CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

CRISIS CARE MOBILE UNITS PROGRAM

BEHAVIORAL HEALTH
Justice Intervention Services

Working Meeting

April, 11, 2023

DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
CRISIS CARE MOBILE UNITS PROGRAM

BEHAVIORAL HEALTH
Justice Intervention Services

CCMU Mobile Crisis Response & Electronic Data System

Sharon Ishikawa, PhD | April, 11, 2023
Research Manager
OC Health Care Agency

PRIOR PROCESS

Prior State: Triaging the Request

REQUEST

DISPATCH

Prior State: Conducting the Evaluation

ARRIVAL

WRAP UP

Prior State: On-Site Wrap Up

WRAP UP

CLOSE CASE

Prior State: Linkages, Documentation

LINK & DOCUMENT

CURRENT & EVOLVING PROCESS

Welcome

Find help in Orange County by connecting with health, wellness, and other resources below.

Keyword
Search

Not sure where to start?

Answer a few questions to get matched with helpful resources.

Browse Topics

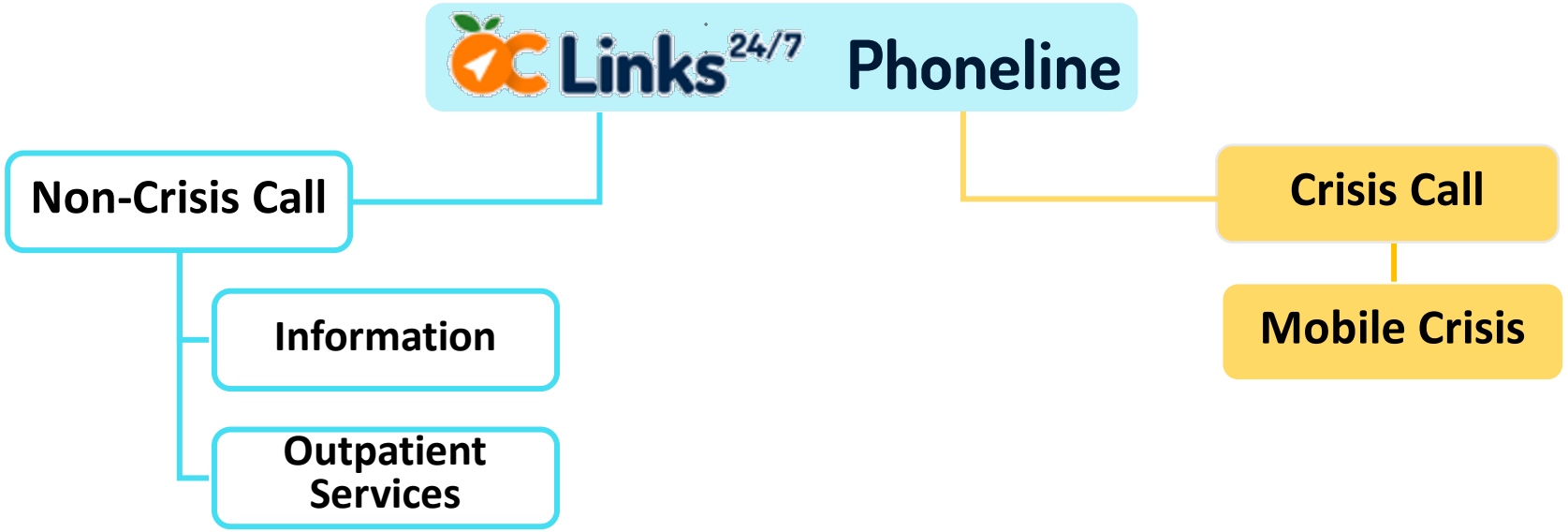
- Mental Wellness
- Substance Use
- Housing
- Money
- Getting Around
- Family Safety
- Legal Help
- Learning
- Basic Needs
- Medical
- Kids and Families

Talk to a Resource Navigator

Navigators are here to help find mental health and wellness resources from the OC Health Care Agency.

OC Links 24/7

CCMU Build Out: Flow of Information



KEY:

Not-CCMU

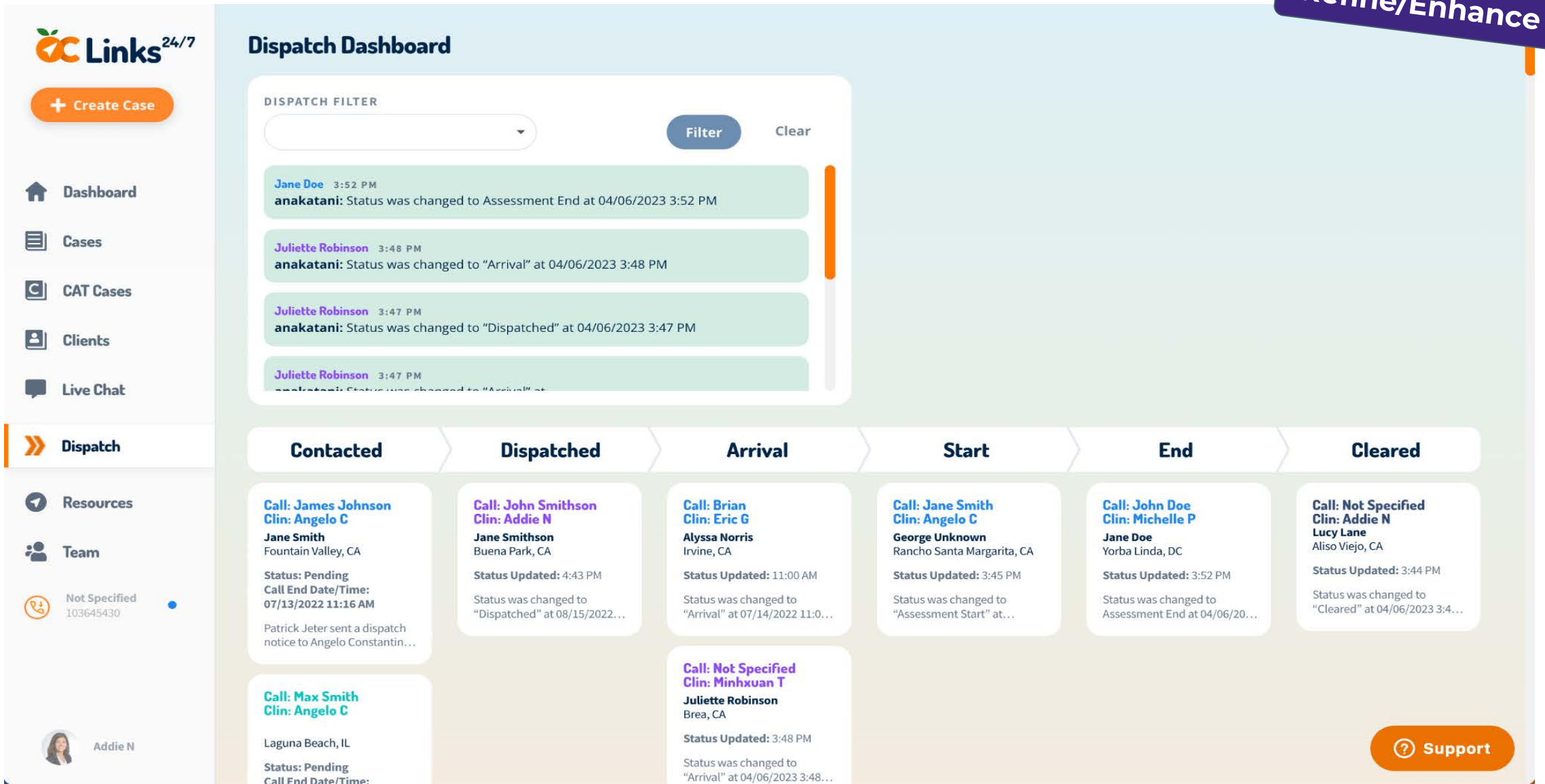
CCMU

Dispatch Board

(some elements to be replicated for CAT
to dispatch In-Home Crisis Stabilization Teams)

