

# Mobile Response Stabilization Service (MRSS) Crisis Tracking Form Training

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# CYBER Crisis Tracking Form

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The Crisis Tracking Form is used whenever MRSS is dispatched and is used to track activity when Mobile Response is requested for a child/youth/young adult.

- The Contracted Systems Administrator (CSA) completes certain fields at the time of the referral to MRSS.
- The remainder of the fields are completed by MRSS.

# Accessing the Crisis Tracking Form



Go to the Face Sheet for the child/youth/young adult and select “Crisis Tracking” button on the left side of the screen.

# Crisis Tracking Form Fields

## CRISIS TRACKING

Provider	M15 MR Som/War/Hunt
Request Type	Standard Dispatch
Dispatch Date	4/7/2010 15
Dispatch Time	9 46 AM
On Scene Date	<M/d/yyyy> 15
On Scene Time	AM
Delayed Dispatch Reason	
Call Number	55397
Call Outcome	
Clear Date	<MM/dd/yyyy> 15
Clear Time	AM

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The next section describes the fields that are  
completed by the CSA

# CSA Completed Fields

These fields are completed by the CSA:

## Provider

- MRSS provider by county where dispatch is to occur

## Request Type

- *Standard Dispatch*
  - Within one hour of request
- *Delayed Dispatch*
  - Dispatch occurs more than one hour after request

## Dispatch Date & Dispatch Time

- The date and time the call from the CSA requesting MRSS ends.

The screenshot shows a web form titled "CRISIS TRACKING" with several input fields. A red rounded rectangle highlights the first four fields, which are the ones mentioned in the text as being completed by the CSA. The fields are: Provider (dropdown menu with "M15 MR Som/War/Hunt" selected), Request Type (dropdown menu with "Standard Dispatch" selected), Dispatch Date (text input with "4/7/2010" and a calendar icon), and Dispatch Time (time input with "9" in the hour field, "46" in the minute field, and "AM" selected with a radio button). Below these are other fields: On Scene Date (calendar icon), On Scene Time (time input with AM/PM radio buttons), Delayed Dispatch Reason (dropdown menu), Call Number (text input with "55397"), Call Outcome (dropdown menu), Clear Date (calendar icon), and Clear Time (time input with AM/PM radio buttons).

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The next section describes the fields completed by  
Mobile Response

# On Scene Information

## On Scene Date and Time

- Date and Time MRSS staff arrives at response site

**CRISIS TRACKING**

Provider	M15 MR Som/War/Hunt
Request Type	Standard Dispatch
Dispatch Date	4/7/2010
Dispatch Time	9:46 AM
On Scene Date	
On Scene Time	
Delayed Dispatch Reason	
Call Number	55397
Call Outcome	
Clear Date	
Clear Time	



# Delayed Dispatch Reason

Reason for Delay in Response Time beyond contracted requirement of 1 hour. Selected from drop down.

The image shows a screenshot of a web-based form titled "CRISIS TRACKING". The form contains several input fields and a dropdown menu. The fields are: Provider (MS MR Camden), Request Type (Standard Dispatch), Dispatch Date (6/25/2010), Dispatch Time (00:00 AM), On Scene Date (MM/DD/YYYY), and On Scene Time (H:M AM/PM). The "Delayed Dispatch Reason" field is highlighted with a blue box, and its dropdown menu is open, showing a list of reasons: Caller/Family Requests Delay, Long Distance, MRSS Capacity, Safety Delay, Traffic/Construction Delays/Inclement Weather, and Wrong Information to Dispatch. The dropdown menu is also highlighted with a red rounded rectangle.

Field	Value
Provider	MS MR Camden
Request Type	Standard Dispatch
Dispatch Date	6/25/2010
Dispatch Time	00:00 AM
On Scene Date	MM/DD/YYYY
On Scene Time	H:M AM/PM
Delayed Dispatch Reason	Caller/Family Requests Delay Long Distance MRSS Capacity Safety Delay Traffic/Construction Delays/Inclement Weather Wrong Information to Dispatch
Call Number	
Call Outcome	
Clear Date	
Clear Time	

## Delayed Dispatch Reason (continued)

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### 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.

## Delayed Dispatch Reason (continued)

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### **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

Outcome of the call is selected from drop down box.

Provider: M13 MR Cape/Atlantic

Request Type: Standard Dispatch

Dispatch Date: 4/8/2010

Dispatch Time: 15

On Scene Date:

On Scene Time:

Delayed Dispatch Reason:

Call Number:

Call Outcome: REFUSE, STAB, CMSTAB, CANCEL, CRIBED, JFPETIT, OHPETIT, FLOUP, TRANSC

Clear Date: <M/d/yyyy> 15

Clear Time: AM PM

Buttons: Save, Save & Close, Cancel, Submit

## Call Outcome Definitions

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- **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 (Intervention completed in home and family/child receiving only initial 72 hours of services)
- **CMSTAB:** Community Stabilized Services (Intervention completed in home and family/child 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)

## Call Outcome Definitions (continued)

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- **CRIBED:** Transfer to Crisis Bed (Intervention complete in initial setting and child, youth, young adult is being placed out of home in a stabilization bed for continued stabilization)
- **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)

## Call Outcome Definitions (continued)

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- **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)

# Clear Date and Time

Time MRSS staff leaves response site.

## CRISIS TRACKING

Provider	M15 MR Som/War/Hunt
Request Type	Standard Dispatch
Dispatch Date	4/7/2010 15
Dispatch Time	9 46 AM PM H M
On Scene Date	<=M/d/yyyy> 15
On Scene Time	AM PM H M
Delayed Dispatch Reason	
Call Number	55397
Call Outcome	
Clear Date	<=M/d/yyyy> 15
Clear Time	AM PM



## Save/Submit Options

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- **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.
- **Submit button** - will be enabled only for MRSS users. Once submitted into CYBER, the form will be read only.

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