

CYBER Crisis Tracking Form

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PerformCARE[®]

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Objective

- Purpose of the Crisis Tracking form
- How to access the Crisis Tracking form
- Information entered by PerformCare on the form
- Complete the Crisis Tracking form

Mobile Response Stabilization Services (MRSS)

The NJ Children's System Of Care (CSOC) Mobile Response and Stabilization Services System (MRSS) provides services to youth experiencing increasing emotional symptoms, and/or escalating behavioral changes which are impacting the youth's usual functioning at home, in school and/or in their community. The goal of the MRSS is to prevent hospitalization in non-immediate life-threatening situations and provide interventions, services and coordination so the youth can remain at home in their communities. The youth may be at risk for hospitalization or multi-agency involvement such as juvenile justice and/or the child welfare system.

MRSS is available 24 hours per day, 7 days a week, year-round and is accessed by a clinical triage at PerformCare. Once it is determined that the youth meets the clinical criteria for MRSS and the legal guardian (LG) accepts the MRSS recommendation, the Care Coordinator (CC) makes a warm transfer to the appropriate MRSS hotline number based on the current physical location of the youth. A standard dispatch is a face-to-face meeting with the family, which occurs within one hour and is intended to be in person. In some circumstances the LG may ask that the MRSS dispatch be delayed until the youth and LG are together. This can occur up to 24 hours from time of triage.

Permissions allow MRSS to dispatch via telehealth at the family's request.

How the Crisis Tracking Form is Created

During triage, the location of the youth is identified. If the youth is not at the Home address, Other will be selected and the address and county of the other location will be entered.

CSA Triage Form

Triage Demographics

Caller Name: Call ID:

Caller Type:

Caller Phone: Phone #2:

Youth is with Caller:
 Yes No

Address/Current Location of Child: (Where is the youth currently located? When is the youth expected to be with the caller?)
 Home Other County:

Address 1:

Address 2:

Address 3:

Zip: County:

City: State:

Who referred you to call today?

If the triage determination is MRSS, a Crisis Tracking Form is generated automatically.

Change of location to *Other* may result in a MRSS dispatch from a different county other than the Youth's Home county.

The Crisis Tracking Form will be opened to the MRSS County for the selected location of the Youth.

Accessing the Crisis Tracking Form

[Return To Main](#)

[Face Sheet](#)

[Out of Home](#)

[Plan Approval \(8\)](#)

[Progress Notes](#)

[Treatment Plans Assessments](#)

[Authorizations](#)

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Once the triage determination is made for MRSS, a youth's record is opened to the identified MRSS county. At that time, the agency may access the youth's record.

A MRSS provider can search for the youth by name, CYBER ID, Date of Birth, or in the Active Agency Youth grid. The MRSS provider has full access to the youth record. This includes access to the Triage Form and the Crisis Tracking form using the buttons on the left side of the screen.

CrisisTrackingID	Youth/Child ID	TriageID	Provider	Current County	RequestType	DispatchDateTime	OnSceneDateTime
					Standard Dispatch		
					Delayed Dispatch		
					Standard Dispatch		

Crisis Tracking Application

Crisis Tracking Form

Enter a New Crisis Form...

CRISIS TRACKING

Provider M15 MR Som/War/Hunt ▾

Youth's Current County HUNTERDON ▾

Request Type Standard Dispatch ▾

Dispatch Date

Dispatch Request Time H M AM PM

On Scene Date

On Scene Time H M AM PM

Delayed Dispatch Reason Caller/Family Requests Delay ▾

Call Number

Call Outcome CMSTAB ▾

Clear Date

Clear Time H M AM PM

Transition Date MM/DD/YYYY

Is this a DCP&P initiative dispatch? Yes No

The purpose of the Crisis Tracking Form is to document the selected MRSS provider as well as the call transfer from PerformCare (CSA) to the Mobile Response county.

In addition, the form also documents the start and end of MRSS' dispatch activity and call outcome with the youth and family, whether face-to-face, or via telehealth (audio only or audio/visual).

