



7.1.11 MOBILE SUPPORT TEAM REQUIRED TRAINING CURRICULUM

Issue Date: 02/24/2025

Revision History: Not Applicable

References: DHCS Behavioral Health Information Notice No. 23-025

Policy Owner: Behavioral Health Division: Acute & Forensic Section Manager

Director Signature: **Signature on File**

I. Policy Statement

The California Department of Health Care Services (DHCS) requires staff assigned to the Mobile Support Team (MST) to undergo and complete required core and enhanced training curriculum prior to delivering qualifying mobile crisis services.

II. Scope

This policy applies to all Sonoma County Department of Health Services, Behavioral Health Division (DHS-BHD) staff who are assigned to provide Mobile Crisis Services (MCS) Benefit in the 24/7/365 MST Call Center and Field Response Teams.

III. Definitions

- A. Department of Health Services - Behavioral Health Division (DHS-BHD): Sonoma County Department of Health Services – Behavioral Health Division.
- B. Mobile Crisis Services Benefit (MCS): MCS Benefit provides rapid response, individual assessment, and community-based stabilization to Medi-Cal beneficiaries who are experiencing a behavioral health crisis. MCS are designed to provide relief to beneficiaries experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations, and law enforcement involvement. While MCS are intended to support an integrated approach to responding to both

mental health and substance use related crises, and mobile crisis teams will be carrying, trained, and able to administer naloxone, this benefit is not intended to replace emergency medical services for medical emergencies.

- C. Mobile Support Team (MST) – The MST is a multidisciplinary team that provides crisis response services to Sonoma County residents. The MST operates a crisis call center 24/7/365 and uses a standardized dispatch tool to triage crisis calls to determine the level of need and an appropriate response, e.g., de-escalation by phone, connection to services, deploying the MST field response team for in-person response where the crisis is occurring. The Mobile Support field response team is also 24/7/365 and is able to respond without law enforcement when safe to do so, and will provide crisis assessment and planning, warm hand-offs to community resources, transportation, and follow-up.

IV. Policy

This policy is to ensure all program staff assigned to MST Call Center or Field Response Team receive adequate training in both providing crisis services and documentation of encounters under the Mobile Crisis Services Benefit. It includes procedural guidelines for completion of required trainings, documentation of training completion, and program staff limitations for providing qualifying services until trainings are completed.

V. Procedures

- A. Program staff will complete each of the following 11 trainings in the core and enhanced curriculum within 30 days of employment. Trainings should be completed in a timely manner.
1. Crisis Assessment Training
 2. Trauma-Informed Care Training: How our Brains Respond to Stress and Trauma
 3. Harm Reduction Strategies Training
 4. Collaborative, Culturally Responsive Crisis Safety Planning
 5. Introduction to Culturally Responsive Crisis Care in Diverse Communities
 6. Co-Occurring Disorders/ Responding Substance Use Disorder Crisis
 7. Introduction to Culturally Responsive Crisis Care for Tribal and Urban Indian People
 8. Crisis Intervention and De-escalation Strategies

9. Crisis Response Strategies for Adult Individuals with Intellectual and/or Developmental Disabilities (I/DD)
 10. Crisis Response Strategies for Children, Youth, and Families, Including Intellectual/ Developmental Disabilities (I/DD)
 11. Provider Safety
- B. Program staff will complete each of the following 3 trainings in the supplemental curriculum within 30 days of employment. Trainings should be completed in a timely manner.
1. Triage and Appropriate Dispatch of Mobile Crisis Teams
 2. Suicide Prevention for Mobile Crisis Teams
 3. Crisis Assessment Part 2
- C. Program staff assigned to MST Field Response teams may participate in field-based training on a limited basis prior to completion of the core and enhanced curriculum but will not be able to provide any MCS benefits to individuals until all trainings have been completed.
- D. Program staff assigned to the MST Call Center will need to complete the core and enhanced curriculum as well as supplemental training: Triage & Appropriate Dispatch of Mobile Crisis Teams prior to initiating work in the MST Call Center.
- E. Program staff assigned to the MST program will complete SmartCare CalMHSA protocol training for documentation of the MCS Benefit. Trainings will focus on:
1. Documentation of a Call to Mobile Dispatch and completion of Mobile Crisis Dispatch Screening Tool
 2. Opening individual to Mobile Crisis Program
 3. Completion of Mobile Crisis Assessment
 4. Completion of Mobile Crisis Safety Plan
 5. Completion of the Mobile Crisis Service Note
 6. Documentation of Mobile Crisis follow up and Discharge

F. All MST staff will provide evidence of completion of trainings to the assigned clerical or administrative aide within 24 hours of completion. Evidence of completion of training may include, but is not limited to:

1. Certificate of Completion
2. Official Training Sign in Sheet
3. Emails from authorized representative confirming completion of enrolled training

VI. Forms

None

VII. Attachments

None