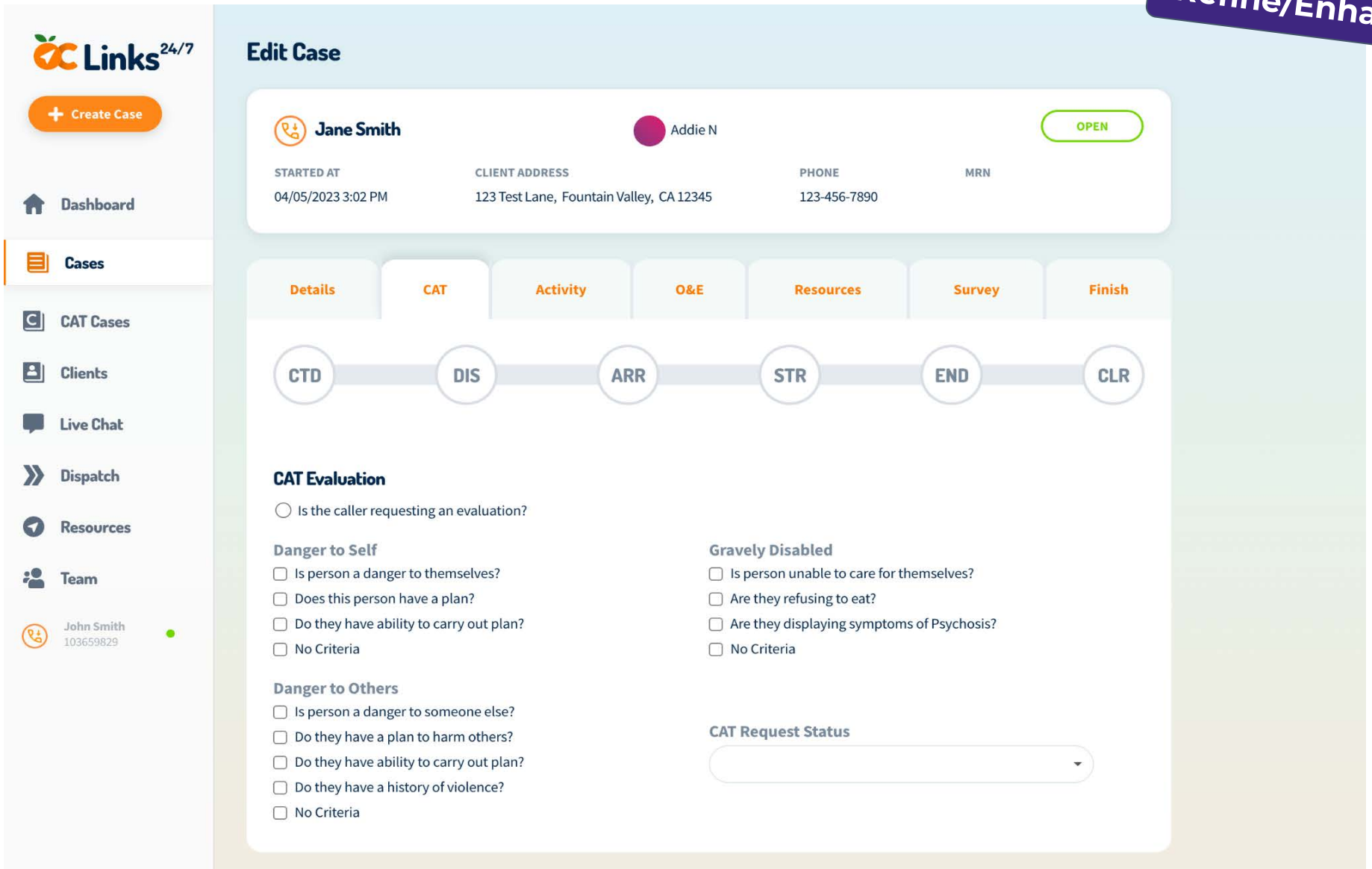
Dispatch Management: Dispatch Board

Refine/Enhance



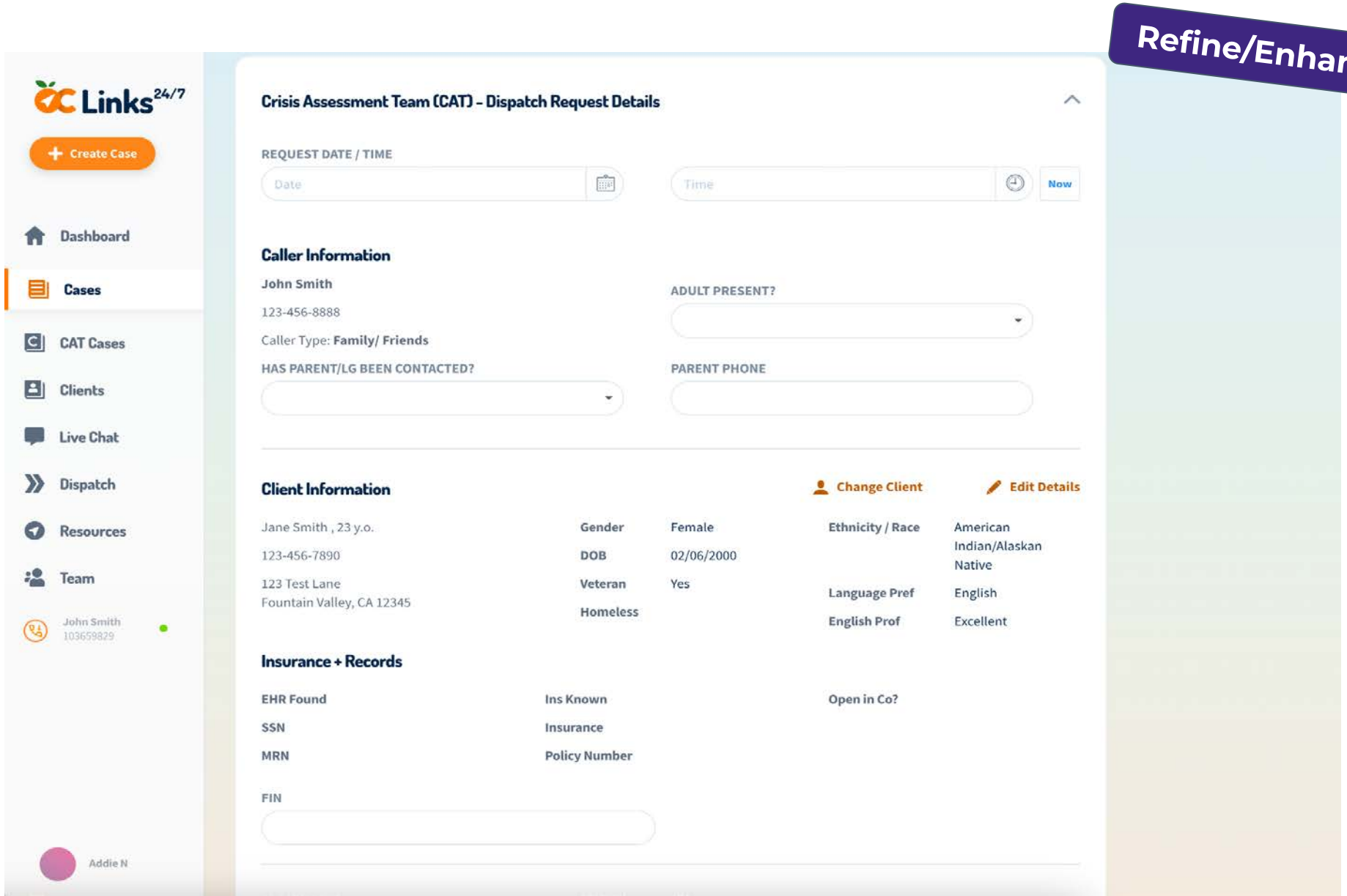
Dispatch Management: Cases Tab

Refine/Enhance



Dispatch Management: Cases Tab Con’t

Refine/Enhance



Dispatch Management: Cases Tab Con’t

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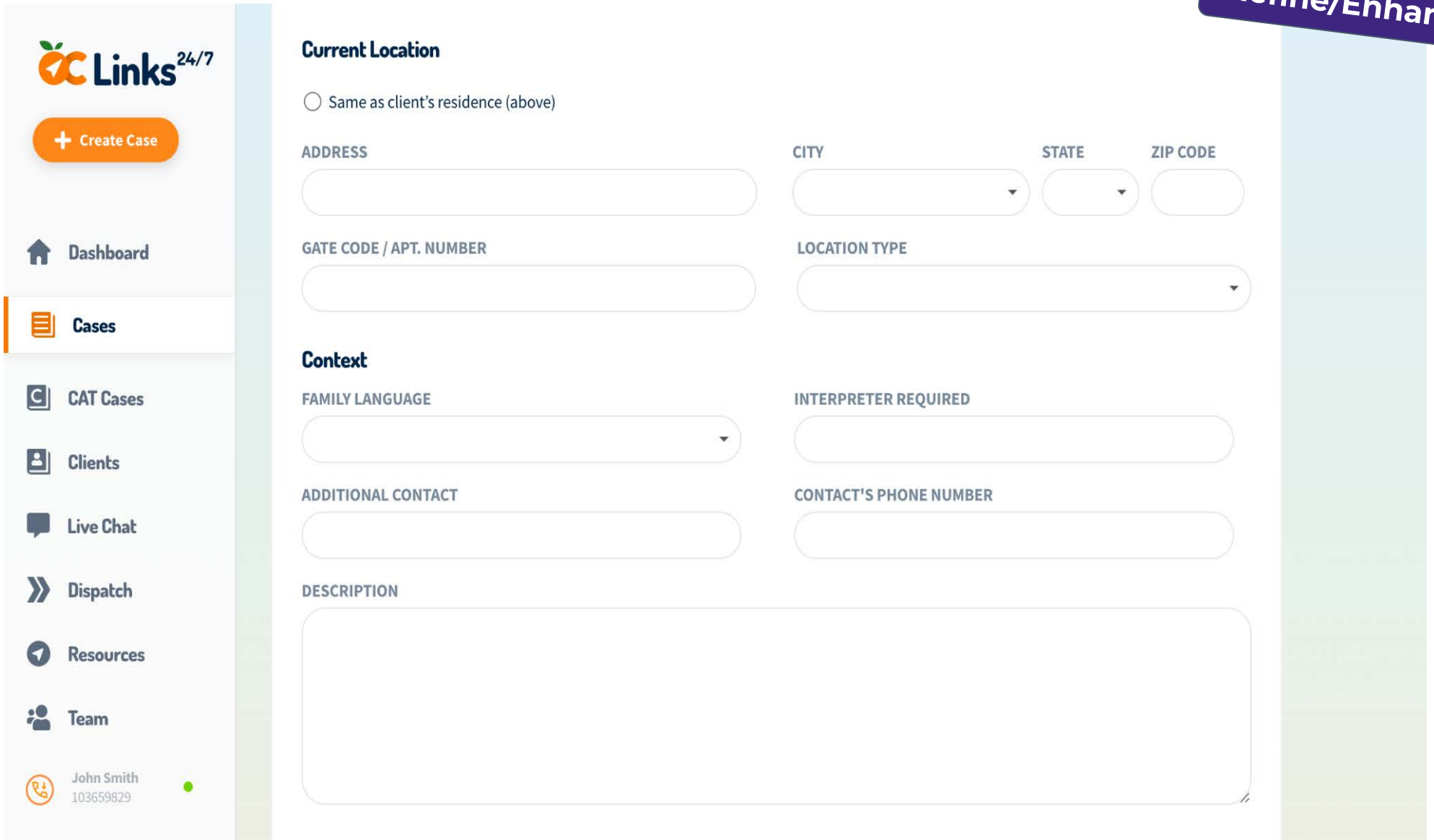

