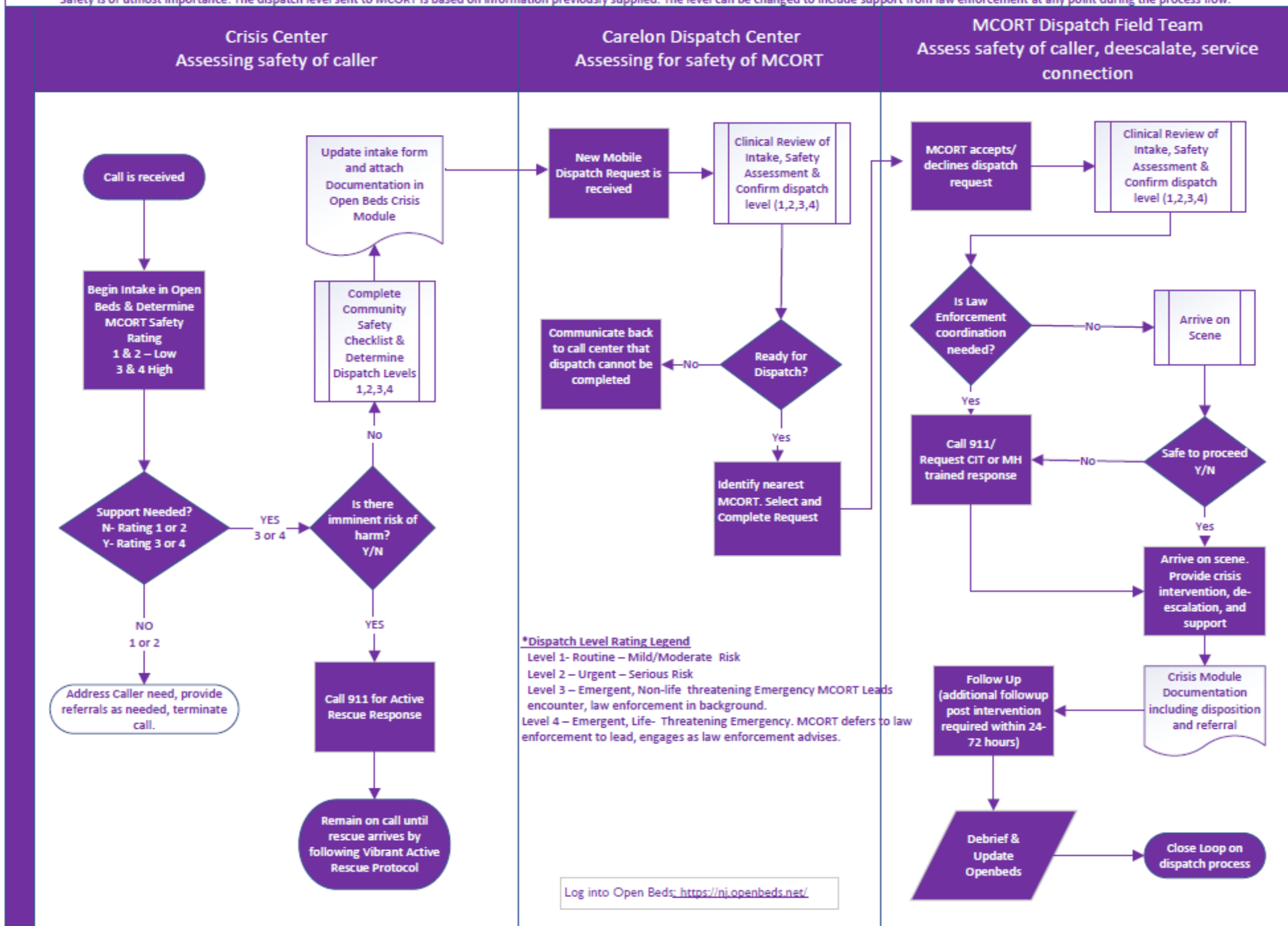


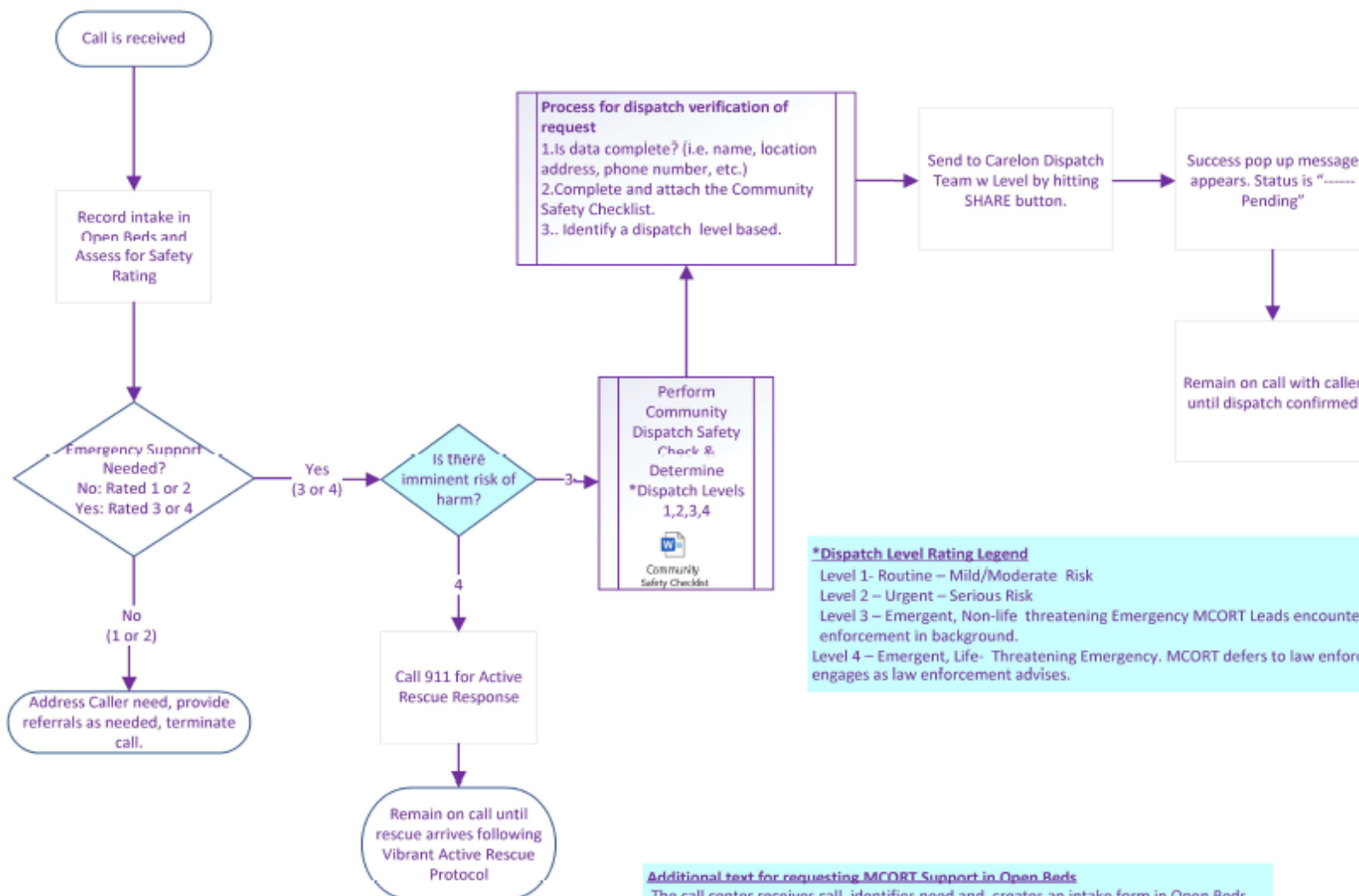
Safety is of utmost importance. The dispatch level sent to MCORT is based on information previously supplied. The level can be changed to include support from law enforcement at any point during the process flow.



