

ABOUT ESP/MCI

The Emergency Services Program/ Mobile Crisis Intervention (ESP/MCI) provides behavioral health crisis assessment, intervention, and stabilization services (24/7/365) to individuals of all ages with mental health, substance use disorder, and/or co-occurring conditions who are experiencing a behavioral health crisis.

Services:

- Onsite, face-to-face therapeutic response, including short-term, solution-focused counseling.
- Psychiatric consultation and urgent psychopharmacology intervention, as needed.
- Referrals and linkages to all medically necessary behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care.
- Safety Plans developed in collaboration with individual's behavioral health providers and/or supports to expedite a Member-focused disposition based on the experience gained from past treatment interventions.



Mobile Crisis Intervention (MCI) for Youth

MCI is a short-term mobile service that provides onsite, face to-face therapeutic response to youth (**ages 0-20**) experiencing a behavioral health crisis. MCI's goal is to stabilize the youth in the community and reduce immediate risk of danger. MCI provides crisis assessment, intervention, and stabilization services.

Services are provided by teams that include clinicians and family support staff. The teams work with the family, school, and community agencies to provide crisis intervention, consultation, information, and support. MCI teams also refer youth and families to community resources as needed, including first responders such as police and EMT and long-term services and supports. The MCI team may remain involved with the youth and family for up to seven days after the initial intervention.

Mobile Crisis Intervention (MCI) for Adults

ESP services are provided to adults primarily through the ESP's **Adult MCI**. ESPs travel to an individual's home and other community locations, such as schools and residential programs, to provide services from 7 am to 8 pm daily. Outside of these hours, Adult MCI services are provided in residential programs, other supervised settings, and hospital EDs. The Adult MCI is a key strategy in reducing the use of unnecessary hospital ED and inpatient psychiatric services.

Adult Community Crisis Stabilization (CCS)

The **Adult CCS** provides staff-secure, safe, and structured crisis treatment services in a community-based program that serves as a less restrictive voluntary alternative to inpatient care. CCS serves adults ages 18 and older.