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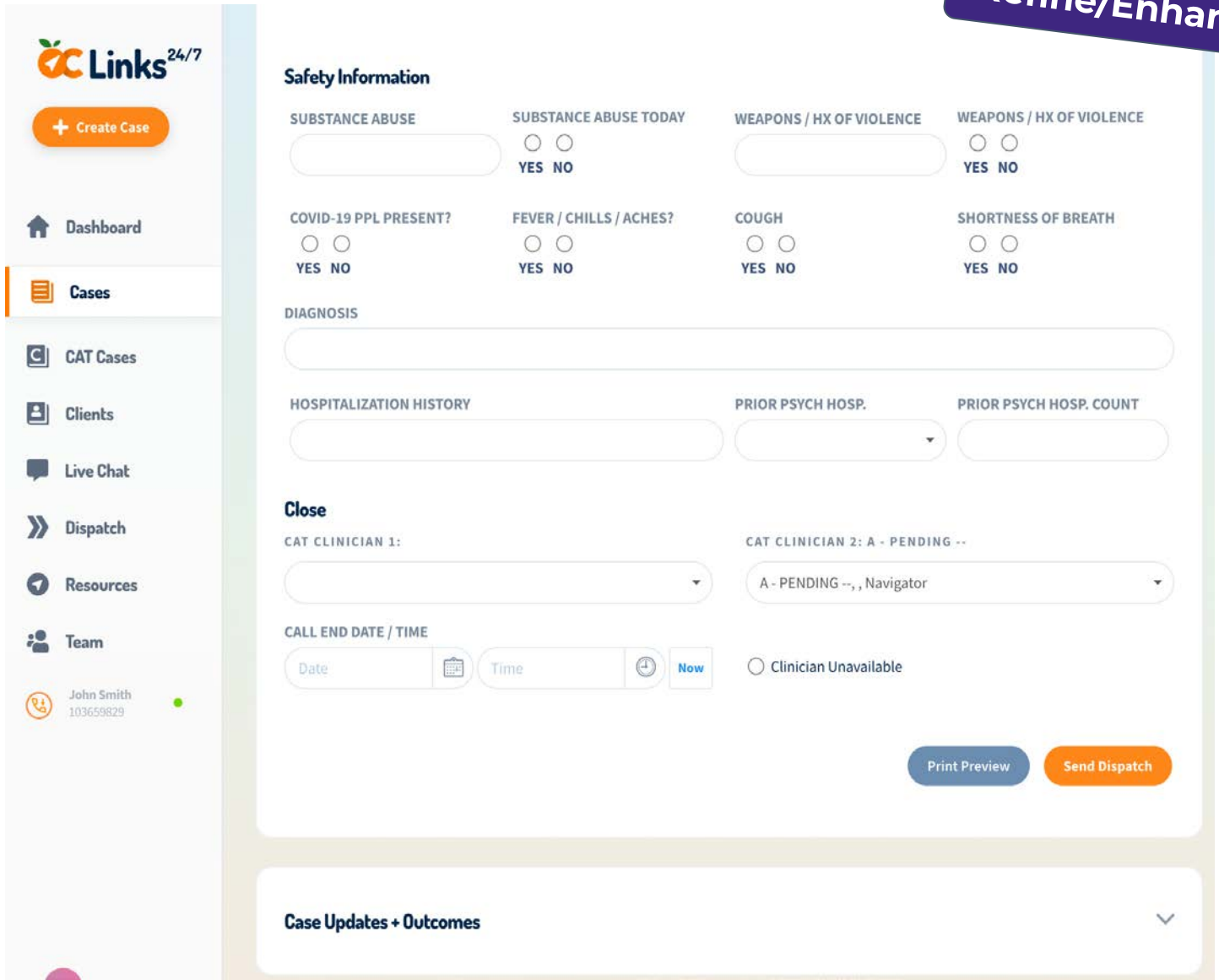
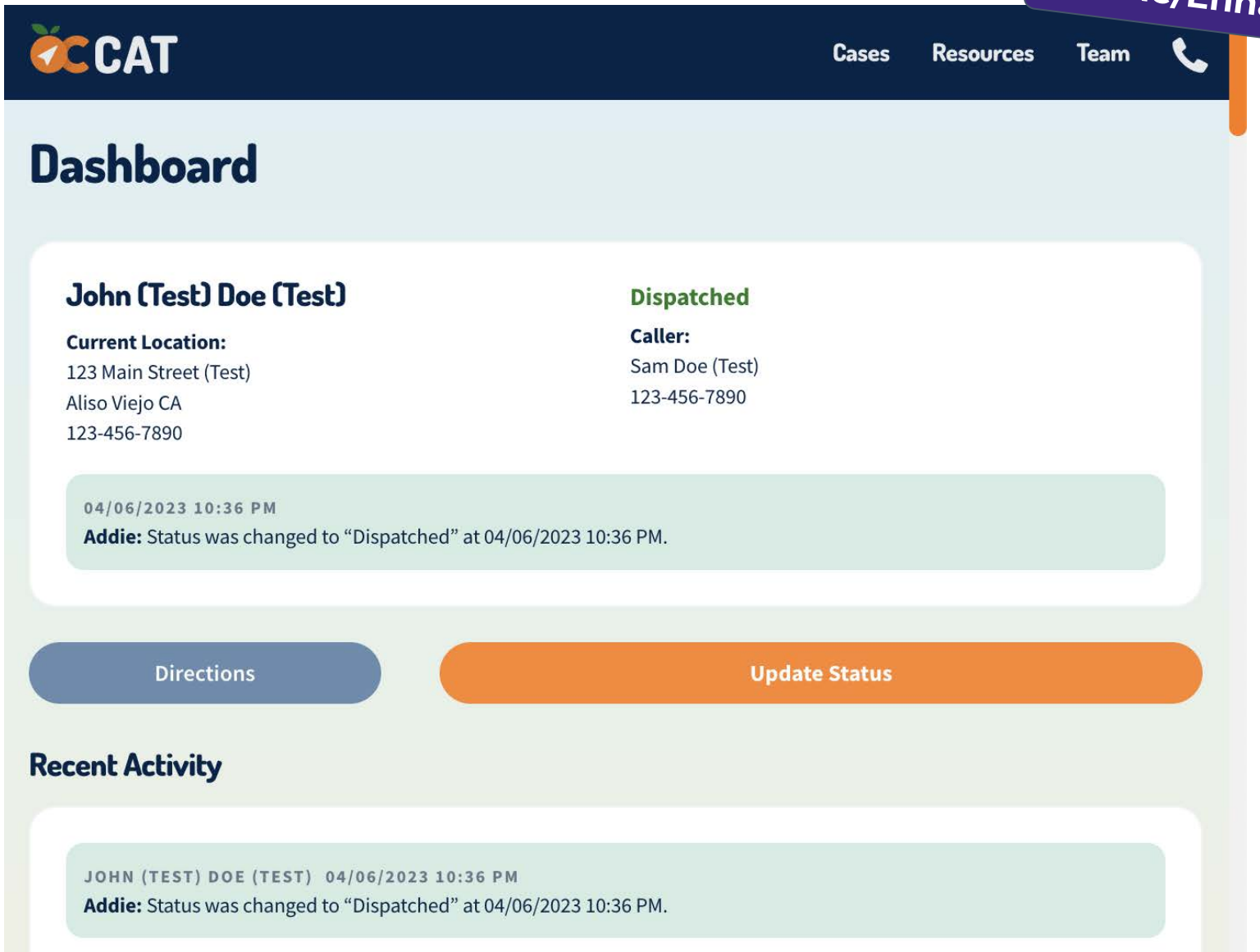
Refine/Enhance



