

NH Rapid Response Access Point and Mobile Crisis

Agenda

- **Brief History**
- **Purpose of the Model**
- **How it Works**
- **Coverage**
- **Post Crisis**

A Brief History - Laying Some Groundwork

- **In the early 2000's NH was sued by the Federal Government for over-institutionalizing people.**
- **As a result, changes needed to be made in the Community Mental Health Centers (CMHC's).**
- **Concord, Manchester and Nashua immediately were required to implement Mobile Crisis.**
- **State of NH 10-year mental health plan REQUIRES all CMHC's to now offer Mobile Crisis.**
- **Program rolled out January 1, 2022.**

Purpose of the Model

- **The sole purpose of the new mobile crisis model is to divert people from the Emergency Department (ED).**
- **ED's have been experiencing significant increase in demand for services.**
- **A large part of that demand has been for care of those in psychiatric crisis.**
- **In many instances those who present to the ED can be discharged with a safety plan and follow up appointments.**
- **In fact, 50 % of the people that MFS assessed at Cheshire Medical Center during a six-month period last year were able to be discharged home with a safety plan.**

How it Works

- **NH Rapid Response Access Point (AP) can be reached at
1-833-710-6477.**
- **There are people available at this number 24/7/365.**
- **The AP is run by Caredon Health and is staffed nationally.**
- **It can be used as a “warm” line as well as a crisis line.**
- **With the new model, “crisis” is largely self defined.**
- **When you call the AP, there are four possible outcomes.**

How it Works

- **You call the AP and are able to resolve your concerns on the call. No further action required.**
- **You call the AP, not in active crisis but follow up with someone would be helpful. AP will send us an Urgent Referral. We will reach out to you within 24 – 48 hours.**

How it Works

- **You call the AP and are in active crisis. The AP is unable to resolve the situation over the phone. They will then dispatch a Mobile Crisis team to you.**
- **The fourth level of response is active rescue. This is when the AP will dispatch first responders due to the nature of the situation.**

Coverage

- **MFS covers all of Cheshire County and part of the western edge of Hillsborough County.**
- **Our far eastern border is comprised of Bennington, Frankestown, Lyndeborough, Wilton, Greenville and New Ipswich.**
- **Our northern border is comprised of Antrim, Stoddard, Marlow, Alstead, and Walpole.**

Coverage

- **In general, there is a one-hour response time that is expected.**
- **The AP dispatches the GEOGRAPHICALLY closest team.**
- **So, depending on where you are, it may NOT be a team from MFS as cross catchment deployments are allowed in the new model.**

Post Crisis

- **Following our initial meeting – whether it is an Urgent Referral or a Mobile Crisis call – we can see you for up to five more times.**
- **These appointments serve several purposes which include but are not limited to:**
 - **Coping Skills, Intake for services at MFS, Referrals to other treatment providers, Assistance with securing appropriate resources/supports.**

Thank
you



Kevin Stevenson, MS

**Director of Acute Care
Services**

**Monadnock Family
Services**

603-357-4400

kstevenson@mfs.org