

MOBILE RESPONSE AND STABILIZATION SERVICES

BENCHMARK TOOL

Provider Agency: _____ Date: _____

Data Reviewer: _____ Data Timeframe: _____

Item	Possible Points	Provider Score	Comments
Initial Visit: Face-to-face in the Community	4		
Response Time: Immediate: 60 Minutes	4		
Duration of Services: 72 hours or less	4		
Duration of Services: 4 to 42 Days	4		
MRSS Essential Services: Family Defined Problem	4		
MRSS Essential Services: Safety Plan	4		
MRSS Essential Services: Youth Peer Support and/or Parent Peer Support Services	4		
Referrals and Linkages	4		
Provides 24/7 MRSS Services	4		
TOTAL	36		

Divide Provider Score by Total Possible Points () for your: Engage Benchmark Fidelity Score: _____ %

Circle the level of Benchmark Fidelity Level based on the total percentage of points.

Best Practice Implementation 100-85% of total points (36-31)	Effective Implementation 84-70% of total points (30-26)	Developing Implementation 69-55% of total points (25-20)	Emerging Implementation Less than 55% of total points (19 or fewer points)
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Initial Visit: Face-to-face in the community

- 4 – **80% and above of the cases had a face-to-face Initial Visit in the community**
- 3 – **70-79% of the cases had a face-to-face Initial Visit in the community**
- 2 – **60-69% of the cases had a face-to-face Initial Visit in the community**
- 1 – **50-59% of the cases had a face-to-face Initial Visit in the community**
- 0 – **0-49% of the cases had a face-to-face Initial Visit in the community**

INTAKE: At what location did the MRSS Team meet with the client and/or family for the initial response?

- Family Home
- Residential Treatment Center
- Juvenile Detention Center
- Mental Health/SUD Provider Agency
- School
- Police Department
- Juvenile Court
- No meeting occurred
- Hospital ER
- Other location, please specify _____

Response Time: Immediate Cases

- 4 – **80% and above of the Immediate cases receive face-to-face services in the community within 60 minutes**
- 3 – **70-79% of the Immediate cases receive face-to-face services in the community within 60 minutes**
- 2 – **60-69% of the Immediate cases receive face-to-face services in the community within 60 minutes**
- 1 – **50-59% of the Immediate cases receive face-to-face services in the community within 60 minutes**
- 0 – **0-49% of the Immediate cases receive face-to-face services in the community within 60 minutes**

INTAKE: Please select the triage outcome of the referral (**Designated by the Call Center if that was the referral; Designated by the Provider if any other method**)

- Non-Immediate (Scheduled at client, family or referrer request within 24 Hours)
- Immediate (Response typically within 60 minutes)
- Emergency (911 Call w/ MRSS Follow-up – this includes individuals who were taken directly to the hospital or JDC due to safety concerns)

INTAKE: How long did it take for your MRSS team to make contact with the client/family? (After the referral was received, the length of time for face to face contact)

- 1 hour or less
- Greater than 1 hour up to one day
- Two to four days
- Five days to one week
- More than one week
- Was not able to make contact with Client/Family
- Family declined MRSS service

Duration of Services: 72 hours or less

- 4 – 0-30% of child/young adult and/or parent/caregiver(s) received face-to-face services for 72 hours or less
- 3 – 31-40% of child/young adult and/or parent/caregiver(s) received face-to-face services for 72 hours or less
- 2 – 41-50% of child/young adult and/or parent/caregiver(s) received face-to-face services for 72 hours or less
- 1 – 51-60% of child/young adult and/or parent/caregiver(s) received face-to-face services for 72 hours or less
- 0 – Above 60% of child/young adult and/or parent/caregiver(s) received face-to-face services for 72 hours or less

INTAKE: Please select the service outcome of the referral you are entering. (If not known at this time, complete record at a later date)

