

**ANNEX A
PROGRAM COMMITMENTS
988 MOBILE CRISIS OUTREACH RESPONSE TEAMS**

PROGRAM DESCRIPTION: Provide 24/7 community-based response to adults (18 and above) in non-life-threatening mental health, substance use or suicidal crisis who have contacted the 988 Suicide and Crisis Lifeline. Services include de-escalation, assessment, referrals and linkages, and post-intervention follow-up.

NAME OF AGENCY:
CONTRACT NUMBER:

BUDGET MATRIX CODE:

BUDGET MODIFICATION

NO:

(0 = Original)

COMMITMENTS

Total Number of Dispatches Received	<input type="text"/>
Total Number of Consumers Served (Unduplicated)	<input type="text"/>
Total Number of Referrals/Linkages	<input type="text"/>
Total Number of Warm Transfers	<input type="text"/>
Total Number of Attempted Follow-Up Contacts	<input type="text"/>
Total Number of Completed Follow-Up Contacts	<input type="text"/>
Average Number of Dispatches per 8-Hour Shift	<input type="text"/>

Agency will dispatch promptly to achieve on-scene arrival within 60 minutes (on average).
YES NO

Agency will complete follow-up with consumers via phone within 72 hours after the initial contact at least 90% of the time.
YES NO

Agency will ensure that consumers are engaged with community service at the close of MCORT services at least 75% of the time.
YES NO

Agency will ensure that at least 80% of consumers served will not require a higher level of service within 72 hours after the initial MCORT contact. YES NO

Agency will work to ensure that 90% of dispatches by MCORT will be handled without law enforcement or EMS involvement. YES NO

Agency will complete annual program evaluation to identify disparities in race/ethnicity/gender/sexual orientation/ language to maintain quality of service provided to marginalized populations. YES NO

Agency will submit program data to DMHAS upon request. YES NO

Agency will provide transport to Crisis Receiving and Stabilization Centers, Certified Community Behavioral Health Clinics or a hospital's Emergency Department for appropriate care and treatment, when possible, safe and appropriate. YES NO

Agency will be prepared to serve individuals from out of their designated region when necessary and appropriate. YES NO

STAFFING: (Please specify the amount of MCORT staff time for each type of staff.)

<u>Staff</u>	<u>Total # of FTE's</u>
Program Director	<input type="text"/>
Masters Level Supervisor	<input type="text"/>
Bachelors Level Professional	<input type="text"/>
Certified Peer Support Specialists	<input type="text"/>
TOTAL ALL MCORT Staff	<input type="text"/>

COVERAGE SCHEDULE:

The following reflects the staff coverage schedule in order to provide services 24 hours a day, 7 days a week. (Please record the *number of staff persons* for each discipline providing coverage on each shift.)

BUSINESS DAYS (MONDAY – FRIDAY)			
PROGRAM MANAGEMENT	Day Shift	Evening Shift	Night Shift
1. Program Director			
2. Masters Level Supervisors			
TEAM MEMBERS			
3. Bachelors Level Professionals			
4. Certified Peer Professionals			
WEEKENDS & HOLIDAYS			
PROGRAM MANAGEMENT			
1. Program Director			
2. Masters Level Supervisors			
TEAM MEMBERS			
3. Bachelors Level Professionals			
4. Certified Peer Specialists			

MCORT Annex A Definitions

Total Number of Dispatches Received: Refers to the number of MCORTs dispatched by Carelon in response to requests from NJ 988 Lifeline centers.

Total Number of Consumers Served (Unduplicated): Refers to the number of consumers who did not have a previously open case during the reporting period. (*Visits* in this context means in-person interaction based on a dispatch call. If an individual is seen in person as part of a follow-up contact, that visit would not be counted here).

Referrals/Linkages: Number of referrals to community-based behavioral health services provided to individuals in crisis and/or third parties during initial contact.

Total Number of Warm Transfers: Number of warm transfers made to connect individuals in crisis and/or third parties directly with community-based behavioral health services. A warm transfer is a conference call that includes an individual in crisis/third party, a MCORT Staff member and a staff member from a community program. The individual/third party must give verbal permission before a warm transfer is made.

Total Number of Attempted Follow-Up Contacts: Number of consumers to whom outreach calls or visits were made by the MCORT staff within 72 hours of the initial MCORT dispatch.

Total Number of Successful Follow-Up Contacts: Number of consumers who were successfully contacted by the MCORT staff within 72 hours of the initial MCORT dispatch.

Average Number of Dispatches per 8-hour Shift: Total number of dispatches received divided by the total number of 8-hour shifts.