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carelon Crisis Center Detailed process
Assessing safety of caller Version created 2/18/25

Crisis Center Detailed Process Flow



Additional text for requesting MCORT Support in Open Beds

The call center receives call, identifies need and creates an intake form in Open Beds.

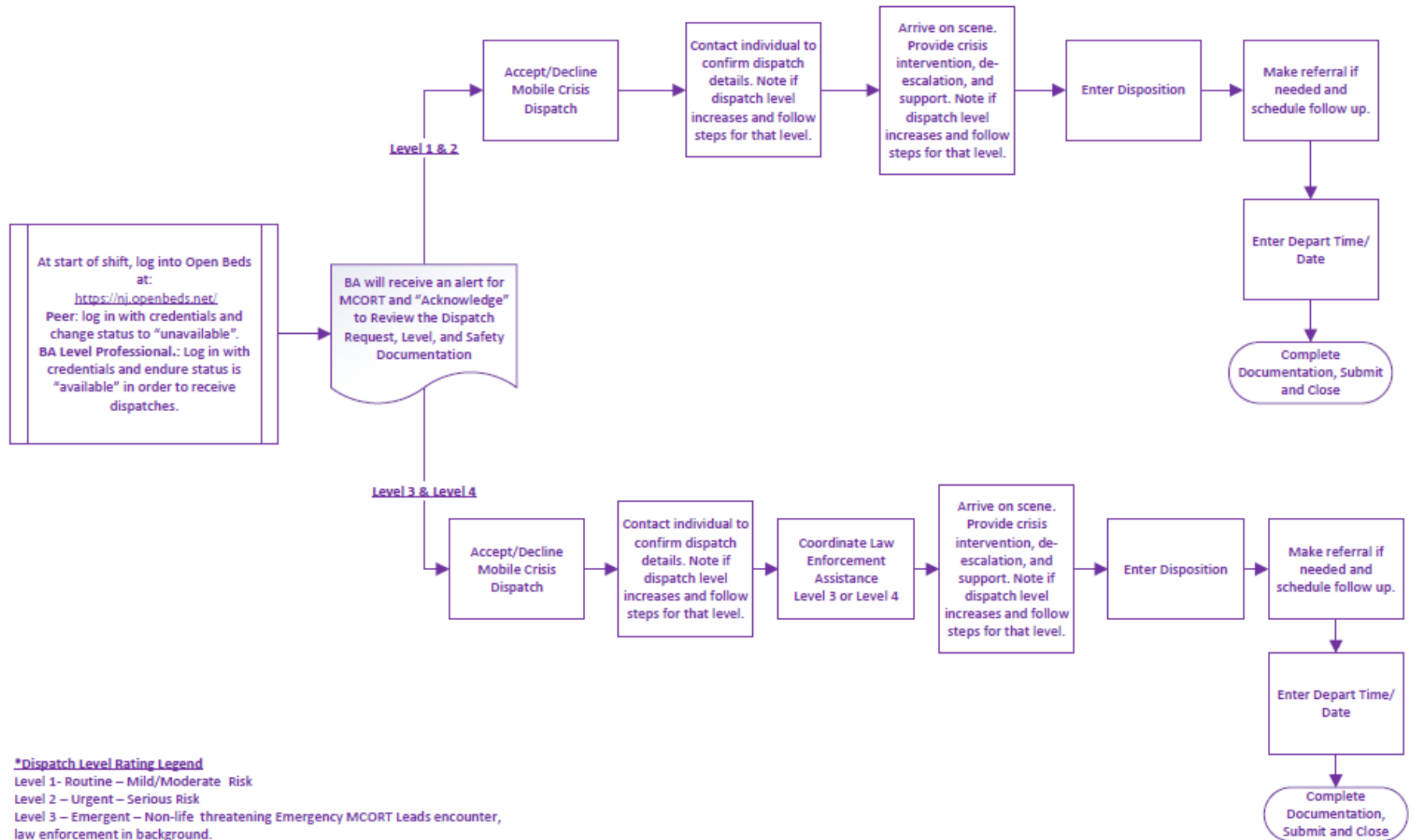
- Intake Form is created by Call Center Associate
- If it requires MCORT, Operator will hit the SHARE button
- Pop up message appears, share to organization Carelon Dispatch from Drop Down
- Status changes to "in progress"
- Stay on with caller until Mobile Unit Arrives

