



# Mobile Support Team Update, Data Analysis and Team Extensions

**May 16, 2023**



**sonoma county**  
DEPARTMENT OF HEALTH SERVICES

# Mobile Crisis Goals

- Provide rapid response, individual assessment and community-based stabilization to individuals experiencing a behavioral health crisis.
- Reduce the immediate risk of danger and subsequent harm.
- Avoid unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.

# **Sonoma County Mobile Crisis Teams**

## **SAFE (Specialized Assistance For Everyone)**

- Petaluma, Rohnert Park, Cotati
- Operated by Petaluma People Service Center (PPSC)

## **inRESPONSE (Santa Rosa)**

- Partners with City of Santa Rosa, SRPD, SRFD, Catholic Charities, Sonoma County Behavioral Health MST, Humanidad Therapy and Education Services, Buckelew Programs

## **Mobile Support Team (MST)**

- Countywide (unincorporated areas and support to cities)
- Administered by Sonoma County Behavioral Health

# **S.A.F.E.**

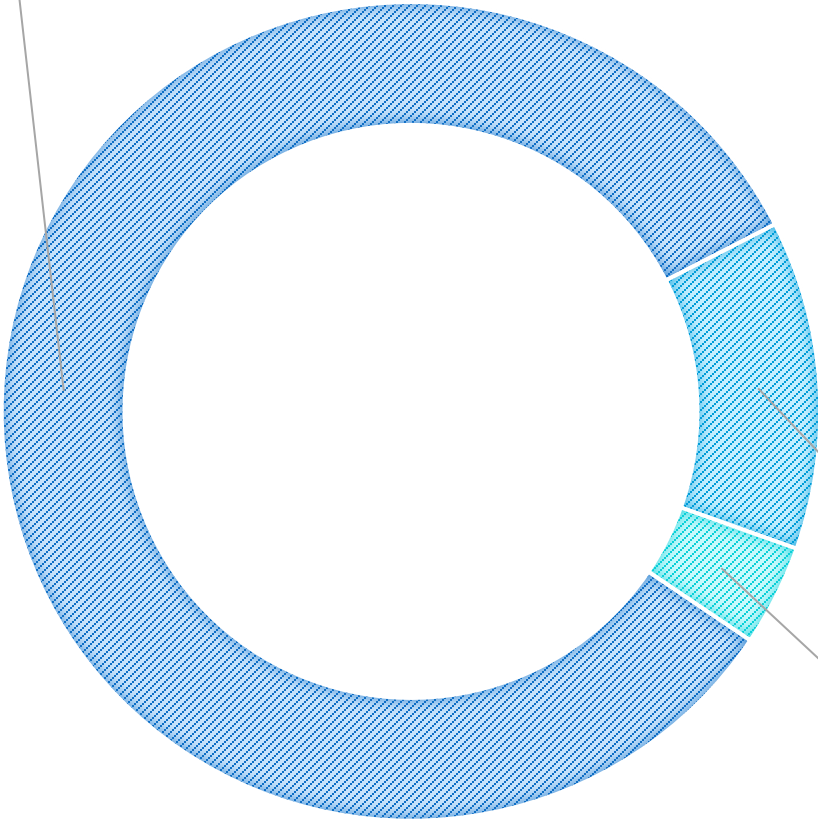
- **Closely modeled on CAHOOTS (Crisis Assistance Helping Out On The Streets) in Eugene, Oregon**
- **Teams consist of a crisis worker (not a licensed clinician) and an EMT**
- **Dispatched by 911 or non-emergency number**
- **Petaluma operates 24/7, Rohnert Park/Cotati 80 hrs/wk**
- **Designed to “deescalate and refer” providing transportation and connecting people to community resources**

