



Approaches for Structuring Internal Dispatch teams

CCMU Workshop Series 1

David Eric Lopez

DHCS



CRISIS CARE MOBILE UNITS PROGRAM

Welcome and Introductions

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Danielle Raghieb, LCSW

TTA Specialist, Center for Applied Research Solutions (CARS)

Today's Presenter

David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

Objectives

- » Provide overview of access lines
- » How to structure and operate an access line
- » Advise of best practices and trainings for team members
- » How to select team members for crisis roles

Access Line Overview

- » Access line counselors are often the first contact point for mental health services
- » Engage with individuals with diverse issues and concerns
 - Mental Health Crisis
 - Substance Use Crisis
 - Suicidal Crisis
 - Domestic Violence
- » Counselors can de-escalate many issues over the phone and determine if a mobile crisis unit is necessary for dispatch.
- » If sending mobile units, determining both client and clinician safety is imperative.

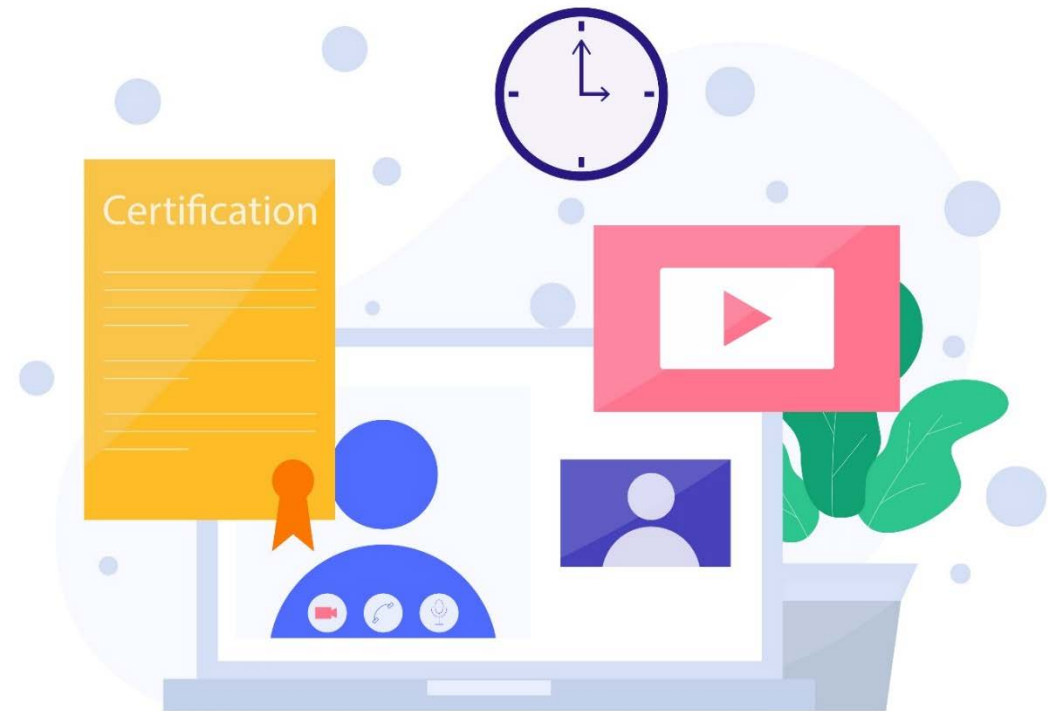
Dispatch Unit Structure

- » Essential personnel and job duties
 - Dispatch Counselors
 - Mobile Clinicians
 - Counselor Leads
 - Supervisors
- » Staff size and shift structure
- » Quality assurance measures
 - Reviews and call recording
- » Identifying key performance indicators



Trainings for Counselors

- » Establishing rapport and trust
- » Effective communication and active listening skills
 - Sounding empathetic over the phone
- » Paraphrasing, validation and exploration
- » Assessing for safety and risk
 - Means to harm themselves and others
 - Intent
 - (Within first 3 minutes of call)
- » Having a conversation, not an interrogation



Training Continued

- » Crisis Theory
 - What constitutes a crisis, and how they resolve.
- » Motivational Interviewing Techniques
 - Stages of Change
- » Grief
- » Domestic Violence
- » Addiction



Team Selection

- » Naturally empathetic
 - Team player
- » Ability to work nights and weekends
 - Per Diem and Part time
- » Comprised of varied level of experience
 - Related work experience
 - BA/BS/MA
 - Peers
- » Resilient and healthy lifestyle



Team Selection

- » Screening process to include
 - Two Interviews
- » Shadowing dispatch
- » Role plays
- » Writing sample





Questions
Comments
Discussion

Presenter Information

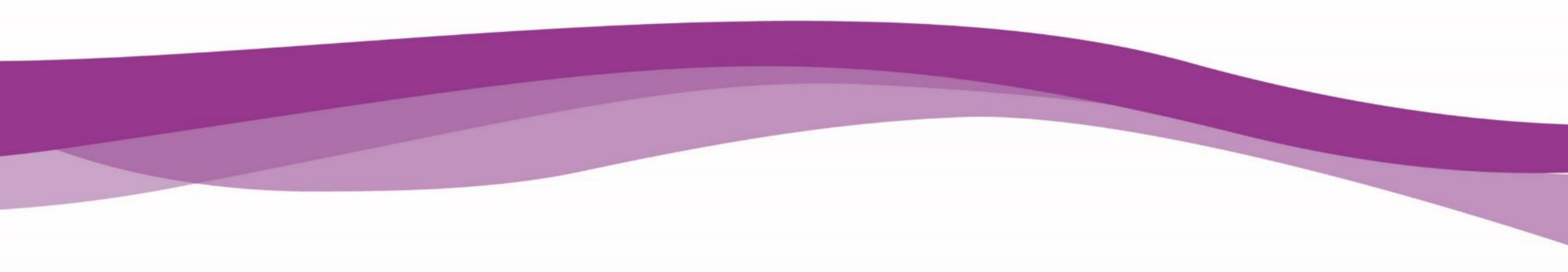
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Group Discussion and Closing



Appreciation!

Thank you

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