



Tips & Techniques

Portland Police Bureau

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MOBILE CRISIS TEAM (MCT) (Mobile Mental Health Response)

WHAT IS THE MCT? Three mental health agencies and the County are collaborating to provide mobile crisis response services County-wide. The MCT will be comprised of master's level clinicians, working either singly or in pairs, depending on the needs of each specific request.

IS THIS DIFFERENT FROM PROJECT RESPOND? For Central Precinct officers who have been working with Project Respond, the Project Respond team will continue to function as it always has, providing crisis response and outreach services in the downtown core and west side. The MCT will be comprised of additional staff to provide crisis response services through the other areas of the County.

WHAT SERVICES WILL MCT PROVIDE? Similar to Project Respond in the downtown and Westside area, the MCT will provide field-based (on-site) mental health consultation to law enforcement and the community. Services will include, but are not limited to, assessment for hospitalization, alternative plans to avoid hospitalization in cases where it is not clinically required, referrals to other social services, and short-term follow-up.

WHEN SHOULD YOU CALL FOR MCT? Any time that you believe that a mental health professional might be of help, including: possible hospitalizations, thorough mental health assessment (in those "gray" cases), or calls where citizens are particularly distraught (i.e., victims of crime, etc.).

WHEN SHOULD YOU NOT CALL MCT? In cases where the primary problem is acute intoxication, MCT will not be of much help. In those cases, however (particularly those where you may be receiving multiple calls to the same home), you are welcome to contact the team at a later time to consult about possible intervention or follow-up.

Calls Involving Children under the Age of 14: Mental health providers cannot speak to children under the age of 14 without the permission of the child's parent or legal guardian. The only exception to this is in situations where mental health intervention is needed to address a life-threatening situation; in these cases, the child would most probably be transported to an emergency room. Therefore, we will only be able to respond to calls involving children under 14 in the following situations:

- The parent/legal guardian is on scene and will give permission for us to meet with the child.
- The child is in SCF or OYA custody, and SCF/OYA staff have requested our presence.

- You have spoken directly with the parent or guardian and they have given you permission to have us come to the scene (you may have to testify that you were given permission).
- An equally reliable professional source (teacher, school counselor, etc.) will confirm that they have been given parental permission (again, they would need to be sure enough to testify on that issue).

HOW DO YOU REACH THE MCT? We have developed a protocol with BOEC to contact the Mobile Crisis Teams through our phone center (where staff will be tracking the availability and location of all MCT staff on shift, allowing them to provide BOEC with availability, ETA, etc.). Please make your request for MCT through BOEC. You will be asked to provide the following information:

- Name/DOB (if available) of the person for whom you are requesting help (to allow us to search our records before coming out)
- Location
- Your name/badge no.
- Cell phone number (if available)
- Brief summary of the situation and the service you are requesting

For officers who may have use of a cell phone, you will be given the option of providing BOEC with a callback number, so that you can speak directly with the MCT that will be responding to your call.


WHAT WILL HAPPEN WHEN THE MCT ARRIVES ON SCENE? MCT staff will consult with you prior to meeting with the client (whenever possible) to get your input on the situation, and to ask what you would like the Team to accomplish during our contact.

WHAT ARE THE HOURS OF THE MCT? MCT will be available 24 hours a day, seven days a week.

WHEN DOES THE SERVICE START? The MCT started the expanded service to the east side September 1st. Although the MCT will have staff on each of the three shifts, the MCT management is still in the process of filling all of the positions. Please request MCT assistance in any and all cases that you wish. The staffing levels of the program will be directly determined by the requests for service; accordingly, the more requests for service received, the sooner staffing levels will be increased to meet the needs of the community.

HOW MANY MCT STAFF ARE THERE? Five staff members are currently dedicated to the east side response teams. A single staff member will be working the overnight shifts; accordingly, during those overnight shifts (10pm - 8am) the MCT member will only be providing mobile response services to law enforcement, and to the emergency rooms. MCT is continuing to hire for the team, and will keep law enforcement agencies posted on a monthly basis about our staffing levels.

WHO TO CALL IF YOU HAVE PROBLEMS, CONCERNS, SUGGESTIONS? CIT Coordinator at (503) 823-0183.


 Mark A. Kroeker
 Chief of Police