



Mobile Outreach Team

Report to Commissioners Court

August 16, 2011

The Mobile Outreach Team, a division of Williamson County Emergency Services, responds to mental health crises throughout Williamson County 24 hours per day, 365 per year. MOT is staffed by 5 Mental Health Specialists, 1 Clinical Supervisor, 1 Business Manager and a Director. The Director and Clinical Supervisor provide direct services in addition to program administration. Clinicians are dispatched by 911 Communications and respond to intervention requests from Sheriff's Office Deputies, Suicide, Veterans and Crisis Hotlines, municipal police departments, DPS Troopers, EMS, six area hospitals, schools, churches, and the Health District. Mental health consumers and their family members also request services via the Crisis Hotline. Team members work very closely and cooperatively with the Williamson County Sheriff's Office Crisis Intervention Team, the County's law enforcement mental health unit. The mission of the Mobile Outreach Team is to link persons in crisis with mental health, social service, or medical providers, and prevent escalation of the crisis and /or interaction with law enforcement and EMS. The team provides emergency crisis assessments for consumers and authorizes admissions for inpatient psychiatric treatment at state facilities.

The program has gained local, regional, and even national attention for clinical and program excellence. The Mobile Outreach Team and our partner program, the Crisis Intervention Team have been awarded the following:

- National Crisis Intervention Conference Multiple Presentations
- Mental Health America - Best Mental Health Team in Texas
- The 100 Club of Central Texas First Responder Team of the Year
- Texas Corrections Association - Exemplary Program Award
- Sheriff of the Year - CIT International
- Behavioral Health Professional of the Year - CIT International

Financial Impact Summary

2011 Budget	\$736,637
Offset by Grants and Contracts	\$230,103
General Fund Budget	\$506,534
Diversion Savings	\$1,798,854
Total Savings	\$1,062,217

Diversion from the jail, medical services and state hospitals

A Diversion is...	FY2011	
Jail Diversion		
<ul style="list-style-type: none">• The client must have committed an offense that could have resulted in jail time if law enforcement had not requested MOT to the scene• MOT assessed and diverted the client to mental health services• does not include cost of medical or psychiatric care, medications, increased staff involvement at the jail• \$80 per day for 14 days	81 \$1,120 each	\$90,048

Emergency Department Diversion <ul style="list-style-type: none"> the estimated cost of admitting an uninsured client to an ER due to a mental health crisis does NOT include medications, lab work, treatment, specialty care \$3,700 per admission as agreed upon by ER directors and provided to MH Task Force 	167 \$3700 per admission	\$617,160
EMS diversion The cost of transporting an uninsured client to a local hospital <ul style="list-style-type: none"> eligible if EMS was on scene and could have transported the client considered transporting the client to an ER \$695 per BLS transport as provided by WCEMS \$100 dispatch fee No mileage fees included 	167 \$795 basic call	\$132,606
State Hospital Diversion <ul style="list-style-type: none"> the cost of an average stay at Austin State Hospital does NOT include cost of deputy transports or court costs eligible when the client meets admission criteria but MOT diverted client to more appropriate treatment 	178 \$5400 per admission	\$959,040
Fourteen percent of all client encounters meet diversion criteria.		

Program Statistics

Average number of client encounters per month: 370, includes F2F and phone

Primary reasons for referral: 1. psychosis or dangerously impaired functioning
2. contemplating suicide

Highest call volume: Thursday afternoon and evening

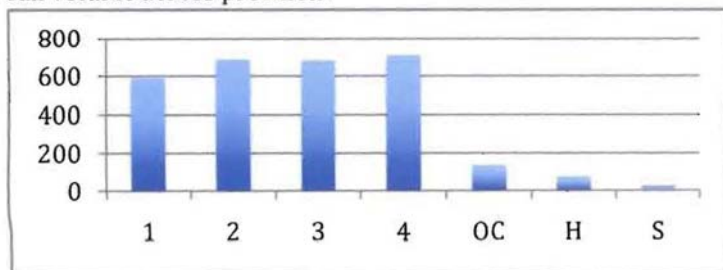
Percentage of encounters resulting in hospitalization: 24%

Percentage of emergency interactions that require face to face follow up visits: 35%

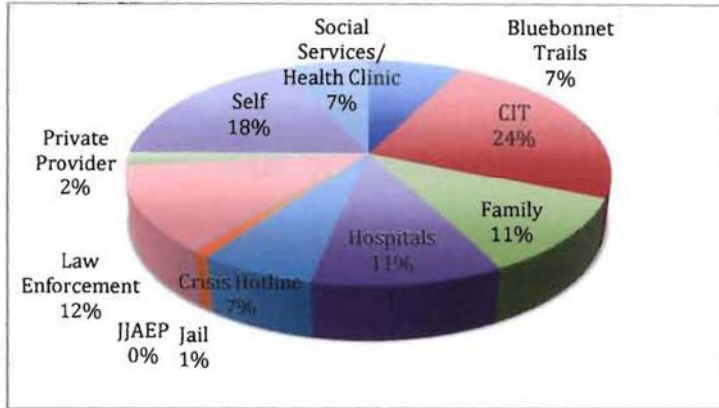
Number of follow-up phone calls FYTD: 1722

