



Sonoma County Mobile Crisis Regional Update

August 18, 2026



sonoma county
DEPARTMENT OF HEALTH SERVICES

Purpose of today's presentation

Provide the Board with:

- Status update on the regional Mobile Crisis systems
- The fiscal and policy realities impacting sustainability
- The County's current strategy moving forward
- Opportunity for Q&A



Sonoma County's 3-System Structure

- 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
 - Different staffing and operational models
 - All now transitioning into the same State Medi-Cal framework for interventions and reporting data in the same system in July 2027

Medi-Cal Mandate Requirements



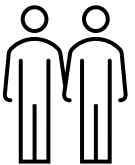
- **Crisis Service Hotline – 24/7/365** - One number to serve as hotline for the dispatch of mobile crisis teams

1-800-746-8181



- Standardized dispatch tool, **Crisis Assessment**, Crisis Planning, Warm Hand-off and Follow-up within 72 hrs.

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



- Teams must consist of **two providers** with access to a Licensed Practitioner of the Healing Arts or licensed Mental Health Professional. One must be trained to conduct crisis assessment. One must carry/be trained to administer Naloxone

Mobile Support Team Medi-Cal Response Launch

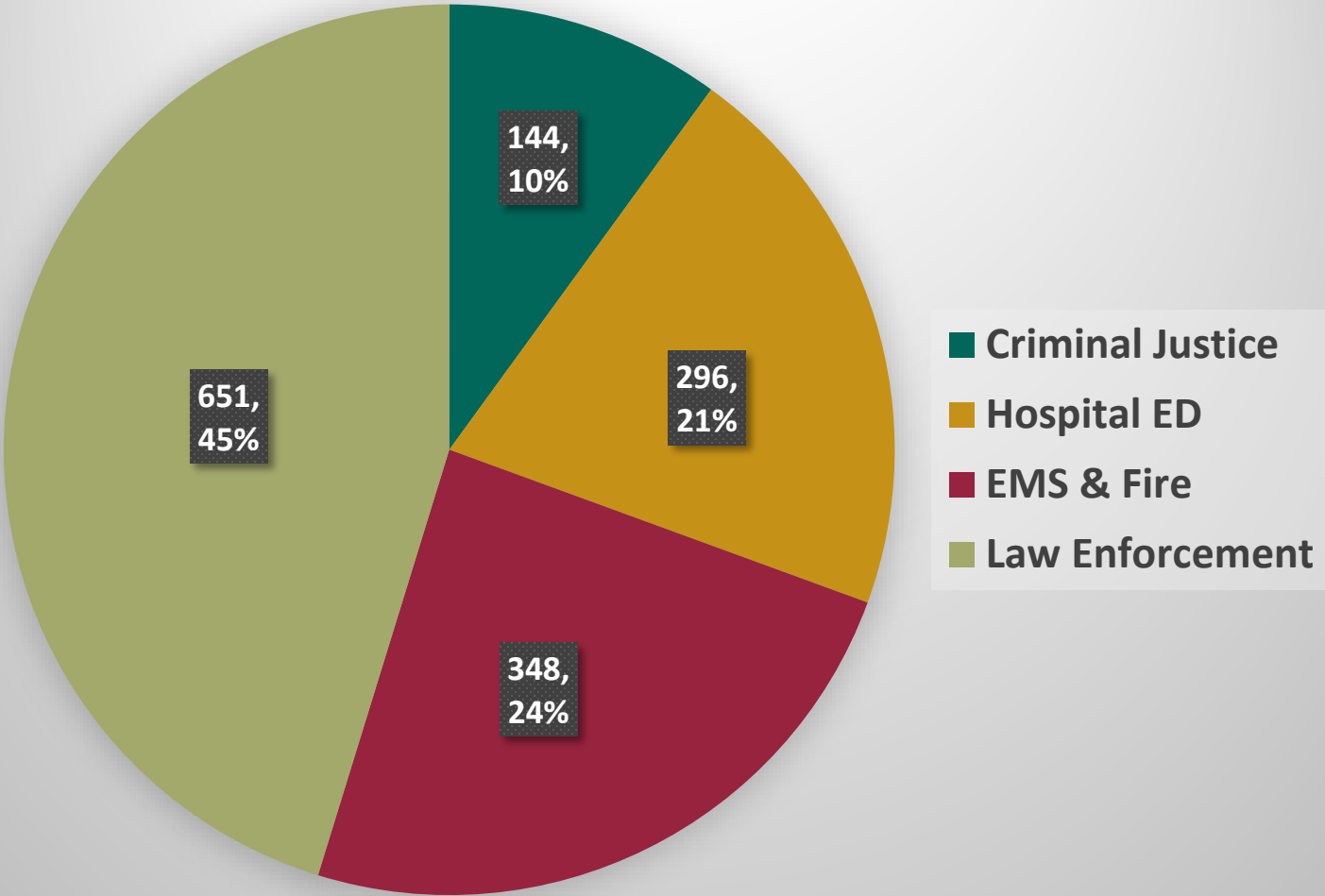
Expanded service times to 24/7 on April 15, 2024, and expanded locations leading to an immediate increase in utilization

