Department of Mental Health & Addiction Services

MRSS
Mobile Response & Stabilization Services

BENCHMARK TOOL

May 29, 2026

Metrics	Points	Scoring Rubric
Initial Visit: Face-to-Face in the Home or in the Community	6	**90% Benchmark** **6** – 90-100% of the episodes of care had a face-to-face Initial Visit in the home or community **5** – 85-89% of the episodes of care had a face-to-face Initial Visit in the home or community **4** – 80-84% of the episodes of care had a face-to-face Initial Visit in the home or community **3** – 75-79% of the episodes of care had a face-to-face Initial Visit in the home or community **2** – 70-74% of the episodes of care had a face-to-face Initial Visit in the home or community **1** – 65-69% of the episodes of care had a face-to-face Initial Visit in the home or community **0** – 0-64% of the episodes of care had a face-to-face Initial Visit in the home or community
MRSS Services: Safety Plan	6	**90% Benchmark** **6** – 90-100% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **5** – 85-89% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **4** – 80-84% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **3** – 75-79% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **2** – 70-74% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **1** – 65-69% of the time safety plan was documented and provided to youth and family at the first face-to-face contact **0** – 0-64% of the time safety plan was documented and provided to youth and family at the first face-to-face contact
Response Time: Immediate: 60 Minutes	5	**80% Benchmark** **5** – 80-100% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes **4** – 75-79% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes **3** – 70-74% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes **2** – 65-69% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes **1** – 60-64% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes **0** – 0-59% of episodes of care triaged as Immediate and receive face-to-face services in the community within 60 minutes
Service Outcome: Stabilization Services Received	5	**80% Benchmark** **5** – 80-100% of youth received Stabilization Services (4 days or more) **4** – 75-79% of youth received Stabilization Services (4 days or more) **3** – 70-74% of youth received Stabilization Services (4 days or more) **2** – 65-69% of youth received Stabilization Services (4 days or more) **1** – 60-64% of youth received Stabilization Services (4 days or more) **0** – 0-59% of youth received Stabilization Services (4 days or more)
MRSS Services: Family Defined Problem	5	**90% Benchmark** **5** – 90-100% of time the family defined the problem **4** – 85-89% of time the family defined the problem **3** – 80-84% of time the family defined the problem **2** – 75-79% of time the family defined the problem **1** – 70-74% of time the family defined the problem **0** – 0-69% of time the family defined the problem
Referrals and Linkages	5	**80% Benchmark** **5** – 80-100% of the youth/families were referred to services or supports that were indicated prior to MRSS discharge **4** – 75-79% of the youth/families were referred to services or supports that were indicated prior to MRSS discharge **3** – 70-74%of the youth/families were referred to services or supports that were indicated prior to MRSS discharge **2** – 65-69% of the youth/families were referred to services or supports that were indicated prior to MRSS discharge **1** – 60-64% of the youth/families were referred to services or supports that were indicated prior to MRSS discharge **0** – 0-59% of the youth/families were referred to services or supports that were indicated prior to MRSS discharge
Youth and/or Family Peer Support Services	3	**70% Benchmark** **3** – 70-100% of youth and/or caregiver received Youth and/or Family Peer Support Services **2** – 50-69% of youth and/or caregiver received Youth and/or Family Peer Support Services **1** – 30-49% of youth and/or caregiver received Youth and/or Family Peer Support Services **0** – 0-29% of youth and/or caregiver received Youth and/or Family Peer Support Services
MRSS Service Availability	3	**3** – MRSS available 24/7 for an Immediate Mobile Response as evidenced by weekly staffing schedule. **2** – MRSS available for an Immediate Mobile Response during extended business hours (at least 10pm weekdays) and some coverage on weekends as evidenced by weekly staffing schedule. **1** – MRSS available for an Immediate Mobile Response during extended business hours (at least 8am-8pm weekdays) as evidenced by weekly staffing schedule.
TOTAL SCORE	**38**	

Best Practice Implementation	Effective Implementation	Developing Implementation	Emerging Implementation
100-90% of total points (38-34)	89-80% of total points (33-30)	79-70% of total points (29-26)	Less than 69% of total points (25 or fewer points)