Sonoma County Mobile Crisis Services Continuum Update

August 26, 2025

Agenda

- Introduction
- Mobile Support Team - 24/7 Launch
- Mobile Crisis Services Outcomes
- Medi-Cal Mandate Implementation Update
- Medi-Cal Billing and Claiming Projections
- Future of Mobile Crisis Services Continuum
- Q&A

Introduction

- Mobile Support Team (MST) launched in 2012, Specialized Assistance for Everyone (SAFE) in 2021 and inRESPONSE in 2022

- Department of Health Care Services (DHCS) mandate - by 2024 all counties provide mobile crisis response countywide 24/7/365

- 3 separate teams exist currently in Sonoma County

- Building a 4th system of emergency response

- All teams agreed to adopt DHCS requirements
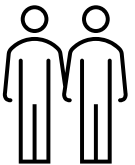
Medi-Cal Mandate Requirements

- **Crisis Service Hotline** – 24/7/365 - One number to serve as hotline for the dispatch of mobile crisis teams

  1-800-746-8181

- **Standardized dispatch tool** and procedures to triage crisis, determine dispatch needs, level of intervention.

- Service must be provided at **an individual's location**

- Teams must consist of **two providers** with access to an LPHA or licensed MH Professional. One must be trained to conduct crisis assessment. One must carry/be trained to administer Naloxone
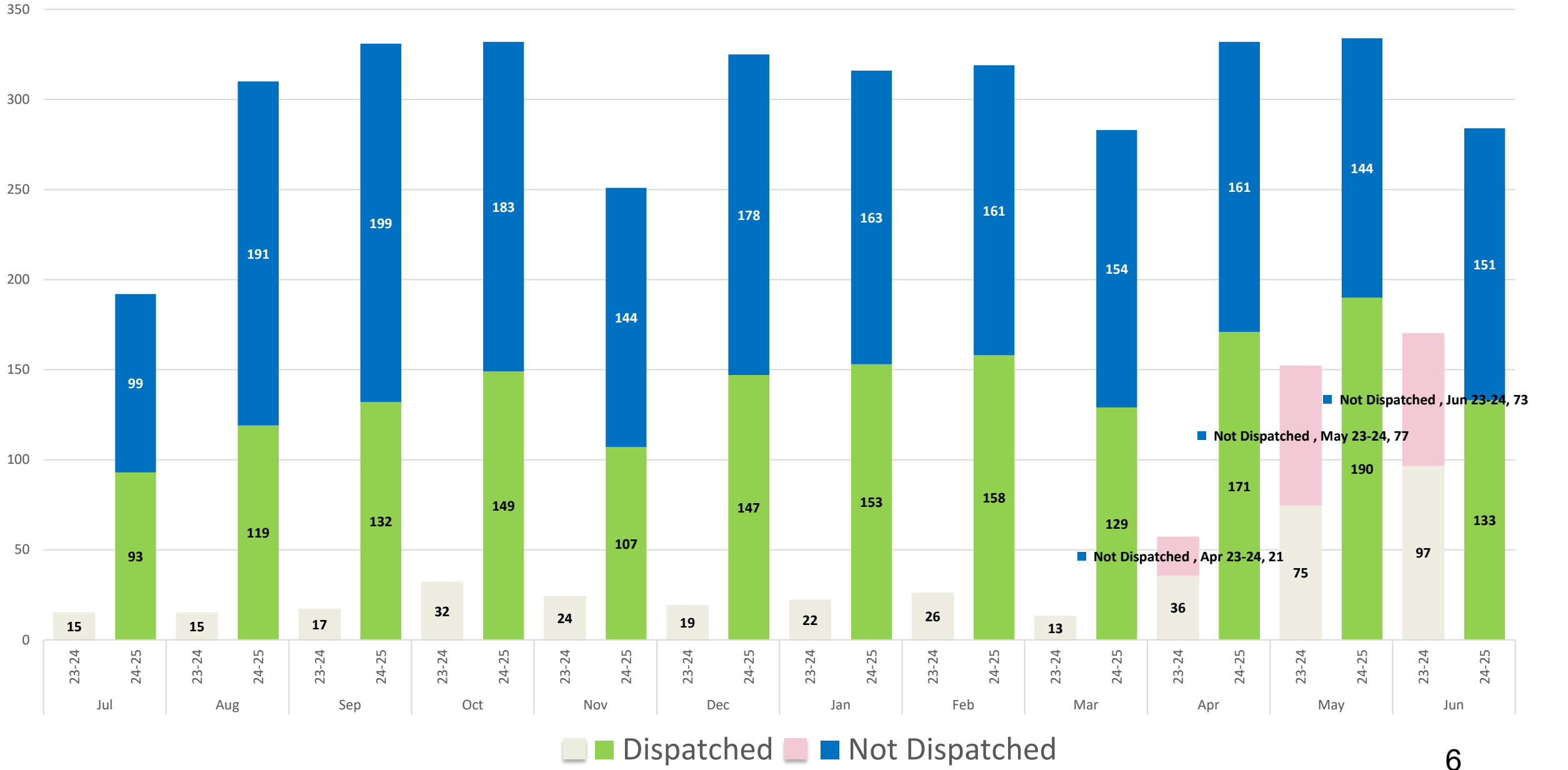
Mobile Support Team Medi-Cal Response Launch

