



MRRCT and DCR Dispatch Protocols

Emergent, Urgent and Administrative Defined

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Policy 1734.01 Mobile Rapid Response Crisis Team (MRRCT) and Designated Crisis Responder (DCR) Dispatch Protocols

Contracted crisis agencies and staff should refer to North Sound BH-ASO's Regional Care Crisis Dispatch (RCCD) protocols (effective date 07/01/2025).

Regional Crisis Line - Volunteers of America (VOA) Referrals

North Sound Behavioral Health Administrative Services (North Sound BH-ASO's) Regional Crisis Line (RCL) maintains authority to triage and determine if a call handled at the RCL requires an in-person, or face-to-face crisis response. North Sound BH-ASO's RCL staff may determine immediacy of the crisis response (response times) prior to dispatch based on North Sound BH-ASO's RCCD protocol and will thoroughly assess the nature of the crisis, conduct a safety screen, and maintains dispatch protocols for Mobile Rapid Response Crisis Team (MRRCT), Child, Youth and Family MRRCT and Designated Crisis Responders (DCRs). All RCL dispatches result in a dispatch number.

MRRCT and DCR Dispatch

MRRCT and DCR teams may determine immediacy of the outreach response (response times) if self-dispatched or a dispatch referral from the RCL does not indicate response time expectations. MRRCT and DCR will conduct further information gathering, safety screening, follow up activity or determine if other community services are appropriate based on initial screening or safety. Providers should prioritize in-community, face-to-face MRRCT response, when appropriate, prior to engaging a Designated Crisis Responder (DCR).

MRRCT and DCR staff are expected to continue information gathering and provide ongoing coordination with the referent or other collateral contacts. MRRCT and DCR staff determine how or where the outreach is conducted based on the information available. MRRCT and DCR dispatches originating through the RCL or originating as a self-dispatched (law enforcement, co-responder, community referrals) must generate a case number, coordinate case disposition and follow-up with the RCL.

Law Enforcement/First Responders

Law enforcement or first responder co-response outreaches that originate through 911 do not require a VOA dispatch prior to conducting the outreach. Law enforcement or EMS co-response programs shall coordinate case disposition or follow up needs with the RCL, MRRCT or DCR teams when ongoing coordination with crisis services is required or in the best interest of the individual.

Outreach Type Defined

Behavioral Health Emergency (988 Endorsed MRRCT): Crisis response must occur within one (1) hour of referral

- The location of the individual is known.

Emergent: Crisis Response within a 2-hour response time:

- The location of the individual is known.

Urgent Behavioral Health Situation: Dispatch that exceeds a 2-hour response but occurs within 24 hours

- The following are the *only* cases that are responded as Urgent:
 - Jails
 - Inpatient Psychiatric Units
 - Medical Floors
 - Logistical issues (i.e., location unknown, the client is not home yet, but has agreed to an outreach when they get home)

Dispatch Delay Reasons

MRRCT or DCR staff have the option to indicate when they cannot comply with dispatch response times.

Delay reasons include:

Category 01: Staffing (Safety)

- Coordination with law enforcement (LE), first responders, or another resource required to ensure safety of the staff and the client/respondent.
- Unstaffed community/home locations in which safety cannot be ensured based on safety screening completed by the RCL, MRRCT or DCR staff.

Category 02: Complex Case:

- No known location or whereabouts have become unknown.
- Administrative cases or any activity that did not originate from a referral for dispatch but then resulted in a dispatch.

VOA/DCR Follow-Up Referrals

- Applies only to DCR activity, not MRRCT. Does not result in a dispatch number.
- Any issue or request not tied to a dispatch but is informational in nature. The following are examples:
 - Inquiries about Less Restrictive Orders (LROs);
 - Consultations with jails, inquiries about legal process; and
 - Involuntary Treatment Act (ITA) Paperwork follow-up