

# Advancing Mobile Crisis Response: A Scalable Model for Statewide Implementation

## Overview

The Center for Applied Research Solutions (CARS) has developed a comprehensive **training and technical assistance (TTA) model** to prepare states, counties, and county-contracted providers to build the capacity needed **to meet federal and state-defined requirements for mobile crisis response**. Our model has been instrumental in helping states establish and expand **Federal Medical Assistance Percentage (FMAP)-eligible** mobile crisis response systems that **align with Centers for Medicare and Medicaid Services (CMS) guidelines**.

Currently, CARS is supporting **two states** in their mobile crisis system expansion, providing critical TTA to ensure readiness for **FMAP funding**. This includes our statewide partnership with the **California Department of Health Care Services (DHCS)** to assist all **58 California counties** in launching **24/7 mobile crisis services**.

## Meeting Federal and State Requirements

CMS requires mobile crisis response teams to operate **24/7/365, respond in-person with a two-person team, and minimize law enforcement involvement**. In California, additional state requirements include:

- Cross-system collaboration with law enforcement, EMS, and health systems
- Standardized crisis triage and assessment tools
- Workforce training in cultural responsiveness and youth-focused care

Most counties lacked the infrastructure to meet these requirements. CARS was tasked with providing **scalable, actionable solutions** to ensure statewide implementation.

## The CARS TTA Solution

CARS developed a **scalable model** for supporting states and counties in crisis system implementation, which includes:



**Readiness Assessments** – Evaluating county preparedness and identifying gaps in crisis response services.



**Communities of Practice (CoP)** – Facilitating peer learning and best practice sharing among crisis teams.



**Training & Capacity Building** – Delivering CEU-eligible workforce training and providing access to self-paced learning modules.



**Onsite & Virtual Technical Assistance** – Providing direct support to counties to navigate implementation challenges.



**Progress Tracking & Certification** – Monitoring compliance and certifying mobile crisis staff.

Ready to explore partnership opportunities?  
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# Scalability: Expanding the Model Beyond California

Recognizing the effectiveness of our approach, **Maryland's Department of Health** contracted with CARS in 2024 to **replicate and customize** the California model for its unique mobile crisis system. While leveraging the foundational elements of our proven TTA framework, CARS worked closely with Maryland state leaders to tailor strategies that address the state's distinct regional needs, workforce capacity, and crisis response infrastructure. This included adapting training modules and ensuring alignment with Maryland's existing behavioral health initiatives.

As more states look to expand their mobile crisis response services and **leverage FMAP funding**, the CARS model provides a **tested, scalable approach** that ensures rapid capacity building, compliance with federal and state regulations, and long-term sustainability for crisis response systems.



## Next Steps: Strengthening Mobile Crisis Systems Nationwide

**State mental health agencies** looking to develop and expand **FMAP-eligible mobile crisis response services** can rely on CARS for trusted guidance, training, and technical assistance. Our approach ensures **compliance, rapid implementation, and sustainable crisis system growth** while addressing the unique needs of each state.



## Get in touch with us.

- ▶ Learn more about our work: [cars-rp.org](https://cars-rp.org)
- ▶ Explore partnership opportunities: [carsinfo@cars-rp.org](mailto:carsinfo@cars-rp.org)

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