New service model soft launch on April 16, 2024

24/7 on June 2, 2024

Initial successes:

- Removed barriers to crisis services
- Can directly call MST rather than wait for law enforcement
- Expanded service times and locations leading to an immediate increase in utilization

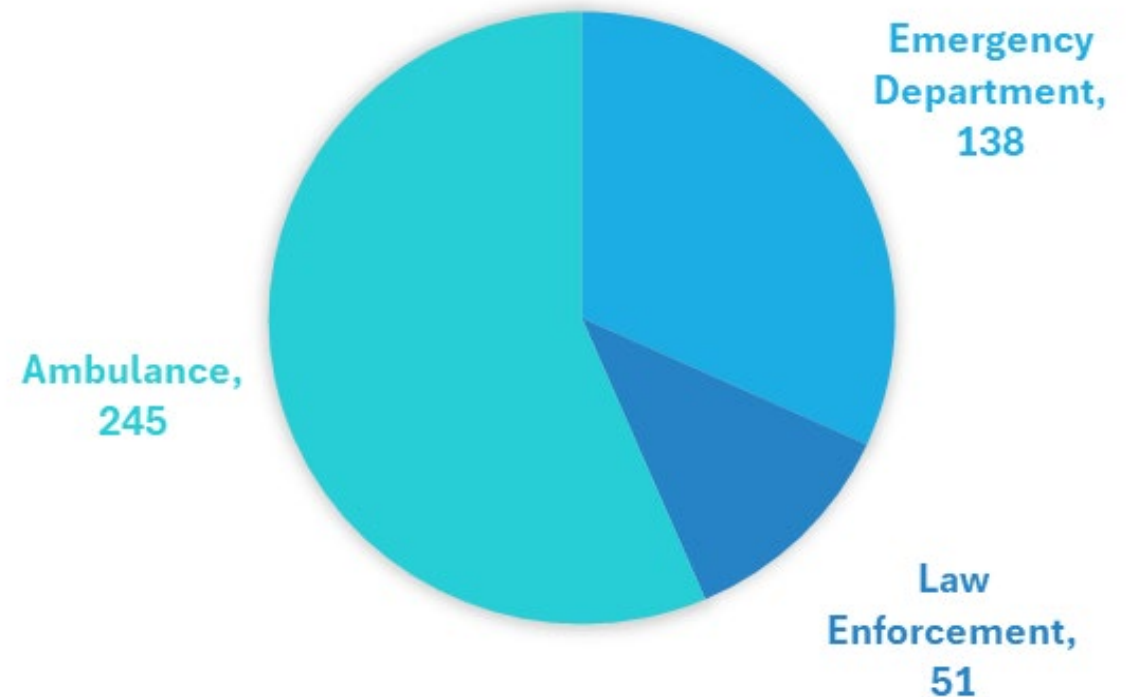MST Calls by Month: FY 2023-2024 vs. FY 2024-2025

