



Crisis Care Mobile Units (CCMU)

Workshop 4 | Team Schedules

September 27, 2022



CRISIS CARE MOBILE UNITS PROGRAM

Welcome and Introductions

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Danielle Raghieb, LCSW

TTA Specialist, Center for Applied Research Solutions (CARS)

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Today's Presenters

David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

&

Liz Mason, LMFT, Clinic Administrator

VAIC, Prevention, and Recovery Services

Mobile Crisis Response Team Schedules

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David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

Objectives

- » Overview Coverage Needs
- » Review Employee Types
- » Provide Overview of Schedules
- » Question and Answers

Overage Coverage Types

Types of Coverage for Crisis Response Teams

- » 5 days a week, daytime coverage 8am to 5pm
- » 7 days a week 18 hour coverage 6am to 12am
- » 24/7 coverage

Employee Shift Schedule

Employee Name

MON

1

2

As

Times and Frequency of Calls for Service

- » Know your service area
- » Are weekends comprised of high or low calls for service
 - Rural areas tend to have decreased calls for service on weekends
- » 2am-7am typically slower calls for service
- » Identify ability to adjust for coverage needs

Employee Types

Full-time Team Members

- » Full-Time, the “traditional” type of work schedule of 40-hour employees.
- » Employees will generally work a fixed number of hours each week, following a repeated pattern (Monday to Friday, 9-5 for example)

Part-time Team Members

- » Part-time schedule is for employees who don't work the full 40 hours a work week and depends on the organizational structure.
- » This type of work scheduling could utilize fixed hours, for example Saturday through Monday, or it could change depending on scheduling needs

Employee Types

Per Diem

- » Per diem employees work on an as-needed basis.
- » While per diem means "for each day" and not "as-needed," a per diem position applies to someone who may be needed one day but not the next.
- » Per diem workers' schedules can vary significantly from week to week.

Employee Types

On-Call

- » When an employee agrees to work an On-Call schedule, that means the employee is available to work at any time, day or night, as the employer demands.
- » This requirement is typically compensated beyond the hours worked as it prevents the employee from having any time that is legitimately off.
- » On-Call responsibilities are commonly rotated between multiple employees. May require base compensation paid for on-call work

5 Day Work Week

8 am – 5 pm

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
5- 8hr Days							
8am - 5pm	Off	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Off
	Off	Full Time E2	Full Time E2	Full Time E2	Full Time E2	Full Time E2	Off

Dream Schedule for Crisis Teams

4/10's

16 Hour Coverage (FT Focus)

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Four Ten Schedule							
6:00am - 4pm	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Full Time E5	Part Time E6	Part Time E6
	Full Time E5	Full Time E5	Full Time E5	Full Time E2	Full Time E2	Full Time E2	Full Time E2
2:00PM-12:00AM	Full Time E 3	Full Time E 3	Full Time E 3	Full Time E 3	Full Time E8	Full Time E8	Per Diem E7
	Per Diem E7	Full Time E8	Full Time E8	Full Time E4	Full Time E4	Full Time E4	Full Time E4

18 Hours of Service

4/10's

16 Hour Coverage (Blended Team)

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Four Ten Schedule							
6:00am - 4pm	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Part Time E6	Part Time E6	Part Time E6
	Part Time E5	Part Time E5	Part Time E5	Full Time E2	Full Time E2	Full Time E2	Full Time E2
2:00PM-12:00AM	Full Time E 3	Full Time E 3	Full Time E 3	Full Time E 3	Full Time E8	Full Time E8	Per Diem E7
	Per Diem E7	Full Time E8	Full Time E8	Full Time E4	Full Time E4	Full Time E4	Full Time E4

18 Hours of Service

4 on 4 off Schedule

4 On 4 Off

	Sun	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon
Team 1	Day On	Day On	Day On	Day On	Off	Off	Off	Off	Day On	Day On	Day On	Day On	Off	Off	Off	Off
Team 2	Night On	Night On	Night On	Night On	Off	Off	Off	Off	Night On	Night On	Night On	Night On	Off	Off	Off	Off
Team 3	Off	Off	Off	Off	Day On	Day On	Day On	Day On	Off	Off	Off	Off	Day On	Day On	Day On	Day On
Team 4	Off	Off	Off	Off	Night On	Night On	Night On	Night On	Off	Off	Off	Off	Night On	Night On	Night On	Night On
Day	Day On															
Night	Night On															
White	Off															

Counselors work four days or nights and then have four days or night off.