CAT Field Staff Mobile App

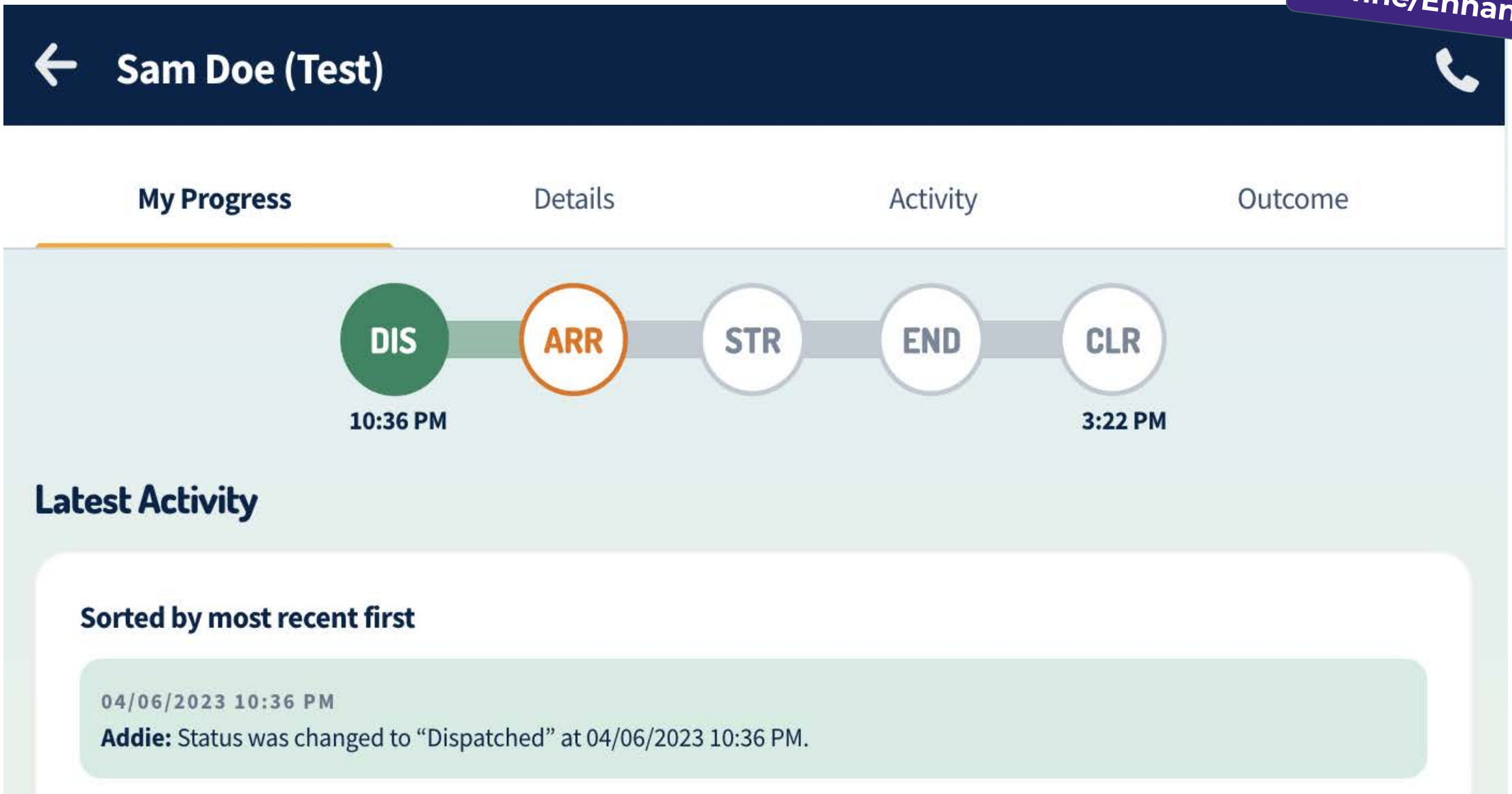
Clinician Mobile App: Dashboard

Refine/Enhance

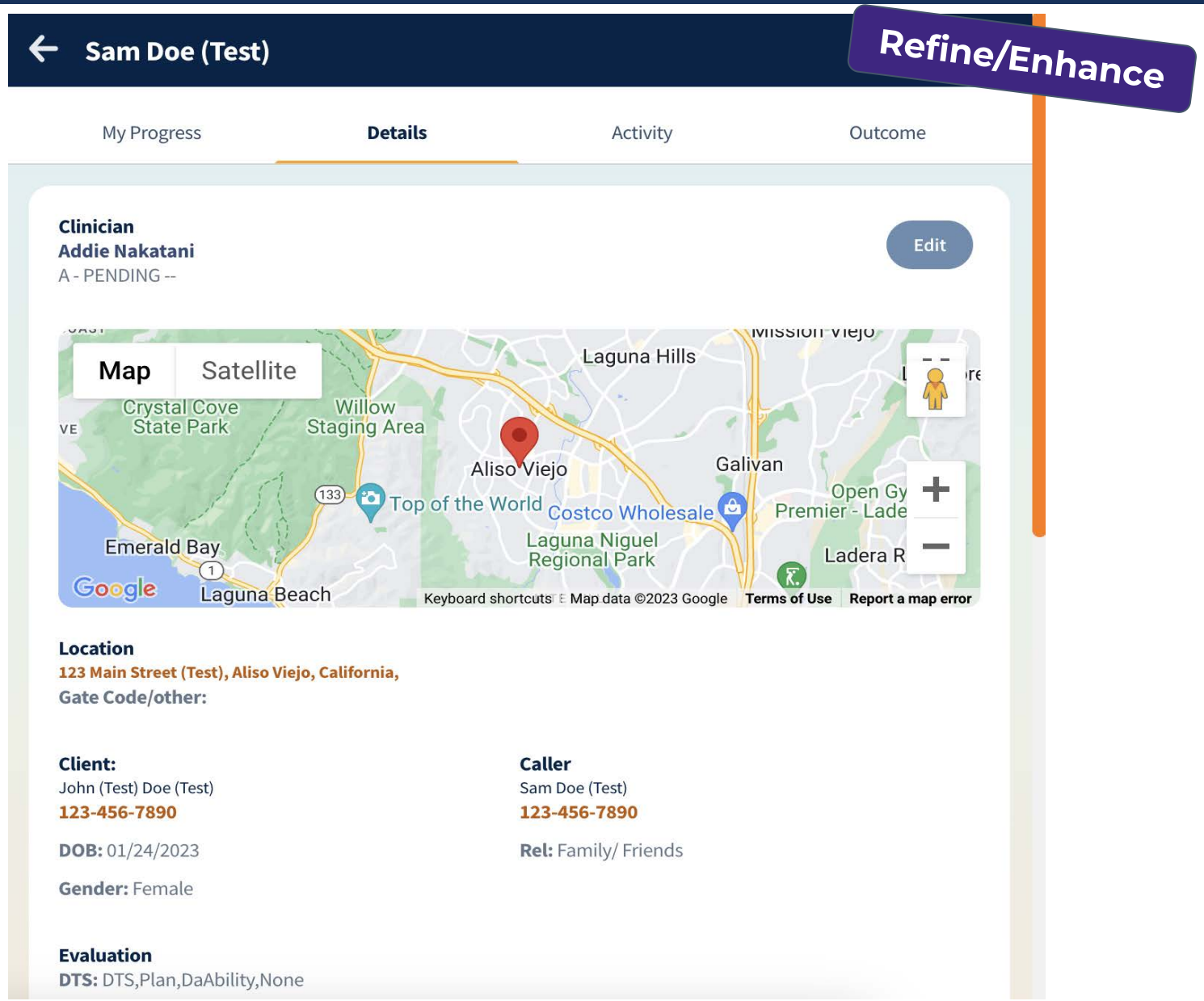


Clinician Mobile App: My Progress

Refine/Enhance

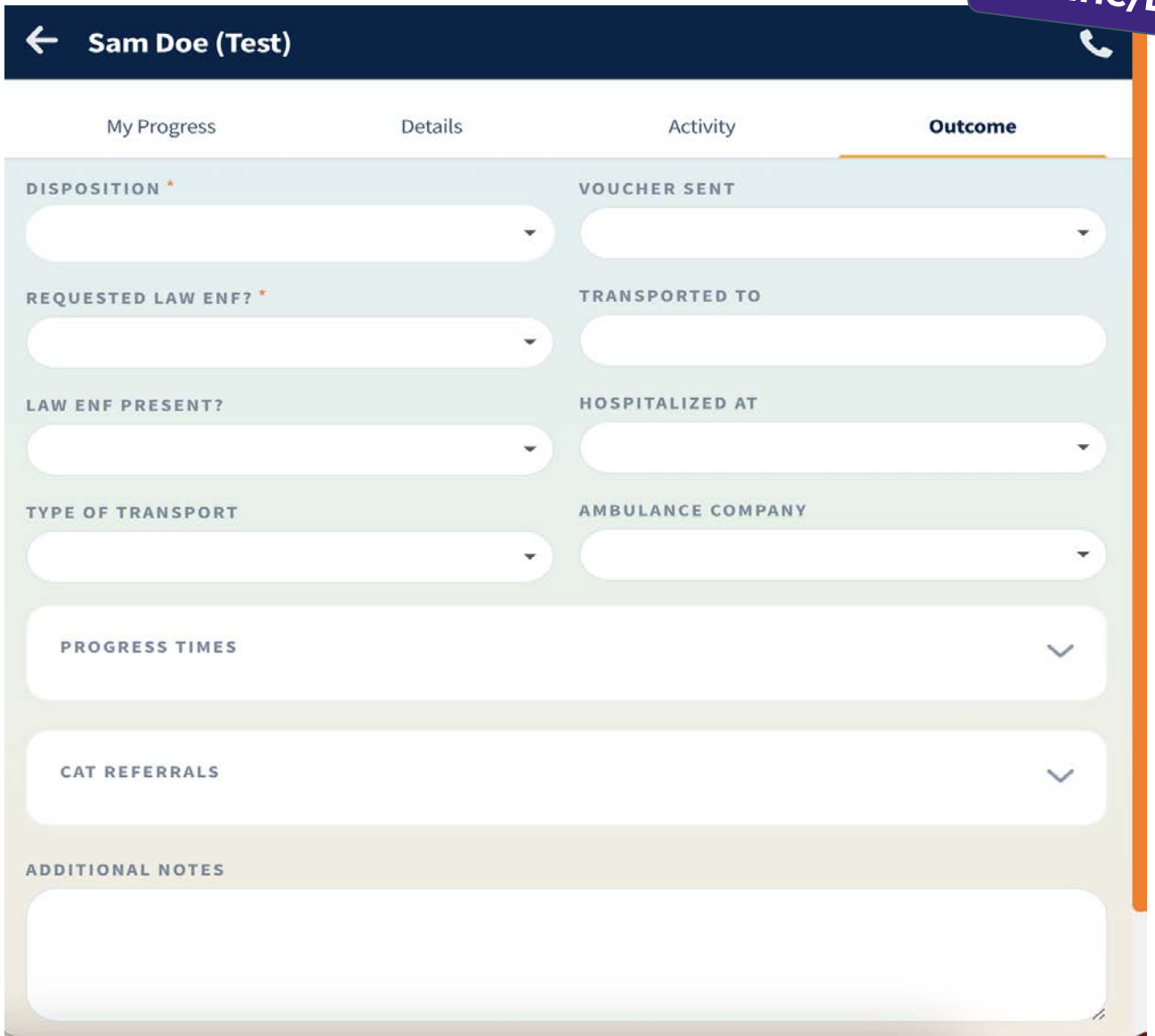


Clinician Mobile App: Details Tab