- Can call MST directly - resulting in **5790** phone screenings
- **2822** calls were supported by trained Call Center staff
- **2,968** calls were responded to in the field and **70%** did not require law enforcement

*Data shown is from 4/15/2024-4/30/2026

Mobile Support Team Impact

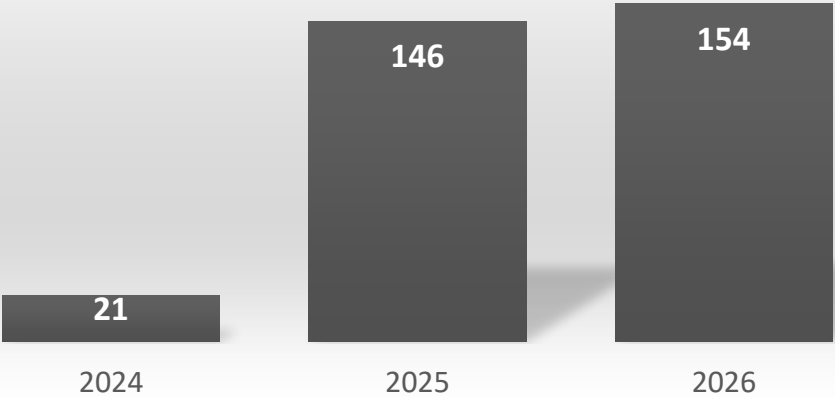
MST Diversions 7/1/2025 - 4/30/2026



MST Responses by Region
4/15/2024-4/30/2026

Central:	1,248
East:	354
North:	176
South:	342
West:	692

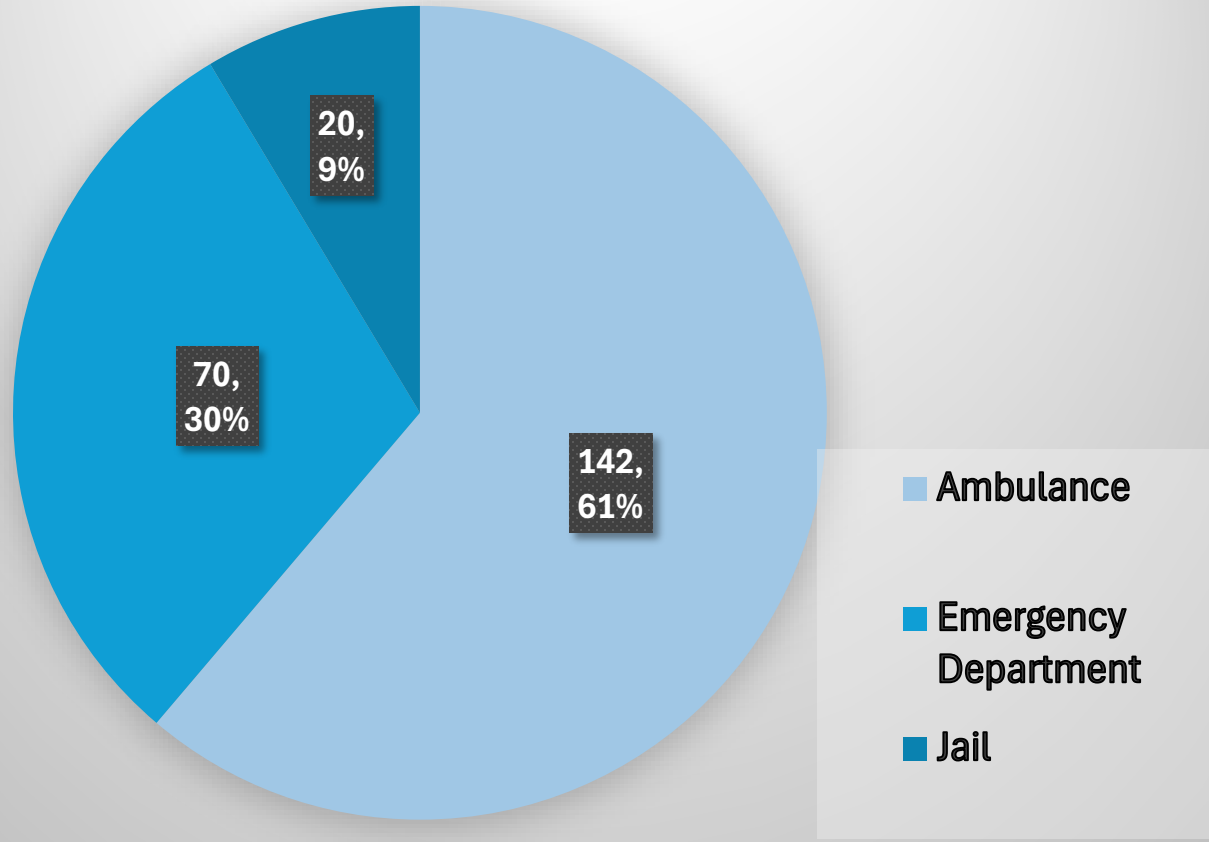
MST Responses Snapshot:
April 2024, April 2025, April 2026



