



Medi-Cal Mobile Crisis Services Benefit

December 12, 2023



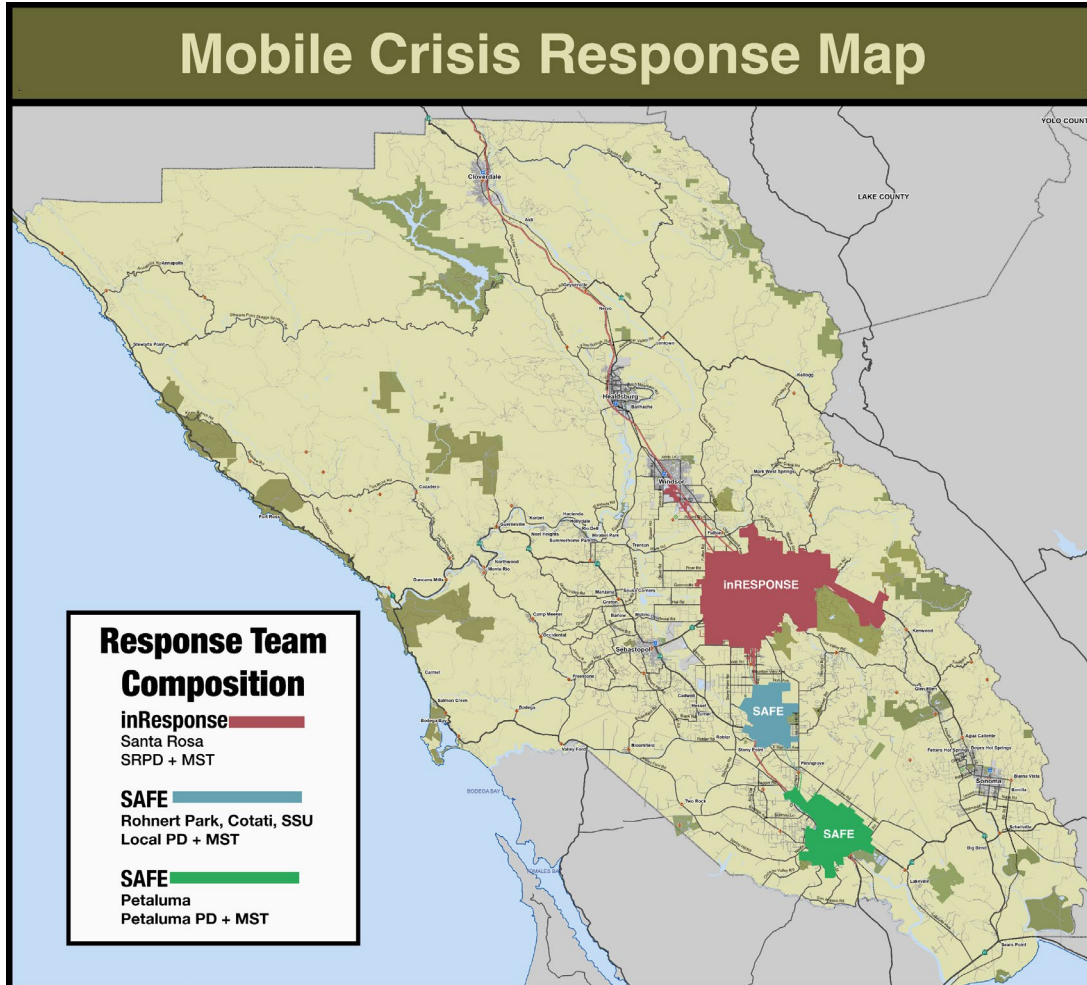
sonoma county
DEPARTMENT OF HEALTH SERVICES

Mobile Crisis Services Benefit



- California Department of Health Care Services is requiring counties to provide community-based mobile services to Medi-Cal beneficiaries experiencing a behavioral health crisis beginning December 31, 2023.
- Provides rapid response, individual assessment and community-based stabilization to reduce the immediate risk of danger and subsequent harm.
- Avoids unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.

