



# Dispatch Protocols

## Emergent, Urgent and Administrative Defined

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### Policy 1734.01 Dispatch Protocols

Please reference Policy 1734.02 Covid-19 Dispatch Protocols in response to North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Numbered Memorandum 2020-02.

### Volunteers of America (VOA) Dispatch

VOA Triage and dispatch protocols determines if dispatch of the mobile crisis outreach team is required. VOA triage does not determine legal status prior to dispatch, but thoroughly assess the nature of the crisis, conducts a safety screen and maintains referral protocols to voluntary or involuntary services per North Sound BH-ASO Policy 1731.00.

Mobile crisis outreach teams will determine if a dispatch referral from VOA requires an Emergent or Urgent response and will coordinate the outreach response with the requestor(s).

### Emergent

Dispatch with a 2-hour contracted response time:

- Dispatch Results in a dispatch number
- Emergent dispatch shall not be adjusted to urgent because of circumstantial barriers not noted in Category 1 or 2 below
- Direct Law Enforcement Referrals – Mobile Crisis Outreach teams can self-dispatch for emergent requests and will:
  - Communicate dispatch and disposition with VOA Triage.

Providers have the option to indicate when they cannot comply with the 2-hour window.

- Category 01: Staffing – staff is not able to respond within 2 hours due to coordination with law enforcement (LE), emergency medical services (EMS) or another resource required to ensure safety of the staff and the client/respondent during the outreach
- Category 02: Complex Case – cases that started out as administrative and then resulted in an emergent dispatch

### Urgent

- Dispatch that exceeds a 2-hour response but occurs within 24 hours
- Dispatch results in a dispatch number
- The following are the *only* cases that are dispatched as Urgent:
  - Jails
  - Inpatient Psyche Units
  - Medical Floors
  - Logistical issues (i.e. the client is not home yet, but has agreed to an outreach when they get home)
- This is not a “NED” (a non-emergent detention proceeding)

### Administrative

- Applies only to designated crisis responder (DCR) (H2011 w/HW) activity, not Crisis Intervention Services (H2011)
- Any issue or request not tied to a dispatch that is informational in nature and does not result in a face to face intervention. The following are examples:
  - Inquiries about Less Restrictive Orders (LROs)
  - Consultations with jails
  - Involuntary Treatment Act (ITA) Paperwork follow-up
- Does not result in a dispatch number

### Self-Dispatch

- Direct referrals (i.e., Law Enforcement) received by Mobile Crisis Outreach that result in a self-dispatch does not require a VOA dispatch number prior to conducting the outreach.
  - Self-dispatched case dispositions shall be reported to VOA upon completion of the first contact. This ensures that VOA is aware of any outreach activity if additional requests from the community occur.