Log into Open Beds: <https://nj.openbeds.net/>



DETAILED NJ MCORT (MOBILE CRISIS RESPONSE TEAM) Version created 2/18/2025

Safety is of utmost importance. The dispatch level sent to MCORT is based on information previously supplied. The level can be changed to include support from law enforcement at any point during the process flow.





Community Dispatch Safety Checklist (created by M. Fenton 11/22/24)

The following checklist must be addressed 1.) during the 988 Lifeline assessment, 2.) at the request for MCORT dispatch, and 3.) when MCORT is enroute. Response to these questions will be used to support the overall mobile crisis experience. The following language is a guide, however, these points can be adapted to fit the specific circumstance of the individual in crisis, as long as the core intent of the points are covered.

988 Lifeline – gathered during engagement & assessment

Setting

1. Are community providers being dispatched to a non-secure setting ([i.e.](#) typical community settings [home, public place] outside of professional control)? [Secure setting](#)
2. Are animals in the home (Must be secured prior to Mobile dispatch)? [No pets](#)
3. Are there any other adults on site?
4. Are there children in the home (can they be safely separated from the intervention)? [no](#)

Weapons

5. Are there any weapons in the home/on the property/concealed carry permit for the person (Must be secured prior to Mobile dispatch)? [no](#)
6. Is an individual in crisis able to access those weapons?

Behavior

7. Is individual in crisis paranoid or behaving bizarrely, having command hallucinations?
8. Does individual have history of aggression / violence/sexual assault (within past 6-18 months)?
9. Has the individual had any aggression in the past 48 hours (if yes, police may need to be included)?

Substance Use

10. Does the individual appear intoxicated, or have they used a substance within the past 24/48 hours that could cause dangerous withdrawal (If yes, speak with staff supervisor before dispatching)?

988 Lifeline or MCORT Questions

11. Are there known medical issues that impact overall functioning (dementia, ambulation issues, hearing impaired, etc.)?

MCORT - Logistics/Access-gathered in phone call enroute

12. Have any other crisis outreach services ever been dispatched to the residence (if yes, when and for what reason)?
13. Are there any specific instructions to follow for the approach (description of home/building, where to park, door to use, name of person to ask for, etc.)?

New Jersey Crisis Safety Rating - STEP 1

Guidance for identifying the safety of 988 Lifeline callers and identifying proper outcomes.

