Funding Stream
Funds for Mobile Crisis Response (MCR) will always come through Core Services. Services accessed once the MCR intervention is complete will NOT automatically go through Core Services. Utilize the appropriate funding streams (private insurance/Medicaid) for other services once accessed.

Definition of Services
- **Service goals are centered on promoting child and family safety and family protective capacity.**

- Mobile Crisis is a HIGH LEVEL VOLUNTARY CRISIS service that is designed as an alternative to placement. It prevents placement by putting immediate services into place to stabilize the family and to maintain safety. This service is available 24 hours a day, 7 days a week and takes place primarily in the home of the individual. In addition to the immediate crisis element of the service, it may address therapeutic, concrete, and/or collateral issues in order to maintain the child(ren) in the home.

Criteria for Service
1. Parents must agree to the service.
2. Family must agree to protect the child(ren) from further harm.
3. A workable safety plan can be implemented.
4. Provision of services must bring the risk of harm to a manageable level.
5. There must be the reasonable possibility that services will bring significant improvement in parental competency, which will allow the child(ren) to remain in the home upon completion of the program.
6. Domestic Violence families will be considered as long as the risk from the perpetrator is manageable.
7. MCR may be appropriate if a juvenile sexual perpetrator with limited prior acts is in the home **IF** the family is protective of other children, and willing to engage in a safety plan and treatment.
8. Home-based intervention is not involved with the family.
9. There is a 60 minute response time

Measurement of Success
- Client demonstrates empathy for the experiences and needs of their children.
- Client demonstrates ability to explain what their protective role and responsibilities entail, the consequences to the children should they fail to protect, and is able to articulate and demonstrate that they value and believe it is their primary responsibility to protect the children.
Clinical Guidelines and Service Definitions
Mobile Crisis Response
Continued

**Estimated Length of Treatment:**
This service should not be in place for more than 72 hours, and uses an average of 4-6 hours. The service ends the business day following the intervention. If services are needed between the after-hours intervention and the staffing, Home-based services and/or other services can be authorized through an AspenPointe care coordinator.

**Frequency of Service:**
Up to twelve hours of direct service per family during a 48-72 hour time frame only. The service should be used only once for a family. Caseworker should consider whether that requirement is being met if the family continues to experience crisis situations and does not stabilize.

**Provider Credentials:**
Providers must be licensed or hold Master’s Degree in a mental health related field and three years of experience in the field and be under the weekly supervision of a Licensed Master’s Level Provider. Providers must have completed additional training in non-violent physical intervention, crisis response, and child abuse prior to providing this service. Additional training to include domestic violence, substance abuse, and sexual abuse must be completed within 6 months.

**Provider Responsibilities:**
- Providers will have personal monthly contact with caseworkers (i.e. phone, voice mail, or in person) to discuss the status /progress of the case.
- Refer to *Core Services Handbook or Provider Manual.*

**Caseworker Responsibilities:**
Refer to *Core Services Handbook or Provider Manual.*
- Must notify the AspenPointe Care Coordinator by the next business day that MCR services were utilized
- Set staffing within 48 - 72 hours

**Staffing:**
Within 72 hours of intervention, a caseworker will facilitate this staffing. It will be:
- Strength-based, family-centered, and
- Identify clear goals, objectives, interventions, and time lines.