

Description of Services
Mobile Crisis Outreach Teams

- 1.1 Contractor shall operate Mobile Crisis Outreach Team (MCOT) that shall provide field-based crisis outreach services to individuals of all ages in LAC experiencing a mental health crisis event. Contractor shall follow protocols, policies, and procedures established by LACDMH for dispatching and engagement of mobile crisis services.
- 1.2 For MCOT Services in Metro Rail Lines and Bus Lines, services shall be available during the hours of 6 a.m. and 10 p.m., seven days per week including holidays.
- 1.3 MCOT Services shall be provided on Metro Rail Lines and Bus lines with the highest needs.
- 1.4 MCOT Services shall be appropriate and supportive and shall, whenever possible, reduce law enforcement involvement, reduce the use of Emergency Department (ED) admissions, and provide crisis stabilization to avoid unnecessary hospitalizations and reduce further trauma to clients and family.
 - 1.4.1 When crisis stabilization is not possible, MCOT shall, whenever possible, transport individuals in crisis to the least restrictive setting, including Mental Health Urgent Care Centers (UCC);
 - 1.4.2 When transportation by MCOT is not possible, MCOT will follow all DMH transportation policy and procedures.
- 1.5 MCOT shall develop a safety plan with individuals in crisis when a crisis is managed in-person and in place; and
- 1.6 MCOT shall have an On-Duty Clinician available for consultation during all shifts noted in subparagraph/table 1.2 above.
- 1.7 Payments will be made by the County to the selected contractor in accordance with Exhibit A – Financial Exhibit (Financial Provisions) of the Sample Contract.
- 2.0 Specific Tasks**

Selected contractor shall perform all services listed in Service Exhibit 1139 - Statement of Work, Mobile Crisis Outreach Teams.