

**Listening Session on Mobile Access Team**  
**Presented by the Mobile Access Team Work Group of the**  
**Criminal Justice Coordinating Council & Behavioral Health Leadership Coalition**

**April 27, 2021 6:00 – 7:00 pm**

**Facilitated by:** Alex Kimball Williams, Health Equity Planner, Lawrence-Douglas County Public Health

**Panel:** Bob Tryanski, Behavior Health Projects Director  
Stacey Cooper, Director of Case Management, Heartland RADAC, Mobile Access co-chair  
Monica Kurz, VP of External Programming, Kansas Suicide Prevention HQ, Mobile Access co-chair  
Patrick Schmitz, CEO Bert Nash Community Mental Center

**Background:**

The Criminal Justice Coordinating Council is seeking new ways to engage citizens' ideas, feedback and lived experience in its work. Tonight we would like to hear from you. The Mobile Access work group will provide a brief explanation of their work and then we'll take responses from you. Your responses will be summarized in a report to the County Commission work session on May 5, the CJCC meeting on May 11 and be utilized by the Mobile Access work group. In 2017, the County undertook a major initiative to improve our crisis continuum of care. This includes the Recovery and Treatment Campus, but the continuum needs more buildings. The Mobile Access Team will respond in the community.

Video: [The Promise of 988: Crisis Care for Everyone, Everywhere, Every Time - YouTube](#)

About a year ago the CJCC and the Behavioral Health Leadership Coalition convened a joint work group to focus on developing Mobile crisis services.

The video referenced a call center hub, or as we like to call it an Air Traffic Control Center. Kansas Suicide Prevention HQ will be presenting a proposal to utilize the ¼ cent sales tax to provide the Control Center with the support of Emergency Communications Dispatch and the Bert Nash Access Center. KSPHQ is the National Suicide Prevention Line center for all of the 105 counties in Kansas. KSPHQ will be one of the national 988 centers when the number goes live July 16, 2022.

Bert Nash is proposing the expansion of the Access Center with a mobile team responding in the community when services are needed. This pilot will utilize the ¼ cent sales tax funding and start with weekend coverage. The team will work closely with KSPHQ Air Traffic Control Center.

Alex Kimball Williams facilitated sharing experiences, feedback and comments.

**Public Comment:**

Why does there need to be a 988, why can't 911 do it? 911 should be able to call the mental health center. Shared an experience when interacting with a person in the community who needed help, but did not want to call 911. A mobile mental health is what we needed. To be able to call 911 and not have to worry about police killing someone or taking them to jail.

Can more detail be provided about what is going into the application and how the funds will be used?  
*More detail on the call center and extension of the Access Center was provided.*

How would you differentiate the work of CIT trained officers or the co-responder from Lawrence Police Dept.? *This team will not have a police component. This team will extend its outreach to the other Douglas County municipalities as well as Lawrence.*

This is a long time coming in this community. Some of us have really wanted and needed these services for our family members. It's come too late for some people. "I want to thank everyone for this work."

Very excited to hear about the community push for crisis intervention and crisis management. This is something that has been needed. Question pertaining the communities of color, if there is a plan to start having community conversations or planning within the work group within the CJCC to start addressing the needs of marginalized populations? *Patrick Schmitz will bring this up with the Racial and Ethnic Disparities work group.*

Services offered by the Mobile Access Team might be of interest to the CIT trained officers, how might this work? *Work in progress, law enforcement and fire and medical are on the work group.*

*We want to create a system that says "yes" to everyone. The right service at the right time at the right place. Goal to launch is late summer or early fall.*

What does it mean to say "yes" in terms of practice and action? What are we hoping to solve? *People who live with mental illness or addiction have experienced times when the system has said no. We are trying to build a community ethos around people with mental health concerns. It's a priority and no different in response from someone who is experiencing a heart attack. Take the patient regardless of housing, income or insurance status.*

Kansas' culture has been to do gate keeping and find ways to say no for giving out services. This is potentially a sea change. There needs to be a lot of this ethos that you are prophesying.

I think this sounds very good and very different from how mental health services have been perceived in our community. I have seen people who have been labelled treatment resistant and non-compliant. Reasons were given for not providing help. Our services typically cannot help people until they hit some type of bottom. Substance abuse has been treated as a moral failure. Stigmatized. I have heard treatment providers have talked like this, very disappointing.

Family member with autism and significant mental health issues. The Police presence can be a trigger. *One of the goals is to provide a trained team that understands, identifies and responds to triggers providing de-escalation.*

Speak to concern for capacity, staff shortages. *The agencies collectively are addressing the concerns of developing the mental health/addiction treatment workforce. Caring for and retaining staff will be a shared priority.*

How large will the team be? *Program manager, two therapists, one case manager and one peer support worker.*

How to call in? Mobile phones, text or language barriers? *Texting is not in the proposal. TYY is part of the national call network. KSPHQ offers this support.*

How long will the initial pilot be? *Request is to start this year and 2022. Other funding options are being explored. SAMHSA grants may be applied for and the Certified Community Behavioral Health Center legislation just signed by the governor provides for mobile access. We cannot build a 24/7 mobile crisis response with the ¼ cent sales tax, there is not enough funding. We will explore Mobile Access to reach more people to see what we can learn, what opportunities are there. The Mobile Access work group will continue to meet to evaluate data to find a way to provide 24/7 support. The 988 line is not a pilot, it is permanent.*

Community members who fill this role but are not traditional service providers should be stakeholders in these conversations. Community advocates can help build that gap.

It sounded earlier like a plain clothes cop would be there as part of the intervention. If he is a drug cop will he arrest or just turn a blind eye? *There will not be law enforcement personal on the Mobile Access Team. If law enforcement arrives it will be because they have been asked to respond to a specific need.*

Are there other teams like this in Kansas? *Johnson County has a team, but we do not know if it is like this. Expect there will be more teams like this across Kansas.*

The recording of this Listening Session will be made available on the CJCC Hub. A typed summary of this meeting will be provided to the Board of County Commissioners for work session on May 5. The summary will also be provided the CJCC on May 11. <https://douglascountyks.org/cjchub>