

Crisis Dispatching: What's the Goal?

While most everyone is familiar with the core technological functions of a crisis hotline, less familiar are the functions of dispatch technologies. In short, the main objective of a dispatch solution is to ensure that the right responder is sent to the right location at the right time. And if that's all that was needed, a simple phone call or text message would be all that's needed to manage mobile crisis teams. But it goes beyond that.

The Crisis Response Workflow

Fortunately, there's a predictable set of steps that Dispatchers and MCTs need to follow to ensure rapid response and seamless coordination:



Dispatcher

- **Call Processing** – A Dispatcher is connected to a Help-Seeker and obtains their location and phone number
- **Call Triage** – The Dispatcher assesses the Help-Seeker's status and determines which type of MCT is required
- **Resource Assignment** – The Dispatcher locates the appropriate MCT(s) and assigns them to the incident
- **Incident Monitoring** – After the appropriate MCT has been assigned, the Dispatcher maintains communication with the Help-Seeker and follows the progress of the MCT(s) using GPS-enabled tracking, text/audio chat groups, and safety alerts and check-ins.

Collectively, these features represent what is often referred to as "Air Traffic Control".

Once an MCT is assigned to an incident, they follow the same workflow steps:



Mobile Crisis Team

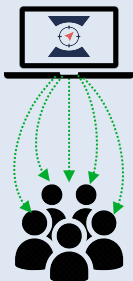
- **Travel to Scene** – The MCT confirms they en route and receives additional information from the Dispatcher as it becomes available
- **Telephonic Triage** – The MCT connects with the Help-Seeker prior to in-person engagement to gather more information and develop a plan
- **Assess Scene** – Once at the incident location, the MCT assess the situation, determine need for additional resources and engage with the person in crisis
- **Engagement/Assessment/Intervention** – The MCT engages with the Help-Seeker, assesses their needs and resources, delivers brief interventions and facilitates connection to services and resources
- **Transport to Facility-based Care** – If required, the MCT may provide transport to a dedicated facility for additional services
- **Warm Hand-Off** – Upon arrival, the MCT will provide a detailed report of the engagement to the clinical care providers
- **Incident Completion** – After the MCT's involvement has concluded, they inform the Dispatcher that they are finished and can return to service

Dispatch Models

Not every MCT program operates the same way; different communities and programs have different needs. To ensure each MCT provider can deploy the technology needed to match their particular operations workflow, Beacon offers multiples options to assign and coordinate their teams:

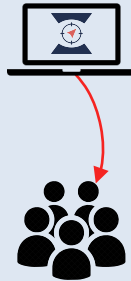
Broadcasting

An alert is sent to multiple MCTs to determine who is available and can respond quickest to the incident location.



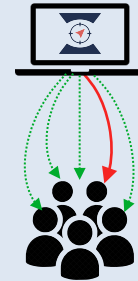
Direct Assignment

A specific MCT is selected by the Dispatcher based on pre-determined criteria and is assigned to the incident.



Hybrid

Used when multiple MCTs are needed, but circumstances prevent the Dispatcher from relying on one model - e.g., if the Assigned Responder has a long ETA and other MCTs may be closer.





**Send the right responder
to the right location
at the right time.**



DEPLOYMENTS

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MENTAL HEALTH CRISIS RESPONSE



In San Diego (CA), Beacon has helped scale their MCRT program from 3 teams in 2021 to nearly 50 in 2024, coordinating more than 13,000 MCRT responses over the past three years

MENTAL HEALTH CRISIS RESPONSE



Centerstone is using Beacon to dispatch mobile crisis responders in four states (TN, IL, IN, FL) from their central 988 call center in Tennessee

MENTAL HEALTH CRISIS RESPONSE



Sierra Mental Wellness uses Beacon to dispatch multiple public and private agencies to respond to mental health crises in three counties in central California

DOMESTIC VIOLENCE RESPONSE



SafeNest is using Beacon to dispatch crisis counselors to support domestic violence victims in Las Vegas in tandem with local police, averaging ~300 cases per month and with a pool of over 100 counselors.

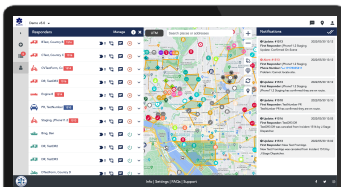
OPIOID OVERDOSE RESPONSE



CTHRA's street outreach workers used Beacon to respond to nearly 400 opioid overdoses throughout the COVID-19 pandemic in 2020-21, averaging less than 6mins to get on scene and arriving before 911 in ~50% of incidents

BEACON DISPATCHER

BEACON RESPONDER



DO-IT-YOURSELF

Design, test, launch and be ready to scale Beacon in less than 30 minutes

EDITABLE MAPS

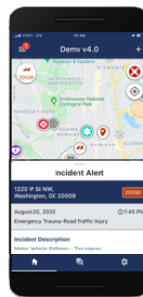
Editing tools allow responders to get real-time updates through the application maps to maintain vigilant situational awareness

DESTINATION TRACKING

Load custom destination facilities, whether hospitals or evacuation shelters

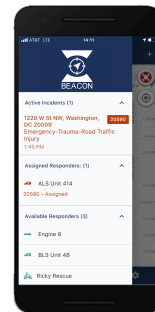
REAL-TIME REPORTS

Beacon offers real-time performance reports for individual responders, incidents, and aggregate performance



VERSATILE ALERTING

Crowd-source the nearest available responders and/or assign specific responders to incidents



REAL-TIME MONITORING

Know where responders are and what their status is, with tiered permission levels to ensure privacy



END-TO-END COORDINATION

Four different workflows ensure to right responders are guided through the right steps, including advanced transport options



PUSH-TO-TALK & IN-APP CHAT

Maintain dynamic communications through push notification and/or SMS-based chat

PARTNERS

PagerDuty.org



PRESS



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