4-10 Hours Shifts 24/7 Coverage

4 10's 24 Hours	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
6:00am - 4pm	Team 1	Team 1	Team 1	Team 1	T1 Off	T1 Off	T1 Off	T1 Off
	T2 Off	T2 Off	T2 Off	T2 Off	Team 2	Team 2	Team 2	Team 2
2pm - 12am	Team 3	Team 3	Team 3	Team 3	T3 Off	T3 Off	T3 Off	T3 Off
	T4 Off	T4 Off	T4 Off	T4 Off	Team 4	Team 4	Team 4	Team 4
9pm - 7am	Team 5	Team 5	Team 5	Team 5	T5 Off	T5 Off	T5 Off	T5 Off
	T6 Off	T6 Off	T6 Off	T6 Off	Team 6	Team 6	Team 6	Team 6

Each Team consists of 2 min of 2 people.

3/12's Schedule

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
6:00am - 6pm	Team 1	Team 1	Team 1	Team 1 Off	Team 1 Off	Team 1 Off	Team 1 Off
	Team 2 Off	Team 2 Off	Team 2 Off	Team 2	Team 2	Team 2	Team 2 Off
	Team 3	Team 3	Team 3 Off	Team 3 Off	Team 3 Off	Team 3 Off	Team 3
12pm-12am	Team 4	Team 4	Team 4	Team 4 Off	Team 4 Off	Team 4 Off	Team 4 Off
	Team 5 Off	Team 5 Off	Team 5 Off	Team 5	Team 5	Team 5	Team 5 Off
	Team 6	Team 6	Team 6 Off	Team 6 Off	Team 6 Off	Team 5 Off	Team 6

3 12-Hour Shifts

24/7 Coverage

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
6:00am - 2:00pm	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Full Time E1	E1 Off	E1 Off
	E2 Off	E2 Off	Full Time E2	Full Time E2	Full Time E2	Full Time E2	Full Time E2
8:00am-4:00pm	Full Time E3	Full Time E3	Full Time E3	Full Time E3	Full Time E3	Per Diem	Per Diem
	Part Time E12	Part Time E12	Full Time E4	Full Time E4	Full Time E4	Full Time E4	Full Time E4
10:00am - 6:00pm	Per Diem	Per Diem	Full Time E5	Full Time E5	Full Time E5	Full Time E5	Full Time E5
2:00pm-10pm	Full Time E3	Part Time	Part Time	Full Time E6	Full Time E6	Full Time E6	Full Time E6
	Full Time E8	Full Time E8	Full Time E7	Full Time E7	Full Time E7	Full Time E7	Full Time E7
6:00pm- 2:00am	Full Time E9	Full Time E9	Full Time E9/E8	Full Time E9/E8	Full Time E9	Full Time 32 hr	Full Time 32 hr
				Full Time 32 hr	Full Time 32 hr	Part Time E14	Part Time E14
Overnight							
10:00pm-6:00am	Full Time E10/Per Diem/On Call	Full Time E10/Per Diem/On Call	Full Time E10/11	Full Time E10/E11	Full Time E11	Full Time E11/Per Diem	Full Time E11/Per Diem/On Call

Alternate Work Schedules (AWS)

Use if you determine it is an option.

- » Split shifts
- » Rotating shifts (only when needed)
- » 5/4/9 Schedule where team member works four 9-hour days and one 8-hour day during one workweek plus four 9-hour days and a day off during the alternate week (adds work life balance)



Hard to Fill Positions/Shifts

If Possible, Utilize Associates

- » Offer education and training

Weekends and Nights

- » Who is available for coverage?
- » What hours can they provide service?

Offer Incentive Pay (night and weekend shift premium)

Use Per Diems Regularly

- » Keeps their skills current and allows for rapport building amongst the departments.

Presenter Information

David Lopez, MFT

Program Director

Central Valley Suicide Prevention

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Tulare County Mobile Crisis

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, ranging from a deep magenta to a light lavender, positioned in the middle of the slide.

