



Mobile Crisis Response for Children and Youth

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Seneca Family of Agencies

WHO WE ARE AND UNCONDITIONAL CARE

- **Our mission is to help children and families through the most difficult times of their lives**
- **Founded 37 years ago as a residential treatment facility serving 6 youth. Today serving over 18,000 youth and families annually.**
- **Multi-service agency spanning child welfare, behavioral health, education and juvenile justice systems**
- **Serving 18 California counties and 2 counties in Washington State**

SERVICE CONTINUUM

EDUCATION

- Non-Public Schools
- Counseling Enriched Classrooms
- Mental Health and Special Education Services
- School Partnership Programs

COMMUNITY-BASED

- Wraparound, Full Service Partnerships, Expedited Transition Services
- Community Mental Health and Probation Interventions (TBS, Case Management, etc.)
- Mobile Response & FURS
- Clinic-Based Outpatient Services
- Guided Animal Intervention Therapy

PLACEMENT & PERMANENCY

- Foster Care and Adoption Services
- Intensive Services Foster Care (ISFC) and Enhanced ISFC
- Therapeutic Foster Care
- Family Ties/Kin Support
- Family Finding
- Visitation Services
- Welcoming Center (Shelter Alternative)

CRISIS

- Partial Hospitalization Programs
- Crisis Stabilization Unit
- Crisis Residential (CCRP)
- Enhanced Short-Term Residential Therapeutic Program (STRTP)

Seneca MRT Programs

- **Standalone Mobile Response Team (MRT) programs:**
 - **Contra Costa County (since 2000)**
 - **San Francisco County (since 2019)**
 - **Monterey County (since 2020)**
- **Family Urgent Response System (FURS) services since 2021: Sonoma, Marin, Solano, Contra Costa, San Francisco, Monterey, Ventura, and Orange Counties**

Unique Crisis Response Needs of Children and Adolescents

- **Crisis often involves youth and caregivers**
- **Need for trauma-informed approaches to minimize ambulance transports/likelihood of law enforcement involvement**
- **Schools as primary referral source during daytime hours**
- **Call volume linked to school day and school calendar**

MRT Staffing Structure

- **Teams of 2 staff respond to in-person crises**
- **Teams comprised of:**
 - **Master's-level Crisis Clinicians**
 - **Crisis Counselors**
 - **Peer Partners**
- **Ideal team is 1 clinician 1 counselor**
- **Peers predominantly used for follow-up supports**
- **Supervision provided by licensed master's-level staff**

MRT Program Hours

- **Fully staffed:**
 - **7am - 11pm, Monday - Friday**
 - **11am - 9pm on weekends**
- **24/7 Coverage: Rotating on-call pool for overnight coverage. 24/7 staffing best achieved by leveraging pool of on-call staff from region**
- **FURS requires 24/7 coverage**

Referral Sources/Access

- Youth and families are provided the MRT phone number and can call directly
- Foster youth and caregivers call the statewide FURS hotline who dispatches local FURS team
- Primary referral sources: school staff, emergency services/hospitals, STRTP staff, mental health professionals/child welfare workers

Contract and Fiscal Structure

- **MRT contracted through County Mental Health Plans and serve primarily Medi-Cal youth (but can serve all youth regardless of insurance type in some counties)**
- **FURS services are contracted through County Social Service agencies**
- **Primary revenue sources: EPSDT, FURS allocation, Other County Funds: MHSA, General Fund, etc.**

Seneca MRT Outcomes

- **40% of calls require in-person mobile response**
- **80% of youth in crisis are successfully stabilized and diverted from hospitalization**
- **80% of youth moved to lower or same level of service**
- **21% of youth moved to lower level of service**



SENECA

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THANK YOU

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