

# 988's Guiding Principle

Anyone in crisis will always have

***Someone to Contact  
Someone to Respond  
A Safe Place for Help***

# Someone to Respond – Pillar 2 of 988

## Mobile Crisis Outreach Response Teams (MCORTs)



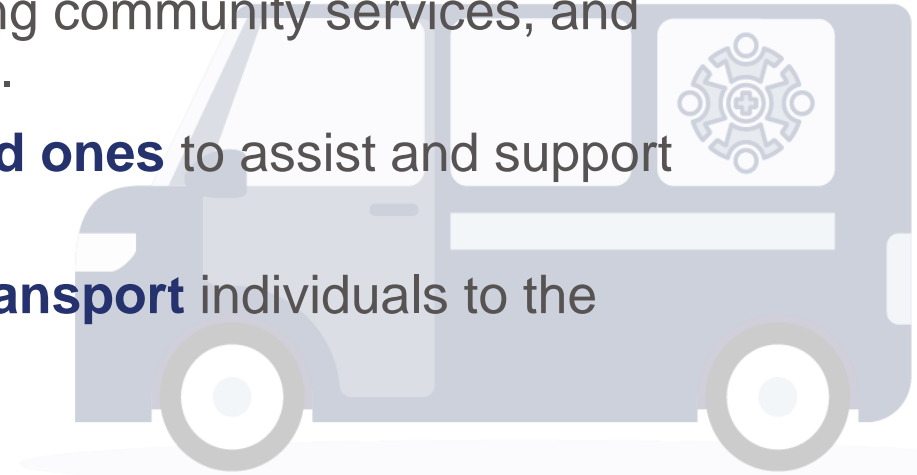
- MCORTs respond to **adults experiencing non-life-threatening mental health, substance use or suicidal crises in the community.**
- **The NJ 988 Lifeline centers are the only entities that can request an MCORT dispatch.**
- MCORTs are dispatched when a Lifeline center **Crisis Counselor determines an in-person visit would be helpful and the help-seeker consents to this service.**
- MCORTs consist of **2-person field teams** including a Crisis Response Specialist and a Peer Support Specialist supervised remotely by a Master's level clinician.
- **Respond without Law Enforcement whenever safe to do so.**
- The MCORT program went live March 3<sup>rd</sup> for limited hours. MCORTs are now **available statewide, 7:00am Monday – 7:00am Saturday (24/5).**



# Mobile Crisis Outreach Response Teams (MCORTs)

## What to Expect

- Target **response time is within one-hour** of dispatch.
- Teams respond in **non-descriptive vehicles** and in plain clothes.
- MCORT response team will reach out to the help-seeker via phone call prior to arriving on scene.
- MCORTs **de-escalate the crisis, provide linkage** to ongoing community services, and **follow-up within 72-hours** to ensure further crisis diversion.
- Teams **collaborate with family members, friends, or loved ones** to assist and support the individual in crisis.
- If a different level of care is needed, MCORTs are **able to transport** individuals to the hospital, local EISS, etc.



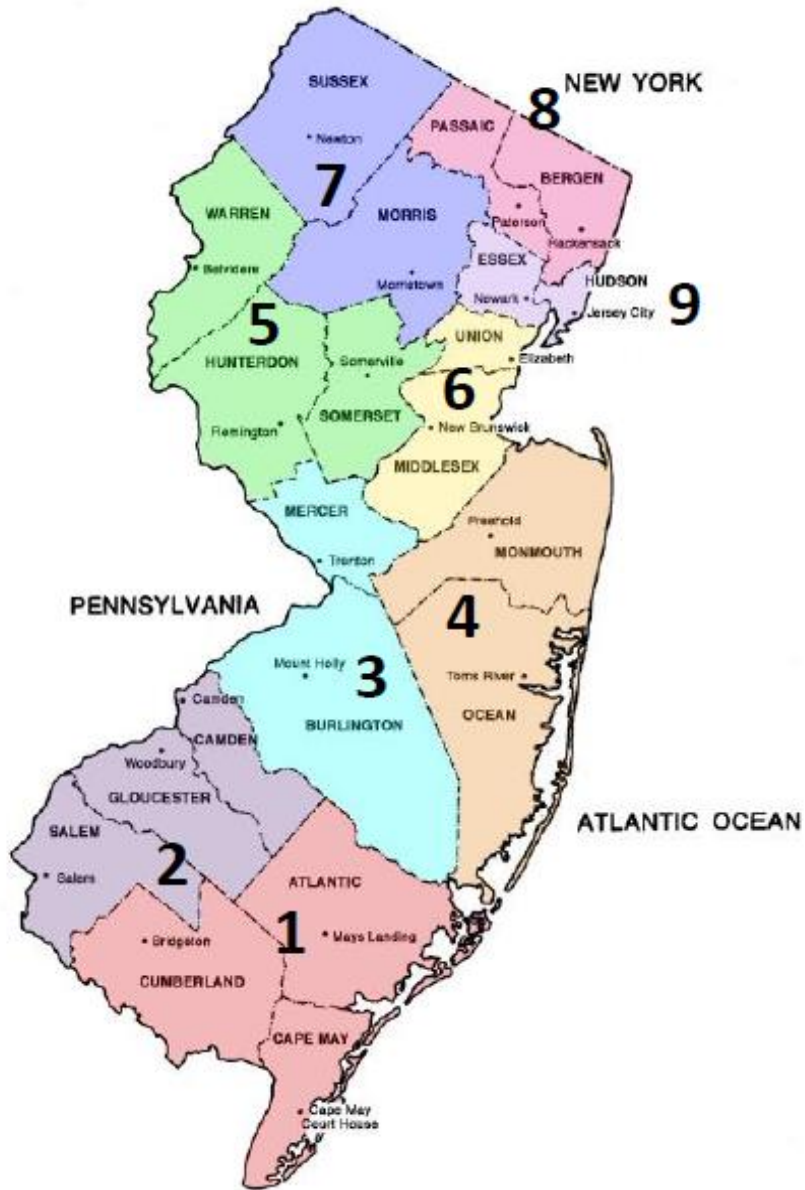
# Mobile Crisis Outreach Response Teams (MCORTs)

