


Mobile Crisis Support Team
in partnership with Law Enforcement and Hope Cooperative

Field Response Hours of Operation: Tuesday – Friday, 9am – 7pm or Mon – Thursday 9am – 7pm
(Hours may vary depending on location and staff availability)

Follow-Up Support: Monday – Friday, 8am – 5pm

This program is funded by the Division of Behavioral Health Services through the voter approved Proposition 63, Mental Health Services Act (MHSA) and the SB 82 Mental Health Wellness Grant

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Funding and Development


- The MCST program is funded by the Division of Behavioral Health Services through the voter approved Proposition 63, Mental Health Services Act (MHSA) and the SB 82 Mental Health Wellness Grant.
 - The Program was operationalized in April 2015.
 - Board approved MCST Expansion in November 2016 again in 2018 and in 2020, 5 new teams were approved to support increased coverage across the county.

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MISSION STATEMENT

The Mobile Crisis Support Team (MCST) serves individuals of all ages and diversity in Sacramento County by providing immediate response to emergency calls for crisis assessment and intervention to individuals experiencing a mental health crisis.



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MCST Goals

- Provide safe, compassionate, and effective responses to individuals with mental illness
- Increase public safety
- Decrease unnecessary Hospitalization
- Decrease unnecessary Incarceration
- Provide knowledge of, and access to resources
- Link individuals to on-going care



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Who is the MCST?

- A participating law enforcement Police Officer or Sheriff's Deputy trained in Crisis Intervention Training (CIT)
- A Sacramento County Division of Behavioral Health, licensed Senior Mental Health Counselor
- A Sacramento County contracted Peer Navigator

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How does MCST work?

- An MCST Counselor and Officer/Deputy partner to provide a ride-a-long, first response model to emergency calls involving a mental health crisis.
- The MCST response allows utilization of skills and expertise from both law enforcement and behavioral health to increase diversion of individuals from unnecessary incarceration or hospitalization.
- MCST involves Peer Specialists with lived experience and community resource expertise to provide follow-up engagement and navigation to ongoing mental health services.

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The Officer/Counselor Team (CIT Unit)

- The Mobile Crisis Support Team (MCST) is dispatched through law enforcement to provide immediate engagement with individuals experiencing a mental health crisis for the purpose of providing care and maintaining community safety.
 - Law Enforcement emergency and non emergency calls are routed via dispatch and communication centers to Patrol
 - MCST Units triage calls with officers to identify and respond to calls.

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Triaging Calls for Service

MCST responds to Mental Health Crisis calls, including but not limited to:

- Welfare checks or Mental Health calls - 5150
- Attempted suicide
- Juvenile disruption/delinquency calls
- Domestic disturbances
- Incomplete phone calls
- Trespassing
- Assault and battery
- Sexual assault
- All calls that may have a mental health component or likely result in trauma or distress requiring mental health support or resources
- Other calls as identified by Assigned MCST Officer and Counselor

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MCST Officer/Deputy Role

- Prioritize Mental Health Calls and Apply CIT training
- Collaborate with MCST Counselor in approaching the scene/event
 - Share intel regarding history of law enforcement encounters
 - Manage safety including “clearing the scene”
- Collaborate with other first responders
- Coordinate to support linkage to ongoing resources
 - Provide information regarding legal strategies options
 - Develop support strategies for access to resources in the moment
- Observe privacy rules for individuals discussing personal crisis or MH information

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MCST Counselor Role

- Provide crisis intervention
 - De-escalate and complete needs assessment
 - Develop safety plans
 - Mobilize providers and natural supports
 - Complete 5150 application processes when necessary
 - Offer support and resources to ancillary individuals at the scene
- Provide coordination and/or linkage to Mental Health or Alcohol and Drug treatment providers
- Provide consultation to law enforcement, hospital emergency personnel, community agencies, and the community
- Refer to MCST Peer Navigator for follow-up

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MCST Peer Navigator/Team Follow-Up

Hope Cooperative responds to referrals submitted by patrol on behalf of any individual they have contacted that would benefit from linkage to Mental Health/AOD services and/or community resources.

Examples include;

- Repeat callers or those that have had multiple service responses
- individuals requiring 5150 application
- Individuals that did not meet all criteria for 5150 application that would benefit from support navigating resources
- individuals that were supported to the Mental Health Urgent Care or supported to access Crisis Respite resources

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MCST Peer Navigator Role

- Coordinate with referring party
- Apply lived experience in culturally relevant ways, using wellness and recovery principles to support individuals, families and community
- Engage individuals in the community to support linkage & navigation to prevent relapse into crisis
- Work individually and with natural supports to mediate barriers to engaging in ongoing services
- Intervene with MCST Counselor & Officer/Deputy in when needed

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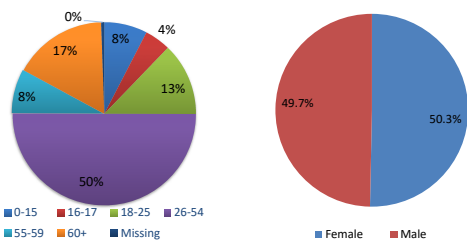
MCST Support Services for Patrol

- Provide consultation and resources for mediating or staging response
- Support de-escalation and resolution of calls
- Work in partnership with officers responding to chronic callers to create plan for support/resources/services
- Respond to individuals who have experienced a sudden and unexpected loss (Homicide/Suicide/Infant Deaths)
- Coordinate regarding individuals who are experiencing mental health symptoms and stressors who would benefit from resources
- Respond to requests for support upon referral

