Wendy Philpot, Manager of Crisis Services of EMPACT-Suicide Prevention Center La Frontera Arizona led a discussion about their mobile crisis model and the collaboration efforts between EMPACT and Mesa as they work to divert behavioral cases from the ER.

**Key points:**
- EMPACT Suicide Prevention Center LA Frontera Mission and Vision
- Providing innovative solutions to complex problems
- Working together to create standards of care in the Arizona community
Agenda

- Overview of EMPACT Mobile Crisis Teams
- Crisis Interventions
- Importance of Connection
- Interventions to help us reach our goal
- Discussion of What is Best Practice

EMPACT-SPC

- Emergency Mobile Pediatric Adolescent Crisis Team
- Suicide Prevention Center

- Founded in 1987
- EMPACT is the only organization in the State of Arizona to have a 24-hour hotline and mobile crisis teams, accredited by the American Association of Suicidology.
EMPACT

Mobile Crisis Services

• Dispatched by CRN (Crisis Response Network)
  602-222-9444

• A team consists of a master level and bachelor level or equivalent clinicians, experienced and specially trained in crisis intervention.

• A mobile crisis team provides assistance, support, and resources to clients and those who care about them in a time of need.

EMPACT

Mobile Crisis Services

• 14 Mobile Teams operating out of Tempe, Glendale, and San Tan Valley.

• Respond to approximately 700-900 dispatches a month.

• Stabilize 75%+ clients in the community.
Mobile Crisis Services

Mobile crisis teams will de-escalate crisis situations, assess for life threatening behavior (suicide/homicide), empower and advocate for clients. Teams can also make treatment recommendations, transport as necessary and appropriate, and assist with emergent/non-emergent petitioning process. Teams staff with the EMPACT On-Call Coordinator.

EMPACT Philosophy

• Stabilize in the Least Restrictive Environment.
  – Sense of empowerment and accomplishment.
  – Sense of control over one’s self and his/her environment.
Mobile Crisis Services

Mobile crisis teams will de-escalate crisis situations, assess for life threatening behavior (suicide/homicide), empower and advocate for clients. Teams can also make treatment recommendations, transport as necessary and appropriate, and assist with emergent/non-emergent petitioning process. Teams staff with the EMPACT On-Call Coordinator.

EMPACT

Mobile Team Interventions

<table>
<thead>
<tr>
<th>Dispositions</th>
<th>Total</th>
<th>Total %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Stabilized</td>
<td>507</td>
<td>75%</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>142</td>
<td>21%</td>
</tr>
<tr>
<td>Petition</td>
<td>20</td>
<td>3%</td>
</tr>
<tr>
<td>Medical</td>
<td>7</td>
<td>1%</td>
</tr>
<tr>
<td>Detox</td>
<td>2</td>
<td>0%</td>
</tr>
</tbody>
</table>
Community Stabilized Interventions

- Coordinate with Family/Friends.
- Setting up an Intake Appt. for Outpatient Provider or Coordinate with an Existing Provider.
- Reduce Access to Means.
- Complete Safety Plans.
- Complete Crisis Transition Navigator (CTN) or Rally Point Referrals.
- Complete Safety Follow Up Team Referrals (can include phone calls).
- Refer to San Tan Walk-In Center (adults only).

H(igher)L(evel)O(f) C(are) HLOC

- EMPACT can recommend and facilitate connection to Detox, Psychiatric Hospitals, Emergency Rooms.
- Emergent petitions can be filed and submitted by EMPACT Mobile Teams
- Non-Emergent petition referrals can be completed with the EMPACT Persistently and Acutely Disabled team (PAD).
• Community Stabilization is the goal but sometimes HLOC is necessary to keep the client, or others safe