

Mobile Crisis Response in Action

The STAND Framework · Steady yourself first. Then steady the scene.

THE FRAMEWORK

Move	What it means	Why it matters
Situational Awareness & Self-Regulation	Read the scene — people, risks, exits, changes — and regulate yourself before engaging.	A dysregulated responder escalates the call before saying a word.
Tone & Tactical Communication	Use voice, pacing, and word choice as deliberate tools, not defaults.	The person in crisis reads your tone long before they process your words.
Active Listening & Assessment	Listen to build rapport while assessing safety, medical, substance-use, and risk factors.	You cannot assess someone who has stopped talking to you.
Navigate Options	Weigh rapport, warm handoff, 988, transport, diversion — choose the least-restrictive, most-connected path.	The best outcome is the one the person can sustain after you leave.
De-escalation & Decisive Action	Close with decisive, dignity-preserving action, documentation, and handoff.	A call without a clear close re-opens tomorrow.

WHO THIS IS FOR

- Mobile crisis responders and co-responder team members
- Law enforcement officers and deputies who take behavioral-health calls
- Mental-health professionals joining crisis response teams
- Fire/EMS and dispatch staff who initiate or route crisis calls
- Community partners — shelters, schools, hospitals — who receive handoffs

WHAT PARTICIPANTS LEAVE WITH

- Run a full crisis call through the five STAND moves in sequence, out loud, under observation
- A personal self-regulation routine that works in the truck, not just in the classroom
- A completed Call Flow Planner for the call types their unit actually runs
- Practice adapting every STAND step for children, caregivers, and families on scene
- A 24–72 hour follow-up habit: every close names who reconnects, when, and how
- A personal sustainability plan against vicarious trauma and burnout

FORMAT

Length	Half-day (4 hours) instructor-led; 90-minute briefing variant included in the Playbook
Group size	6–24 participants; scenario work runs in pairs and triads

Room	Movable chairs, space for role-play stations, projector
Pre-work	File 18 — sent at least three days ahead (approx. 20 minutes)
Pairs with	SEHG online course SEHG-MCR-101 for pre-work and reinforcement, including the interactive 'Run the Call' Maya scenario

WHAT'S IN THE KIT

- 01 Participant Workbook (fillable)
- 02 Self-Assessment (fillable, pre/post)
- 03 Call Flow Planner (fillable)
- 04 Capstone: My STAND Commitment (fillable)
- 05 Peer Feedback Form (fillable)
- 06 Workshop Evaluation (fillable)
- 07 Course Overview
- 08 Facilitator Playbook
- 09 Quick Reference Card
- 10 Activity Pack (rotating Q1–Q4 sets)
- 11 Practice Scenario Cards
- 12 Facilitator Coaching Guide
- 13 Method Poster
- 14 Presentation Slides
- 15 Certificate of Completion
- 16 Five STAND Toolkits
- 17 Two Case Studies
- 18 Pre-Work & Post-Work (fillable)

ALIGNMENT

Built from the MACMH mobile-crisis workshop materials (deck, 90-minute script, attendee handout, worksheets, and the 'Run the Call' scenario) and CIT-informed foundations. This workshop teaches communication and navigation skills; it does not replace agency policy, clinical judgment, or jurisdictional protocols.