Liz Mason, LMFT

Clinic Administrator, VAIC, Prevention, and Recovery Services

ABOUT US

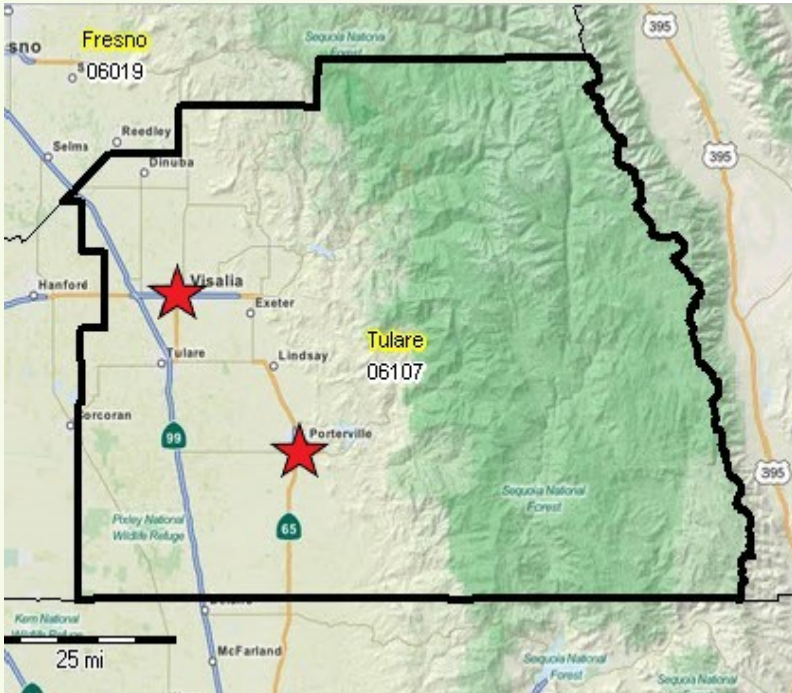
Located in the San Joaquin Valley of CA

Population of around 464,000

Around 55% of the population is Medi-Cal eligible

Largest industry is Agriculture





GEOGRAPHY

Mixed terrain includes cities, small towns, farmland, mountains/villages and the Tule River Reservation

CITIES

Largest city is Visalia followed by Tulare and Porterville

ACUTE CARE

Three medical hospitals, only one of which has in-house crisis support staff and psychiatry part of the time

DIVERSITY

Around 65% of the population identify as Hispanic, 27% as White, followed by smaller percentages of Asian, Black/African-American, Multiracial, American Indian and Alaska Native, and Native Hawaiian & Other Pacific Islander

PSYCHIATRIC HOSPITAL

One LPS facility for adults

WHAT'S NEW FOR US

SHIFTING PRACTICE

- Whole person support and linkage
- Increased community-based response
- Integration of Peers

LEVERAGING CONTRACTS

- Children and youth
- Incarcerated individuals

MORE OPTIONS

- Sheriff Ride Along
- Crisis Stabilization Unit
- Crisis Residential Treatment





PSYCHIATRIC
EMERGENCY
TEAM/PET

LOCATIONS

Visalia

Porterville

STRUCTURE

- Licensed Manager
- Licensed Clinical Supervisor
- Licensed Clinician(s)
- Crisis Services Workers(CSW)
- Other Licensed Managers and
Sups for on-call rotation

DESIGN

CSWs are the primary responders who consult with licensed supervisory staff

24/7 DETAILS

16 CSW POSITIONS

11 assigned
to Visalia

5 assigned
to Porterville

SCHEDULES

4-10s
Sun-Wed
Wed-Sat

VISALIA SHIFTS

4 AM - 3 PM
12 PM - 11 PM
4 PM - 3 AM
7 AM - 6 PM
7 PM - 6 AM

PORTERVILLE SHIFTS

8 AM-7 PM
12 PM-11 PM



REAL TALK



We often have multiple people out due to various circumstances (vacant positions, LOA, illness, etc.)

24-7 coverage is a constantly moving target that requires fluidity and sometimes daily juggling of schedules

How do we manage this?

SOCIAL CAPITAL

Crisis Team cohesion helps
when offering OT or extra shifts.

Treatment Teams

Intern Programs

TRANSPARENCY

Crisis Team
Community Partners

Leadership

DATA

Assign teams and shifts
based on available data.

Work Closely with HR





WHAT'S NEXT

EVALUATION

Continued evaluation of when and where teams are needed most

TECHNOLOGY

Leverage telehealth options where possible

WORKFORCE

Include a wider range of classifications in mobile crisis work

Presenter Information

Liz Mason, LMFT

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Appreciation!

Thank you

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