



CRISIS CARE MOBILE UNITS PROGRAM

---

# Crisis Care Mobile Units Learning Collaborative- Sustainability

May 9, 2024





CRISIS CARE MOBILE UNITS PROGRAM

# MCU Sustainability Lake County

Elise Jones



# Agenda



**What is sustainability?**

**Finances**

**Staffing and Billing**

**Breakeven**

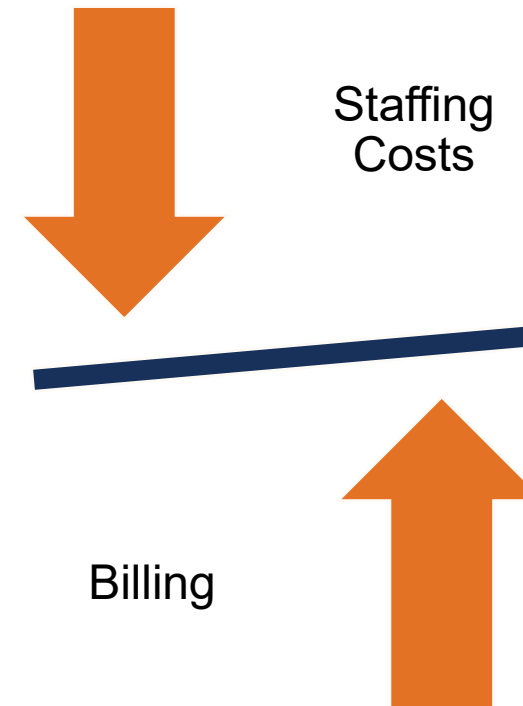
**Accessibility**

**Growth**

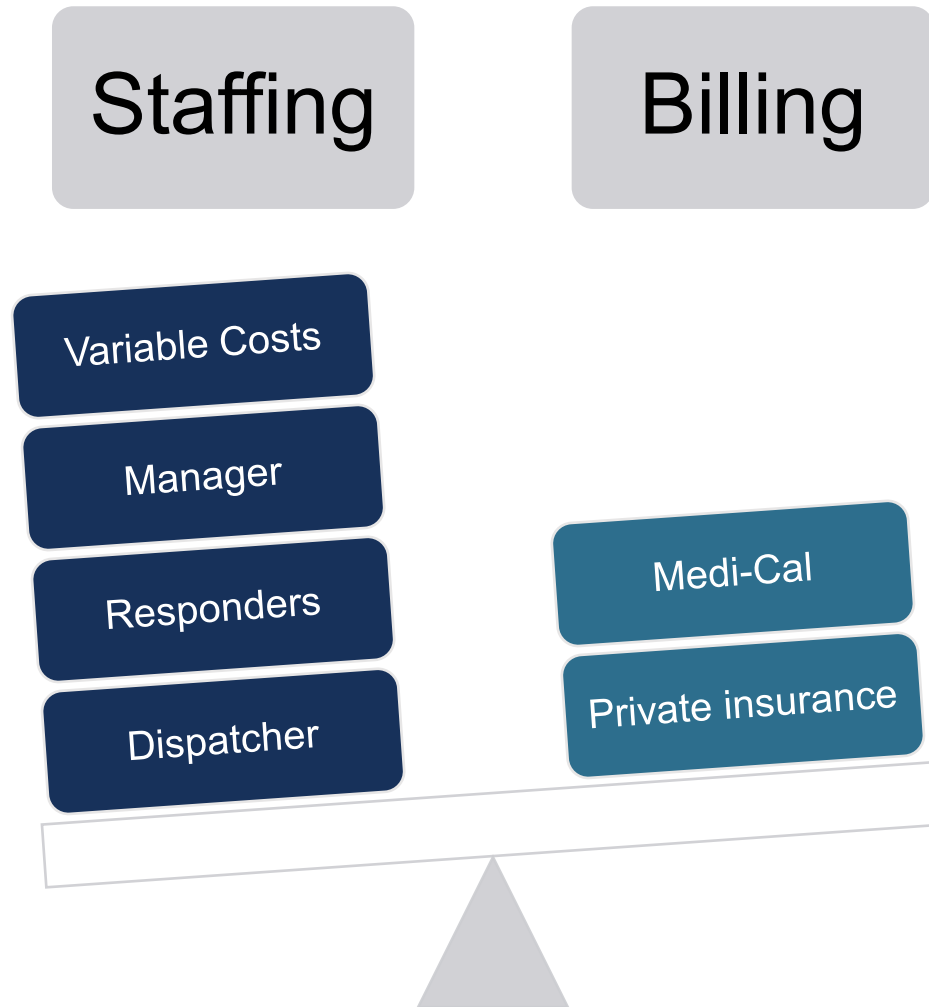
**Sustainability Goal**

# What is Sustainability?

- The ability to be sustained, supported, upheld, or confirmed.
- Sustained is defined as the ability to be kept in process or continued over time.
- How is LCBHS going to make the MCU Sustainable?



