



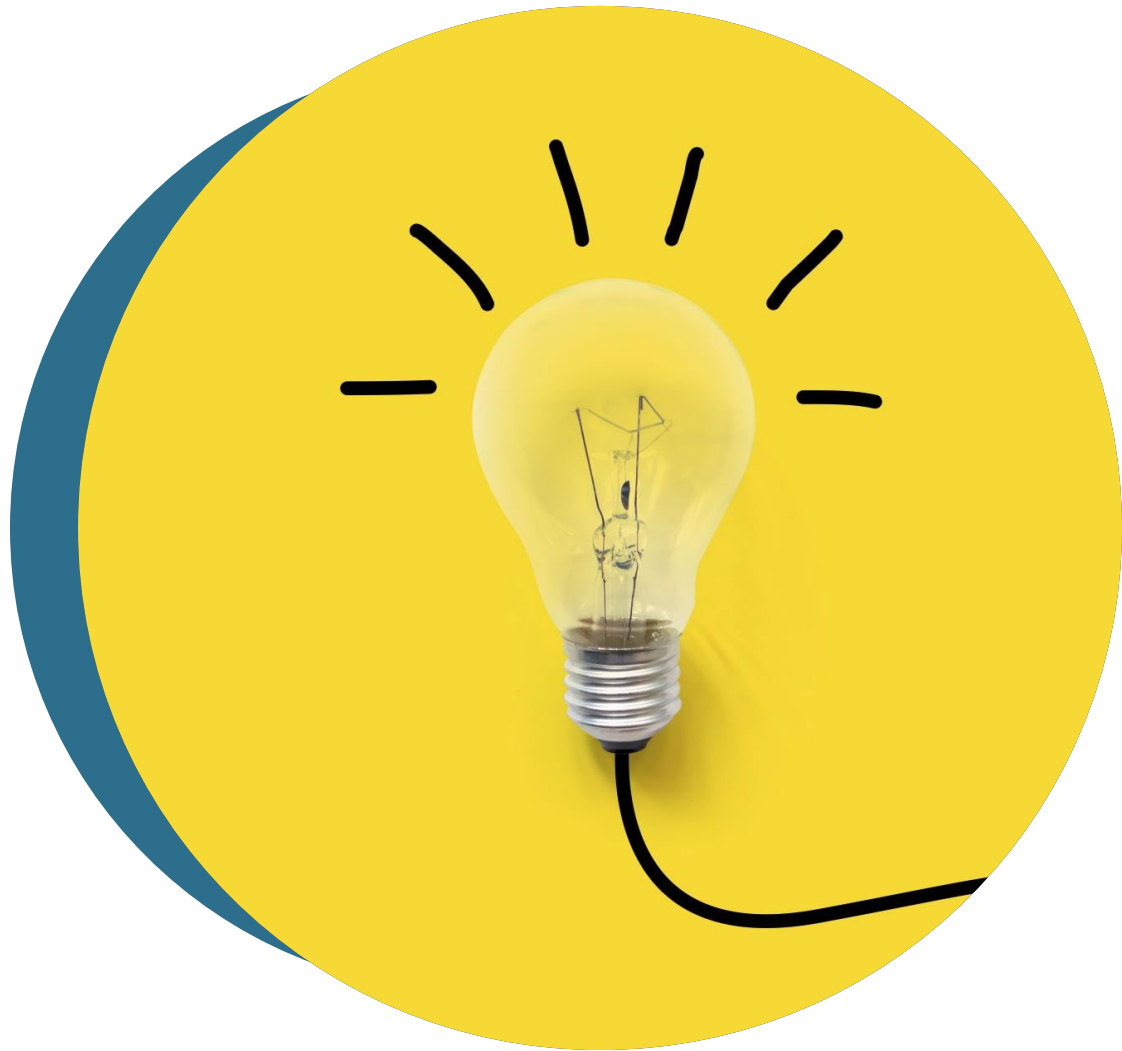
CRISIS CARE MOBILE UNITS PROGRAM

# CCMU Learning Collaborative: 24/7 Mobile Crisis Services

Danielle Raghیب and David Eric Lopez

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# Agenda Slide

**Polling Questions**

**Overview Coverage Needs**

**Review Employee Types**

**Provide Overview of Schedules**

**Panel Discussion**

**Questions and Answers**

# Polling Questions

1. Does your team consist of providers other than clinicians? If so, please list out the other providers on your team.
2. What is the average length of service for your mobile crisis providers?
3. How often over the past year have you been fully staffed?