Last updated: 2/20/2025



Safety Rating	Description	Criteria	Possible Interventions
1	Routine : Mild/Moderate Risk	<p>When the identified person in crisis:</p> <ul style="list-style-type: none"> Demonstrates some distress, but the precipitants of the distress and associated stressors can be easily identified and/or Manifests an adequate to good pre-morbid level of functioning with continuing adequate social/family supports and resources and/or Demonstrates mild impairment in judgment, functioning and/or impulse control and/or Has symptoms that may be addressed safely within 10 business days rather than a more urgent timeline 	<ul style="list-style-type: none"> Referral to a scheduled Outpatient Appointment within 10 days of contact Individualized planning, including development of a safety plan Additional referrals as requested or indicated by identified person
2	Urgent : Serious Risk	<p>The identified person in crisis indicates:</p> <ul style="list-style-type: none"> Distress and multiple risk factors are present, but there is no evidence for imminent risk of harm to self or others, and/or Plan and ideation to harm self or others, but no apparent means or intent are present, and protective factors are sufficient to not warrant a higher risk rating and/ or Intoxication or mild withdrawal symptoms and/or An urgent clinical need to be seen rather than one of convenience (such as preferred day or time). 	<ul style="list-style-type: none"> Referral to EISS Appointment If appointment is not practical, Mobile crisis dispatch – level based on safety questionnaire and other clinical criteria Potential referral for detoxification services
3	Emergent : Non-life-threatening Emergency	<ul style="list-style-type: none"> Risk of danger to self or others exists as indicated by ideation with plan and means, but no intent or The identified person in crisis is labile or unstable and demonstrates significant impairment in judgment, impulse control and/or functioning, or There exist moderate medical complications concurrent with or because of psychiatric or substance abuse illness and its treatment, or The identified person in crisis indicates moderate to significant withdrawal symptoms. 	<ul style="list-style-type: none"> Mobile crisis dispatch – level based on safety questionnaire and other clinical criteria Potential referral for detoxification services
4	Emergent : Life-Threatening Emergency	<ul style="list-style-type: none"> Failure to obtain immediate care would place the life of the identified person in crisis, another's life, or property in jeopardy, or cause serious impairment of bodily functions, or The identified person in crisis indicates that failure to obtain immediate care would place the life of the identified person in crisis, another's life, or property in jeopardy, or cause serious impairment of bodily functions. <p><i>988 LifeLine Center initiates rescue protocol and does not dispatch MCORT as sole responder if identified person in crisis is in imminent danger to self and/or others as evidenced by any of the following:</i></p> <ul style="list-style-type: none"> Evidence for imminent risk of suicide (more than desire/ideations and capability alone) Evidence for imminent risk of serious harm to others Attempt in progress Threat to staff Possession of weapon 	<ul style="list-style-type: none"> Medical Emergency 911 SI/HI immediate threat 911 Active Substance Withdrawal- 911 or referral to emergency department

New Jersey 988 MCORT Dispatch Levels - STEP 2

Safety Recommendation for 988 MCORT Dispatch.

Last updated: 7/22/2024



Level	Description	Criteria	MCORT
1	Mobile Crisis Team Alone (secure setting)	Location where environment is under professional control and has professionals on scene who may support safety	MCORT may respond as a team without law enforcement, using typical safety measures.
2	Mobile Crisis Team Alone (non-secure setting)	Most typical community settings (home, public place). No significant safety concerns have been identified, but environment is outside professional control, and therefore an element of caution is advised in responding.	MCORT may respond as a team without law enforcement, using typical safety measures.
3	Mobile Crisis Team Leads with Law Enforcement * Mobile crisis notifies law enforcement of dispatch and coordinates response.	Safety-screening identifies any of the following examples: <ul style="list-style-type: none"> History of or recent acts of aggression Non-lethal self-injury Vulnerable individuals present on scene Individual is under the influence *Refer to Community Dispatch Safety Checklist for additional criteria.	It is recommended that MCORT responds with law enforcement. At this level, MCORT leads the encounter with law enforcement in the background or following behind but on scene, immediately available to intervene if needed. MCORT coordinates with law enforcement directly. Carelon Dispatch does not notify law enforcement.
4	Emergency Services/ Law Enforcement Leads * Mobile crisis notifies law enforcement of dispatch and coordinates response.	Situations that would likely benefit from MCORT involvement but are too dangerous to deploy without the environment first being secured by law enforcement. Safety-screening identifies any of the following examples: <ul style="list-style-type: none"> Individual is aggressive or violent within past 48 hours Weapon is present Unsecured animals *Refer to Community Dispatch Safety Checklist for additional criteria. It is also key in these situations to have a response within the shortest time possible.	It is strongly recommended that MCORT responds with law enforcement. At this level, law enforcement leads the encounter, and MCORT defers to law enforcement's lead and direction related to scene safety, engaging when law enforcement advise that it is appropriate for them to do so. MCORT team coordinates with law enforcement directly. Carelon Dispatch does not notify law enforcement.

MCORT teams are responsible for making the determination whether law enforcement is involved or not and engaging with them if indicated.