



Mobile Crisis Response

Austin City Council - Public Safety Committee
August 17, 2020

Integral Care supports adults and children living with:

- **mental illness**
- **substance use disorder**
- **intellectual and developmental disabilities**

We help people build health and well-being so everyone has the foundation to reach their full potential.



Mobile Crisis Response Overview

Goal: Connect individuals experiencing a mental health crisis to specialized care as quickly as possible, divert people away from emergency rooms and jails

Features:

- Specialty team of mobile mental health professionals
- Goes anywhere someone needs help
- Follow-up for 90 days after the initial crisis with community based services
 - Support stabilization, connect to ongoing behavioral health services, prevent future crises.
 - Counseling, case management, medical provider assessments, prescriptions for medications, and living skills trainings



Mobile Crisis Response Comparison

Mobile Crisis Outreach Team (MCOT)

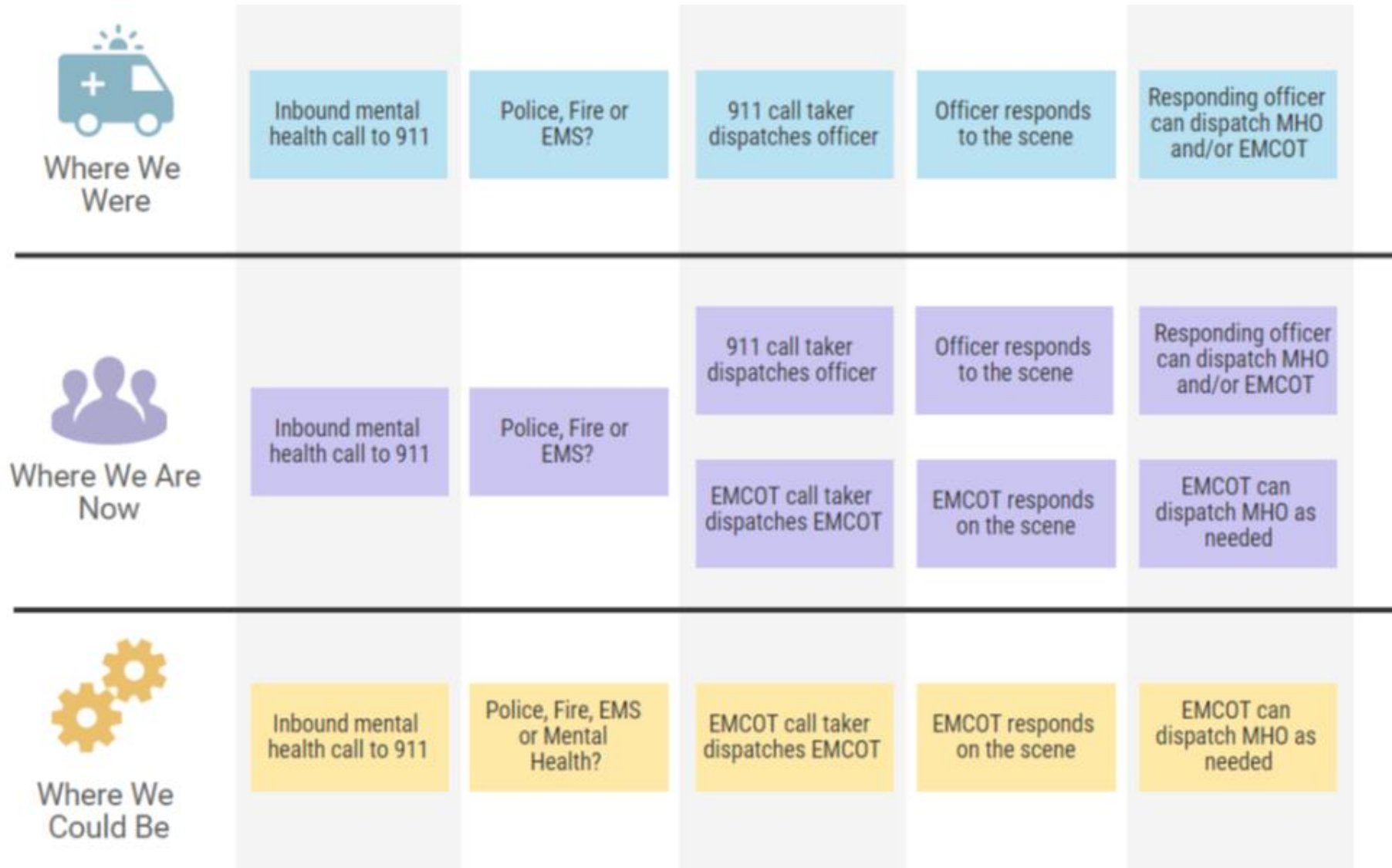
- Founded in 2006
- Funded by Travis County & state of Texas
- Dispatched by Integral Care 24/7 Helpline