# Types of Coverage for Crisis Response Teams

- Team may have started with 5 days a week, daytime coverage 8 am to 5 pm
- Then moved to 7 days a week 18 hour coverage 6 am to 12 am
- Build to 24/7 coverage



# Gearing up for 24/7 Mobile Crisis Services

- **Evaluate your service area for potential mobile crisis calls.**
  - Identify the geographic location of higher utilization
  - What considerations are needed for rural parts of the county?
- **Are weekends comprised of high or low calls for service?**
  - Rural areas tend to have decreased calls for service on weekends
- **2 am – 7 am are typically slower in requests for mobile crisis service.**
- **What adjustments for coverage are possible?**

# Employee Types

## Full-time Team Members

- Full-time, the “traditional” type of work schedule of 40-hour employees.
- Employees will generally work a fixed number of hours each week, following a repeated pattern (Monday to Friday, 9-5 for example).

## Part-time Team Members (especially for small, rural and frontier counties)

- Part-time schedule is for employees who don’t work the full 40 hours a work week and depends on the organizational structure.
- This type of work scheduling could utilize fixed hours, for example Saturday through Monday, or it could change depending on scheduling needs.
- Can potentially attract individuals with full-time jobs looking for additional work – “Moonlighters.”

# Employee Types

## **Per Diem (especially for small, rural and frontier counties)**

- **Per diem employees work on an as-needed basis.**
- **While per diem means "for each day" and not "as-needed," a per diem position applies to someone who may be needed one day but not the next.**
- **Per diem workers' schedules can vary significantly from week to week.**



# Employee Types

## **On-Call (especially for small, rural and frontier counties)**

- **When an employee agrees to work an On-Call schedule, that means the employee is available to work at any time, day or night, as the employer demands.**
- **This requirement is typically compensated beyond the hours worked as it prevents the employee from having any time that is legitimately off.**
- **On-Call responsibilities are commonly rotated between multiple employees. May require base compensation paid for on-call work.**



# Polling Questions

- 1. Does your county only offer full time mobile crisis positions?**
- 2. Does your county offer on call and or per diem mobile crisis positions?**



# 4/10's: 16 Hour Coverage (FT Focus)

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Four Ten Schedule</b>							
<b>6:00am - 4pm</b>	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Full Time E5	Part Time E6	Part Time E6
	Full Time E5	Full Time E5	Full Time E5	Full Time E2	Full Time E2	Full Time E2	Full Time E2
<b>2:00PM-12:00AM</b>	Full Time E3	Full Time E3	Full Time E3	Full Time E3	Full Time E8	Full Time E8	Per Diem E7
	Per Diem E7	Full Time E8	Full Time E8	Full Time E4	Full Time E4	Full Time E4	Full Time E4

This is a great model to have 16 hours of full team coverage and having an overnight team member available on call to cover the overnight from 12am to 6am

# 4/10's: 16 Hour Coverage (Blended Team)

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Four Ten Schedule</b>							
<b>6:00am - 4pm</b>	Full Time E1	Full Time E1	Full Time E1	Full Time E1	<b>Part Time E6</b>	<b>Part Time E6</b>	<b>Part Time E6</b>
	<b>Part Time E5</b>	<b>Part Time E5</b>	<b>Part Time E5</b>	Full Time E2	Full Time E2	Full Time E2	Full Time E2
<b>2:00PM-12:00AM</b>	Full Time E3	Full Time E3	Full Time E3	Full Time E3	<b>Full Time E8</b>	<b>Full Time E8</b>	<b>Per Diem E7</b>
	<b>Per Diem E7</b>	<b>Full Time E8</b>	<b>Full Time E8</b>	Full Time E4	Full Time E4	Full Time E4	Full Time E4

## 16 Hours of Service

As the previous example this one includes a mix of full time, part time and per diem staff to cover the core hours of service. Again, an overnight team member would need to be available on call to cover the overnight from 12am to 6am period.

