

Urgent Need and Crisis Response MDT

Definition, Activities, and Quality Indicators

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Definition

An Urgent Need MDT is a Community Advocate-driven multi-disciplinary process to address the urgent needs of youth involved in or at risk of commercial sexual exploitation.

Urgent Need MDTs are used to develop and implement a coordinated community response that is focused on a concrete outcome or plan.

Urgent Need MDTs may occur during a meeting that simultaneously involve representatives from multiple disciplines, or may be a series of one-on-one conversations with representatives from multiple disciplines that are brokered by Community Advocates and are about the concrete outcome of plan.

Urgent Need MDTs are short term (less than a month) and begin within a day after an urgent need is identified.

Urgent Need MDTs may or may not directly involve the youth, youth's family, or youth's natural support system.

Youth are more likely to be in the beginning of the engagement process, experiencing a crisis, with a concrete need to be addressed.

Principles

Collaborative

Strengths-based

Solution-focused

Confidential within the bounds of professional role and legal or other limitations

Accountable to the plan established by the team

Quick to respond

Criteria of Success

A plan is established

Team members follow through on the plan

Youth's urgent needs and goals are addressed

Positive working alliance among system partners is formed/maintained

Activities	Quality Indicators
<i>An “activity” is a concrete task that must be accomplished during the event (or beforehand as preparation).</i>	<i>A “quality indicator” is a detail about the way in which an activity ought to be performed.</i>
Before the start of the process	
Identify purpose of the case management effort	<ul style="list-style-type: none"> • Community Advocate outlines the reason for the case management efforts, including the precipitating event, the problem or need to be addressed, and desired outcomes
Identify appropriate participants	<ul style="list-style-type: none"> • There is a clear match between the purpose of the case management efforts and the role, skills, and/or knowledge of each participant • The Community Advocate seeks input of appropriate people to decide who needs to be involved
At the start of the meeting	
Summarize the purpose of the phone call	<ul style="list-style-type: none"> • Describe the reason for the call, the precipitating event, the needs or problems to be addressed, and desired outcomes • The participants avoid blaming/shaming language • The Community Advocate answers questions and confirms that the participants understand the issue
Build on strengths	<ul style="list-style-type: none"> • The participants review the youth’s personal and social strengths • The participants use respectful language about each other and about the youth
Broker information	<ul style="list-style-type: none"> • The CA shares pertinent information from other people who are not in attendance
Provide updates (if ongoing process)	<ul style="list-style-type: none"> • The participants review their own progress towards completing assigned tasks • The participants review the youth’s progress on achieving outcomes since last meeting
During the meeting	

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Identify priority need(s)	<ul style="list-style-type: none"> • The participants review and add to or modify the needs of the youth that had been identified by the Community Advocate • The participants select the highest priority need or a few needs to be addressed
Identify concrete goal(s)	<ul style="list-style-type: none"> • The participants review, modify, and select one or a few concrete goal(s) to address selected needs
Identify and select strategies	<ul style="list-style-type: none"> • The participants brainstorm multiple creative strategies • The participants review barriers or challenges to implementing these strategies • The participants endeavor to connect strategies to the youth's identified strengths • The participants endeavor to connect strategies to existing community resources
Identify additional meeting participants	<ul style="list-style-type: none"> • The participants review whether additional people are needed in order to accomplish goals • If additional people are needed, the participants identify them
At the end of the meeting	
Review action steps and assigned tasks	<ul style="list-style-type: none"> • Participants explicitly review agreed-upon tasks and documents personal assignments for accomplishing tasks • Community Advocate sends an email listing the action steps of all participants
Determine whether next meeting is necessary	<ul style="list-style-type: none"> • Participants determine whether more calls are necessary or should occur on an as-needed basis
After the meeting	
Check-in on accomplishments	<ul style="list-style-type: none"> • Community Advocate checks in with participants (via phone, email, or in person) to determine whether tasks have been accomplished

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Assess progress towards meeting needs	<ul style="list-style-type: none"> Community Advocate reviews progress towards meeting the youth's needs and accomplishing goals identified by the participants
Determine whether another meeting is needed	<ul style="list-style-type: none"> Community Advocate determines whether continuing case management is needed based on whether needs and goals have been met, whether new needs and goals have emerged, and whether these needs and goals require multidisciplinary collaboration to achieve them