permitted to use “restraint” as a means of restricting the movement of a person’s limbs, head or body by the use of mechanical or physical devices for the purpose of preventing injury to self or others. Florida Statute Chapter 39 in (proceedings related to children) supports the least restrictive environment appropriate to the children being served. As such, Brevard C.A.R.E.S. is a community based organization with the primary purpose of the prevention of child abuse and neglect. Brevard C.A.R.E.S. is compliant with all applicable laws and regulations.

Brevard C.A.R.E.S. preventative approach is based upon trauma informed care (TIC) principles of practice and recognizes that a client’s behavior may be reaction to an uncomfortable or stressful situation. Brevard C.A.R.E.S. TIC, preventative techniques focus on staff training, management support, ensuring awareness of agency operating procedures and in recognizing family strengths. Preventative techniques focus upon assessment of the problem to provide skills for distress tolerance, emotion regulation, interpersonal effectiveness and mindfulness. Staff have received training and coaching on implementation of the following proactive techniques:

- Identification of trauma and triggers or behavioral antecedents (what happened just before the problem behavior started) to avoid problem behavior reoccurring;
- Emotion regulation ; (i.e. did the response help to soothe the client);
- To the greatest extent possible, modify the environment to reduce potential stressors;
- Strategies to maintain calm, flexible, responsive and patient;
- Positive approaches to anger management;

- To refrain from physical contact in the presence of aggressive behavior episodes (*Brevard C.A.R.E.S. employees are not permitted to apply any restrictive behavior management techniques*);
- De-escalation techniques by offering the person space away from the volatile situation. This can be accomplished by withdrawing the person and leading them to a safe exit that will serve to distract the person to a more pleasurable activity or topic;
- Safe strategies to solicit support from others in close proximity
- To refrain from taking the aggression personally;
- How to access on call and other community and agency resources as needed, and to
- Work as a team with other agency staff and management staff.

On-Site Crisis Response

When an On-Site Crisis Response has been determined to be appropriate, the Mobile Response Team Coordinator/Therapist or designee will determine if the response will be completed by a Brevard C.A.R.E.S. master level therapist or an independent contractor. The Mobile Response Team Coordinator/ Therapist serves as the primary responding therapist unless circumstance indicate the child/family would be better served by a contracted therapist. The Mobile Response Team Coordinator/ Therapist will consider the following information prior to assignment.

- Geographic location for on-site response and current location of therapist
- Preferred response language
- Caregiver or child's familiarity with therapist
- Current and prior child welfare involvement
- Current service interventions
- Client is a Brevard C.A.R.E.S. staff, or a staff member within the family of agencies

The caller and parent/caregiver, will be notified of the name of the therapist responding and the anticipated arrival time.

Upon on-site arrival the responding therapist will review and obtain the Consent for Evaluation and/or Treatment Evaluation, Client Rights and Privacy Practices, the HIPPA Acknowledgement Form, Suicide Risk Assessment (for responses due to suicidal ideations) and Safety Plan. The assigned therapist conducts an assessment in a non-treating manner, respecting the family while adhering to all confidentiality standards. During this process, sensitivity is shown to the family in a flexible and responsive manner. The on-site crisis assessment will consider:

- Household composition
- Other agencies involved
- Initial intake information
- Behavioral description of client including but not limited to
 - Orientation of person, place, time and location.
 - Physical appearance
 - Mood and affect
 - Cognition
 - Perception
 - Thoughts
 - Behavior
 - Insight and Judgment

- Strengths
- Suicidal ideation and risk
- Summary
- Recommendations

The therapist will provide appropriate crisis intervention and de-escalation based upon the on-site assessment. The therapist will work with the client to develop an action plan; develop a crisis safety plan as needed; and ensure needed immediate service referrals are communicated to the Mobile Response Team Coordinator/Therapist while on site. All parents/caregivers receive the Child Abuse Prevention Task for Community Resources Card which includes provider contact information for the following community resources:

- Adoption
- Baby and Maternity
- Car Seats
- Child Care
- Counseling/Mental Health
- Grief Counseling
- Drug and Alcohol Counseling
- Dental
- Education/Training
- Domestic Violence
- Food/Financial
- Hotlines
- Housing and Shelter
- Legal and Advocacy
- Medical
- Parenting and Family Support
- Safety
- Transportation

If the on-site assessment indicates suicidal ideations with an active plan the therapist will immediately contact 911 to request law enforcement to evaluate for Baker Act Criteria. If the on-site assessment indicates suicidal ideations without an active plan the therapist will develop a crisis plan with the family.

Within one business day the therapist will submit the Mobile Response Team Summary (Attachment) to the Mobile Response Team Coordinator/Therapist or supervisor. The summary will include a brief behavioral description, crisis intervention utilized and any referral needs or recommendations.

