



Mobile Crisis Data

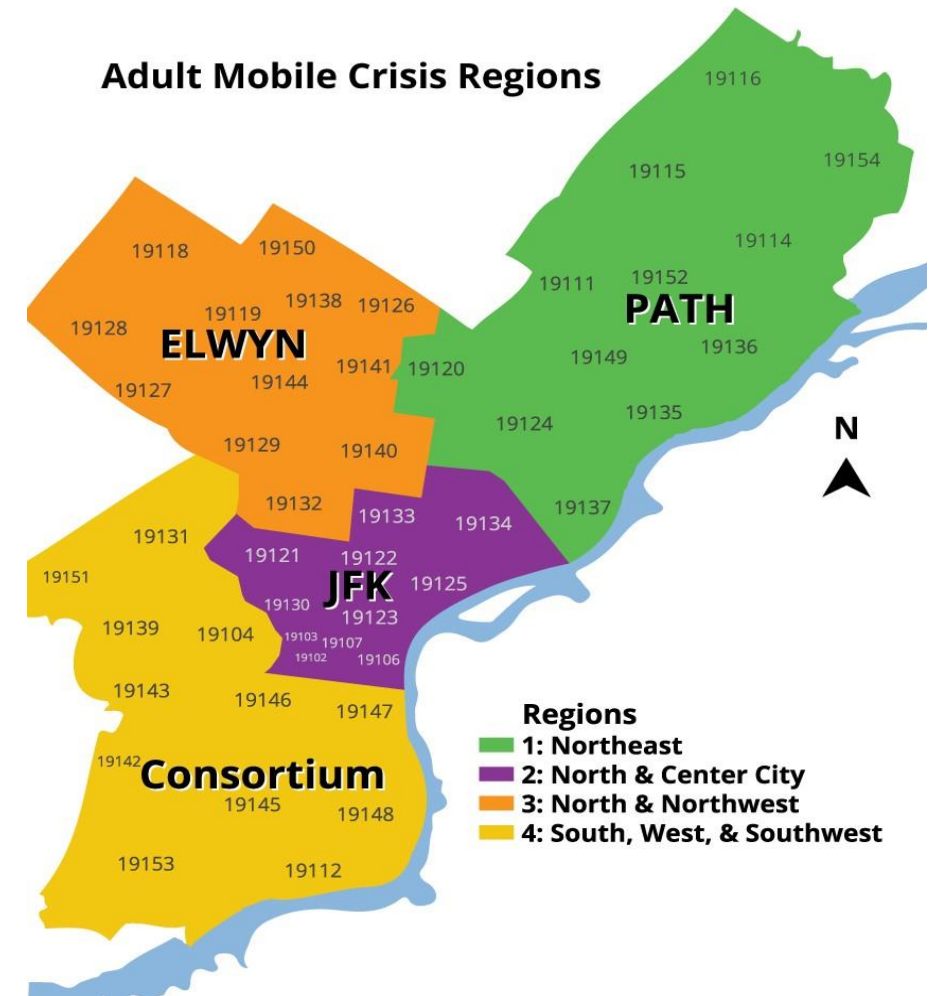
April 2024

City of Philadelphia
 **DBHIDS**
DEPARTMENT of BEHAVIORAL HEALTH
and INTELLECTUAL disABILITY SERVICES

DBHIDS' expanded mobile crisis response teams

Creating 24/7 regionalized, citywide coverage through four providers managing 15-20 teams that cover shifts throughout the day, evening, bridge, overnight, and weekends.

- Team Configuration:
 - ✓ Behavioral Health Crisis Intervention Specialist
 - ✓ Certified Peer Specialist/Family Advocate
 - ✓ Medical Professional
- **Activities:** Engage, screen, assess, provide resolution-focused crisis intervention, de-escalate, develop safety plans, and link/transport to appropriate treatment and/or community services as indicated. Work with community when not resolving crises to provide education, support and to develop relationships.