# 24/7 Coverage

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
6:00am - 2:00pm	Full Time E1	Full Time E1	Full Time E1	Full Time E1	Full Time E1		
			Full Time E2	Full Time E2	Full Time E2	Full Time E2	Full Time E2
8:00am-4:00pm	Full Time E3	Full Time E3	Full Time E3	Full Time E3	Full Time E3	Per Diem	Per Diem
	Part Time E12	Part Time E12	Full Time E4	Full Time E4	Full Time E4	Full Time E4	Full Time E4
10:00am - 6:00pm	Per Diem	Per Diem	Full Time E5	Full Time E5	Full Time E5	Full Time E5	Full Time E5
2:00pm-10pm	Full Time E3	Part Time	Part Time	Full Time E6	Full Time E6	Full Time E6	Full Time E6
	Full Time E8	Full Time E8	Full Time E7	Full Time E7	Full Time E7	Full Time E7	Full Time E7
6:00pm- 2:00am	Full Time E9	Full Time E9	Full Time E9/E8	Full Time E9/E8	Full Time E9	Full Time 32 hr	Full Time 32 hr
				Full Time 32 hr	Full Time 32 hr	Part Time E14	Part Time E14
Overnight							
10:00pm-6:00am	Full Time E10/Per Diem/On Call	Full Time E10/Per Diem/On Call	Full Time E10/11	Full Time E10/E11	Full Time E11	Full Time E11/Per Diem	Full Time E11/Per Diem/On Call

# 3/12's Schedule

FOR THE WEEK OF:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
6:00am - 6pm	Team 1	Team 1	Team 1				
				Team 2	Team 2	Team 2	
	Team 3	Team 3					Team 3
6pm-6am	Team 4	Team 4	Team 4				
				Team 5	Team 5	Team 5	
	Team 6	Team 6					Team 6

3 12-Hour Shifts

# Alternative Work Schedules (AWS)

- **Split shifts**
- **Rotating shifts (only when needed)**
- **5/4/9 Schedule where team member works four 9-hour days and one 8-hour day during one workweek plus four 9-hour days and a day off during the alternate week (adds work-life balance)**

# Hard to Fill Positions/Shifts

## Utilize Other Qualified Providers

- Offer education and training
- Peer support specialist
- Nurses
- EMT's, Paramedics, Community Health Workers, etc...

## Weekends and Nights

- Who is available for coverage?
- What hours can they provide service?

## Offer Incentive Pay (night and weekend shift premium)

## Use Per Diems Regularly

- Keeps their skills current and allows for rapport building amongst the departments.



# Breakout Room

**Please share what has worked/challenges you may have filling mobile crisis positions with providers other than clinicians (i.e. Peers, EMT's, Nurses, etc...)**

**Please share what has worked/challenges your county has faced trying to integrate or offer alternative work schedules ( part time, on-call, per diem, etc...)?**

# Today's CCMU Grantee Panellists

- **Lake County**

- April Giambra
- Summer Trongo

- **Trinity County**

- Torri Cardilino

- **Modoc County**

- Dolores Navarro-Turner

# Panel Questions

- **What were the first steps you took during the planning of a 24/7 mobile crisis team?**
- **What challenges did you face in establishing 24/7 coverage for your mobile crisis team?**
- **How did you address issues related to staffing and scheduling to ensure continuous coverage?**
- **How did you ensure there was always a team available, including holidays and weekends?**
- **Are there any logistical insights you can provide regarding shift transitions to ensure seamless coverage?**

# Panel Questions

- **How do you handle scheduling to ensure there are no gaps in coverage?**
- **What systems of software do you use to manage staff schedules and prevent burnout?**
- **What systems do you have in place for backup and on call staff in case of emergencies or high demand?**
- **How often do you utilize on-call or per diem staff and if so, how is this managed?**
- **What strategies did you use to build trust and collaboration with Law Enforcement, EMS, Schools, Healthcare or other local community organizations?**

# Questions & Discussion





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# Thank You