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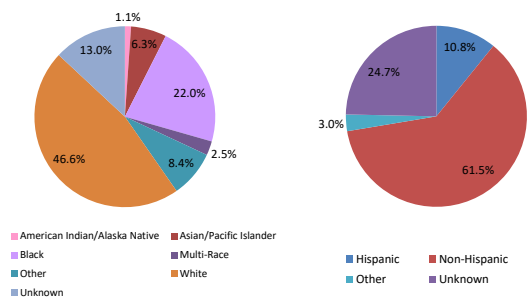
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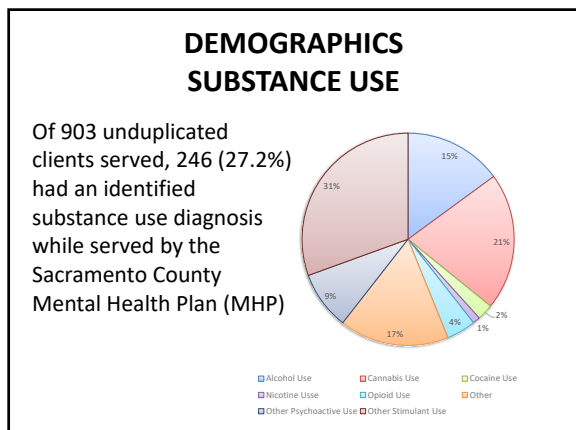
*Based on the number of unduplicated number of clients screened in FY 18/19.

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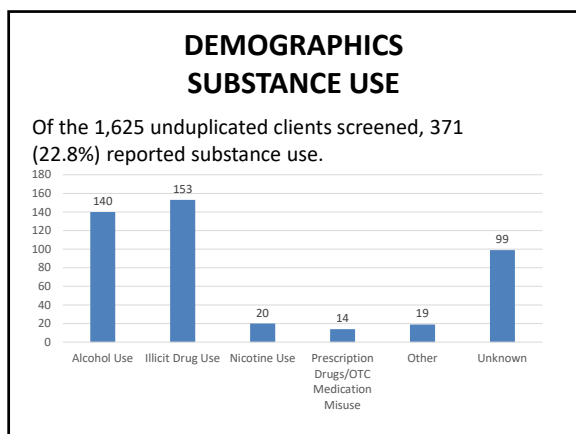
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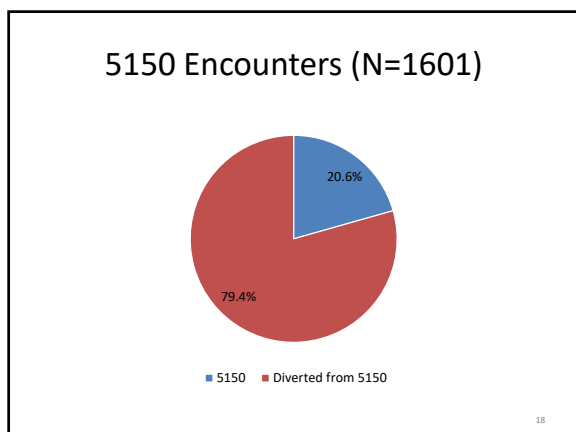
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Success Stories

- MCST called out to mediate dispute between neighbor and family next door with an adult son who had been causing disruptions in the neighborhood periodically over time. The individual was able to deescalate and after the scene was resolved and psycho-education provided. Upon resolution of the call, the neighbor ended up sending letter of encouragement to the individual and family.

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Success Stories Continued...

MCST responded to repeat caller: 75 year old female who living alone at a senior community. Repeat caller requesting 911 assistance – “bizarre reports of individuals stealing from her, stories about president”. MCST responded and gained individual’s permission to speak with family. MCST Counselor coordinated with sister and psychiatrist in creation of safety & medication plan and MCST Peer was able to engage and support this individual with link to Sutter PACE (Program All-Inclusive Care for the Elderly).

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Success Stories Continued...

Repeat caller for youth diagnosed with spectrum disorder: 206 lbs, 6’3, black male who would destroy property and become aggressive. MCST coordinated with the family, providers and LE to support coordinated response plan including family members getting linked to the services/supports they needed to continue to care for the youth, LE proactive response vs. reactive response and provider increase in service provision. Youth continues to reside at home with supports needed.

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Success Stories Continued...

Individual was referred by MCST Counselor to Peer to support individual with resources for homelessness and alcoholism. The individual shared that they had experienced increased symptoms due to his regular social support systems being removed per Covid-19 crisis. Client reported he enjoyed texting and Peer agreed to text the individual routinely to check in. With support of MCST Counselor, the Peer was also able to support the individual in accessing Crisis Respite where the peer brought client a care package with food, clothing items, and a tarp. At the close of referral, client was making new positive social connections and in process of entering a clean and sober programs.

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Mobile Crisis Support Teams

County Wide

- Citrus Heights Police Department - CIT3
- Elk Grove Police Department – City of Elk Grove – CIT11
- Folsom Police Department - CIT9
- Sacramento Sheriff Department North Patrol - CIT1 & CIT2
- Sacramento Sheriff Department - Central Division - CIT6

MCST Officer/Counselor team

4/10's 9am-7pm (Units vary regarding days covered)

Peer Navigator Follow-Up

Mon – Fri. 8am – 5pm

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Team Discussion: Role & Services

Q&A

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