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SAFE Impacts May 2024 - May 2025

10,049 Calls for Service, 80% did not require Law Enforcement Involvement

Next steps

- Medi-Cal Site Certification
- SmartCare Credentialing for all staff
- Continue seeking sustainable funding

DIVERSIONS

Emergency Department, 138

Ambulance, 245
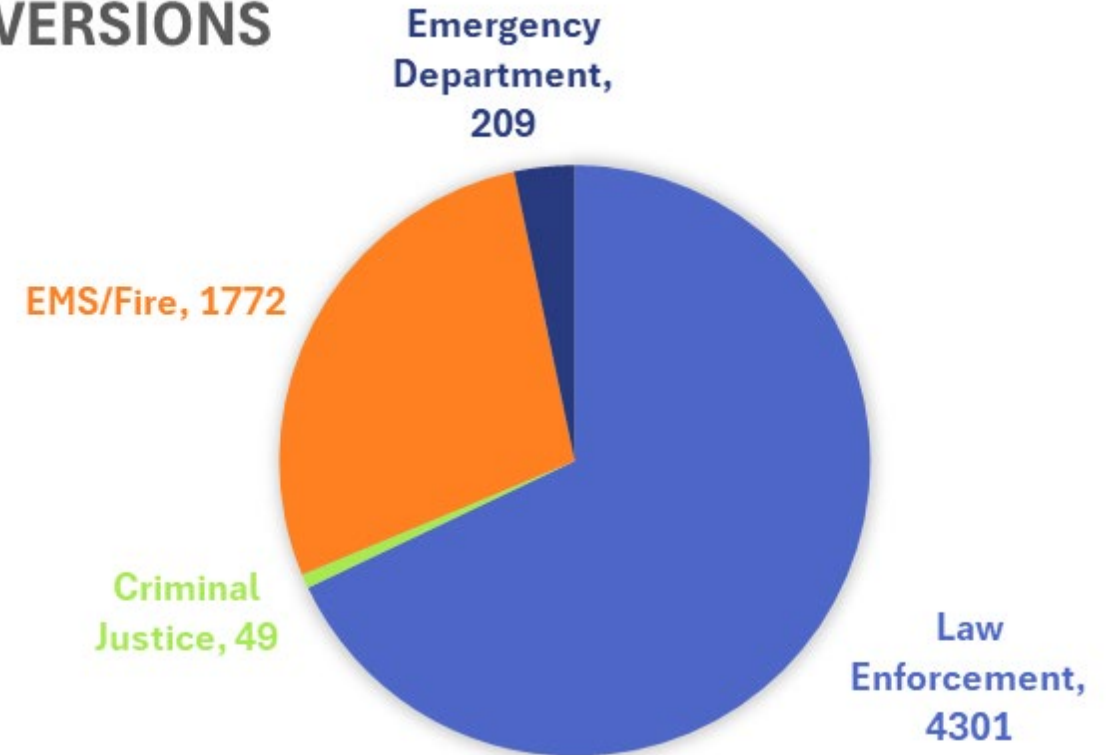
Law Enforcement, 51

inRESPONSE Impacts January 2024-December 2024

4,977 Calls for Service, 4,301 did not require Law Enforcement Involvement

Next steps
- Continue mandatory trainings
- Medi-Cal Site Certification
- SmartCare Credentialing for all staff