- No further action/or not able to reach the family to follow up on referral (Use if you never talked to the family about services) No service provided – If selected, none of the following questions (Q12 and beyond) need to answered.
- Referred to MRSS but declined (Use if you spoke with the family and they did not want services) No service provided – If selected, go to question 12
- 72 hour or less stabilization (Crisis intervention provided but not full MRSS – you went out at least once and provided services during that visit, but the family didn't want to ongoing stabilization services)
- 72 hour or less stabilization (Crisis intervention provided but not full MRSS - Stabilization services not offered due to inadequate program capacity)
- 72 hour or less stabilization (Crisis intervention provided but not full MRSS – you went out at least once and provided services during that visit, but the family already receives intensive home based services, e.g. IHBT)
- 4 to 6 Week Stabilization (MRSS) (You provided services to stabilize the situation beyond the initial crisis response)

Duration of Services: 4 to 42 Days

- 4 – 70-100% of child/young adult and/or parent/caregiver(s) received face-to-face MRSS services for 4 to 42 Days
- 3 – 60-69% of child/young adult and/or parent/caregiver(s) received face-to-face MRSS services for 4 to 42 Days
- 2 – 50-59% of child/young adult and/or parent/caregiver(s) received face-to-face MRSS services for 4 to 42 Days
- 1 – 40-49% of child/young adult and/or parent/caregiver(s) received face-to-face MRSS services for 4 to 42 Days
- 0 – Below 40% of child/young adult and/or parent/caregiver(s) received face-to-face MRSS services for 4 to 42 Days

INTAKE: What date was this client first served (face to face) by your provider agency for MRSS (The current referral)?

DISCHARGE: Date of last service provided (Completed by MRSS team) _____

MRSS Essential Services: Family Defined the Problem

- 4 – 90-100% of time the family defined the problem
- 3 – 80-89% of time the family defined the problem
- 2 – 70-79% of time the family defined the problem
- 1 – 60-69% of time the family defined the problem
- 0 – Below 60% of time the family defined the problem

DISCHARGE: Did the young adult/family: Define the problem as a family? Yes No

MRSS Essential Services: Safety Plan

- 4 – 80-100% of time a safety plan was done at first contact with the child/young adult and/or parent/caregiver(s)
- 3 – 70-79% of time a safety plan was done at first contact with the child/young adult and/or parent/caregiver(s)
- 2 – 60-69% of time a safety plan was done at first contact with the child/young adult and/or parent/caregiver(s)
- 1 – 50-59% of time a safety plan was done at first contact with the child/young adult and/or parent/caregiver(s)
- 0 – Below 50% of time a safety plan was done at first contact with the child/young adult and/or parent/caregiver(s)

DISCHARGE: Did the young adult/family: Complete a safety plan? Yes No

MRSS Essential Services: Youth Peer Support and/or Parent Peer Support Services

- 4 – 60-100% of the child/young adult and/or parent peer support services received
- 3 – 50-59% of the child/young adult and/or parent peer support services received
- 2 – 40-49% of the child/young adult and/or parent peer support services received
- 1 – 30-39% of the child/young adult and/or parent peer support services received
- 0 – below 30% of the child/young adult and/or parent peer support services received

DISCHARGE: Did the young adult/family receive Youth Peer Support and/or Parent Peer Support Services?
 Yes or No

Referrals and Linkages

- 4 – 70-100% of the clients were referred to services or supports that were indicated prior to MRSS closure
- 3 – 60-69% of the clients were referred to services or supports that were indicated prior to MRSS closure
- 2 – 50-59% of the clients were referred to services or supports that were indicated prior to MRSS closure
- 1 – 40-49% of the clients were referred to services or supports that were indicated prior to MRSS closure
- 0 – Below 40% of the clients were referred to services or supports that were indicated prior to MRSS closure

DISCHARGE: Referrals and Linkages (Please indicate the services and supports to which you referred the family and/or youth) Direct Referral #1-3 _____

DISCHARGE: Did these services from Referral #1-3 initiate prior to the MRSS closure? Yes or No

Provides 24/7 MRSS Services

- 4 – MRSS services available 24/7
- 3 – MRSS services available during extended business hours (at least 10 pm weekdays) AND on weekends
- 2 – MRSS services available during extended business hours (at least 10 pm weekdays) AND/OR on weekends
- 0 – MRSS is only available during weekday business hours