Percentage of consumers each month with no previous MOT involvement: 30%

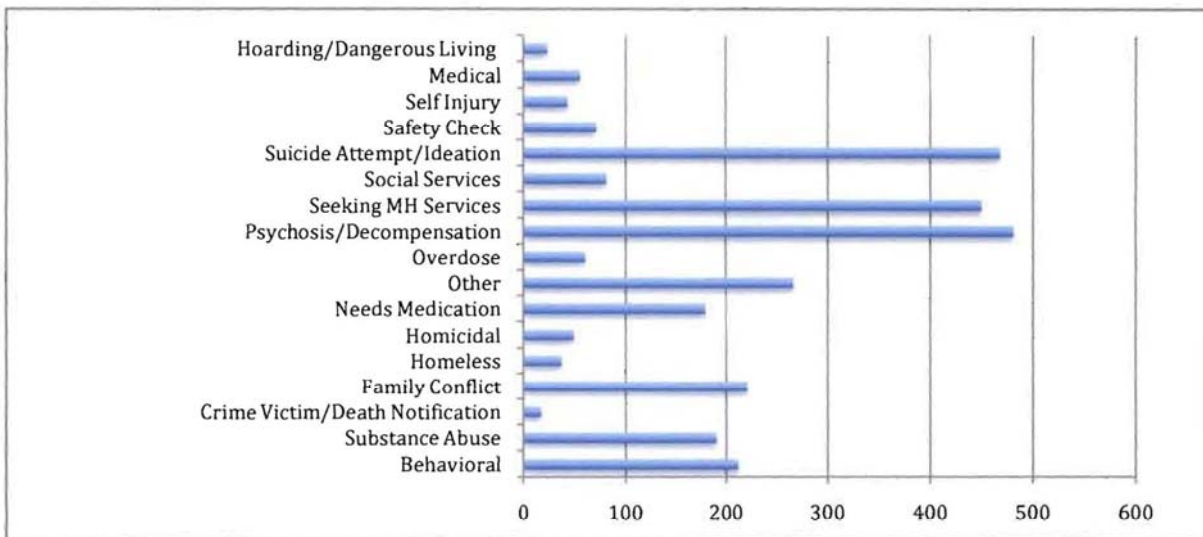
Call volume across precincts



Referral Source



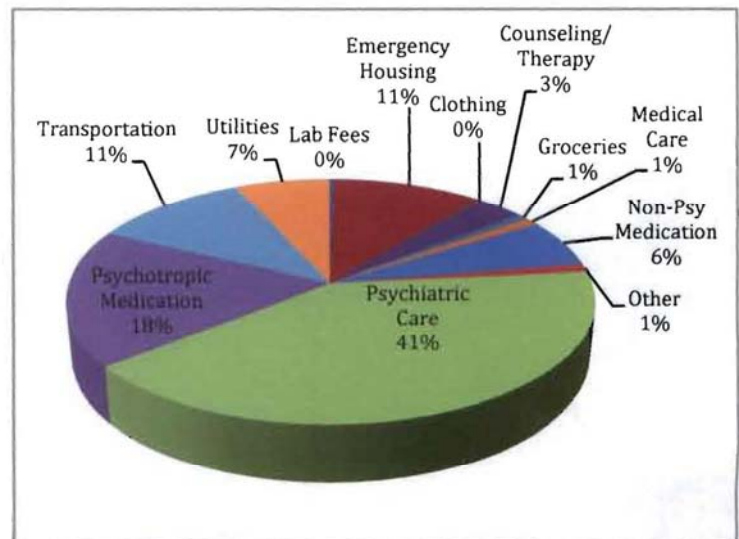
Reason for Referral



Flex Funding

Percentage of emergency interactions utilizing Flex Funds: 16%

Lab Fees	\$142.56
Emergency Housing	\$4,800.83
Clothing	\$25.40
Counseling/Therapy	\$1,601.50
Groceries	\$357.02
Medical Care	\$419.20
Non-Psychiatric Medication	\$2,836.29
Other	\$432.57
Psychiatric Care	\$18,382.01
Psychotropic Medication	\$8,128.31
Transportation	\$5,063.19
Utilities	\$3,039.90
Total Flex Funds	\$45,228.78



Flex Funds and Other Financial Transactions

Policy: Flex Fund Use

The intent of the flexible fund is to prevent/reduce the institutional involvement (e.g. visits to jails, ER's, psychiatric hospitals) of Williamson County residents with mental health issues and to prevent/reduce the incidence of mental health crises in Williamson County. The Department Coordinator and each team member have access to Flex Funds.

