

# Mobile Support Team

*A program of Amador County Behavioral Health*

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# Why the program was developed?

*To address the lack of sufficient crisis support and services for high risk individuals living in Amador County.*

## The Need:

**Not enough support and/or services for individuals experiencing or at risk of mental health crises**

- ❑ Data used to identify the area of need:
  - Hospitalization & Re-hospitalization Data
  - Crisis Services vs. Routine Services
  - Crisis Residential vs. Community Support Model
  
- ❑ Stakeholder Process:
  - FY 2014-2017 Three Year Program Planning Process
  - FY 2015-16 Annual Update Program Planning Process
  - Amador County Behavioral Health Advisory Board
  - MHSA Steering Committee/Other Stakeholder groups

## What did Amador hope to accomplish?

- ❑ Reduce hospitalizations and re-hospitalizations
  
- ❑ Increase and create alternative supportive services to high risk individuals and their families – by meeting people where they are at!
  
- ❑ Create support for pre and post crisis follow up for ANY individual experiencing mental health challenges in Amador County.



# Program Description:

The Mobile Support Team provides field based supportive services to individuals in Amador County who have been discharged from a psychiatric facility or are under a safety plan in order to prevent hospitalization. The team also offers supportive services in order to prevent hospitalizations and offers assessments & community supports to reduce barriers in accessing services.

## ❑ Who pays?

- *Community Services & Supports (CSS) component of the MHS*
- *Some medical reimbursement*

## ❑ Who is served?

*Individuals who are at-risk of crisis, in crisis, or coming out of a crisis.*

## ❑ Who is the team and what do they do?

- *1 full time Crisis Services Counselor (LCSW) and a full time Peer Personal Services Coordinator/Advocate*
- *Fully equipped team*
- *Referrals via Crisis Coordinator; After-hours crisis calls*
- *Follow Up, Access & Linkage*

## ❑ How do we know the program is working?

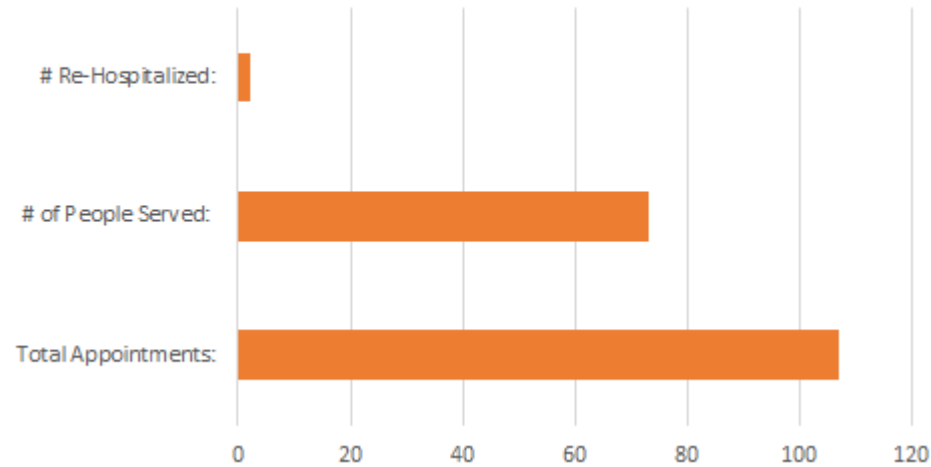
- *Quarterly data captures hospitalization & re-hospitalization rates to measure program effectiveness*
- *Feedback from program participants, staff and community*
- *Report successes and challenges at community meetings and stakeholder groups*



# Outcomes

- Re-hospitalizations DECREASED
- Safety Plans INCREASED
- Hospitalizations DECREASED

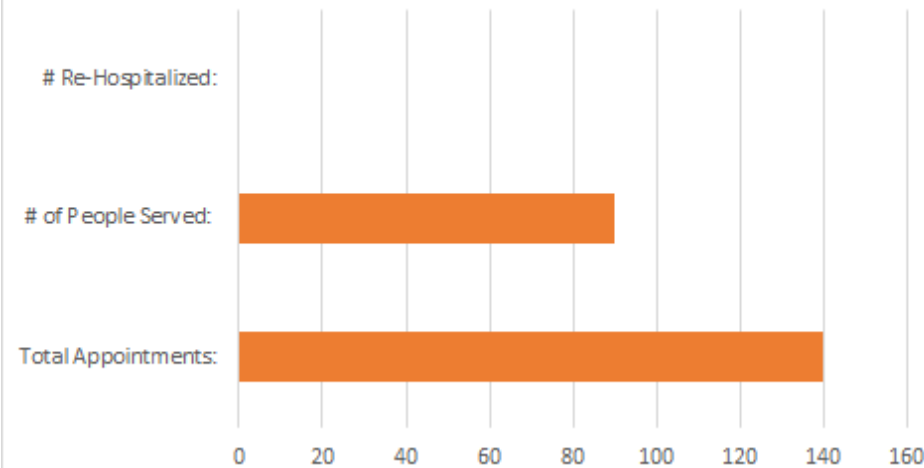
FY 16/17



FY 16/17:

-107 appointments  
-73 people served  
-2 re-hospitalized

FY 17/18



FY 17/18:

-140 appointments  
-90 people served  
**-0 re-hospitalized**



# Lessons Learned

The role of the Mobile Support Team has changed and transformed over the years as we learn and expand our services to meet the needs of Amador County.

## Lessons Learned....

- Mobile Crisis Team vs. Mobile Support Team
- Safety First
- Peer Role is Essential
- Non-Traditional Hours vs. Traditional Hours
- Flexibility
- Community Engagement—Be honest & transparent!
- Stakeholder Involvement
- The Future...
  - Applying the ‘mobile’ model to other programs for rural communities
  - Outreach and engagement

# Time for Questions and Answers

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