

Mobile Crisis Outreach Response Teams (MCORT)

Description

MHA plays a critical role in 988 services through its Mobile Crisis Outreach Response Teams (MCORT), providing immediate support to non-life-threatening mental health, substance-related, or suicidal crises in Essex and Hudson Counties when deployed by the 988 Crisis Lifeline call centers. When possible, MCORT will be dispatched without law enforcement, ensuring a calm and supportive response when it's deemed safe. This partnership is vital in providing timely and effective support to those in need. The core goal is to de-escalate the immediate crisis, assess safety and need, and connect the person to the least restrictive, most appropriate level of care, diverting from unnecessary law enforcement involvement, ED visits, or psychiatric hospitalization whenever clinically safe to do so.

Personnel

The program operates under the direction of the full-time Program Director, 5 full-time clinical supervisors, and 11 teams made up of full-time, part-time and per diem bachelor level Crisis Outreach Responders and Certified Peer Support Specialists.

Caseload

During FY 26, MCORT completed dispatches with 196 individuals with a total of 762 contacts.

Demographics

Individuals range in age from 18 to 94. Individuals identify as the following for gender: 59% female, 40% male, and 1% transgender. The self-reported ethnicities of the individuals are as follows: 14% Hispanic/Latino and 86% non-Hispanic/Latino. More specifically, the self-reported races of individuals are as follows: 27% White/Caucasian, 52% African-American, 5% Asian, 15% identifying as multi-racial, and 1% identifying as other. Individuals are insured through Medicaid (46%), Medicare (3%), uninsured (24%), private insurance (22%) and other (5%)

Performance Outcomes

During this baseline year, MCORT saw steady growth in activity, with dispatches received rising from 48 in Q1 to 86 in Q4, and unduplicated consumers served growing similarly from 34 to 75. MCORT exceeded all established performance benchmarks during the reporting period, demonstrating strong outcomes in crisis stabilization and community-based care. The program achieved a 100% completion rate for follow-up calls within 72 hours, surpassing the 90% target, and 97% of individuals were successfully connected with community-based services at case closure, exceeding the 75% benchmark. Additionally, 92% of individuals avoided a higher level of care within 72 hours, outperforming the 80% target, while 100% of dispatches were managed without law enforcement or EMS involvement, exceeding the 90% goal and reflecting the program's effectiveness in providing safe, person-centered crisis intervention in the community.

Consumer Satisfaction Surveys

In order to measure satisfaction with services, consumers satisfaction surveys were distributed via email, text, and in person to all individuals open. Overall, individuals who receive services at

MCORT continue to report a high level of satisfaction with 94% of all surveyed agreeing or strongly agreeing they are satisfied with services

Program Highlights

Some highlights and activity from this year includes:

In August 2025, MCORT participated in Jersey City's annual National Night Out and their annual Overdose Awareness Resource Fair.

In FY 26, MCORT participated in a total of eight Crisis Intervention Team (CIT) trainings for Essex and Hudson counties to provide information on 988 Suicide and Crisis Lifeline and MCORT services.

MCORT Program Director presented on MCORT to the Essex County Mental Health Advisory Board.

MCORT set up tabling events to educate the community about 988 Suicide and Crisis Lifeline and MCORT services at North Bergen Public Library, Hoboken Public Library, Jersey City Public Library, and Prevention Links.

MCORT completed presentations to provide information on 988 Suicide and Crisis Lifeline and MCORT services to local community providers such as EDGENJ, Parent Agency, PerformCare, Jersey City Medical Center, Hudson Speaks,

In May 2025, MCORT participate in Montclair's Reach Out Montclair Collaborative Health Fair;
In June 2025, MCORT participated in the 43rd Annual Montclair Run with the Montclair YMCA;
In April 2025, MCORT participated in the New Jersey Reentry Corporation will host its Annual Reentry Conference.

Advocacy Activities

MCORT Program Director was interviewed by Seton Hall's Men's Basketball Commentator for a conversation about mental health, community outreach, and ending stigma surrounding mental illness including education and awareness of 988 Suicide and Crisis Lifeline and MCORT services.

FY 2027 Goals

In FY27, MCORT will continue expanding community awareness of the 988 Suicide & Crisis Lifeline and mobile crisis response services through outreach presentations, community events, and educational trainings for partner organizations. The program will strengthen collaboration with hospitals, behavioral health providers, social service agencies, first responders, and other community stakeholders to enhance coordination of care and ensure individuals experiencing a behavioral health crisis have timely access to appropriate supports. MCORT will also utilize performance data and quality improvement initiatives to evaluate outcomes, identify opportunities for enhancement, and improve service delivery. Ongoing investment in staff training and professional development will ensure the team remains equipped to implement evidence-based and recovery-oriented practices. Collectively, these efforts will support a responsive, community-based crisis system that promotes recovery, reduces unnecessary emergency department utilization and hospitalizations, and connects individuals to the ongoing services needed to achieve long-term stability and wellness.