



The **SOUND** of hope, healing and recovery

Support us at sound.health | 206.468.0017





Fifty-nine years of life-changing outcomes

Founded by former Governor Booth Gardner and local businessman Artie Buerk in 1966, SOUND has been serving King County's vulnerable populations with **advocacy, inclusion and compassion.**





OUR MISSION

Improving lives by providing equitable, recovery-focused behavioral health care for all in our community.

OUR PURPOSE

We offer unbridled optimism, unyielding compassion, and an acute sense of purpose.





Sound's Mobile Rapid Response Crisis Team (MRRCT)



Compassionate , Community-Based Behavioral Health Crisis
Response

Joe Vela , Director of Crisis Services

Choose map type:

Mobile Crisis Primary Service Areas

Choose highlighted geography:

- ☒ Highlight Cities and Unincorporated Areas
- ☐ Highlight Council Districts

Detailed King County Mobile Crisis Primary Service Areas Map



Mobile Crisis Primary Service Areas legend:

- Central
- Northeast
- South

South

Algona, Auburn, Black Diamond, Burien, Covington, Des Moines, Enumclaw, Federal Way, Kent, Maple Valley, Milton, Normandy Park, Pacific, Renton, SeaTac, Tukwila, unincorporated areas in Council Districts 5, 7, and 9.

Northeast

Beaux Arts, Bellevue, Bothell, Carnation, Clyde Hill, Duvall, Hunts Point, Issaquah, Kenmore, Kirkland, Lake Forest Park, Medina, Mercer Island, Newcastle, North Bend, Redmond, Sammamish, Shoreline, Skykomish, Snoqualmie, Yarrow Point, unincorporated areas in Council Districts 3 and 6.

Central

Seattle, unincorporated areas in Council Districts 2 and 8.



What's New

Program Expansion

- ❖ Continue to increasing staffing to ensure adequate capacity to respond to the needs of the community.
- ❖ Strategically deploy teams to shorten response times in high-need areas.
- ❖ Continue to strengthened partnership with law enforcement, first responders, tribe, ED, crisis stabilizations centers, and community providers.



Who are we Our Teams:

- ❖ Multidisciplinary teams of Mental Health Professionals, Peer Support Specialist, and Case Managers
 - ❖ Day shift, 3 teams, 2 staff per—team
 - ❖ Swing Shift: 4 teams, 2 staff per-team
 - ❖ Night shift: 2 teams, 2 staff per-team
- ❖ Trained in trauma-informed care, crisis de-escalation, suicide prevention, cultural humility and understanding dysregulation (EDGE)
- ❖ Crisis Awareness and Communication in Peer Support (CACPS)