DIVERSIONS

Emergency Department, 209

EMS/Fire, 1772

Criminal Justice, 49

Law Enforcement, 4301

Increased Funding Required for Implementation

Growth of MST Staffing and Operations

Funding Source	FY 23/24	FY 24/25	FY 25/26
Measure O	$150,866.60	$1,238,600.38	$1,045,884
MHSA	$3,521,602.01	$6,503,213.35	$6,432,332
Total Expenditures	**$3,672,468.61**	**$7,741,813.73**	**$7,478,216**
Full-Time Equivalent (FTE) Count	15.39	33.64	32.5

Measure O Investment in SAFE and inRESPONSE

City/Jurisdiction	FY 22-23 MO	FY 23-24 MO	FY 24-25 MO	FY 25-26 Approved
Santa Rosa	$ 85,887	$ 514,440	$ 1,450,000	$ 3,043,114
Petaluma	$ 428,000	$ 500,000	$ 1,137,072	$ 1,493,003
Cotati	$ 68,480	$ 60,000	$ 136,449	$ 188,329
Rohnert Park	$ 359,520	$ 410,000	$ 921,028	$ 1,173,436
Sonoma State	$ -	$ 30,000	$ 79,595	$ 86,921
Total	**$941,887**	**$1,514,440**	**$3,724,144**	**$5,984,803**

Where We Are Headed

Maximizing Revenues

- All teams billing – maximizing Medi-Cal Billing and FFP - tracking Federal Policy impacts

- Off-set use of Measure O

Aligning Data and Metrics

- Data standardization –accurate population-level data in SmartCare

- Standardized reporting and performance metrics

Reducing Duplication and Waste

- All teams will be following standardized practices - streamlining operations, better client outcomes

- Look for opportunities to share services and leverage resources

Collaboration Timeline with SAFE and inRESPONSE

- Both making significant changes to infrastructure to be compliant with state requirements

- Staff are now trained in mandatory state trainings & credentialing process to bill Medi-Cal

- SmartCare benefits:
  - consistent data protocols
  - analysis and program evaluation
  - increased care coordination across jurisdictions

Challenges with Medi-Cal Mandate Compliance

Transition
- — Credentialing
- — Developing supervision plans
- — Revamping call center

Staffing, billing, and service protocols
- — New documentation requirements and EHR
- — Overtime for staff to complete required trainings

Strategies implemented
- — Stay updated
- — Work through credentialing
- — Meet regularly, communicate regularly

Federal Policy Landscape and potential Medi-Cal impacts
- — Uncertainty around revenue stability

Next Steps

-Evaluate fiscal sustainability across all available funding sources – a focus on maximizing Medi-Cal billing.

-Continue working with regional stakeholders, city partners and CBO providers to refine model to ensure long-term fiscal sustainability
- Finalized shared performance metrics.

-Utilize SmartCare data to track trends and adapt resources

-Collaborate with partners for continuous quality improvement

-Execute long-term MOUs with all partners outlining guidelines for singular system

Q&A and Closing

Sonoma County Behavioral Health Crisis Response Teams

Call 911 for medical emergencies or to request immediate assistance.

County-Wide Mobile Support Team (MST)
24/7 Crisis Call Center:
800-746-8181

- **No wrong door to seeking help.**
- Phone support for people experiencing behavioral health emergencies, including mental health, substance use, and homelessness related crises.
- When needed, will coordinate a mobile crisis team response anywhere in the county. Co-responds with law enforcement if safety is an issue. Works with the teams below.

inRESPONSE Team

City of Santa Rosa
707-575-4357
24/7

inRESPONSE System Navigators:
707-204-9756 or inresponse@srcity.org
8 AM - 5 PM Mon-Fri

SAFE Team

City of Petaluma
707-781-1234
24/7

City of Rohnert Park
707-584-2612
9 AM - 3 AM Daily

City of Cotati & SSU
707-792-4611
9 AM - 3 AM Daily

Chart curated by

nami National Alliance on Mental Illness | Sonoma County

Updated 6/9/2025
Scan the QR code to learn more.