Crisis Tracking Fields

The following fields are completed by the CSA:

Provider

- MRSS provider by county where dispatch is to occur

Youth's Current County

- The youth may not be in the same county as the Provider

Request Type

- *Standard Dispatch* is a MRSS dispatch that occurs within one hour
- *Delayed Dispatch* is any MRSS dispatch that occurs after the standard hour, up to 24 hours

Dispatch Date & Dispatch Time

- The date and time the call from CSA to MRSS ends and the call is transferred to MRSS.

Enter a New Crisis Form...

CRISIS TRACKING

Provider	M13 MR Cape/Atlantic
Youth's Current County	CAPE MAY
Request Type	Standard Dispatch
Dispatch Date	09/15/2023
Dispatch Request Time	H: 11 M: 14 <input checked="" type="radio"/> AM <input type="radio"/> PM
On Scene Date	MM/DD/YYYY
On Scene Time	H: M: <input type="radio"/> AM <input type="radio"/> PM
Delayed Dispatch Reason	
Call Number	-1
Call Outcome	CMSTAB

On Scene Information

On Scene Date and Time fields are completed by MRSS and document when MRSS staff arrives at response site or begins the telehealth dispatch activity.

The screenshot shows a form with the following fields:

- On Scene Time:** H [] M [] AM PM
- Delayed Dispatch Reason:** A dropdown menu with a red border, currently showing "Caller/Family Requests Delay".
- Call Number:** A text input field.
- Call Outcome:** A dropdown menu with a red border, currently showing "CMSTAB".
- Clear Date:** MM/DD/YYYY with a calendar icon.
- Clear Time:** H [] M [] AM PM

Two callout boxes are present:

- Delayed Dispatch Reason:** A box pointing to the dropdown menu, listing the following options:
 - Caller/Family Requests Delay
 - Long Distance
 - MRSS Capacity
 - Safety Delay
 - Traffic/Construction Delays/Inclement Weather
 - Wrong Information to Dispatch
- Call Outcome:** A box pointing to the dropdown menu, listing the following options:
 - REFUSE
 - STAB
 - CMSTAB
 - CANCEL
 - MRSSBED
 - JFPETIT
 - OHPETIT
 - FLOUP
 - TRANSC
 - Telehealth A/V STAB
 - Telehealth A/V CMSTAB
 - Telehealth AO STAB
 - Telehealth AO CMSTAB
 - Telehealth TRANSC
 - Telehealth LAENF

On the bottom half of the form MRSS selects a **Delayed Dispatch Reason**, if applicable and **Call Outcome**.

Delayed Dispatch Reason identifies why the dispatch was delayed.

Caller/Family Requests Delay

- To be used in any and all circumstances in which the caller/caregiver/guardian/parent requests MRSS team not be dispatched within 1 hour of the initial request.

Long Distance Location

- To be used when the location is far from the MRSS team and will require more than one hour of travel.

MRSS Capacity

To be used when the MRSS team is at capacity and staff is unavailable to immediately dispatch.

Safety Delay

- To be used when a MRSS supervisor deems an environmental safety concern exists, and additional information or supports are needed prior to dispatch of MRSS team to community location. This includes, but is not limited to, need for police involvement on scene.

Traffic/Construction Delays/Inclement Weather

- To be used when the MRSS team is delayed in reaching a family's home due to excessive traffic congestion or construction delays beyond their control as well as inclement weather.

Wrong Information to Dispatch

- To be used when incorrect information is obtained/provided at the time of dispatch request. For example, on scene address or location of child, youth, young adult, etc.

Call Outcome documents the results of the dispatch.