# Petaluma S.A.F.E. Q3-Q4 2022

## Call Types

*n* = 899

Public Assists  
83%



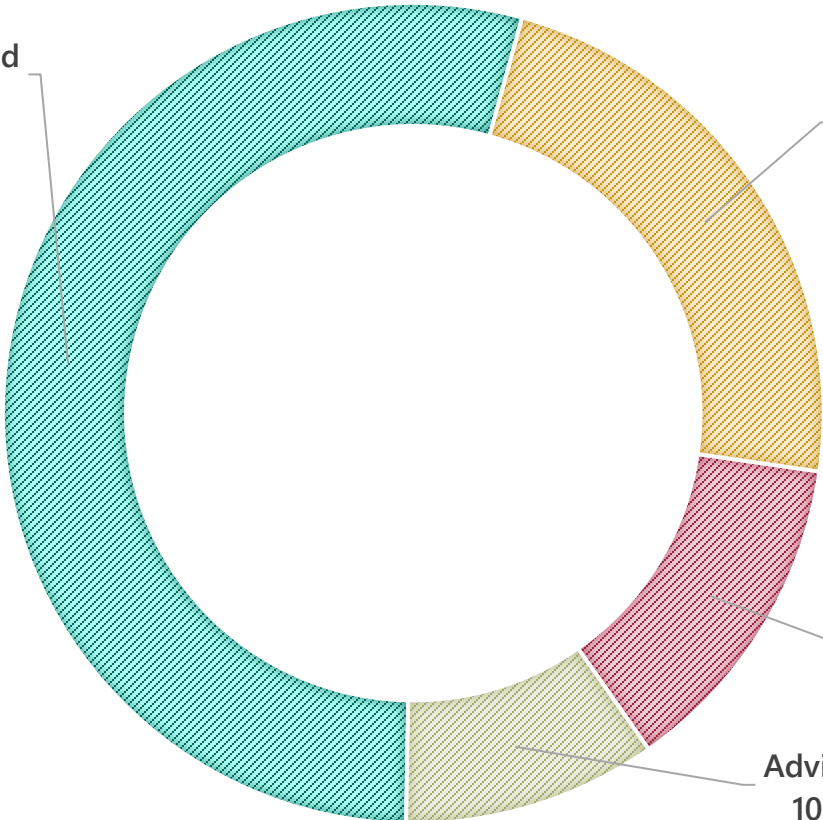
Welfare Checks  
13%

Other  
4%

## Call Outcomes

*n* = 801

Assisted  
54%



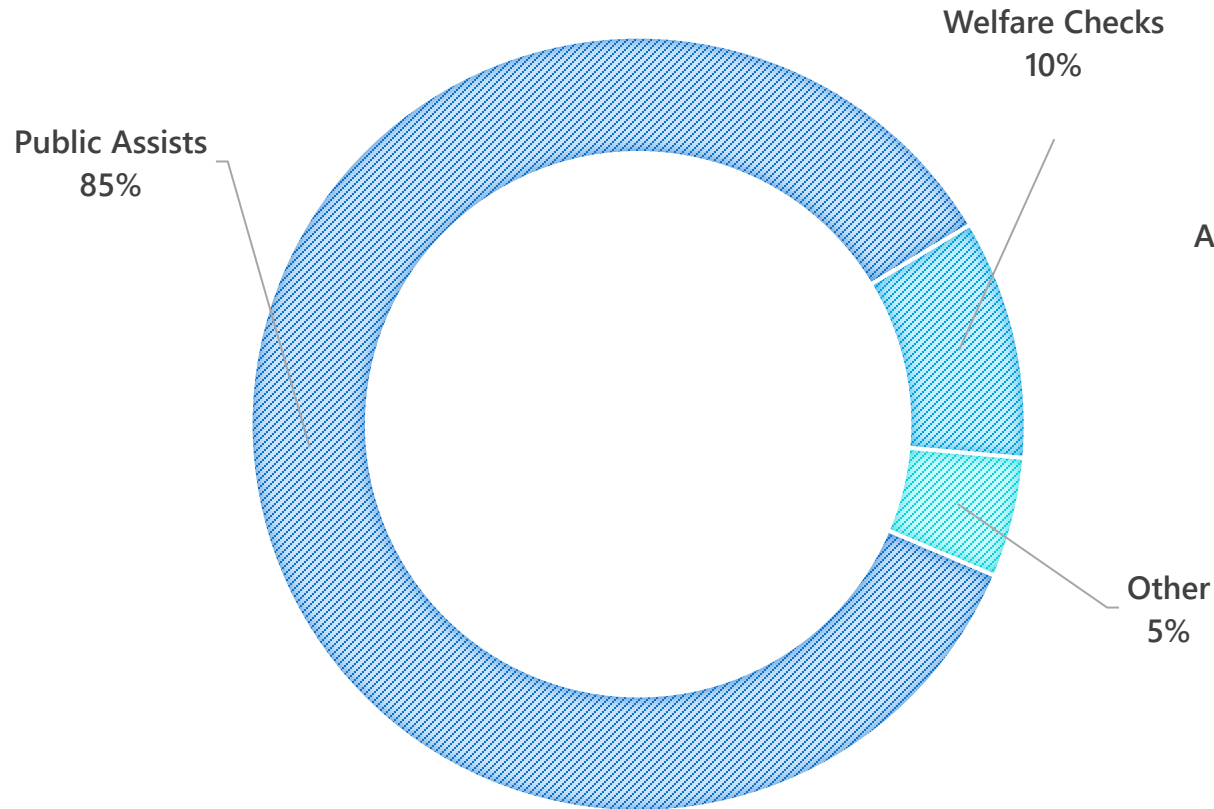
No Service Provided  
23%

Transported  
13%

