

Mobile Crisis Response in Action

Call Flow Planner

Build a STAND flow for the call types your unit actually runs. Complete one column per call type during the session; keep it in the vehicle afterward. Fillable in Adobe Acrobat or any modern PDF reader.

CALL TYPE 1 — YOUR MOST COMMON CRISIS CALL

Call type (e.g., welfare check, suicidal ideation, family disturbance)

S — What I scan for on THIS call type; my regulation cue

T — My opening line and tone plan

A — The assessment areas most often missed on this call type

N — Realistic options in my jurisdiction, best to worst

D — What a dignified, documented close looks like; the 24–72 hr reconnect

CALL TYPE 2 — YOUR HARDEST CRISIS CALL

Call type

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S — Scene scan & self-regulation plan

T — Tone plan (what changes vs. call type 1?)

A — Listening & assessment plan

N — Options, least restrictive first

D — Close, documentation, reconnect

CALL TYPE 3 — CHILD OR FAMILY ON SCENE

Call type

How each STAND move adapts when a child or caregiver is present

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Local child/family resources and after-hours contacts

THE GAPS

A planner that hides the gaps is a liability. Name them.

Resources my jurisdiction is missing (and who I'll tell)

The call type I still don't feel ready for — and my plan to get ready