

Attachment 1 - Mobile Crisis Service Providers and Service Models

Department of Health Services (DHS) Mobile Support Team (MST)

Prior to the implementation of the Medi-Cal Mobile Crisis Services Benefit in Quarter 2 2024, MST operated Monday-Friday 2pm-10pm. All calls originated from the Sonoma County Sheriff's Office and the staffing model utilized two clinicians to respond to calls. Currently, MST operates a call center which is accessed by dialing 1-800-746-8181. Call center is staffed 24/7 and is available to all residents of Sonoma County to respond to individuals experiencing a behavioral health crisis. MST also provides 24/7 in-field response to all unincorporated parts of the county as well and partners with local providers in all cities. The County's current staffing model is more flexible than the previous one and includes one licensed clinician paired with a second alcohol and/or drug counselor and/or other mental health counselor. The overnight hours are staffed with an alcohol and drug and a mental health counselor with a licensed stand-by clinician.

Specialized Assistance for Everyone (SAFE)

Under the management responsibility of Petaluma People Services Center (PPSC), Specialized Assistance for Everyone (SAFE) is modeled after the Crisis Assistance Helping Out on the Streets (CAHOOTS) program and serves the cities of Petaluma, Cotati, Rohnert Park and Sonoma State University. Current hours of operation are 24/7 and the program is staffed with an Emergency Medical Technician and Crisis Intervention Specialist. SAFE differs from MST and inRESPONSE in that it handles a lower acuity of calls using a "deescalate and refer" model wherein service calls that require a clinical response or an involuntary hold assessment are referred to MST or law enforcement or transported to the Crisis Stabilization Unit or hospital emergency room.

inRESPONSE

The City of Santa Rosa, in collaboration with DHS MST and Buckelew programs, operates inRESPONSE mobile crisis services. The inRESPONSE model is a non-law enforcement response providing crisis intervention services and consists of a City of Santa Rosa paramedic, a Catholic Charities engagement specialist, and an embedded clinician from the DHS MST program - per service vehicle - and a Buckelew service navigator to conduct follow up.

Currently, DHS MST provides coverage to the City of Santa Rosa 3 nights/week while inRESPONSE builds 24/7 capacity. On June 2, 2024, inRESPONSE transitioned to a 24 hour service Sunday through Wednesday and 7am-10pm Thursday through Saturday schedule. During those times where inRESPONSE is not available, DHS MST provides services to the City of Santa Rosa.