Statement of Work

MOBILE RAPID RESPONSE CRISIS TEAM ENDORSEMENT

PURPOSE

Endorsed Mobile Rapid Response Crisis Teams (MRRCT) are designed to provide on-stie crisis interventions to those experiencing a behavioral health emergency. Endorsed MRRCT services will be provided in accordance with applicable WAC 246-341 and 182-140, North Sound BH-ASO's Supplemental Provider Guide (SPG) and applicable policies, North Sound BH-ASO's Regional Care Crisis Dispatch (RCCD) protocols and Health Care Authority (HCA) best practice guidelines for mobile crisis response.

SERVICE POPULATION

Help-seekers, families, or others that identify an individual is experiencing a behavioral health emergency or crisis.

SERVICES

Endorsed MRRCT services are the primary response team to calls defined as a Behavioral Health Emergency in WAC 182-140 for their contracted service area. Crisis response shall occur within one (1) hour of a referral for Behavioral Health Emergency, within two (2) hours of a referral for an Emergent Care crisis and within 24 hours of a referral for an Urgent Behavioral Health Situation crisis. Crisis Services shall be provided in accordance with WAC 246-341-0670, WAC 246-341-0715, and WAC 246-341-0901. Endorsement standards and service requirements apply to endorsed MRRCT teams that service both youth and adult populations.

Endorsed MRRCT services will be delivered in a manner that is consistent with the following:

1. Stabilize individuals as quickly as possible and assist them in returning to a level of functioning that no longer requires crisis services.
2. Provide solution-focused, person-centered, and recovery-oriented interventions designed to avoid unnecessary hospitalization, incarceration, institutionalization or out of home placement.
3. Coordinate closely with the regional Managed Care Organizations (MCOs), community court system, First Responders, law enforcement, criminal justice system, inpatient/residential service providers, and outpatient behavioral health providers to operate a seamless crisis system and acute care system that is connected to the full continuum of health services.
4. Coordinate closely with regional Tribal Authorities, 988, Regional Crisis Line and other system partners for any Crisis per North Sound BH-ASO Policy# 6003.00 *Coordination Plan with Tribal Authorities.*
5. Engage the Individual in the development and implementation of crisis prevention plans to reduce unnecessary crisis system utilization and maintain the Individual's stability. Develop and implement strategies to assess and improve the crisis system over time.

PROGRAM STAFFING

In addition to agencies meeting applicable WAC 246-341 staffing and agency requirements, Endorsed MRRCT services must meet all staffing and training requirements in WAC 182-140-0080 and 182-140-0090:

1. A mental health professional (MHP);
2. A mental health care provider (MHCP);
3. A certified peer counselor who meets the criteria in WAC 182-115-0100; or
4. Another behavioral health or medical professional working within their scope of practice under an approved staffing plan, as needed, to meet staffing requirements; and
5. Include at least one MHP or MCHP during an initial response and a certified peer counselor, when available.
6. Have an MHP supervise when the responding team staff are in the field; and

7. Have access to an MHP 24 hours a day, seven days a week, for consultation. The consulting MHP may be the team supervisor or another MHP.

Endorsed MRRCT will ensure clinicians are available for consultation 24 hours a day, seven (7) days a week who have expertise in Behavioral Health conditions pertaining to children and families.

Endorsed MRRCT will maintain a staffing plan that includes:

1. How MRRCT will be staffed 24 hours a day, seven days a week, including when each position is available to respond and where the teams are located;
2. How peers will be incorporated into the response team;
3. How peers will be recruited and any anticipated challenges for them;
4. How outreach will be provided in pairs unless it is not clinically appropriate;
5. How follow-up services will be provided, as clinically appropriate, to a person seeking behavioral health assistance and connect the person to ongoing support;

Agencies will maintain policies and procedures for how staff will respond safely and meet requirements in North Sound BH-ASO's RCCD protocols.

COORDINATION

Endorsed MRRCT services will maintain and ensure all coordination standards in *Policy 1733.00 Crisis service General* Requirements and *Policy 1734.00 Mobile Rapid Response Crisis Teams*.

DATA/REPORTING

The provider is responsible for the timely submission of service encounters to North Sound BH-ASO. Contracted BHA's for crisis services are required to ensure compliance with all reporting and encountering requirements established in North Sound BH-ASO's Data dictionary and BHA contracts.

Other Policies and Procedures related to this section:
Policy # 1702.00 *ICRS Outreach Safety Screening*
Policy # 1731.00 *Regional Crisis Line*
Policy # 1732.00 *Crisis Services Regional Oversight*
Policy # 1733.00 *Crisis Service General Requirements*
Policy # 1734.00 *Mobile Rapid Response Crisis Teams*