Existing Mobile Crisis Teams



- inRESPONSE (Santa Rosa)
- SAFE (Petaluma)
- SAFE (Rohnert Park)
- SAFE (Cotati)
- SAFE (SSU)
- Mobile Support Team (County)
- Healdsburg CORE Team

Calls for Service Fiscal Year 22-23

SAFE (Cotati)	229
SAFE (Petaluma)	3942
SAFE (Rohnert Park)	1823
inRESPONSE (Santa Rosa)¹	3854
Mobile Support Team²	280

¹Monday-Friday 7am-10pm

²Monday-Friday 12pm-10pm

Regional Collaboration



- Partnership with current teams using a non-law enforcement co-response model.
- Partner with SAFE & inRESPONSE to increase their capabilities to serve their existing jurisdictions.
- Expand and revise existing Behavioral Health MST to meet new DHCS requirements.
- Establish MOUs with cities & law enforcement for dispatch and mutual support.

Crisis Services Hotline



- One telephone number to serve as a crisis services hotline for the dispatch of mobile crisis teams 24/7.
- Utilize the existing **1-800-746-8181** number used by the Crisis Stabilization Unit (CSU) and has been used in the community and given to those in crisis for years.
- Will provide a “live” response with staff responding to all calls from the hotline. Answering service not allowed.
- Coordinate with inRESPONSE, SAFE, CORE, 988, local law enforcement, 911, and community partners.

Dispatch of Teams



- Will utilize a standardized and approved dispatch tool and procedures to determine when to dispatch a mobile crisis team.
- Procedures identifying how mobile crisis teams will respond to dispatch requests.
- Team will meet the individual in crisis at their location unless they request to be met at an alternate location.
- Currently evaluating infrastructure needs and developing dispatch and call systems.

Team Requirements



- Each team must have 2 responders (1 may respond via telehealth under certain conditions).
- At least 1 team member shall be carrying, trained, and able to administer naloxone.
- At least 1 member shall be able to conduct a crisis assessment.

