

## Ten Lessons Learned from Operating a Mobile Crisis Team from 1987 – Present

1. Get financial buy-in up front “Why would they pay if they’ve been getting the milk for free?”
2. We are not law enforcement.
3. Mobile Crisis staff are not typical mental health staff.
4. Crisis intervention work is not therapy, but it should be therapeutic.
5. Beware of developing the “Navy Seal Syndrome!”
6. Mobile Crisis staff have to be carefully monitored and rotated out into other functions – it is **not** healthy to work Mobile Crisis forever.
7. Don’t skimp on needed technology.
8. The concept works because of relationships and consistently used processes, particularly with Probate Court, ED staff, Inpt. Staff, and LE.
9. “Under promise, over deliver.”
10. “Call LE before needed. Waiting until need arises is too late.”