Adult Community Mobile Crisis Mobile Response Team (CMCRT) Dispatches

Count of CMCRT Dispatches Jan '23 through Mar '24

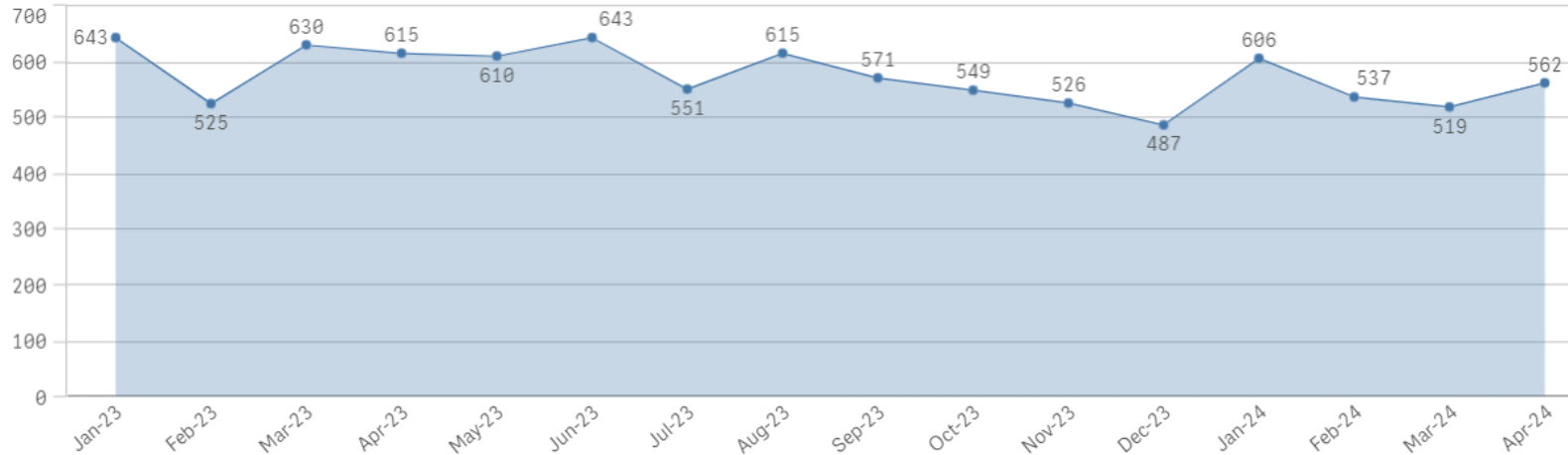
9,189

CMCRT Dispatched by Month Jan '23 through Mar '24

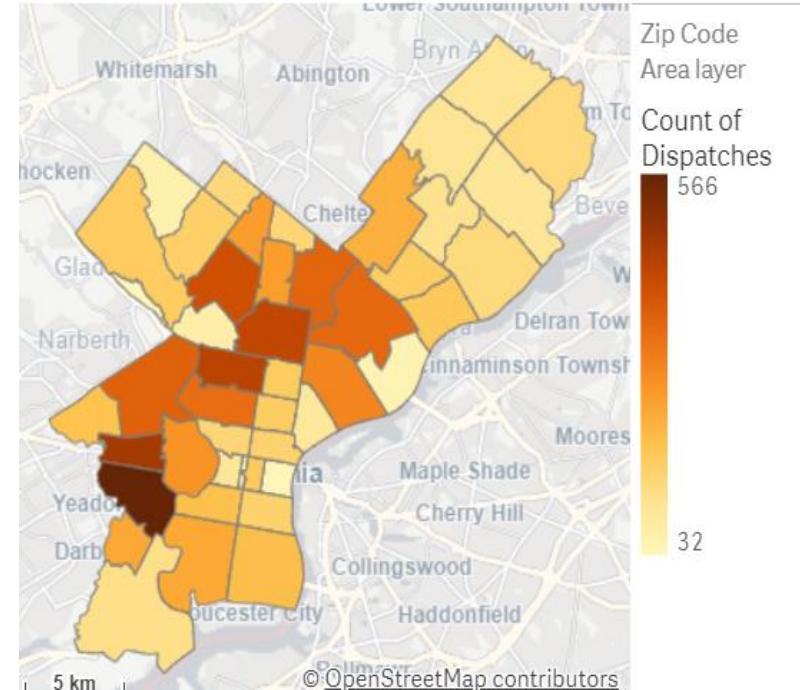
Count of CMCRT Dispatches Jan-23 through Apr-24