Flex Funds can be used:

- For Williamson County residents
 - Who have a mental health issue – one of the following must apply
 - A history of psychotropic medication use
 - A history of counseling/psychiatry
 - A history of psychiatric hospitalization
 - A DSM diagnosis
 - **And** are currently (or will be without use of Flex Funds) “in crisis.”

“In crisis” is a subjective term; a MOT member will use his or her professional judgment in conjunction with supervision to decide if a client is “in crisis” or not. Generally, a crisis situation is one in which a person is, or soon will be, without food, clothing, shelter, medical or psychiatric necessities. Individuals with mental health issues are often unable to summon helpful internal and external resources in the face of crisis. They benefit from short-term crisis intervention and, occasionally, financial assistance to extricate themselves from the crisis or prevent it from worsening.

Typical flexible fund expenses may include, but are not limited to transportation vouchers, payment for medical appointments, medication/pharmacy vouchers/payments, payment for therapy sessions (short to mid-term), food and motel vouchers, payment toward utility or other essential household bills.

In all instances the MOT member must make an attempt to find a resource (church, social service agency, family member) to pay for the item or service needed. The Flex Fund is the fund of last resort.

Procedure: Flex Fund Use

Mobile Outreach Team members may use their County Purchasing Card or their Williamson County MOTRF checks to complete a Flex Fund transaction.

Purchasing Cards

Mobile Outreach Team members will follow all County Purchasing Card Program guidelines and procedures as outlined in the Williamson County Purchasing Card Program Procedures Manual. Each MOT member is responsible for reading and understanding the guidelines and attending a Purchasing Card orientation meeting.

In addition:

- Single transactions must not exceed \$400.00.
- Billing cycle (monthly) transactions must not exceed \$1,500.00.
- Each family/client is eligible for up to \$750.00 in Flex Fund use per Fiscal Year, with the MOT Caseworker obtaining written authorization from the Department Coordinator. Written approval must be obtained for cumulative or single transactions over \$750.00.
- There will be no cash withdrawals permitted and no cash/funds/checks will be given directly to a client or family member; all transactions must occur with a business entity/vendor.
- MOT members will use Flex Funds based on the criteria that have been established and documentation will be recorded for each transaction.
- The transactions will be noted on the Flex Fund Report stating the client, vendor, purchase/reason and the amount of funds used.
- The team members will turn the reports in to the Coordinator on the next business day.

- All reports will have original receipts attached for each transaction that occurred. No reports will be approved without the appropriate receipts.
- There will be instances when a standard receipt is not available. In such cases a letter signed by the appropriate (vendor and/or client) parties must be attached to the Flex Fund form.
- Each report will be examined, calculated and approved by the Department Coordinator. Any discrepancies will be resolved prior to the Auditors Office receiving the document.
- All original receipts and Flex Fund forms will be sent to the Auditors Office on a monthly basis along with the Purchasing Card Statements.

MOTRF Checking Account

- Single transactions must not exceed \$400.00
- In general, monthly transactions should not exceed \$1,500.00. Respite Care is the only service that shall be allowed to exceed \$1,500.00 per month.
- Each family/client is eligible for up to \$750.00 in Flex Fund use per Fiscal Year without MOT member obtaining written authorization from the Department Coordinator. Respite Care may exceed this limit, but written authorization is required.
- There will be no cash withdrawals permitted and no cash/funds/checks will be given directly to a client or family member; all transactions must occur with a business entity/vendor.
- MOT members will use Flex Funds based on the criteria that have been established and documentation will be recorded for each transaction.
- The transactions will be noted on the Flex Fund Report stating the client, vendor, purchase/reason and the amount of funds used.
- The team members will turn the reports in to the Coordinator on the next business day.
- All reports will have original receipts attached for each transaction that occurred. No reports will be approved without the appropriate receipts.
- There will be instances when a standard receipt is not available. In such cases a letter signed by the appropriate (vendor and/or client) parties must be attached to the Flex Fund form.
- Each report will be examined, calculated and approved by the Department Coordinator. Any discrepancies will be resolved prior to the Auditors Office receiving the document.
- A reconciliation of the MOTRF checking account will be done on a monthly basis and a copy of the bank statement and reconciliation report will be sent to the Auditors Office.
- When the MOTRF checking account balance falls under \$1,000 the Department Coordinator will submit a request for replenishment to the Auditors Office. *Copies* of all receipts and Flex Fund forms will be sent to the Auditors Office attached to the request for replenishment. *Original* receipts will be kept on file at the Outreach Department for review by the Auditors Office.