



Selecting the Right Candidate

IMPERIAL COUNTY BEHAVIORAL HEALTH SERVICES
CRISIS CARE MOBILE UNITS | CCMU

August 30, 2022 | David Eric Lopez





CRISIS CARE MOBILE UNITS PROGRAM

Today's Objectives:

- ❑ Provide background of Mobile Crisis Units vision.
- ❑ Provide an overview of ideal candidate qualities.
- ❑ Identify key interview questions.
- ❑ Introduce vignettes and suggestions for screening candidates.
- ❑ Workshop discussion.

Welcome and Introductions

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David Eric Lopez

Program Manager

King's View Central Valley Suicide Prevention Hotline

Background of Mobile Crisis Units Vision

- Appropriate response the first time to those in mental health crisis.
- Decrease use of emergency departments and jails
- Reduce inappropriate use of in-patient services or applications.
- Improve outcomes for individuals and families involved in experiencing mental health crisis.



Provide an Overview of Ideal Candidate Qualities

Mobile crisis team members need to be able to effectively identify individuals who need to be admitted to the hospital from individuals who may be more appropriately served in the community.

- Evaluate the situation
- Ensure immediate safety
- Provide support and crisis intervention
- Make a decision

Ideal Candidate Qualities:

- ✓ Empathy
- ✓ Ability to quickly build rapport
- ✓ Sound self care routines
- ✓ Mental and emotional resilience
- ✓ Ability to make sound clinical judgement
- ✓ Calm Demeanor
- ✓ Self Awareness
- ✓ Respectful
- ✓ Nonjudgmental
- ✓ Genuineness
- ✓ Attending



Identify Key Interview Questions

It begins with **you!**

- ❑ Highlight and review the most important policies.
- ❑ Review operational hours and coverage needs.
- ❑ Identify expectations.



Identify Key Interview Questions

- Why are you interested in this role?
- What are the roles of a crisis intervention mobile unit responder?
- What qualities are needed to be successful in this role?
- Which counseling skills do you feel are necessary in the crisis intervention counseling process?
- What is the biggest challenge you foresee in this role?
- How would you define success as a crisis co-responder?
- What skills do you possess that would contribute to the success of this program?
- Describe a time when you have been a calming influence in a crisis.

Identify Key Interview Questions (cont.)

- Describe how you would interact with an individual in crisis from a different ethnic /cultural background?
- What challenges did you face and overcome in your last role?
- Why do you feel crisis intervention mobile units are important?
- Share with us your greatest professional achievement?
- How would you manage stress from this type of role?
- Describe how you would build rapport with law enforcement and emergency personnel?
- Why wouldn't you be an ideal candidate for this program?

Interview Vignettes

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Workshop Discussion

- » Open discussion amongst workgroup
- » Answer questions
- » Closing statements



Panel Introductions

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Imperial County Mobile Crisis
Response Teams

Kytzia Romero, Rafael Orozco, Maria
Ruiz

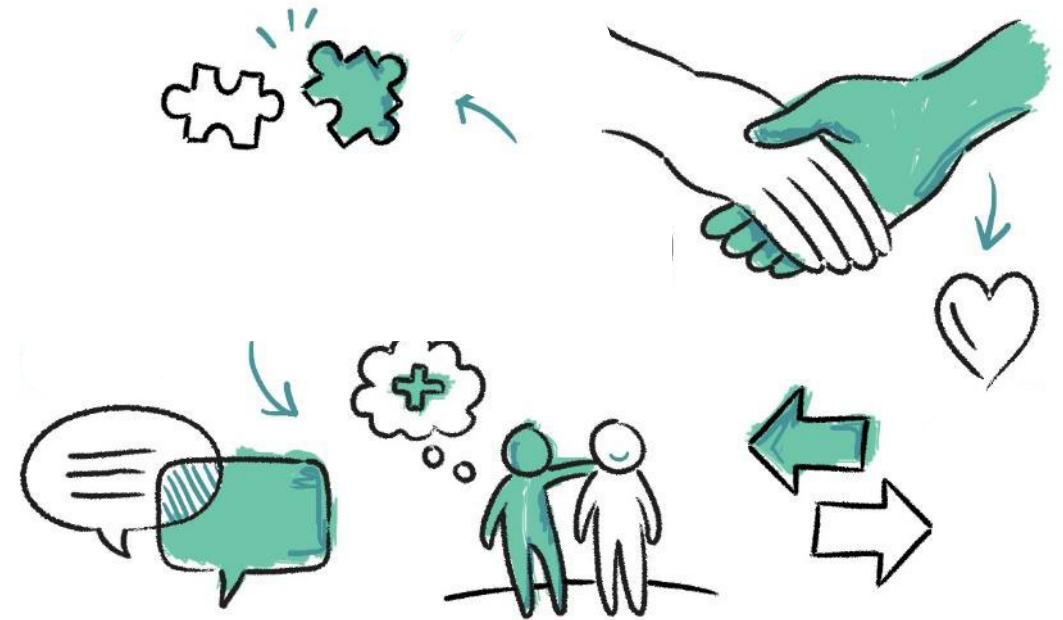
Imperial County Crisis Continuum of Care

Background

- » 5150 Management Roadmap
- » Recommendations and Action Steps

Data Consideration

- » Analysis & Recommendations
- » ICBHS Action Steps



Crisis Co-Response Team Pilot

A coordinated effort between ICBHS and all local law enforcement agencies to implement a collaborative and preventive approach to managing individuals experiencing psychiatric emergencies.

- » Imperial County Behavioral Health and Law Enforcement Agencies implemented CCRT Pilot Project on 11/4/2020.

Pilot Purpose:

- » To increase awareness of available services and supports by providing outreach and engagement through CCRT to the community, local hospitals and colleges.
- » To immediately respond to psychiatric emergencies and provide appropriate interventions
- » To identify strengths, gaps and challenges in our system

CCRT Pilot-Program Outcomes



Outreach &
Engagement

Services
Accessibility

Staffing Needs

Post-Crisis
Care

Crisis Co-Response Team Pilot Outcomes

- » Building trust from LEA Agencies, school districts and local hospitals.
- » Provided trainings & presentations to gain community support and engage local agencies.
- » Develop dispatch model or access point for community to request services
- » Identified target population and their needs, coverage, geographic needs, discipline needs, and services needs.
- » Care coordination services, post-crisis aftercare

CCMU Job Positions

The CCMU program is composed by the following job positions:

- » Psychiatrist
- » License Behavioral Health Therapist
- » License Vocational Nurse (LVN)
- » **Mental Health Rehab Specialist- Shift Lead (MHRS-SL)**
- » Program Supervisor
- » Clerical support
- » Community Service Workers (CSW)
- » Mental Health Workers (MHW)
- » Administrative Analyst



Hiring Process

After a candidate accepts job offer:

- Background Check
- Finger prints
- Physical & Drug test
- Job Orientation
- Job Training



Questions?

Q

&

A

Closing and Thank You

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