Upon receipt of the Mobile Response Team Summary the Coordinator/Therapist or Clinical Services Director will:

- Review the Summary
- Follow up with the parent/caregiver to determine if additional support is needed
- Follow up with referral source (caller if different than parent/caregiver) if needed.
- If the response involves a child in foster care the Mobile Response Team Summary will be forward a copy of the report to Intake.

- If the response involves a child/family with an open Child Abuse Investigation the Mobile Response Team Summary will be forward to the assigned Child Protective Investigator.
- If response involves a child/family with an open Brevard C.A.R.E.S. case the Mobile Response Team Summary will be forward to the assigned staff member
- Make referrals based on recommendations as necessary.

Debriefing

The responding therapist debriefs with the Mobile Response Team Coordinator/Therapist or Clinical Services Director following each on-site crisis response.

Brevard C.A.R.E.S. offers an Employee Assistant Program (EAP) to further minimize compassion fatigue, impact of traumatic situations, and rapid turnover. The EAP is a confidential, free professional service available to all staff and their family members. The EAO has counselors who are trained to handle crisis and respond to traumatic events. EAP services are designed to help staff members deal with problems before they begin to affect their health, happiness or success.

Crisis Stabilization and After Care

Brevard C.A.R.E.S. Mobile Response Team Coordinator/Therapist provides short-term crisis stabilization and supports through follow-up contacts with client/caregiver and known agencies involved with the client within one business day for both Telephone Triage Responses and On-Site Crisis Responses. The Mobile Response Team Coordinator/Therapist will also participate in the Child and Family Team Meetings, Clinical Review Team Staffings, and Multi-Disciplinary Team Staffings as appropriate.

The Mobile Response Team Coordinator/Therapist completes follow-up and referral care through Brevard Family Partnership Provider Network and community partners is available to the youth and their family. In order to ensure the safety, security, and well-being of every child, the BFP Provider Network has built a continuum of care for Brevard's children and families to address the prevention, intervention and treatment of child abuse and neglect. The Mobile Response Team Coordinator/Therapist ensures follow-up linkage services are provided in order to facilitate a smooth transition for the youth and family to connections with longer-term mental health/behavioral health services, if needed up to a period of 45 days.

The Mobile Response Team Coordinator/Therapist will also provide access to a board-certified or board-eligible psychiatrist or psychiatric nurse practitioner to stabilize the crisis until the individual is connected to a behavioral health service provider for ongoing treatment, if necessary. This service is accessible through a direct referral from the Mobile Response Team Coordinator/Therapist. A face-to face or telehealth appointment with the individual can be established within 48 hours of a request if the individual has no existing behavioral health service provider.

Documentation

All calls are logged in FidelityEHR and the following information is recorded within one business day following receipt of the MRT Crisis Response Summary:

- Date Received
- Family Name
- Family Address
- Family Phone
- DCF Status
- DJJ Involvement
- Presenting Problem
- Other Agencies Involved
- Caller
- Crisis Response Level
- Therapist Responding
- Placement Preserved
- Number of Children in the Home
- Follow up check in call completion date
- Time Spent

The Mobile Response Team On-Call Crisis Triage Form is completed for all calls received at the time of the call. (Attachment I)

The Mobile Response Team Response Summary is completed for all on-site Crisis Responses within one business day. (Attachment III)

The Mobile Response Team Coordinator/Therapist meet weekly with the Clinical Services Director to review the number of cases received through review of FidelityEHR, discuss referral sources, and type of response and follow up completed.

Monthly, the Clinical Services Director submits a monthly summary of activities to the Executive Director and Managing Entity.

Personnel Requirements

MRT staff are selected for their ability to successfully manage stressful situations and for qualities such as maturity, judgement, clinical acumen, and alertness to warning signs of potential crisis.

Intake: At all times MRT initial intake will be completed by the Mobile Response Team Coordinator/Therapist or approved designee. At all times the assigned designee will have access for consultation to a Brevard C.A.R.E.S. or Brevard Family Partnership staff member with an advanced degree in mental health/human services.

The Mobile Response Team Coordinator requirements: Master Degree in Social Work, Psychology, or related field from an accredited institution of higher learning, licensed to practice in the State of Florida or a Registered Intern, broad experience and clinical skills working with the child welfare population. Three years' experience working with children and adolescents is preferred. Two years' experience working with children and adolescents or working under the direct supervision of a licensed clinician is the required experience.