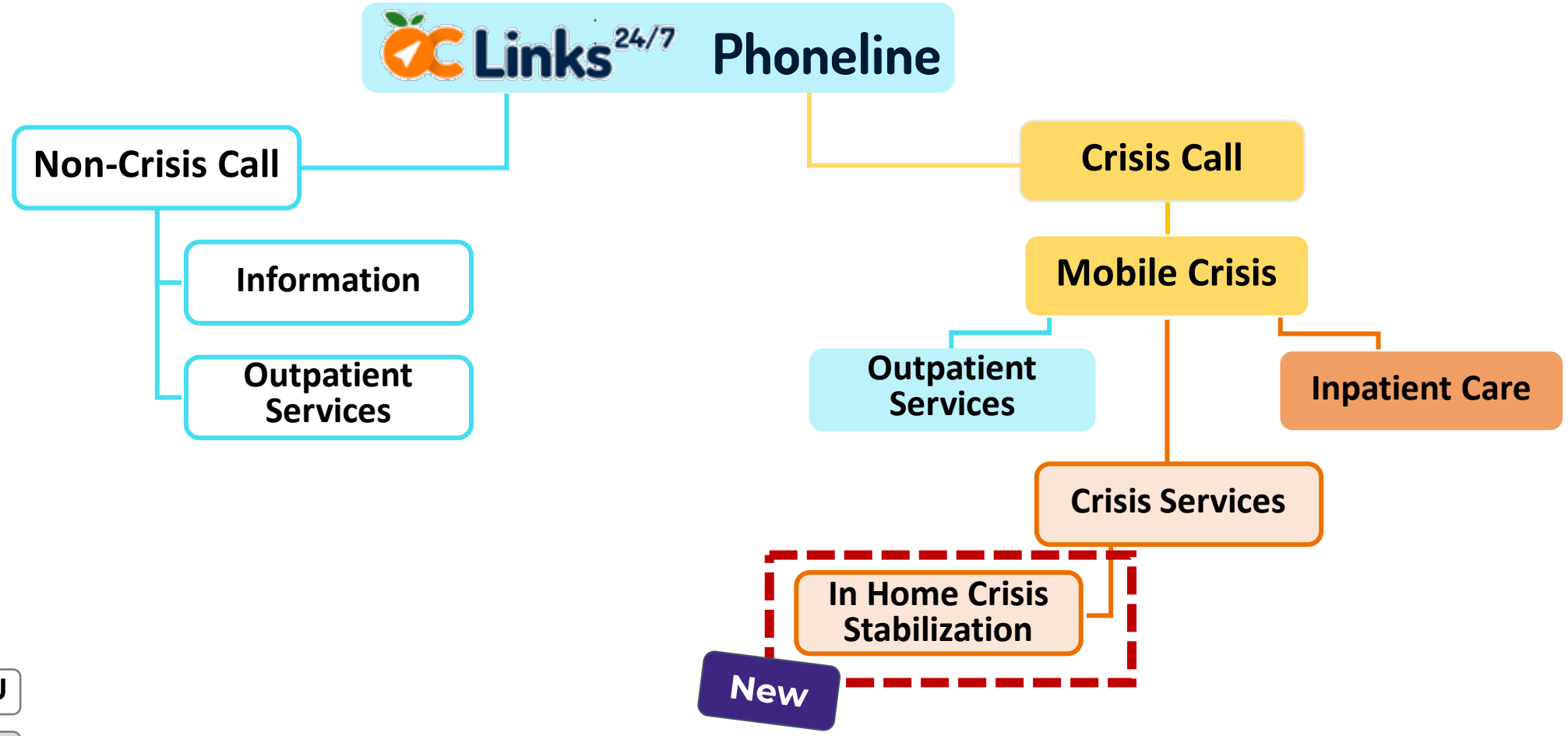


Clinician Mobile App: Outcomes Tab

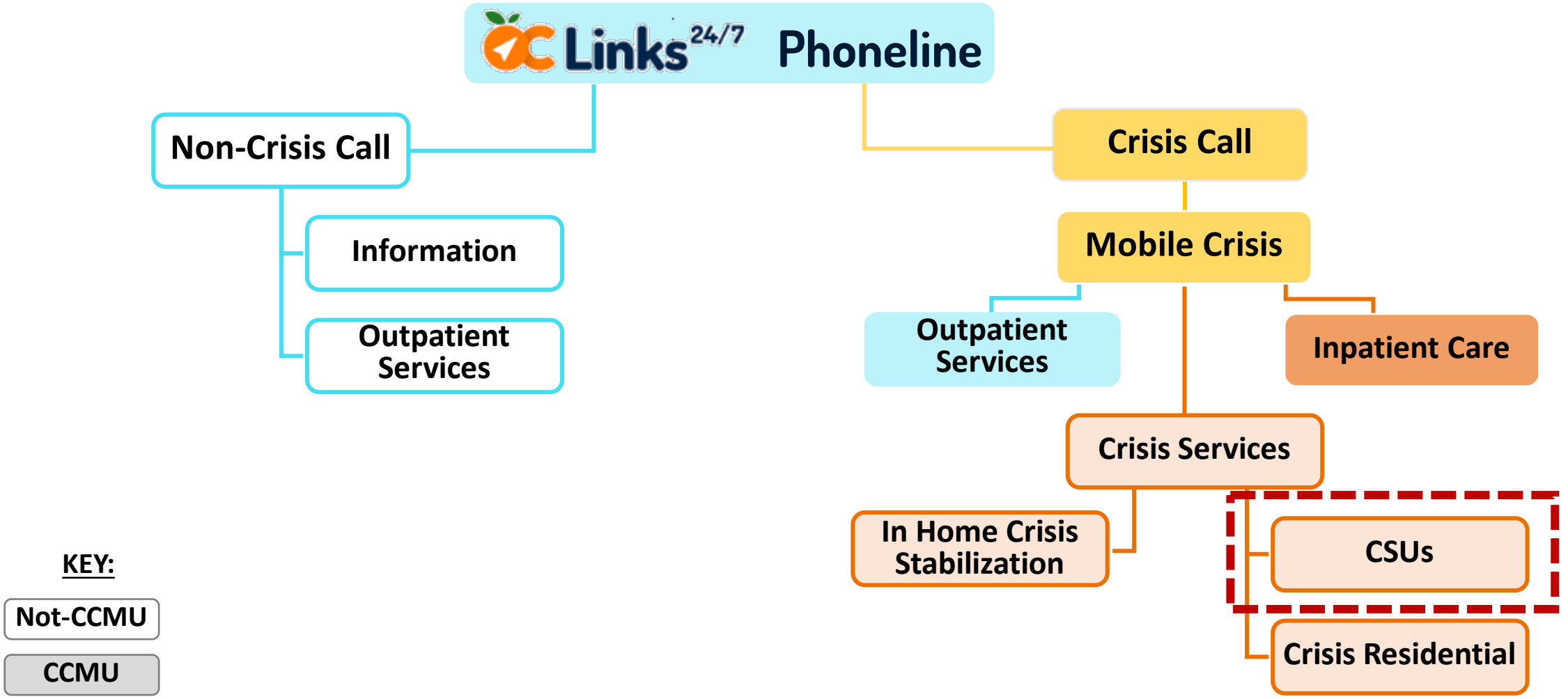
Refine/Enhance



CCMU Build Out: Dispatch for In-Home CS



CCMU Build Out: Flow of Information

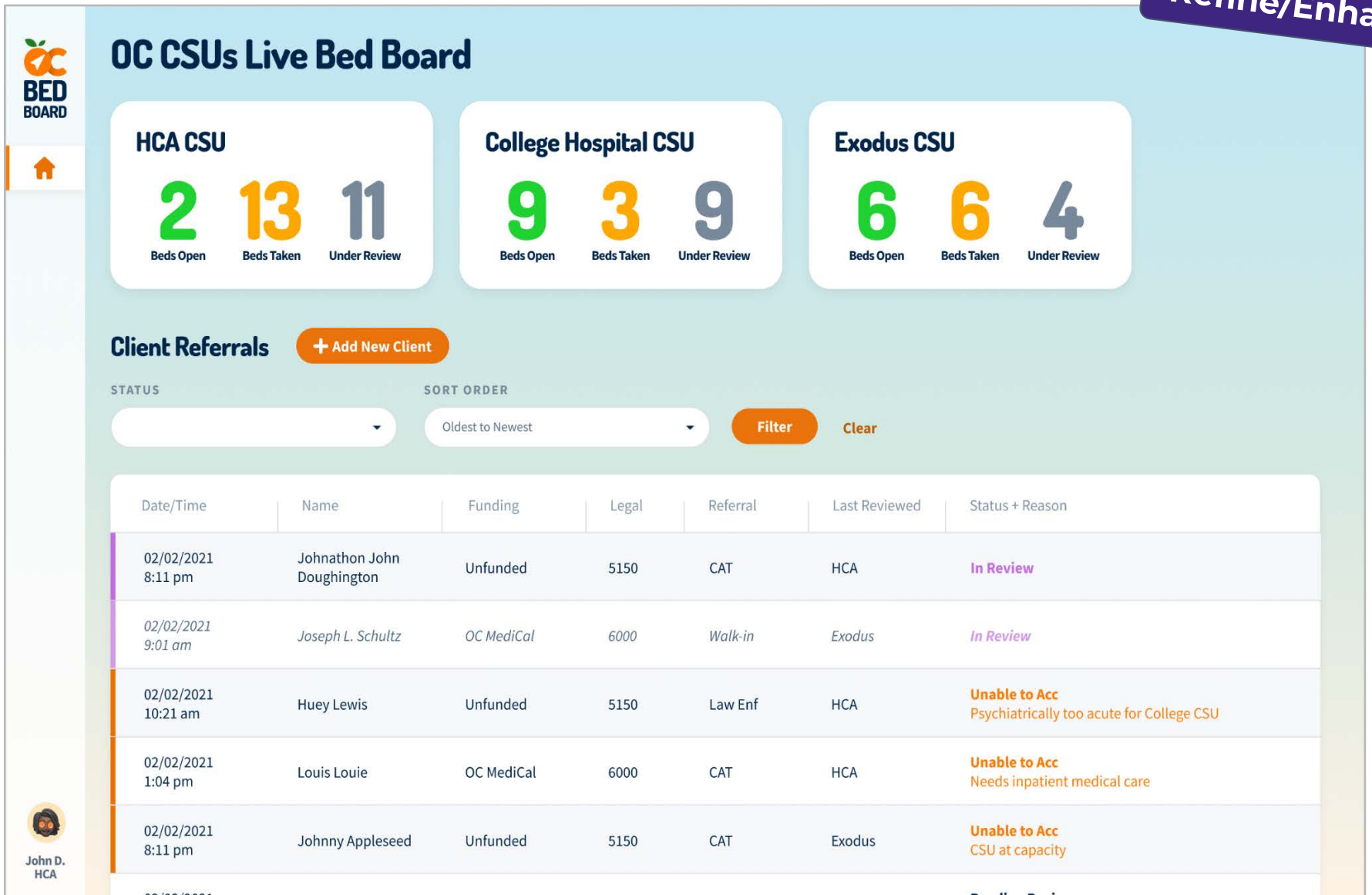


CSU Bedboards

(will be replicated for Crisis Residential Beds)

