

## St. Clair County Community Mental Health

X.C.1.

## Mobile Crisis Unit (MCU)

## Program Evaluation Executive Summary - May 2016 - December 2020

**PURPOSE OF EVALUATION:** to determine the achievements and effectiveness of the Mobile Crisis Unit by analyzing:

- Year over year influences since the start of the Mobile Crisis Unit (MCU) in 2016.
- The impact, if any, generated during CCBHC 1 Grant Period (January 2019 - December 2020).

This was done by reviewing the following data:

1. Individuals open to CMH services. (2016 - 2020)
  - A. Adults (SMI, SUD & Co-Occurring)
  - B. Children 0-18 (SED)
2. Individuals not open to CMH services (data available from 2019 and 2020)

**PROGRAM STAFFING:** 0.5 Supervisor, 6.0 FTE Masters Level Clinicians, 4 RPT MHA/PSS

### 11, 998 Contacts With Those in Crisis from Individuals Open and Not Open to CMH Services

2,920 unique individuals received either face to face or telephone support services from MCU (2,622 open to CMH services and 298 not)

### 11, 700 Contacts With Individuals Already Receiving CMH Services

- |   |                                 |
|---|---------------------------------|
| 43% of calls made by individuals served | 7% of call made by Peer Support |
| 21% of calls made by service providers  | 22% of calls made by other      |
| 7% of calls made by family or friends   |                                 |

### CONTACT TIME OF DAY (all years combined)

- 42% of contacts occurred from noon to 6 PM.
- 29% of contacts occurred from 6 PM to midnight
- 26% of contacts occurred from 6 AM to noon
- 3 % of contacts occurred from midnight to 6 AM

### CONTACT TIME OF YEAR (top 3 months, all years combine)

- 1,256 contacts made in **July**
- 1,148 contacts made in **September**
- 1,117 contacts made in **August**

### AGE OF THOSE RECEIVING SERVICE

- |                   |                   |
|-------------------|-------------------|
| • Ages 0-18, 20%  | • Ages 41-50, 14% |
| • Ages 19-30, 21% | • Ages 51-60, 15% |
| • Ages 31-40, 22% | • Ages 61+, 8%    |

The largest increase being 0-18 year olds with Serious Emotional Disturbance (SED) showing a 96 % increase in service over the five year span.

### HOSPITAL DIVERSION

In the past five years, 1,349 individuals were screened by the MCU team to determine if inpatient hospitalizations were needed. The MCU team was able to assess and manage the mental health crisis (without hospitalization) of 623 of those individuals, a 46% success rate. This is referred to as "hospital diversion" .

#### PROGRAM STRENGTHS

- 9% increase year over year of children and adults served.
- Named the SCCCMH 2019 Team of the Year in recognition of their diligence and dedication.
- Helps individuals experiencing a crisis event to experience relief quickly and to resolve the crisis when possible.
- Meet individuals in an environment where they are comfortable; *and*
- Provides appropriate care/support while avoiding unnecessary law enforcement involvement, ED use and hospitalization.

#### AREAS IDENTIFIED FOR IMPROVEMENT

- MCU Activity Forms need to be filled out more completely:
  - 42% of locations were left blank
  - 40% of "outreach by" was left blank
  - 93% of "outcome of service" cells left blank
  - 42.7% of birthdates or ages were left blank.
- Time of day contacts made to MCU
  - The majority of contacts are consistently being made between 12:00pm & 6:00pm to those who are already open to CMH services.

## THOSE IMPACTED BY THE MOBILE CRISIS UNIT (MCU) PROGRAM

1. A young female, still living at home with her parents and not open to CMH services, experienced distressing delusional thoughts, which resulted in her phoning the police department repeatedly, telling them to come to her home (15+ calls to the police department from the individual). Because of the Police Collaboration Project with CMH and St. Clair County Sheriff's Department, a sheriff deputy, being knowledgeable of the MCU for assistance, contacted them regarding the above situation. The MCU made face-to-face contact within one hour at the home, obtained additional, needed information from the deputies thus allowing them to leave and respond to other calls. The MCU was able to assess and petition the individual for inpatient hospitalization. It was discovered by the MCU staff that responded to the call that the individual's parents did not speak English as their primary language, which resulted in them being confused with the situation. The MCU staff person handling the situation was able to bring the father back to CMH and link him to an interpreter thus being able to explain to him the petition process, which completely eased his mind. *Fall 2019*
2. A young male, found wandering on a busy intersection in the middle of the night by two Port Huron police officers. They were able to engage with him and quickly found him to be responsive. The individual was confused and explained that he had no home or phone. The police phoned the Mobile Crisis Unit where it was discovered that the individual was open to CMH services and recently released from inpatient hospitalization. In speaking with the MCU, the police also discovered that the young man did not show for his follow up intake appointment with CMH. Because there was no address or phone number listed for the individual, CMH was unable follow up. The police were able to secure a room for one night in a hotel for the young man. Prior to leaving the individual in his hotel room an appointment was arranged allowing the MCU to come to the hotel the following morning, meet with the individual and link him to services at CMH. Due to the service of the police department along with the MCU partnership, the young man was calmed down, able to sleep in a safe warm place for the night and the MCU was able to make face-to-face contact with him to convey a plan for additional services from CMH. He was very thankful and motivated to get better. *Summer 2020*
3. *"Our continued collaboration has resulted in improved service and care to the community related to mental health. However, until CMH instituted a Mobile Crisis Unit, this assistance was not available 24-hours a day, a critical detail as often the need for assistance happens late in the evening and overnight. The MCU has proven so effective that in addition to utilizing their services in the field, we have brought individuals to their offices for crisis screening and supports."* ~ **Port Huron Police Department**~
4. *"An example of the staff's exemplary teamwork and empathy is evident in the help provided by two MCU team members when they helped a transgender teen who was fleeing an abusive situation. Onlookers observed the youth engaging in self-harming behavior and notified the MCU. The two MCU staff working that night quickly responded and engaged the youth. Through their professional response, genuine compassion and the ability to connect they convinced this young person in crisis to accept assistance into a diversion plan instead of running away. On that particular night, the two worked until 2:30 AM ensuring the individual's needs were met. Even more important than their professionalism that night was the empathy and respect they demonstrated toward this teenager at a crucial moment when they needed to be accepted without reservation."* ~**Bill Slusher, MCU Supervisor**