9,189

CMCRT Dispatches by Month Jan-23 through Apr-24



Zip Code Heat Map by Dispatch Count





CMCRT Median Response Time and Median Intervention Length

January '23 through April '24

Dispatch Arrivals Recorded **5,876**

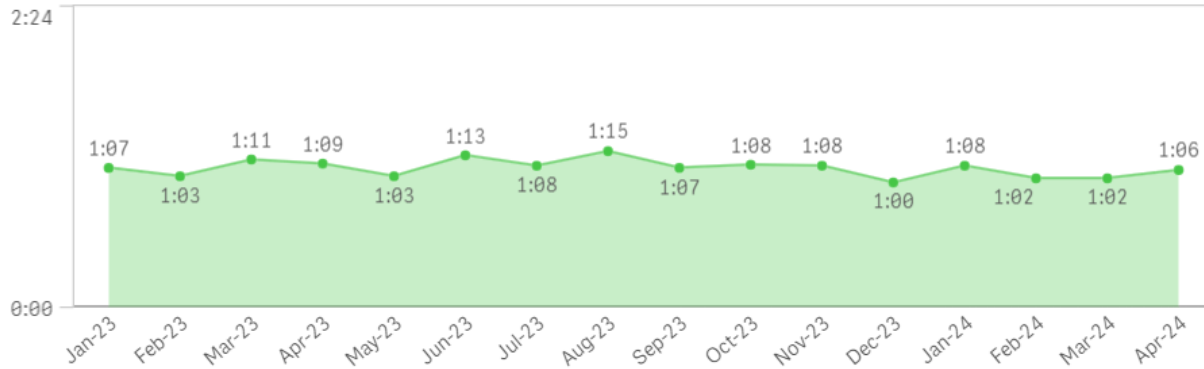
Dispatch Resolutions Recorded **6,413**

Median Response Time **1:07:00**

Median Intervention Length **0:40:00**

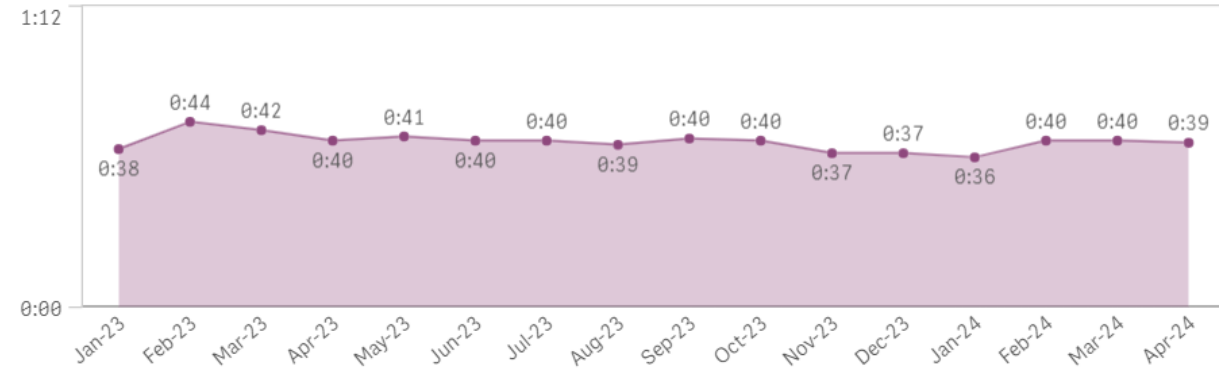
Median Response Time by Month

Median Response Time by Month



Median Intervention Length by Month

Median Intervention Length by Month



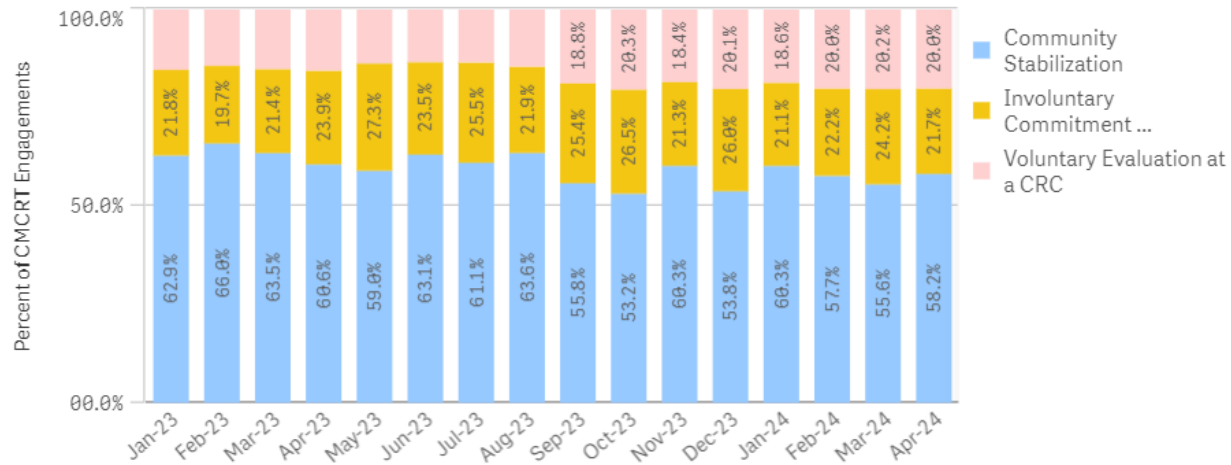
Community Engagement (Adult)

CMCRT Dispatch Community Engagement percentage Jan 23-Apr 24

CMCRT Dispatch Community Engagement by Month Jan 23-Apr 24

CMCRT Dispatch Community Engagement by Month: Jan-23 through Apr-24

Source: Provider-Entered Disposition



CMCRT Dispatch Community Engagement by Month: Jan-23 through Apr-24

Source: Provider-Entered Disposition