Expanded MCOT

- Founded 2013
- Funded by City of Austin & Travis County beginning in FY20
- Dispatched by 911 Call Center
- Co-responds with first responders (multiple agencies & jurisdictions)
- Trains first responders
- Beginning FY20:
 - Staff the 911 Call Center
 - Telehealth support for first responders



Mental Health Crisis Response Transformation



What Would an Ideal Response Look Like?

FY20 • Current Model

28.5 FTE's, 16 hrs. M-F and 10 hrs. Sat-Sun, **11%** of APD calls and **20%** of EMS calls

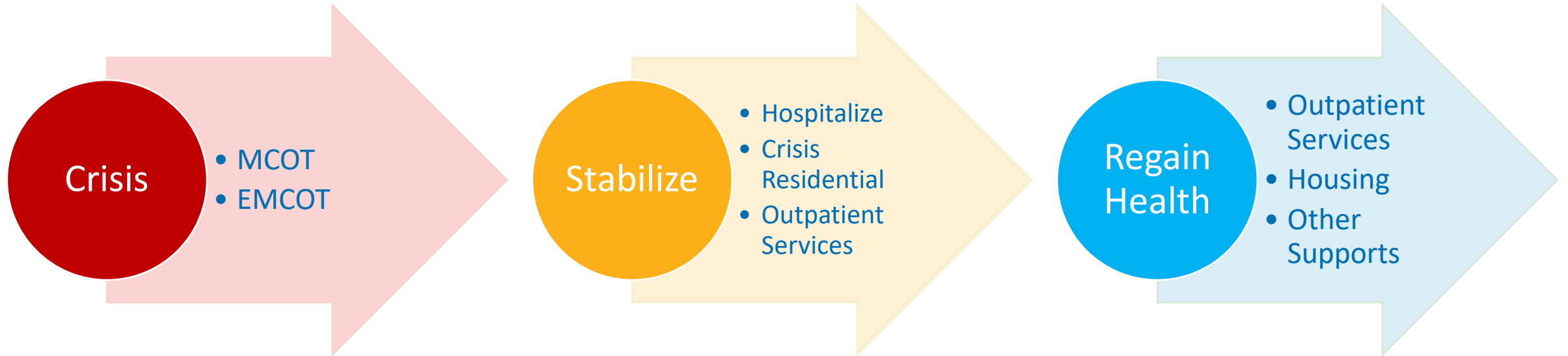
FY21 • Requested Model (Original)

38.5 FTE's, **24/7** response, **25%** of APD calls, **40%** of EMS calls, **90%** of CTECC calls

FY21 • Proposed Model

76.5 FTE's, **24/7** response, **100%** of APD calls, **100%** of EMS calls, **100%** of CTECC calls

System of Care



- A person does not live in crisis
- They need specialized services and ongoing support to regain health
- The public system lacks capacity to receive a higher volume of people who need step down services and ongoing supports

Questions and Comments

Thank you for your time
and support