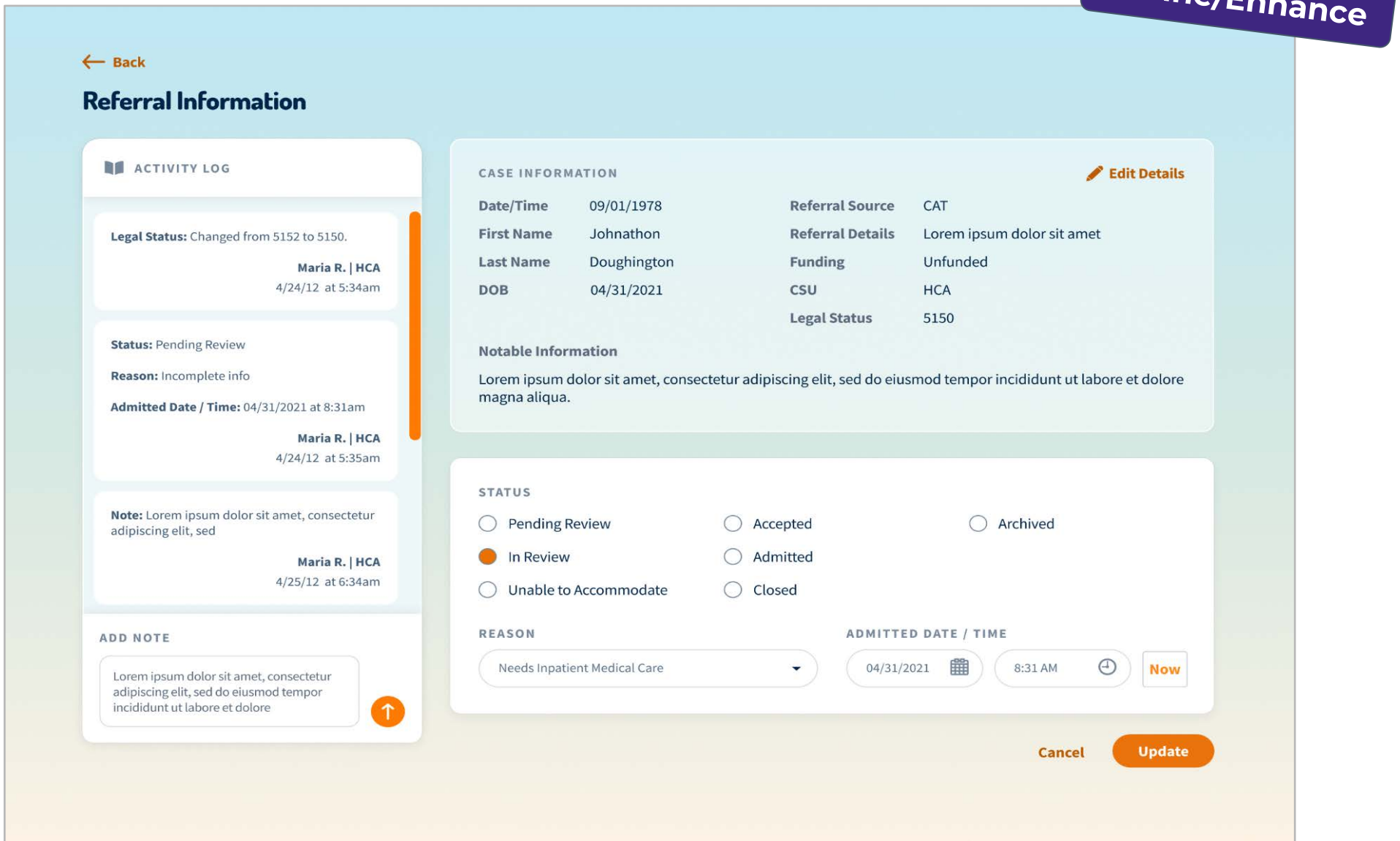
Program Use

Refine/Enhance



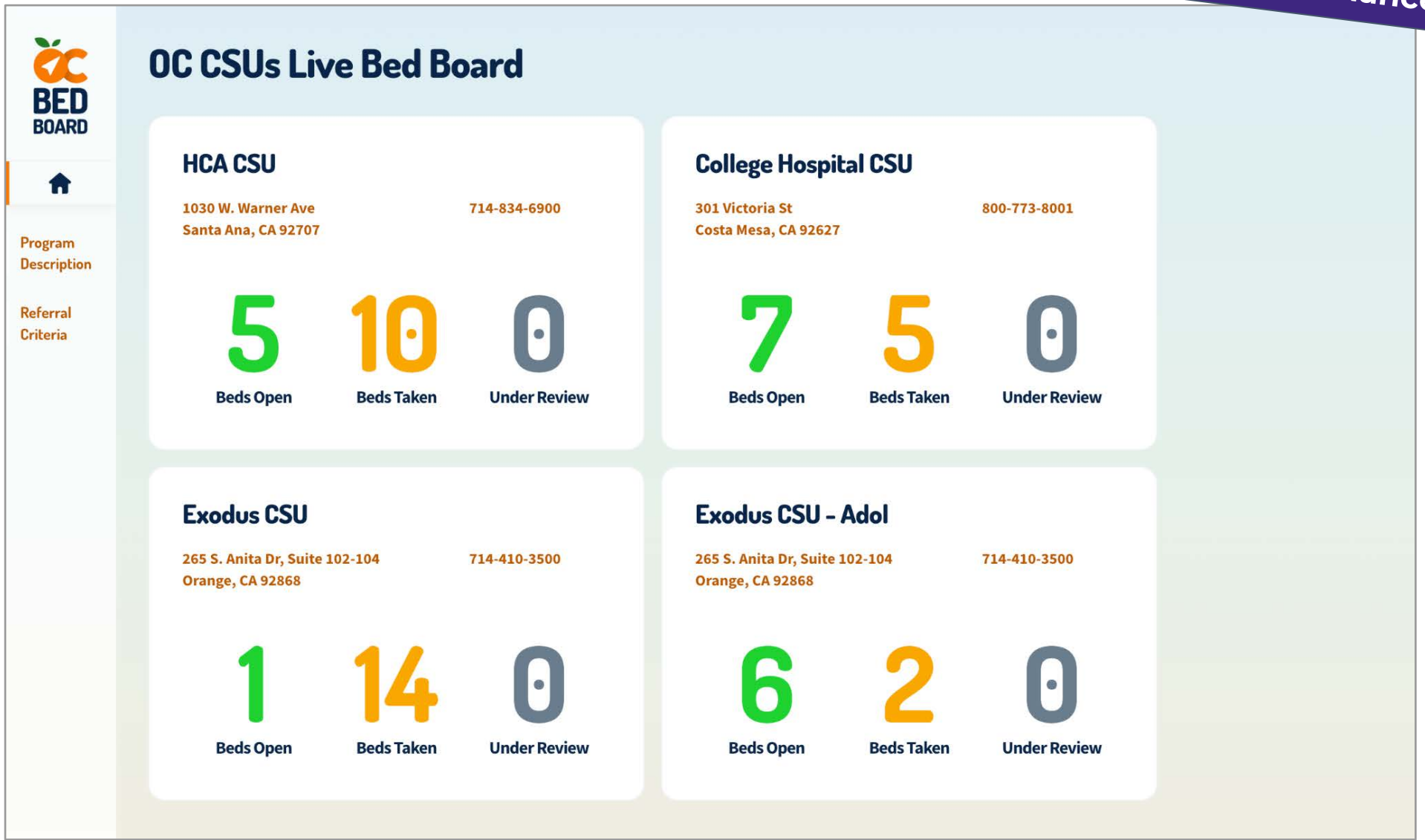
Program Use

Refine/Enhance



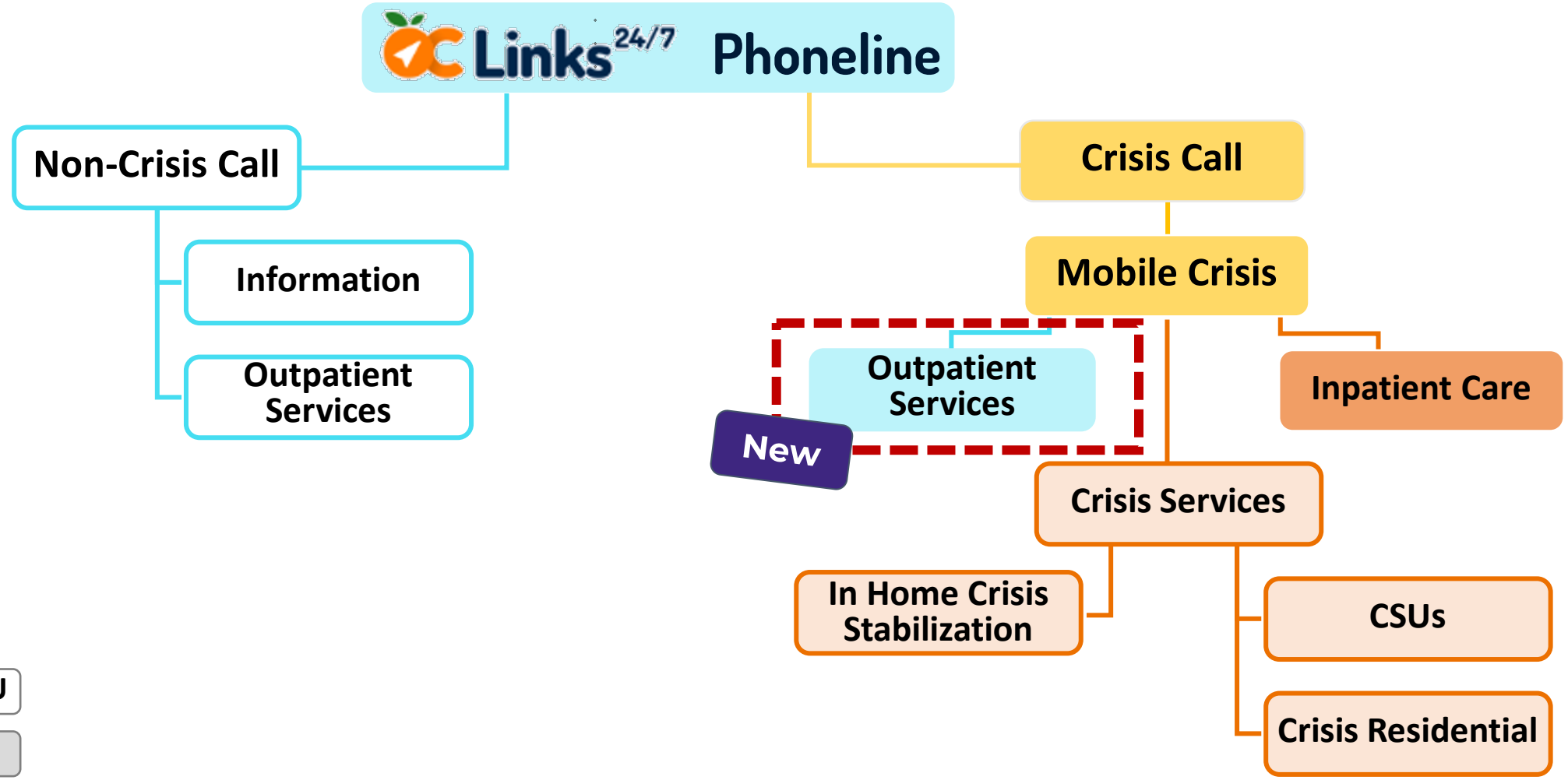
Public (Law Enforcement) Use