Team Composition

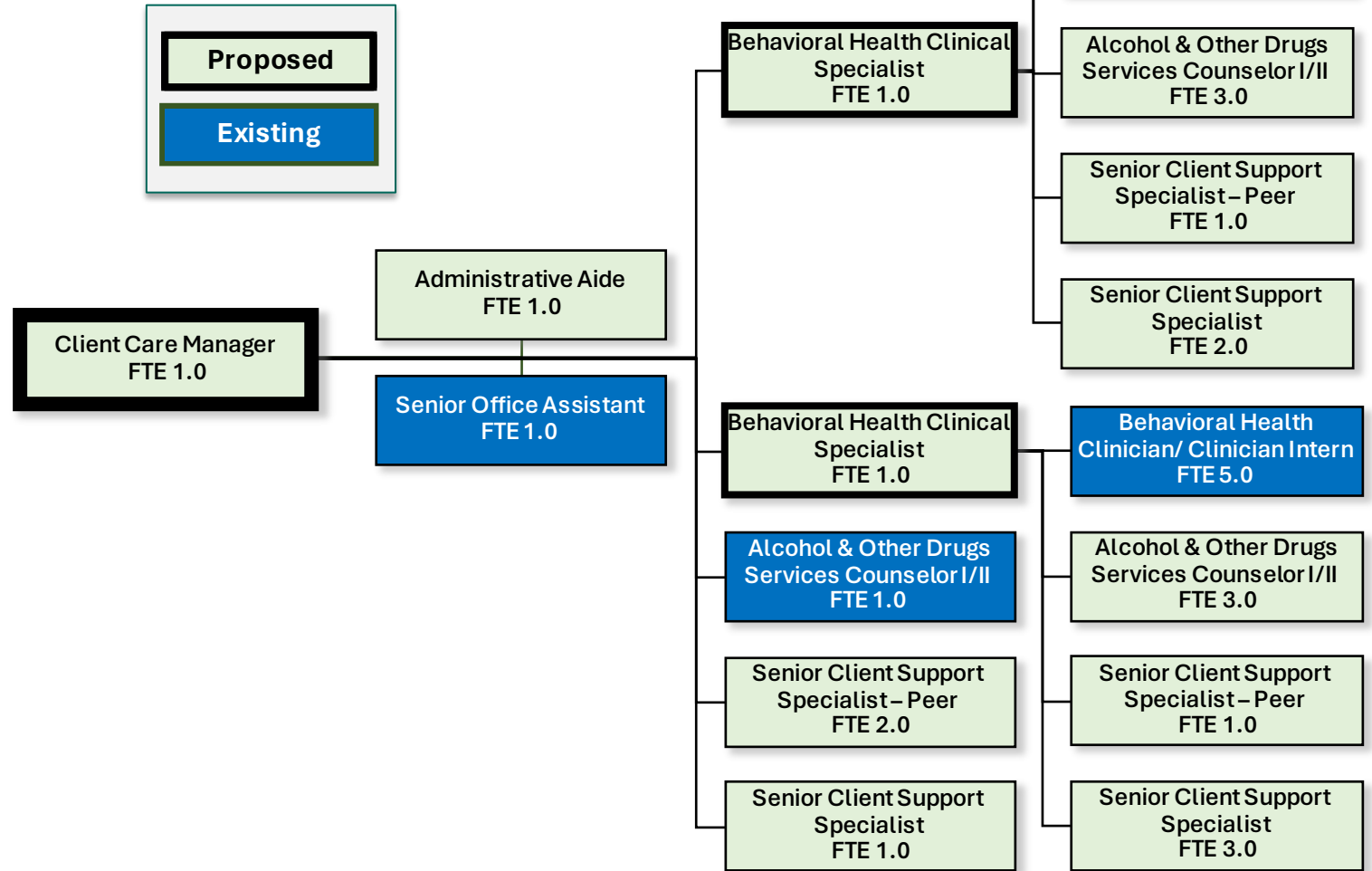


Teams can include 1 member from each category:

Licensed Practitioner of the Healing Arts (LPHA)	Non-LPHA
<ul style="list-style-type: none">• Licensed Physicians• Licensed Psychologists*• Licensed Clinical Social Workers*• Licensed Professional Clinical Counselors*• Licensed Marriage And Family Therapists*• Registered Licensed Psychiatric Technicians <p><i>*Includes waived and registered.</i></p>	<ul style="list-style-type: none">• Occupational Therapist• Alcohol and Other Drug (AOD) Counselor• Peer Support Specialist• Community Health Workers• Emergency Medical Technicians• Advanced Emergency Medical Technicians• Paramedics• Mental Health Rehabilitation Specialist

Proposed MST Staffing

Staffing Summary	
Position	FTE
Client Care Manager	1.0
Administrative Aide	1.0
Behavioral Health Clinical Specialist	2.0
Senior Client Support Specialist - Peer	4.0
Senior Client Support Specialist	6.0
Behavioral Health Clinician / Clinical Intern	0.5
Alcohol & Other Drugs Services Counselor I/II	6.0



Program Setup Costs

Expenditures	FY23-24 Adopted	FY24-25 Projected	FY25-26 Projected
Budgeted Expenses			
Additional Appropriation Requested	\$3,330,483	\$4,081,708	\$4,183,537
Total Expenditures	\$3,330,483	\$4,081,708	\$4,183,537
Funding Sources			
General Fund/WAGF			
State/Federal	\$3,330,483	\$4,081,708	\$4,183,537
Fees/Other			
Use of Fund Balance			
Contingencies			
Total Sources	\$3,330,483	\$4,081,708	\$4,183,537

Next Steps

- **Implementation plan submitted to DCHS October 31.**
- **Final DHCS approval pending full staffing and training.**
- **Implement plans to develop call center, vehicle acquisition, complete staffing.**
- **Phase in as staff hired and trained goal of January/February 2024.**
- **Build on current Noon – 10pm Monday – Friday to 24/7 for MST.**
- **Medi-Cal certification of SAFE & inRESPONSE.**
- **Large marketing push once fully staffed.**