## Program Expectations & Objectives

- MCORT agencies are well-established behavioral health service providers in NJ.
- MCORT staff receive comprehensive training in crisis-response.
- MCORTs maintain relationships with relevant community partners.
- The prevailing objective is to **divert from the need for more acute care services and maintain the individual in the community without involving Law Enforcement.**







## 9 Regions - 5 Providers - 62 Teams

**Region 1:** Atlantic, Cape May and Cumberland (*Legacy Treatment Services*)  
→ 5 teams

**Region 2:** Camden, Gloucester and Salem (*Legacy Treatment Services*)  
→ 5 teams

**Region 3:** Burlington and Mercer (*Legacy Treatment Services*)  
→ 5 teams

**Region 4:** Monmouth and Ocean (*Collaborative Support Programs of NJ*)  
→ 8 teams

**Region 5:** Hunterdon, Somerset and Warren (*Bridgeway Behavioral Health Services*)  
→ 5 teams

**Region 6:** Middlesex and Union (*Collaborative Support Programs of NJ*)  
→ 9 teams

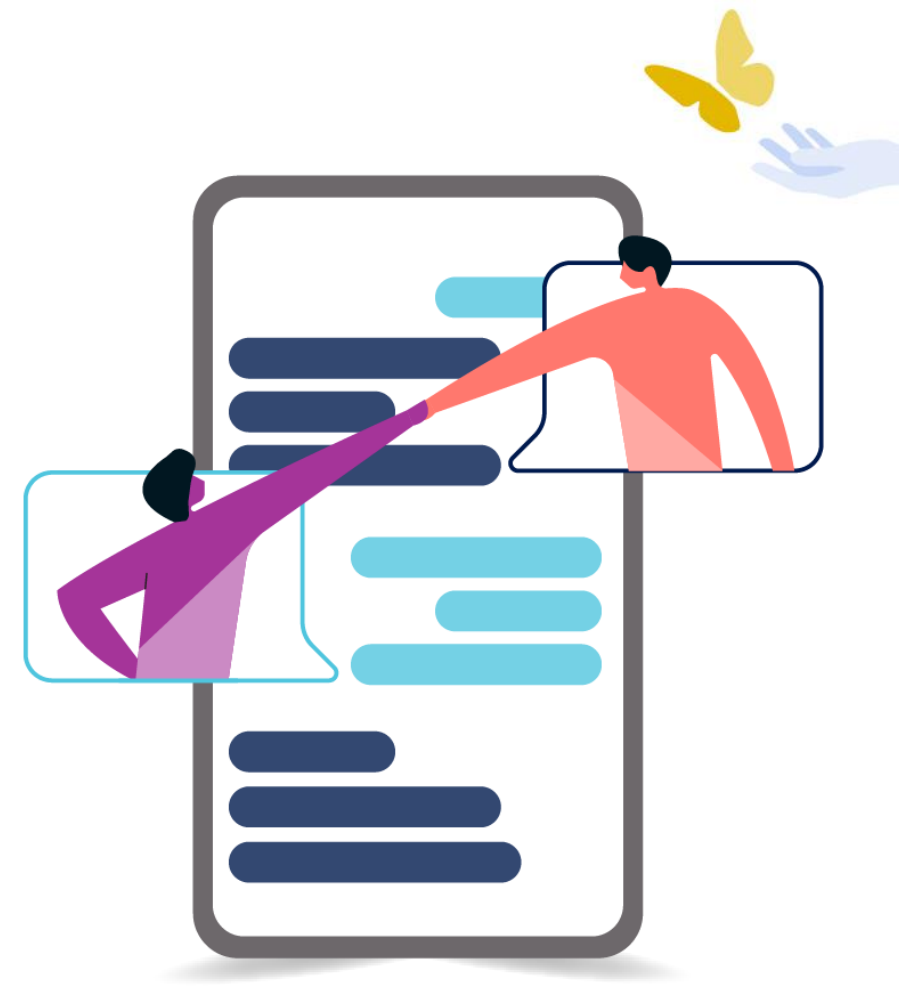
**Region 7:** Morris and Sussex (*Bridgeway Behavioral Health Services*)  
→ 5 teams

**Region 8:** Bergen and Passaic (*CarePlus NJ*)  
→ 9 teams

**Region 9:** Essex and Hudson (*Mental Health Association of Essex & Morris*)  
→ 11 teams

# In summary ...

- **MCORT** is currently available statewide with plans to go 24/7/365 in upcoming months.
- MCORT is accessed by calling 988, the nationwide 3-digit dialing code for **suicide prevention and mental health or substance use crisis**.
- Call/chat/text **24 hours a day, every day**.
  - Call or text **9-8-8**
  - Chat at [chat.988lifeline.org](https://chat.988lifeline.org)



**988** | **SUICIDE & CRISIS  
LIFELINE**