Refine/Enhance



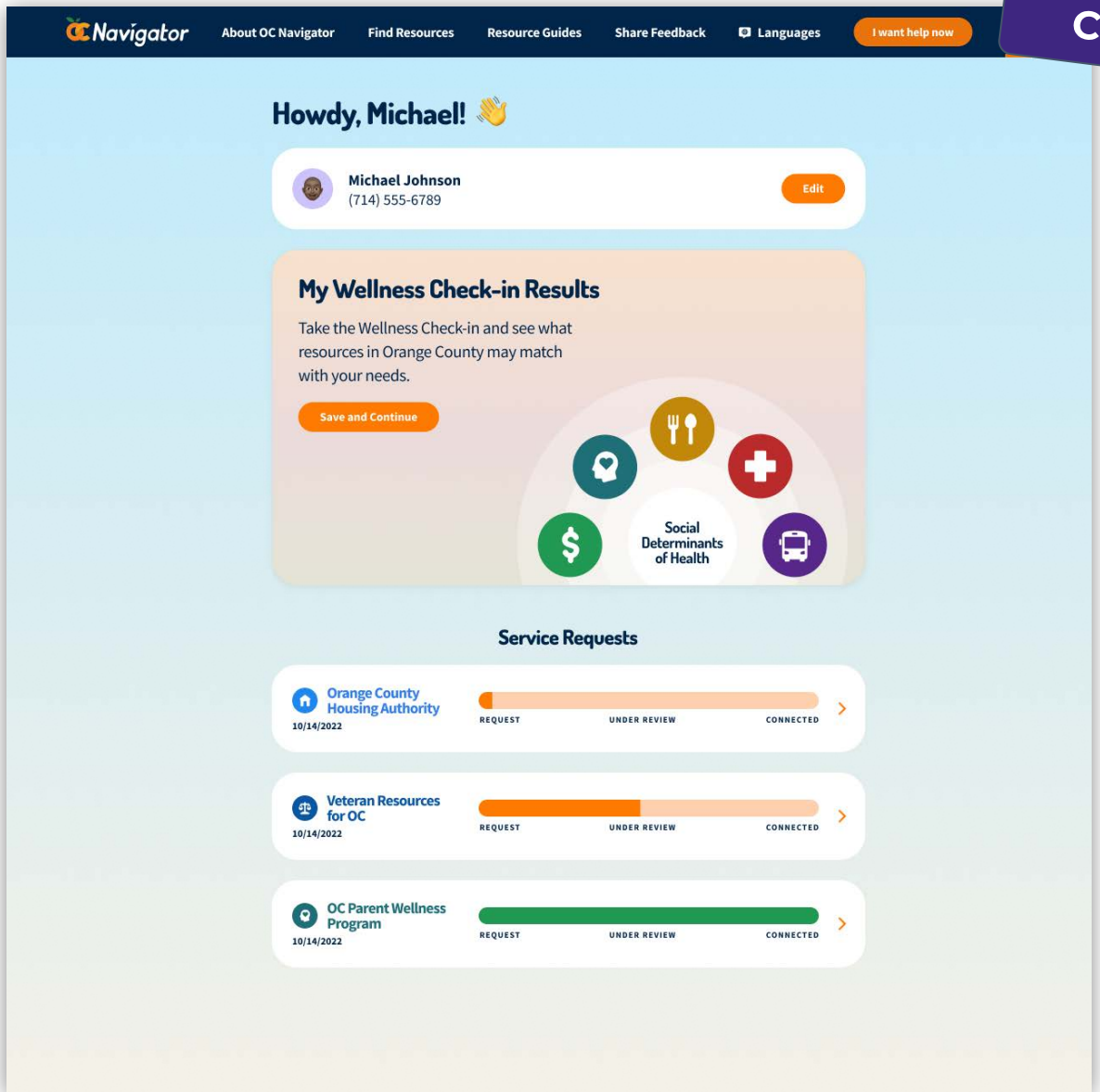
Closed Loop Outpatient Referrals

CCMU Build Out: Flow of Information



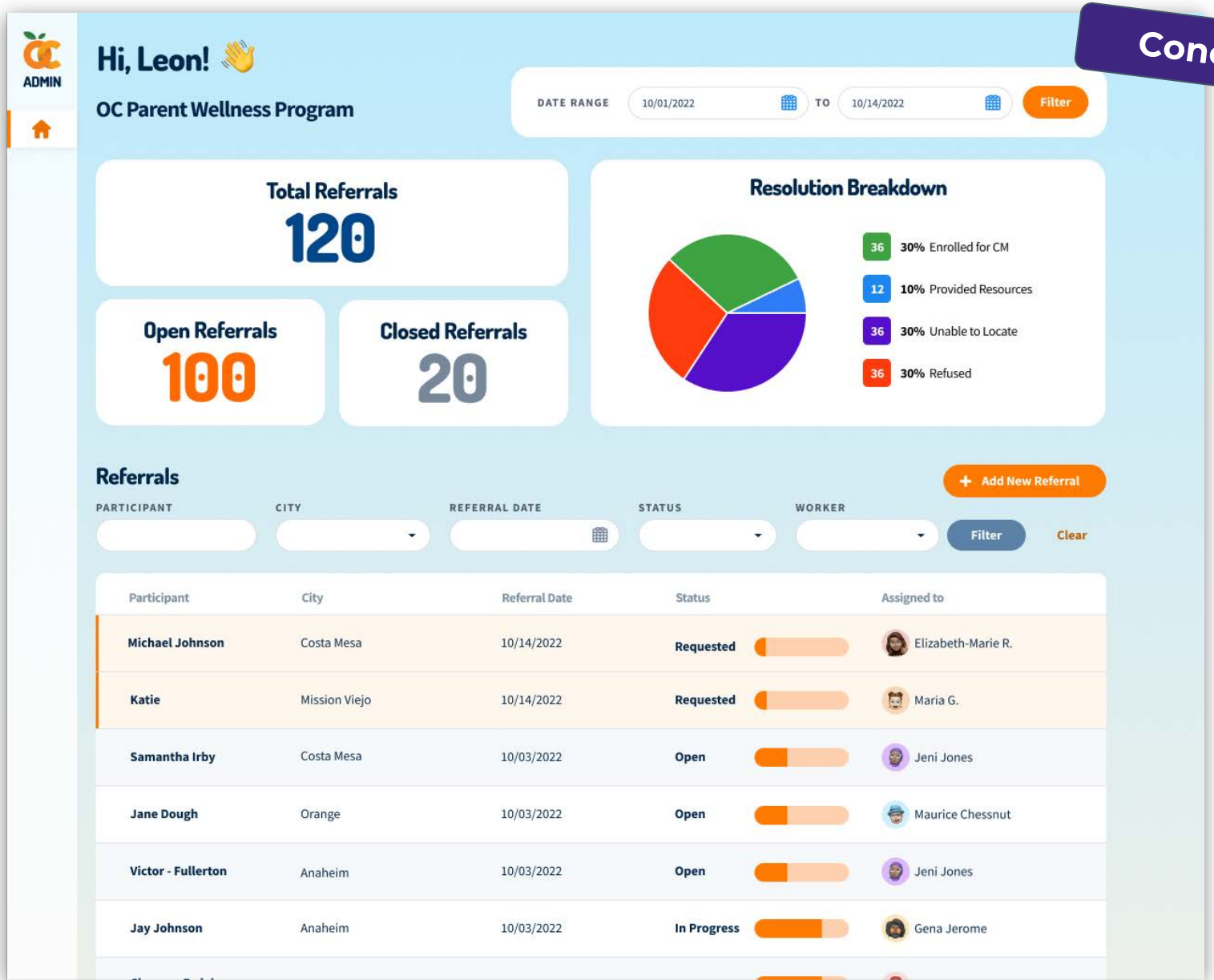
For the Client: Referral History & Details View