SAFE Team Impact

July 2025 – April 2026

SAFE Diversions 7/1/2025 - 4/30/2026



Total Responses: 6,711

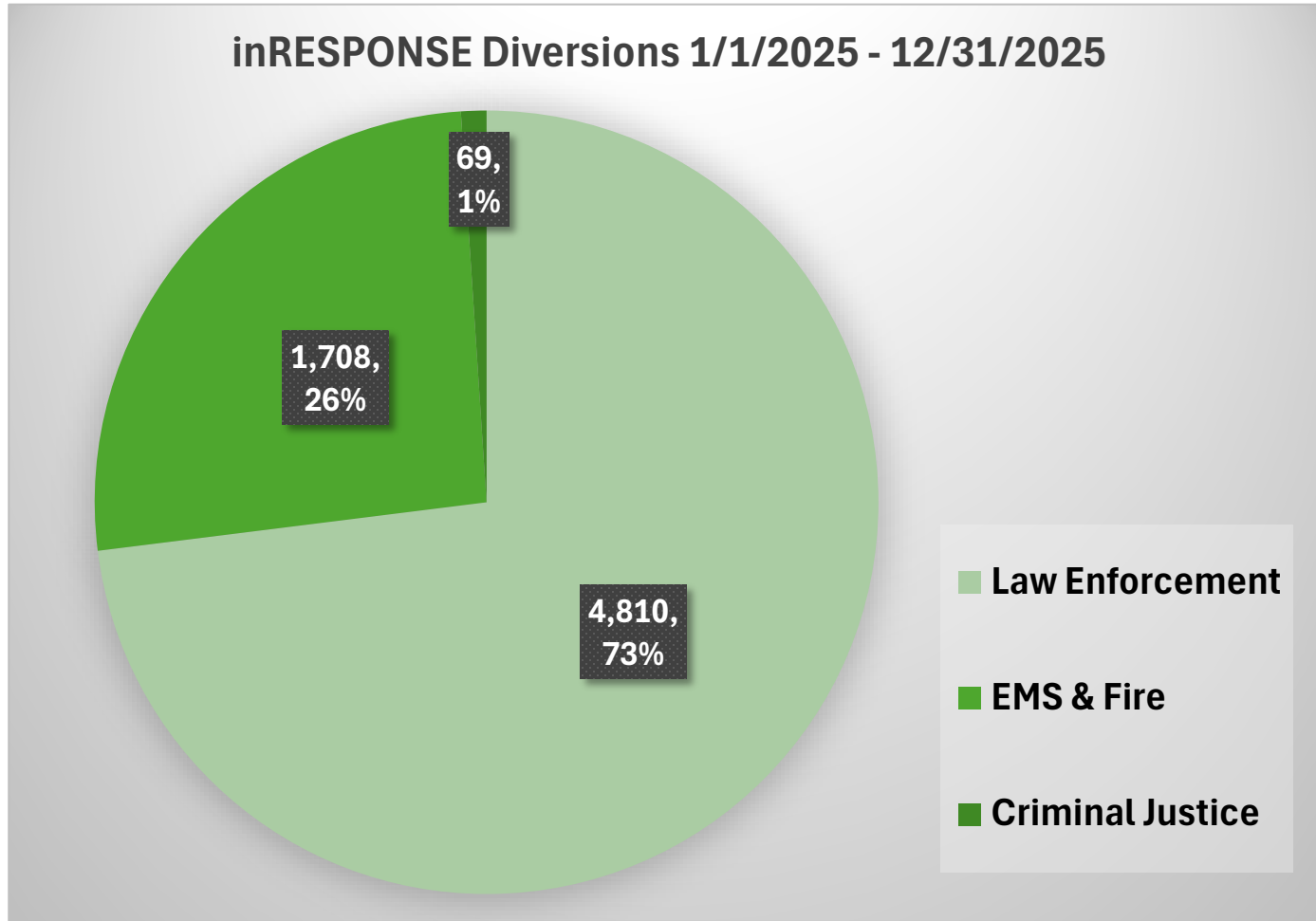
- Petaluma: 3,997
- Rohnert Park: 2,517
- SSU/Cotati: 197

