

General Dispatch Protocols for Regional Hubs

1. Call Triage

- a. All calls from the community including those placed to 988 are screened by a NSPL vendor contracted to operate on behalf of a Regional Hub utilizing the Virginia Crisis Connect (VCC) risk assessment. If they rise to a level 2 or 3 a request for MCR dispatch will be completed by the call taker.
- b. All calls received on existing Regional Crisis Lines (non-NSPL) will be screened by the Regional Hub or a contracted NSPL vendor on behalf of the Hub utilizing VCC's risk assessment. If they rise to a level 2 or 3 a request for MCR dispatch will be completed by the call taker.

2. Proximity vs. Select Providers

- a. 988 and associated calls received by the Hub's Call Center through the dedicated local line (Local NSPL number) that require a mobile crisis response will have MCR dispatched to the MCR team in closest proximity with the appropriate certification to provide care to the population (i.e. child vs adult).
- b. Individuals suspected of or diagnosed with a Developmental Disability will be served by trained REACH staff primarily and publicly funded MCR providers cross-trained to serve individuals with Developmental Disability per REACH standards and as required in the Department of Justice settlement agreement.
- c. The Hub's publicly funded MCR providers may be directly dispatched to requests for service from the following public entities in the following cases, even if the team is not the most proximate:
 - i. When the referral is made by public entities with codified responsibilities to care for or link individuals to the least restrictive options for care.
 - ii. Other component areas of the regional public crisis continuum that are contractually obligated to be supported by the regional public MCR providers as a condition of public funding to manage those services.

3. Conditions for Time Out and Selecting Secondary Response

- a. If a dispatch to a MCR provider is requested by the Hub and is not responded to by the provider/team dispatched within 5 minutes the Hub will automatically cancel the dispatch and request response from another qualified team.
- b. MCR Providers that are inactive in VCC will be automatically timed out after 2 hours and be considered unavailable for dispatch.
- c. At the discretion of the Hub, a publicly funded MCR team may be dispatched, even if not the most proximate, when a dispatch is rejected or not responded to by the most proximate provider to minimize any additional delay in the provision of emergent crisis care.