Concept

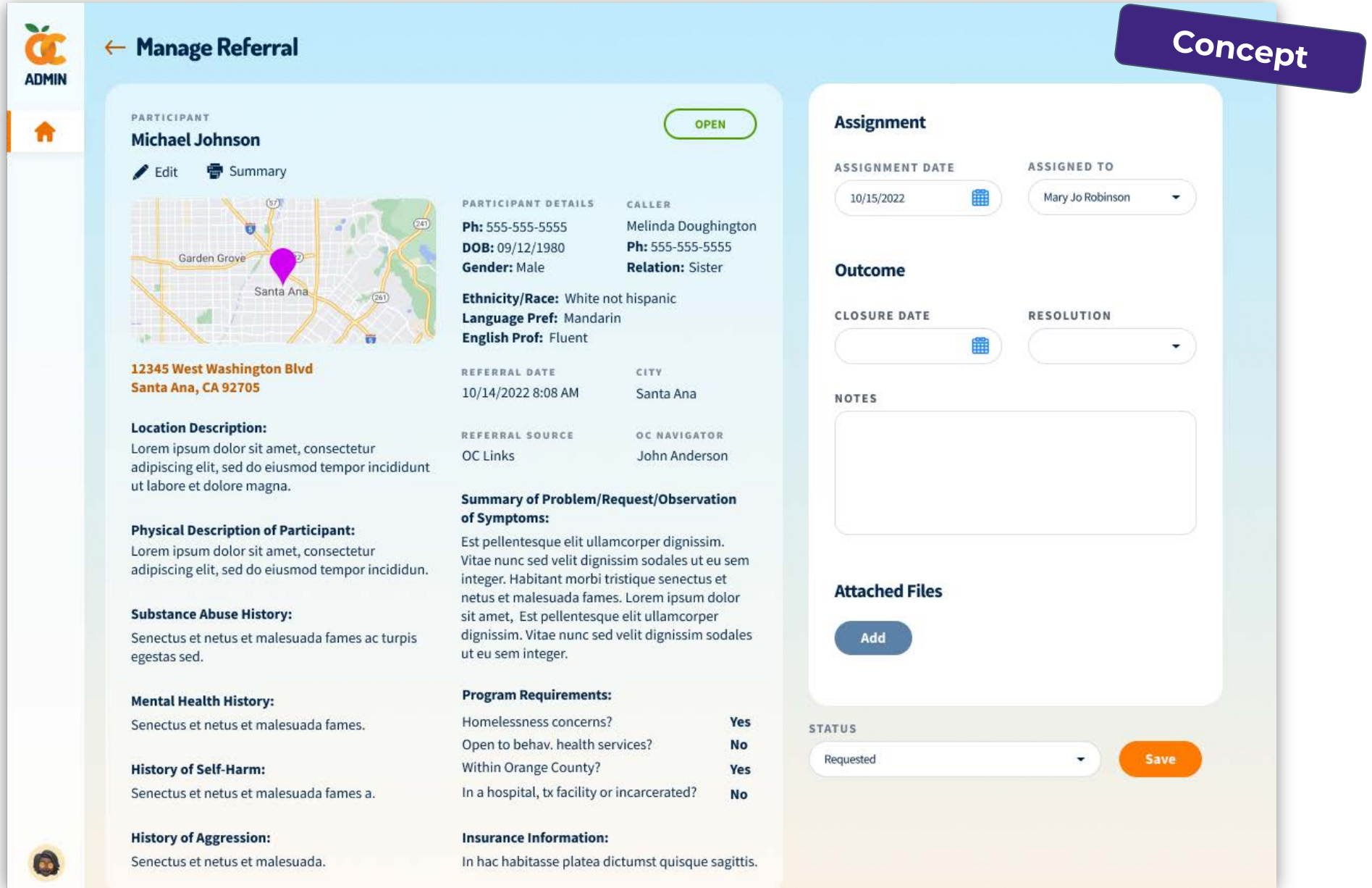


For the Supervisor: Referrals Dashboard

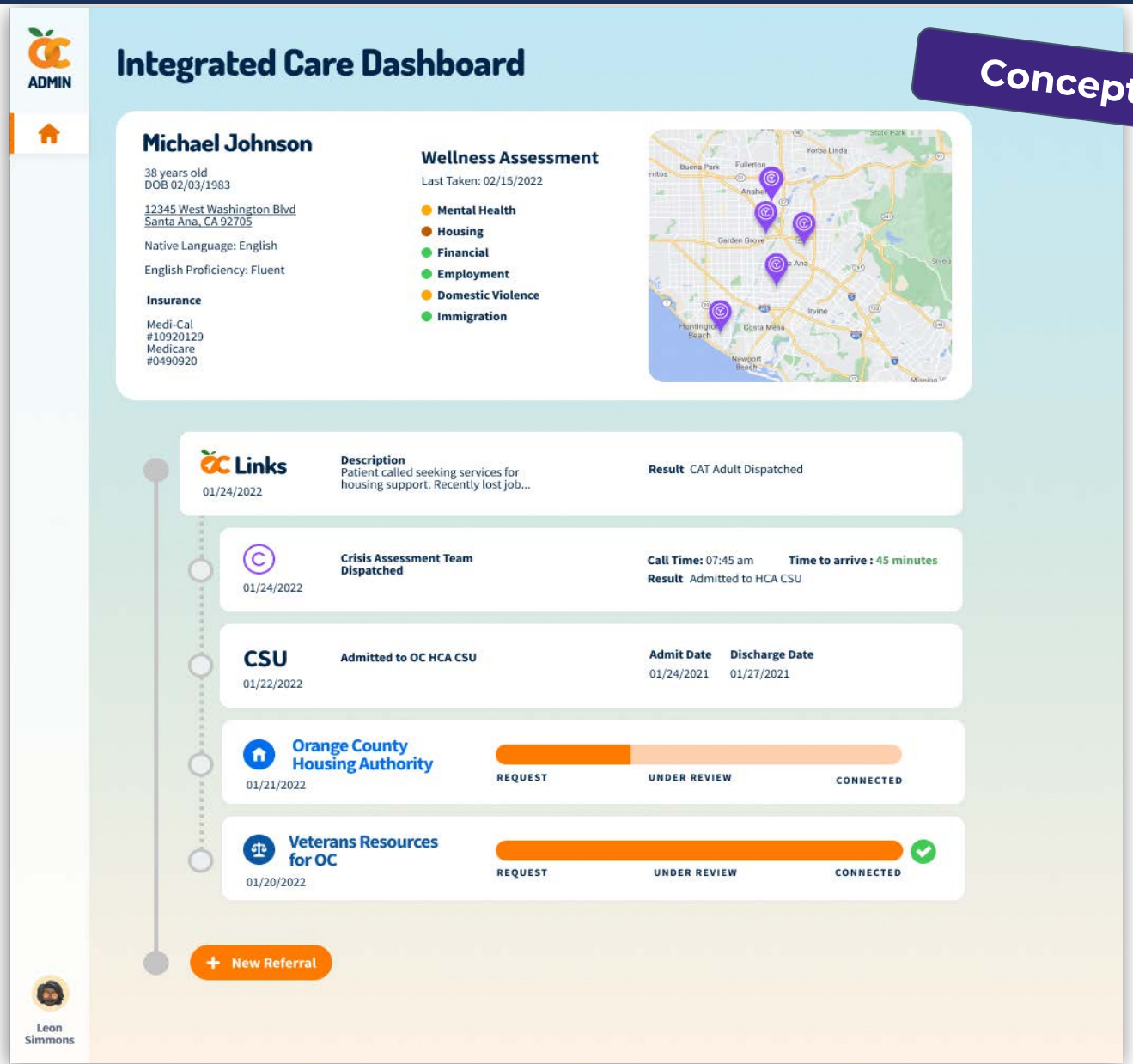
Concept



For the Supervisor: Client Referral Management



For the Provider: Individual Client Profile



Staff Scheduling Tool

Build/Refine

ADMIN

← Back

Chorus

Copy | Publish

January 1, 2023 - January 7, 2023

Last published on 02/28/2023 3:45 PM | 59 Shifts published | 3 Shifts not published

NOC SHIFT		SUN 1/01	MON 1/02	TUE 1/03	WED 1/04	THU 1/05	FRI 1/06	SAT 1/07
Christy Lee	54.0	OOO	12:00 AM - 8:30 AM	12:00 AM- 9:30 AM	10:00 PM - 6:30 AM	1:00 AM - 9:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM
Christina Le	47.5	11:00 PM - 8:30 AM	11:00 PM - 8:30 AM	12:00 AM- 9:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM		
Sharday Shaw	66.5	9:00 PM - 6:30 AM	9:00 PM - 6:30 AM	9:00 PM- 6:30 AM	10:00 PM - 7:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM
MarMar Tahery	47.5		12:00 AM - 9:30 AM	12:00 AM- 9:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM	12:00 AM - 9:30 AM	
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AM SHIFT								
Christy Forte	47.5	OOO		8:00 AM- 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM
Ellie Hwang	47.5	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM	8:00 AM- 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM		
Patrick Jeter	28.5		OOO	8:00 AM- 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM	OOO	
Jamie Bush	38.0		8:00 AM - 5:30 PM	8:00 AM- 5:30 PM	8:00 AM - 5:30 PM	8:00 AM - 5:30 PM		
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PM SHIFT								
Minhxuan Tran	47.5			3:00 PM- 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM
Brendan Peppler	38.0	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM	3:00 PM- 12:30 AM	3:00 PM - 12:30 AM	OOO		
Angelo Constantino	47.5		3:00 PM - 12:30 AM	3:00 PM- 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM	
Nancy Nguyen	28.5			3:00 PM- 12:30 AM	3:00 PM - 12:30 AM	3:00 PM - 12:30 AM		
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DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
CRISIS CARE MOBILE UNITS PROGRAM

BEHAVIORAL HEALTH
Justice Intervention Services

Tuolumne County Behavioral Health Mobile Crisis Unit

Lindsey Lujan | April, 11, 2023

Deputy Director
Tuolumne County
llujan@co.Tuolumne.ca.us

Building Our Team's Resources

Purchases for the Team

- iPads and mobile hotspots
- Three new vehicles
- One four-wheel drive for rural area

New Space Design for Designated Mobile Crisis

- New furniture
- New computers
- Electronic check in board

How do we promote Mobile Crisis?

1

Created a video/commercial for Mobile Crisis Services

2

Contract to show video at the local movie theatre

3

Connect with the local TV station to broadcast video

4

Currently working with the local radio station to promote program

HOW DO WE COLLECT?

Tuolumne County Behavioral Health

Access to Care Log

Phone Call ID:	22404
Date:	4/6/2023
Time AM/PM ONLY:	1:07 AM
Contact Type:	Phone
Contact Name:	Joe Shmo
Contact Phone #:	123-456-1234
Role of caller:	Teacher
Client Name:	
Client DOB:	
Client Phone #:	
Client Status:	
Client ID #:	
Reason for call:	Urgent crisis
Referred by:	School
Disposition: ?	Dispatched to field
Name of clinician sent to:	
Sent to voice mail:	☐
Staff ID:	
Comments (NO PHI):	

Access to Care log

Role of calle	Pertaining to (Name if	Date of birth	Phone # (if different)	Client?	Client ID #	Reason for c	Referred by	Disposition	Name of clir	Sent to voic	Staff ID	
Self	[redacted]		[redacted]		[redacted]	Unknown	Self	Informational	Stephanie	☐	8977	No response
Self				Open		Unknown	Self	Client hang-up / walk-out	CVSPH	☐	9028	Call Log
Self				Open		Seeking non-cr	Self	Sent to Access/Crisis clinicia	CVSPH	☐	9028	Call Log
Agency						Informational	Judicial	Informational	CVSPH	☐	9028	Call Log
Employer/cow						Informational	Self	Informational	CVSPH	☐	9028	Phone rollover/ Call Log
Self				Open		Seeking non-cr	Self	Sent to Access/Crisis clinicia	CVSPH	☐	9028	Call Log/Check in
Hospital				Open		Emergent crisis	Hospital	Informational	Stephanie	☐	8977	Placement Log
Hospital				Open		Emergent crisis	Hospital	Sent to Access/Crisis clinicia	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Teacher						Urgent crisis	School	Dispatched to field		☐		
Parent				Closed		Urgent crisis		Sent to Access/Crisis clinicia		☐	8998	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				New		Substance Use	Self	Sent to Access/Crisis clinicia	STEPHANIE	☐	8998	
Hospital				Open		Urgent crisis	Hospital	Sent to Access/Crisis clinicia	Kevin	☐	8977	Referral
Self				Open		Urgent crisis	Self	Sent to Access/Crisis clinicia	STEPHANIE	☐	8998	
Agency						Informational	Judicial	Informational	Stephanie	☐	8977	Safety Cell
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Unknown		Sent to Access/Crisis clinicia	BETSEY	☑	8998	INMATE 0007494
Self				New		Seeking non-cr		Sent to Access/Crisis clinicia	STEPHANIE	☐	8998	
Self				Open		Urgent crisis	Self	Sent to Access/Crisis clinicia	HEATHER	☐	8998	Crisis walk-in
Hospital				Open		Emergent crisis	Hospital	Sent to Access/Crisis clinicia	Tom Vicknair	☐	9028	Crisis Referral
Self				Open		Urgent crisis	Self	Sent to Access/Crisis clinicia	STEPHANIE	☐	8944	
Agency						Urgent crisis		Sent to Access/Crisis clinicia	BETTY	☐	8998	SAFETY CELL
Agency						Informational	Self	Informational	Stephanie	☐	8977	Safety Cell
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Other	CVSPH	☐	9028	Call Log
Self				Open		Seeking non-cr	Self	Other	CVSPH	☐	9028	Call Log
Self				Closed		Urgent crisis		Sent to Access/Crisis clinicia	HEATHER	☐	8998	
Parent				New		Seeking non-cr		Sent to Access/Crisis clinicia	HEATHER	☐	8998	Screening
Hospital				Open		Informational	Hospital	Informational	Heather	☐	9028	Placement Log
Self				Closed		Seeking non-cr		Sent to Access/Crisis clinicia	HEATHER	☐	8998	
Self				Closed		Informational	Self	Sent to Access/Crisis clinicia	HEATHER	☐	8998	Needed outside resources
Self				Open		Informational	Self	Other		☐	8944	INMATE ID 0030410 / WANTED TO KI
Self				Open		Informational	Self	Other	Heather	☐	9028	Inmate call. Needed information
Self						Informational	Self	Informational	Stephanie	☐	8977	Roll Over
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Self				Open		Seeking non-cr	Self	Informational	Stephanie	☐	8977	
Parent				New		Seeking non-cr		Sent to Access/Crisis clinicia	HEATHER	☐	8998	Screening

Tuolumne County Behavioral health

MULTI-PURPOSE ASSESSMENT

Medical/Service Necessity and Level of Intervention Evaluation

Purpose of Assessment

Circumstances for triage; crisis; intake; update:

Symptoms

Current Symptoms (ex: mental status, onset, severity, frequency, duration):

Impairments

Does the individual have significant impairments in an area of life finctioning? O Yes O No

Current Significant Functional Impairments:

Substance Use

Does client have any history of, or current substance use? O Yes O No

Current and/or Historic Substance Use;

Alternative Treatment Options

At this point, could Individual be treated by PCP or community provider/support? O Yes O No

Medical Information

O Release of Information Completed (required)
Provide reason in 'Additional Information' section if no release is in place (below).

Personal Physician		Phone 000 000-0000	Fax
Address		City, State, Zip	
Pharmacy	Phone		Fax
Hospital Preference			

Current medications (and name of physician prescribing if different than PCP)

**If this is an ongoing client who is receiving medication services only, describe the plan or efforts made to involve or refer to a PCP:

If Client is Allergic to any Medications and/or Food, Please Specify:

History or Additional Information:

Treatment Options to Achieve Recovery/Resolution:

- ☐ MH Outpatient Services
- ☐ Community Resources (Peer Support/Self Help/12 Step
- ☐ Transitional Supports/Case Management
- ☐ Walk-In/Observation
- ☐ Inpatient (psychiatric facility)
- ☐ Alcohol and Drug Services
- ☐ Community Provider (PCP, Private Provider)
- ☐ Other

Primary reason for dispatch		
Possible risk of harm to self or suicide risk	○ Yes	○ No
Possible risk of harm to others	○ Yes	○ No
Significant decompensation or inability to care for self	○ Yes	○ No
Possible substance use, intoxication, or overdose risk	○ Yes	○ No
Welfare check (individual receiving BH Services)	○ Yes	○ No
Welfare check - other	○ Yes	○ No
Significant agitation or bizarre behavior	○ Yes	○ No
Other reason	○ Yes	○ No

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Thank You