“ Service Providers call:
206-436-2967 to access
MRRCT

When to call 988

Call 988 when

Dispatch criteria

What to Expect When You Call

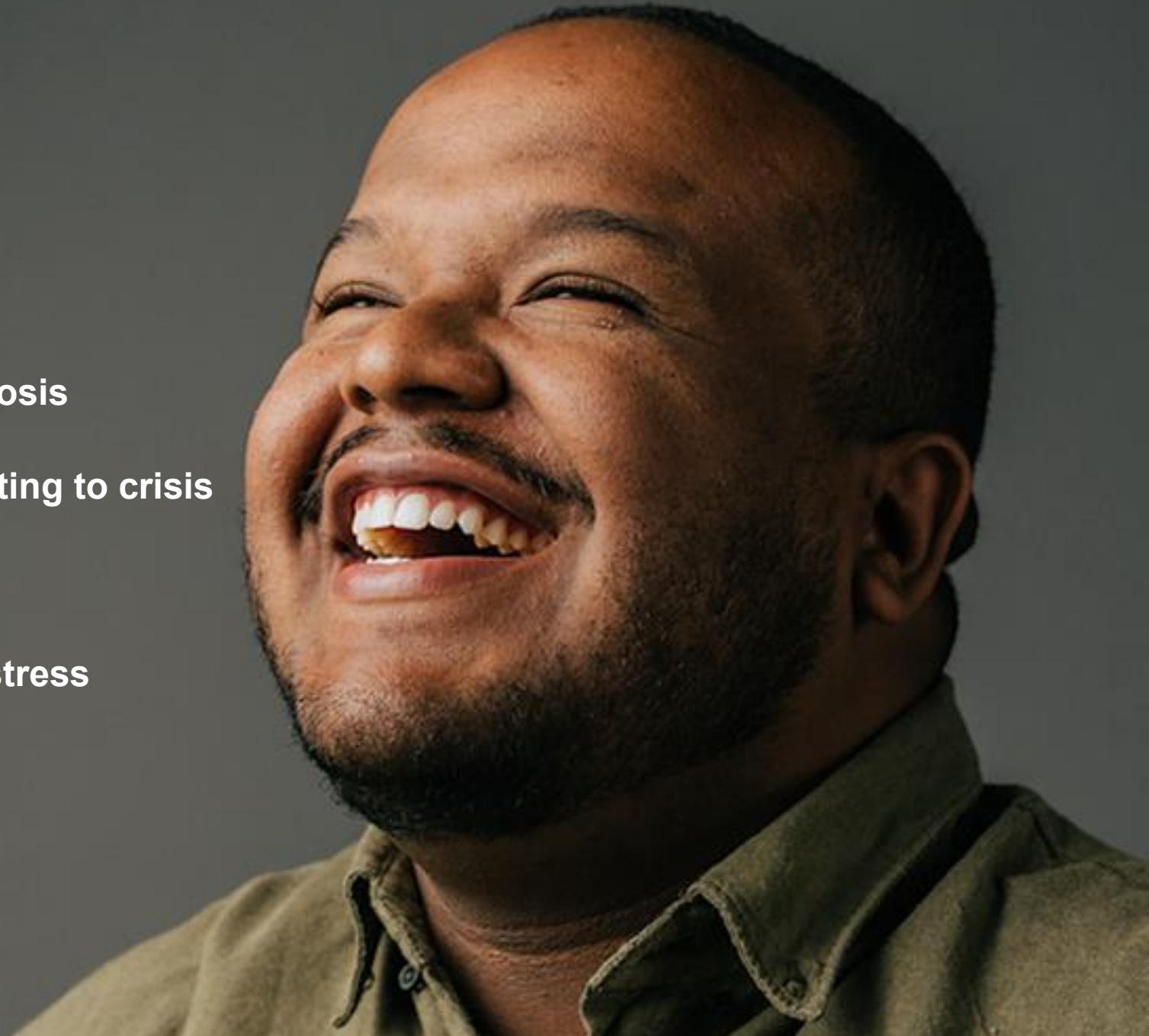
- Response time
- Vehicles/Jackets
- Approach
- De-escalation
- Follow up

- ❖ You or someone else experiencing a behavioral health crisis.
- ❖ You need immediate mental health support but not law enforcement
- ❖ Can only be dispatched by Crisis Connections.
- ❖ Crisis Connections assess the calls to determine if it meets the threshold to dispatch MRRCT.
- ❖ Teams typically leave 15 min of receiving dispatch and arrive within 30 to 60 min.
- ❖ Unmarked Gray Vans and staff wear dark blue jackets with MRRCT printed on the back.
- ❖ Teams use person-centered, trauma informed approach to engagement
- ❖ Prioritize safety, empathy and active listening
- ❖ Link clients to ongoing care and community support



Common Crises we Respond to:

- Suicidal Ideation or self-harm
- Severe anxiety, depression, or psychosis
- Family or relationship conflict escalating to crisis
- Substance use related crisis
- Homelessness or housing related distress
- IDD community



An aerial photograph of a white mobile crisis unit with blue accents parked in a lot. The unit has a blue roof and blue accents on the side. Two people are standing near the front of the unit. In the background, there are several other vehicles, including a red car and a white car. The text "King County's Mobile Rapid Response Crisis Team MRRCT" is overlaid on the image.

**King County's
Mobile Rapid Response Crisis Team
MRRCT**

Thank you

Together, we can build a healthier King County

Joe Vela, Director of Crisis Services

Director of Crisis Services

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Northeast Region Manager

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