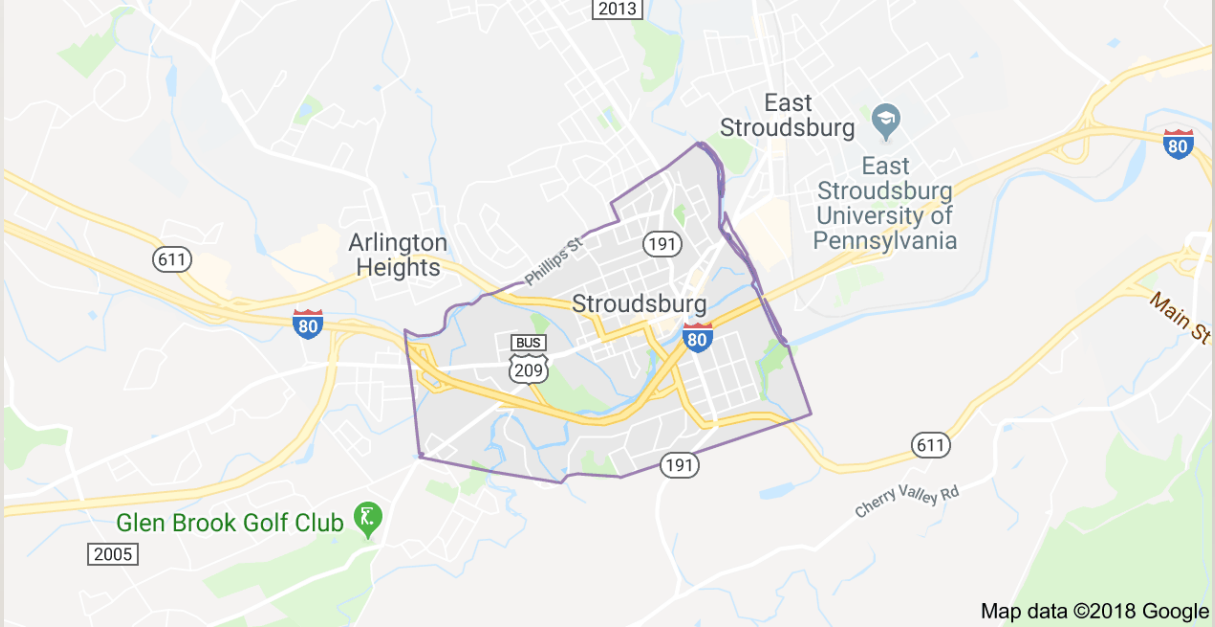


VIRTUAL MOBILE CRISIS INTERVENTION

NEW PERSPECTIVES CRISIS SERVICES

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SERVICE AREA



WHAT IS VIRTUAL MOBILE CRISIS INTERVENTION (VMCI)

- VCMI is a program to improve Crisis Intervention services and reduce unnecessary diversions of persons in crisis to emergency departments and jails.
- CIT Officers are equipped with iPads to connect in real time to a trained Mental Health Professional/Crisis Worker located within New Perspectives Crisis Services.
- The trained Mental Professional/Crisis Worker conducts an intervention and provides appropriate dispositions.

WHY VMC?

- Nationwide, law enforcement routinely intercept individuals exhibiting signs of an emotional disturbance.
- Individuals are diverted to potentially inappropriate settings (ERs and Jails).
- Not only are these typically unnecessary diversions; they are also cost-prohibitive.
- These diversions also consume a great deal of the responding officer's time, and in certain areas and at certain times this can have a negative impact on public safety.
- Help to reduce the number of involuntary commitments in the service area.

HOW DOES VMCI WORK?

- In general; the CIT officer encounters an individual they suspect is experiencing a mental/emotional crisis and is cooperative.
- The officer asks if he/she would like to speak with NP's crisis staff about their concern.
- If he/she agrees; the officer calls the NP crisis line and provides the following:
 - Officer's name and Agency
 - Individual's name and date of birth
 - Brief overview of the presenting issue/concern

HOW DOES VMCI WORKS – CONT.

- Once the officer has provided the relevant information the video teleconference begins with the Mental Health Professional/Crisis Worker. (MHP/CW)
- The MHP/CW spends anywhere between 15-20 minutes with the individual and develops a disposition (plan of action) based on their conversation.
- After the conversation is complete; the officer will speak with the Crisis Specialist and discuss the plan.
- Possible dispositions include, but are not limited to:
 - Immediate face-to-face with a Mobile Crisis Team.
 - Transport for inpatient treatment/assessment (201 or 302)
 - Next day follow up appointment with Crisis Team
 - Telephonic follow up for up to 5 days
 - Crisis Resolved on site and referrals to appropriate source
 - Transportation to NP Crisis Residence

HOW WELL DOES VMCI WORK?

In the state of Missouri:

- VMC has shown very promising:
 - 87% of all VMCI contacts were diverted from inpatient psychiatric hospitalization, none were incarcerated, and only 16% were referred to an Emergency Department for either medical or psychiatric assessment.
 - Rapid engagement with a Qualified Mental Health Professional is having a considerable positive impact.
 - Time savings for law enforcement has been **reduced** from a typical **3-hour visit** to the Emergency Room to less than **15 minutes from start to finish** using VMCI.
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WHERE ARE WE TODAY

- Data
 - # of police initiated involuntary commitments
 - # of those police initiated involuntary commitments that resulted in an inpatient admission
 - # of individuals who were diverted to a more appropriate (lower) level of care
 - # of individuals who were referred to other services
 - Average time from VCMI and hand off (disposition)

NUMBER OF PARTICIPATING POLICE DEPARTMENTS

- Franklin Township
- Jim Thorpe
- Kidder Township
- Lansford
- Mahoning/Lehigh
- Pocono Mountain
- Summit Hill
- Beaver Meadows
- Beltzville State Park

WHAT HAPPENS ON A VCMCI

- Consumer is connected with a qualified mental health professional
- An assessment is completed
- A plan is developed in collaboration with the consumer and the officer
- Follow up: up to 3 sessions

ACTUAL CALL



QUESTIONS

