

San Diego County Mobile Crisis Response Team (MCRT)

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Establishing Best Practices

- Established MCRT Referral Criteria with law enforcement
- Notification calls
- Created and collaborated on training materials to train dispatchers and officers/deputies in the field
- Piloting direct referrals from law enforcement with Chula Vista Police Department
- Weekly workgroups for case consultations and continue to refine best practices

MCRT Referral Criteria

Candidates for referral must meet the Safety Criteria below to be accepted to MCRT:

No injuries requiring a medical response.

No weapons involved or known to be in possession of person.

The person is not involved in serious criminal activity, related to this call, that warrants law enforcement.

Person is not known to be wanted in connection with an ongoing LE investigation.

No threat of immediate violence or reasonable potential for immediate violence or use of violence toward others or self.

Law enforcement was not specifically requested.

MCRT/Law Enforcement Workgroup

- Collaborated with law enforcement agencies to establish workflow that worked best for their agency and their operations
- Provided in person training for agencies as requested
- MCRT completed “ride-alongs” with dispatch staff
- Established a strategic rollout approach across the region
- Piloting direct referrals from deputies in the field with the Sheriff’s department and dispatch staff
- Continue weekly case consultation with lessons learned and success stories

MCRT Police Dispatch Our Community

CHULA VISTA POLICE DISPATCH COMMUNICATIONS MANAGER

CARLA EVEN

MCRT Implementation



2021
July

Step 1

Attended **my**
first MCRT
meeting

2021
August

Step 2

Chula Vista
Police received
their first MCRT
info call and
request for
assistance

2021
September

Step 3

MOA was signed,
SOP's established,
training completed,
Chula Vista Police
begins transferring
callers to MCRT

2022
Sept-Feb

Step 4

Established best
practices,
ongoing
training, and sit
along

2022
July

Step 5

Continuing
to learn and
utilize the
resource

06.13.2022

WORKING TOGETHER



- ❖ Education and Training
- ❖ Standard Operating Procedure (SOP)
- ❖ Cheat Sheets for quick reference
- ❖ Triageing Calls
- ❖ MCRT triaging calls
- ❖ Review and Examples
- ❖ Supervisors monitoring
- ❖ Collaboration with MCRT Staff
- ❖ Sit-along
- ❖ Identifiers of a mental health crisis

IDENTIFYING WHAT TYPE OF SUPPORT IS NEEDED



- ❖ MCRT Info
- ❖ MCRT Assist
- ❖ MCRT Referral
- ❖ MCRT Request

Triaging a Call

- ✓ Location
- ✓ Name and DOB
- ✓ Circumstancing requiring an MCRT response
- ✓ No threat of immediate violence or potential for violence
- ✓ No injuries requiring medics
- ✓ No weapons
- ✓ No Crime
- ✓ Not known to be wanted by police
- ✓ Law Enforcement not specifically requested