- **REFUSE:** Intervention Refused - Family/Caregiver/Guardian declines MRSS services during initial on scene intervention. This includes no response by family at on scene arrival.
- **STAB:** Crisis Stabilized Services- Intervention completed in home and family/youth receiving only initial 72 hours of services
- **CMSTAB:** Community Stabilized Services - Intervention completed in home and family/youth will be receiving up to 8 weeks of stabilization management by MRSS team
- **CANCEL:** *Call Cancelled* - Request for dispatch cancelled once dispatch arranged; used after initial call with CSA has been terminated and prior to MRSS arriving on scene
- **CRIBED:** *Transfer to Crisis Bed Intervention* - Completed in initial setting and youth is being placed out of home in a stabilization bed for continued stabilization

Call Outcome Definitions (continued)

- **JFPETIT:** *Juvenile/Family Crisis Petition* - Youth referred to Family Court via Juvenile Family Crisis Petition submitted by combined MRSS-FCIU program
- **OHPETIT:** *Out of Home Juvenile/Family Crisis Petition* - Youth referred to an out of home placement and Family Court via Out of Home Juvenile/Family Crisis Petition submitted by combined MRSS-FCIU program
- **FLOUP:** *Follow-up Crisis Response* - Dispatch occurring on a youth/family active with MRSS services prompted by an additional request for dispatch coming through to CSA rather than MRSS Parent Line
- **TRANSC:** *Transfer to Screening* - Intervention completed in home and child requires higher intensity of care for further stabilization and is transferred to the local psychiatric emergency services center

- **Telehealth A/V STAB:** Audio/Visual Response Crisis Stabilized - Intervention completed through telehealth (audio/visual) and family/youth will be receiving only initial 72 hours of services
- **Telehealth A/V CMSTAB:** Audio/Visual Response Community Stabilized Services - Intervention completed through telehealth (audio/visual) and family/youth will be receiving up to 8 weeks of stabilization
- **Telehealth AO STAB:** Audio Only Response Crisis Stabilized - Intervention completed through telehealth (audio) and family/youth will be receiving only initial 72 hours of services
- **Telehealth AO CMSTAB:** Audio Only Response Community Stabilized Services - Intervention completed through telehealth (audio) and family/youth will be receiving up to 8 weeks of stabilization management by MRSS team

Call Outcomes (continued)

- **Telehealth TRANSC:** *Transfer to Screening* - Youth referred for Psychiatric Emergency Services during telehealth intervention
- **Telehealth LAENF:** *Referred to Law Enforcement* - Youth who required referral to law enforcement during telehealth intervention

Clear Date and Time

The **Clear Date** and **Clear Time** fields are entered by MRSS staff to document when MRSS staff leaves the response site or ends the dispatch activity (telehealth).

Enter a New Crisis Form...

CRISIS TRACKING

Provider: M15 MR Som/War/Hunt ▾

Youth's Current County: HUNTERDON ▾

Request Type: Standard Dispatch ▾

Dispatch Date: [Calendar Icon]

Dispatch Request Time: H M AM PM

On Scene Date: [Calendar Icon]

On Scene Time: H M AM PM

Delayed Dispatch Reason: Caller/Family Requests Delay ▾

Call Number: [Text Field]

Call Outcome: CMSTAB ▾

Clear Date: [Calendar Icon]

Clear Time: H M AM PM

Transition Date: MM/DD/YYYY [Calendar Icon]

Is this a DCP&P initiative dispatch? Yes No

Save Save & Close Cancel

- **Save** - Saves the form with required fields and displays a message “Crisis Form Saved”. A validation error will occur if mandatory fields are not completed.
- **Save & Close** - Similar to Save functionality and closes the completed form.
- **Cancel** - Clicking Cancel will exit the form without saving.
- **Submit button** - will be enabled only for MRSS users. Once submitted into CYBER, the form will be read only. Ideally, crisis tracking forms are completed and submitted within 24 hours of dispatch.

Transition Date is required only if Call Outcome is REFUSE, CANCEL.

Resources

PerformCare Website Training Page <https://www.performcarenj.org/provider/training.aspx>

Mobile Response & Stabilization Services (MRSS)

<https://www.performcarenj.org/provider/training.aspx#mrss>

Clinical Criteria for MRSS Initial 72 hours

<https://www.performcarenj.org/pdf/provider/clinicalcriteria/mobile-response-serv-72-hrs.pdf>

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