# Finances



# Staffing Costs/Month of February

\$84.26



66.6  
hours

\$5,611.71

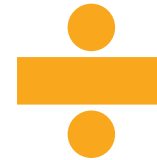
# Billing Month of February

52 Billed Responses



\$27,969.88

\$27,969.88



Average  
of \$537.88  
per  
response

3996 Billed Minutes

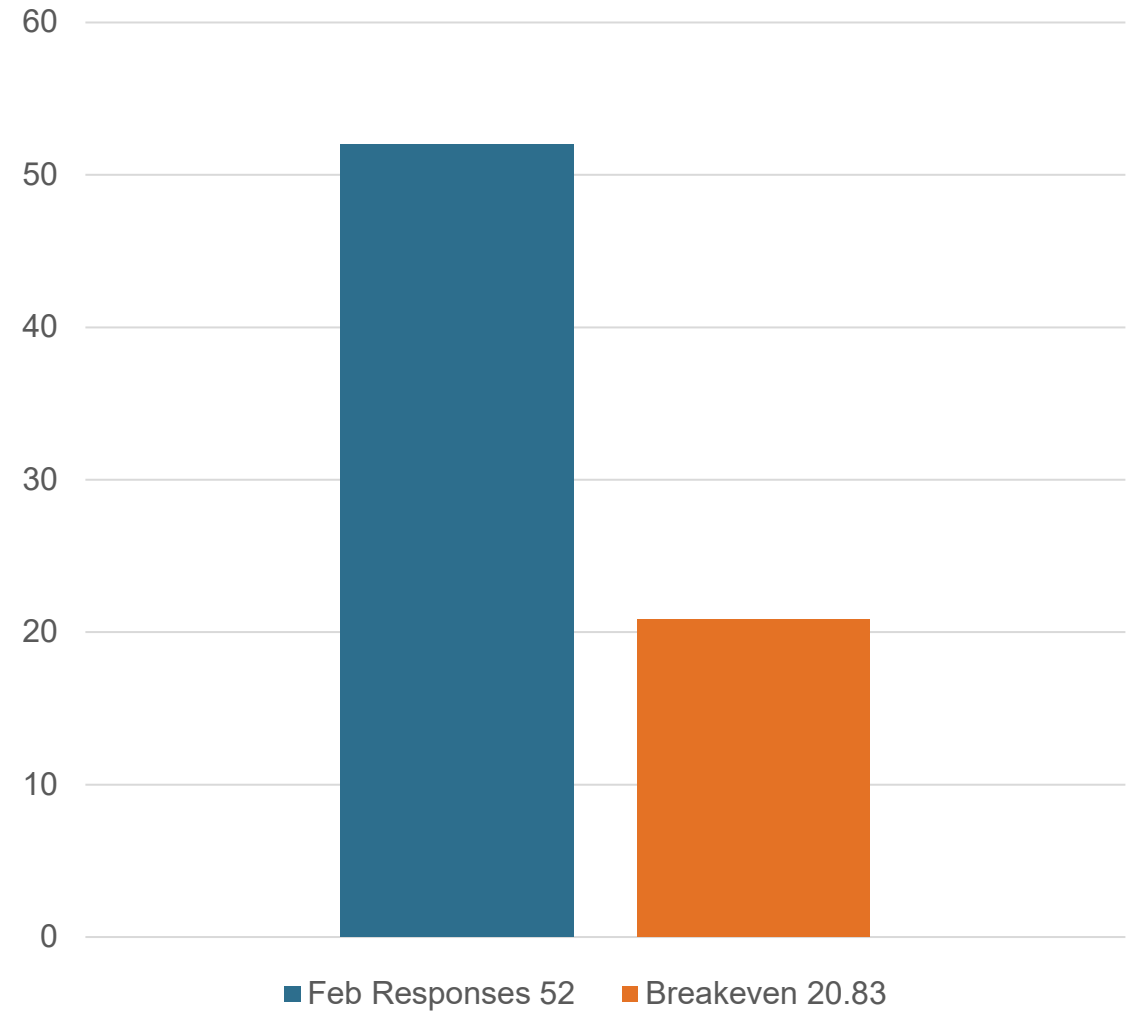
52 Billed Responses

# Breakeven

## Billable VS Staffing and Variable



## Responses Breakeven







# Accessibility

**Growth**

 **988**

 **LCBHS**

**WE'RE HERE TO HELP**

**LAKE COUNTY  
BEHAVIORAL  
HEALTH SERVICES  
MOBILE CRISIS  
RESPONSE TEAM**

Call the lifeline  
Toll Free

**800-900-  
2075**



# Sustainability Goal

Our goal is to provide services for individuals in which services may not be accessible while also lowering the crisis response burden for our community partners.

# Thank You

**Elise Jones, MA (she/her)**

**Director**

Lake County Behavioral Health Services

6302 Thirteenth Avenue

P.O. Box 1024

Lucerne, CA 95458

Direct: (707) 274-9101 Ext #26191

Mobile: (707) 485-4959

[elise.jones@lakecountyca.gov](mailto:elise.jones@lakecountyca.gov)





**5 min break**

# Break out rooms



## Questions

1. What are the primary cost drivers for your mobile crisis units?
2. Are there areas to reduce cost without sacrificing quality and accessibility?
3. How do you optimize staffing levels to ensure adequate coverage while managing cost?
4. A balanced workload contributes to a healthy and sustainable team what measures are you taking to maintain employee satisfaction while increasing overall employee wellness and balance?
5. What strategies have you used to recruit staff/team members?
6. What are some known or potential barriers to achieving sustainability and how can you overcome them?

# Discussion/Group Share Out

## Questions

1. What are the primary cost drivers for your mobile crisis units?
2. Are there areas to reduce cost without sacrificing quality and accessibility?
3. How do you optimize staffing levels to ensure adequate coverage while managing cost?
4. A balanced workload contributes to a healthy and sustainable team what measures are you taking to maintain employee satisfaction while increasing overall employee wellness and balance?
5. What strategies have you used to recruit staff/team members?
6. What are some known or potential barriers to achieving sustainability and how can you overcome them?

# Close Out







CRISIS CARE MOBILE UNITS PROGRAM

# Thank You