

MOBILE RESPONSE AND STABILIZATION SERVICES DISPATCH GUIDANCE

The Department of Children and Families is implementing the following protocol for screening, triage, and dispatch for Mobile Response and Special Stabilization Services (MRSS) to support COVID-19 containment and mitigation efforts in alignment with Executive Orders 107 and 108.

1. PerformCare will follow the standard triage and intensity of service decision-making process when families contact Member Services at 1-877-652-7624 for assistance.
2. **MRSS providers shall screen employees who are assigned to provide face-to-face MRSS dispatch for COVID-19 exposure prior to the beginning of each work shift as follows:**

- A. Does the employee have a fever, cough or difficulty breathing, or other respiratory symptoms?
- B. Has the employee been in touch with their health care provider? If yes, what was the outcome?
- C. Did the employee visit their health care provider / emergency room? If yes, what was the outcome?
- D. In the last 14 days, has the employee or anyone in the employee's household returned from travel to another country? If yes, what county?

Monitor CDC travel designations at:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>

- E. Has the employee or anyone in the employee's household come into contact with any person under investigation for exposure to COVID-19, or anyone with known COVID-19?
- F. If the screening indicates a risk, the employee should not be dispatched to provide face-to-face MRSS. The MRSS agency shall follow CDC guidance for employers at:
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

3. **PerformCare will dispatch MRSS following standard protocols when a family meets criteria for and consents to MRSS dispatch, as per the modifications below.**

MRSS providers shall adhere to state and federal orders and OSHA guidelines regarding containment and mitigation of COVID-19, including social distancing, isolation and quarantine, and shall provide face-to-face MRSS dispatch in accordance with these orders and guidelines, including the use of Personal Protective Equipment (PPE) as appropriate. The MRSS agency shall follow OSHA Guidance on Preparing Workplaces for COVID-19 at:

<https://www.osha.gov/Publications/OSHA3990.pdf>

4. Prior to any community dispatch, MRSS providers will conduct their standard safety assessment and additionally screen household members for potential COVID-19 exposure as follows:
 - A. Does anyone in the household have a fever, cough or difficulty breathing, or other respiratory symptoms?
 - B. Has any household member with these symptoms been in touch with their health care provider? If yes, what was the outcome?
 - C. Did the employee visit their health care provider / emergency room? If yes, what was the outcome?
 - D. In the last 14 days, has anyone in the household returned from travel to another country? If yes, what county?
Monitor CDC travel designations at:
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>
 - E. Has anyone in the household come into contact with any person under investigation for exposure to =COVID-19, or anyone with known COVID-19?
5. MRSS will advise household members with risk potential to seek medical care.
6. If screening of household members indicates a COVID-19 risk potential, or if face-to-face MRSS dispatch cannot occur due to requirements at #3 and #4 above, the MRSS provider shall determine through need and risk assessment if telephonic or other technological methods of connection and intervention can offer sufficient support and planning for the youth and family at that time, or if the youth needs to be referred to Psychiatric Emergency Services (PES), or if law enforcement needs to be contacted.
7. MRSS providers will develop an interim plan of support via telephone or technology with youth and families based on their needs and risk if a youth and family is unable to receive in-person support. MRSS will follow-up within 24 hours and after that based on youth/family need.
8. MRSS providers will collect and report the following data to the CSOC MRSS service line manager each Wednesday for the week ending the previous Friday:
 - a. Number of youth/families who received connection/intervention via telephone or other technology including method of connection
 - b. Number of youth referred for Psychiatric Emergency Services
 - c. Number of youth who required referral to law enforcement
 - d. Other relevant trend data as required
9. **If MRSS providers are unable to deliver services in the community or by telephone/technology due to limited capacity, the MRSS program director or designee should immediately contact PerformCare at 877 652 7624.**