Diversions from Ambulance,
Emergency Department (ED), Jail

	Ambulance (142)	ED (70)	Jail (20)
Jurisdiction			
Petaluma	94	51	9
Rohnert Park	42	17	10
SSU/ Cotati	6	2	1
TOTAL	142	70	20

inRESPONSE Impacts

January 2025 – December 2025



**Total Crisis Responses:
5,948**

Navigation Team Services

- **3,093 System Navigation Service Contacts with Active Clients**
- **707 Closed Loop Referrals**
– *unique individuals referred to the System Navigation Team (from crisis call or community) with a completed follow up*

Shared Data Between All Mobile Crisis Teams

Beginning in FY 2026, all Mobile Crisis Teams will use SmartCare to collect consistent data across programs, including:

- Diversions and their impact across the crisis continuum
- Follow-up connections after crisis response
- Number and type of 5150 holds
- Transportation, destination, and response location
- Standardized dispositions
- Call types for more accurate cross-program comparison

MST Staffing and Operations Costs

Funding Source	FY 23/24	FY 24/25	FY 25/26 (budget)	FY 26/27 (budget)
Measure O	\$1,665,307	\$5,020,735	\$6,784,403	\$5,443,859
MHSA / BHSA	\$1,120,750	\$3,630,381	\$7,205,917	\$3,275,630
FFP/Unclaimable Retirement/GenFund	\$2,400,852	\$3,418,925	\$272,299	\$4,157,307
Total Expenditures	\$5,186,909	\$12,070,041	\$14,262,619	\$12,876,796
Full-Time Equivalent Count	15.39	33.64	32.5	30.75

SAFE and inRESPONSE investments

Jurisdiction	FY 22-23 MO	FY 23-24 MO	FY 24-25 MO	FY 25-26 MO	FY 26-27 MO/BHSA (est)
Santa Rosa	\$ 84,387	\$ 514,440	\$ 1,450,000	\$ 3,043,114	\$1,600,000
Petaluma	\$ 428,000	\$ 500,000	\$ 1,137,072	\$ 1,493,003	\$1,528,000
Cotati	\$ 68,480	\$ 60,000	\$ 136,449	\$ 188,329	\$193,979
Rohnert Park	\$ 359,520	\$ 410,000	\$ 921,028	\$ 1,173,436	\$1,204,305
Sonoma State	\$ -	\$ 30,000	\$ 79,595	\$ 86,921	\$89,529
Total	\$940,387	\$1,514,440	\$3,724,144	\$5,984,803	\$4,615,813

State Budget & Policy Update

Costs already increased due to:

- State mandate requirements
- 24/7 coverage expectations
- Licensed clinician requirements
- Workforce required
- Documentation and billing infrastructure
- Expanded call volume and acuity

And now:

- State making Mobile Crisis optional
- Counties preparing contingency planning
- Sonoma County intends to opt-in
- Continued uncertainty in Medi-Cal funding
- Uncertainty at State Legislative level

County Funding Strategy

Current 3-Year Funding Framework

- Measure O funding is fixed for the next 3 years for all 3 teams
- Frontloading flexibility – SAFE opted to frontload the 3-yr funding into first 2 FYs
- Additional BHSA funds included to hire clinician support to bring SAFE to compliance with Medi-Cal requirements
- Goal is stabilization while maximizing Medi-Cal reimbursement
- Moving toward collecting private insurance data across all teams
- DHS has initiated contracts with the cities for funding distribution and MOUs with the CBOs to clarify roles and responsibilities

Commercial Insurance Strategy

Current system serves everyone regardless of payer

Need better payer data collection:

- Kaiser
- Providence
- Sutter
- Commercial plans

Future strategy:

- Understand utilization by payer
- Build partnerships with health plans and identify reimbursement pathways
- Begin collecting private payer information during encounters

Revenue & Oversight Structure

Steering Committee & Shared Planning

- Proposed Medi-Cal revenue steering committee
- Quarterly fiscal review
- Shared transparency across jurisdictions
- Reinvestment planning
- Regional partners helping shape future system

Next Steps

Over Next 12–36 Months

- ✓ Watch state budget for potential 988 partnership
- ✓ Continue Medi-Cal implementation
- ✓ Expand billing capacity
- ✓ Improve SmartCare data quality
- ✓ Develop commercial payer strategy
- ✓ Evaluate performance metrics
- ✓ Continue regional coordination
- ✓ Refine long-term unified system model

Future unified system goals:

- ✓ Reduce duplication
- ✓ Share clinician resources
- ✓ Standardize practices
- ✓ Improve sustainability
- ✓ Maintain equitable access

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



Updated 6/9/2025
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