Brevard C.A.R.E.S., Inc. Policy and Procedure Manual

Brevard C.A.R.E.S. Therapist requirements: Master Degree in Social Work, Psychology, or related field from an accredited institution of higher learning, licensed to practice in the State of Florida or a Registered Intern, broad experience and clinical skills working with the child welfare population. Three years' experience working with children and adolescents is preferred. Two years' experience working with children and adolescents or working under the direct supervision of a licensed clinician is the required experience.

Contracted Therapist requirements: Master Degree in Social Work, Psychology, or related field from an accredited institution of higher learning, licensed to practice in the State of Florida or a Registered Intern, broad experience and clinical skills working with the child welfare population. Three years' experience working with children and adolescents is preferred. Two years' experience working with children and adolescents or working under the direct supervision of a licensed clinician is the required experience. Must possess Professional Liability Insurance in an amount not less than one million dollars per occurrence and three million dollars in aggregate annual limits. Level 2 employment screen results, as specified by Chapter 435, F.S.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



Kathryn Parker
Executive Director
Brevard C.A.R.E.S., Inc.

APPROVAL DATE: 05/07/2021

Attachment I

**Mobile Response Team
On-Call Crisis Triage Form**

Caller: _____ **Staff received:** _____

Date and Time of Call: _____

Client Name: _____ **DOB** _____ **Other Child:** _____

Parents/Caregivers _____ **DOB** _____

Address: _____

Phone Number: _____

Any Risk to the Responder: Yes No **Any Dangerous Animals?** Yes No

History of Domestic Violence? Yes No **Possession of Firearm in the house?** Yes No

When called caregiver? _____ **Time of Intervention?** _____

Which therapist was given the call at what time? _____

Crisis Level Identified: Intake Telephone Triage Crisis Response Crisis Stabilization

Follow Up Activity/ Time Spent: _____

Summary: _____

Attachment II



Consent for Evaluation and/or Treatment

Name: _____ Date of Birth: _____

- 1. Consent to Evaluate/Treat: I voluntarily consent that my child will participate in a mental health evaluation and/or treatment by staff from Brevard CARES. I understand that following the evaluation and/or treatment, complete and accurate information will be provided
2. Benefits to Evaluation/Treatment: Evaluation and treatment may be administered with psychological interviews, psychological assessment or testing and psychotherapy. It may be beneficial to my child, as well as the referring professional, to understand the nature and cause of any difficulties affecting my child's daily functioning, so that appropriate recommendations and treatments may be offered. Possible benefits to treatment include improved cognitive or academic performance, health status, quality of life, and awareness of strengths and limitations.
3. Confidentiality, Harm, and Inquiry: Information from my child's evaluation and/or treatment is contained in a confidential medical record at Brevard CARES, and I consent to disclosure for use by Brevard CARES staff for the purpose of continuity of my child's care. Per Florida mental health law, information provided will be kept confidential with the following exceptions: 1) if my child is deemed to present a danger to himself/herself or others; 2) if concerns about possible abuse or neglect arise; or 3) if a court order is issued to obtain records.
4. Right to Withdraw Consent: I have the right to withdraw my consent for evaluation and/or treatment of my child at any time by providing a written request to the treating clinician.
5. Expiration of Consent: This consent to treat will expire 12 months from the date of signature, unless otherwise specified.

I have read and understand the above, have had an opportunity to ask questions about this information, and I consent to the evaluation and treatment of my child. I also attest that I am the legal guardian and have the right to consent for the treatment of this child. I understand that I have the right to ask questions of my child's service provider about the above information at any time.

Signature of legal guardian for minor under age 18

Date

Signature of witness

Date

**MOBILE RESPONSE TEAM
Response Summary**

Date:

Arrival Time: AM PM _____ Crisis Intervention

Departure Time: AM PM

Address:

Home Phone: _____ Cell Phone: _____

This intervention is necessary due to (client's behavior)

Article I. FAMILY MEMBERS

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>DOB</u>	<u>PRESENT DURING RESPONSE</u>	<u>LIVE IN HOME</u>
-------------	---------------------	------------	--	-------------------------

OTHER AGENCIES INVOLVED (DCF, Police, Doctors, Therapists, Case Mgt, etc.)Phone # (if known)

BRIEF BEHAVIORAL DESCRIPTION OF CLIENT(S) DURING INTERVENTION

(Physical appearance, eye contact, body movement, emotional, state of mind, intellect.)

STRENGTHS

(Social skills, manners, intellect, educational successes, sports, clubs, family members, musical, health, attractiveness, communication skills, self-aware)

CRISIS INTERVENTIONS UTILIZED/SUPPORT/SUMMARY

NEEDS OR RECOMMENDATIONS

(Please include physical, emotional, social and educational needs.)

All recommendations are made based upon the information provided to the therapist at the time of the intervention.

RESPONDING THERAPIST

Signature
Credentials/Title:

Date: