



# MRRCT and DCR Dispatch Protocols

Emergent, Urgent and Administrative Defined

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Policy 1734.01 MRRCT and DCR Dispatch Protocols

## **Volunteers of America (VOA) Referrals**

North Sound BH-ASO delegates VOA the authority to determine if a call to the Regional Crisis Line (RCL) requires an in-person, or face-to-face crisis response. North Sound BH-ASO's RCL staff do not determine immediacy of the outreach response or legal status prior to dispatch, but thoroughly assess the nature of the crisis, conducts a safety screen, and maintains referral protocols for Mobile Rapid Response Crisis Team (MRRCT), Child, Youth and Family MRRCT or Designated Crisis Responder (DCR). All VOA dispatches result in a dispatch number.

## **MRRCT and DCR Dispatch**

MRRCT and DCR teams will determine if a dispatch referral from the RCL requires an Emergent or Urgent response and determines if further fact gathering, safety screening, follow up activity or other community services are appropriate. Providers shall prioritize in-community, face-to-face MRRCT response, when appropriate, prior to engaging Designated Crisis Responder (DCRs).

Once a referral for dispatch has been made by VOA, MRRCT and DCR staff are expected to continue information gathering and provide ongoing coordination with the referent or other collateral contacts. MRRCT and DCR staff determine how or where the outreach is conducted based on the information available. MRRCT and DCR dispatches originating through the RCL shall coordinate case disposition and follow-up.

## **Law Enforcement/First Responders**

Law enforcement or first responder co-response outreaches that originate through 911 do not require a VOA dispatch prior to conducting the outreach. Law enforcement or EMS co-response programs shall coordinate case disposition or follow up needs with the RCL, MRRCT or DCR teams when ongoing coordination with crisis services are required or in the best interest of the individual.

MRRCT or DCR teams that self-dispatch for law enforcement or first responders shall coordinate and communicate with North Sound BH-ASO's RCL.

## **Outreach Type Defined**

**Emergent:** Dispatch Response within a 2-hour response time:

- The location of the individual is known.

**Urgent:** Dispatch that exceeds a 2-hour response but occurs within 24 hours

- The following are the *only* cases that are responded as Urgent:
  - Jails

- Inpatient Psychiatric Units
- Medical Floors
- Logistical issues (i.e., location unknown, the client is not home yet, but has agreed to an outreach when they get home)

### **Dispatch Delay Reasons**

MRRCT or DCR staff have the option to indicate when they cannot comply with dispatch response times.

Delay reasons include:

#### **Category 01: Staffing (Safety)**

- Coordination with law enforcement (LE), first responders, or another resource required to ensure safety of the staff and the client/respondent.
- Unstaffed community/home locations in which safety cannot be ensured based on safety screening completed by the RCL, MRRCT or DCR staff .

#### **Category 02: Complex Case:**

- No known location or whereabouts become unknown.
- Administrative cases or any activity that did not originate from a referral for dispatch, but then resulted in an emergent or urgent dispatch.

### **VOA/DCR Follow-Up Referrals**

- Applies only to DCR activity, not MRRCT. Does not result in a dispatch number.
- Any issue or request not tied to an Emergent/Urgent dispatch but is informational in nature. The following are examples:
  - Inquiries about Less Restrictive Orders (LROs);
  - Consultations with jails, inquiries about legal process; and
  - Involuntary Treatment Act (ITA) Paperwork follow-up