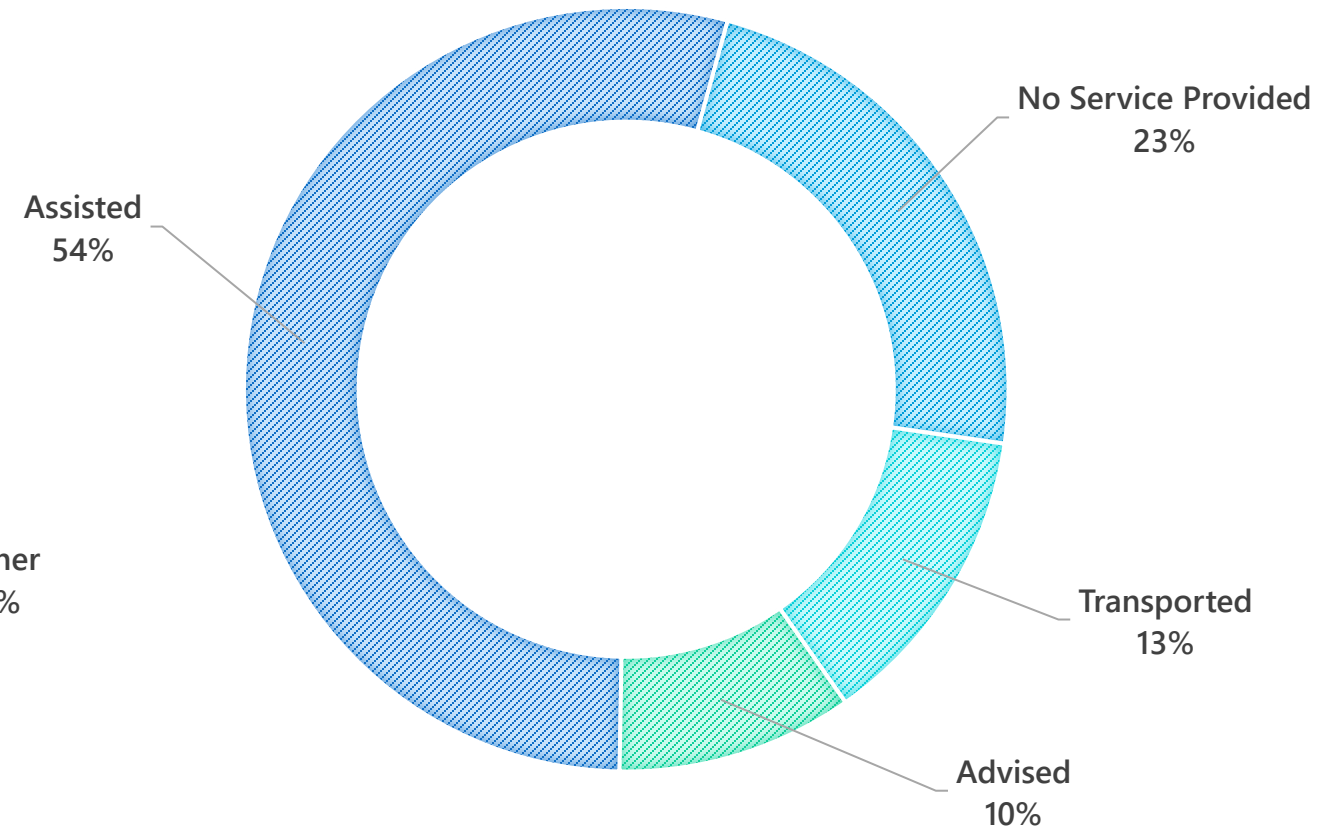
Advised  
10%

# Rohnert Park/Cotati S.A.F.E. Q4 2022

**Call Types**  
*n = 743*



**Call Outcomes**  
*n = 801*



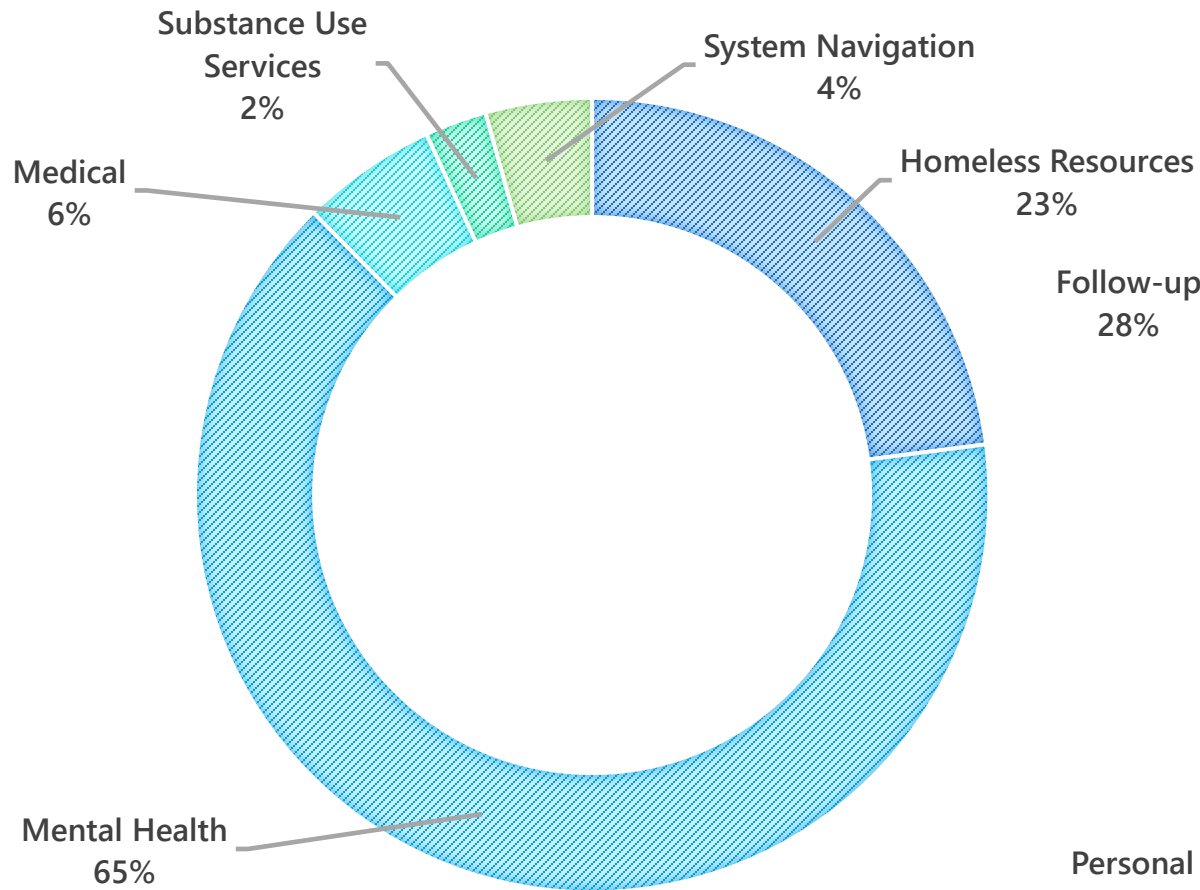
# **inRESPONSE**

- **CAHOOTS+ model**
- **Teams consist of Licensed Mental Health Clinician, Paramedic and Homeless Outreach Specialist**
- **Dispatched by 911 or non-emergency number**
- **Operates 7am-10pm M-Th, Fri-Sun 12pm-10pm**
- **Resulted in 3x increase in mental health responses**
- **Focuses on de-escalation and harm reduction with the goal of diverting calls from the police and fire departments**

# inRESPONSE Services 2022

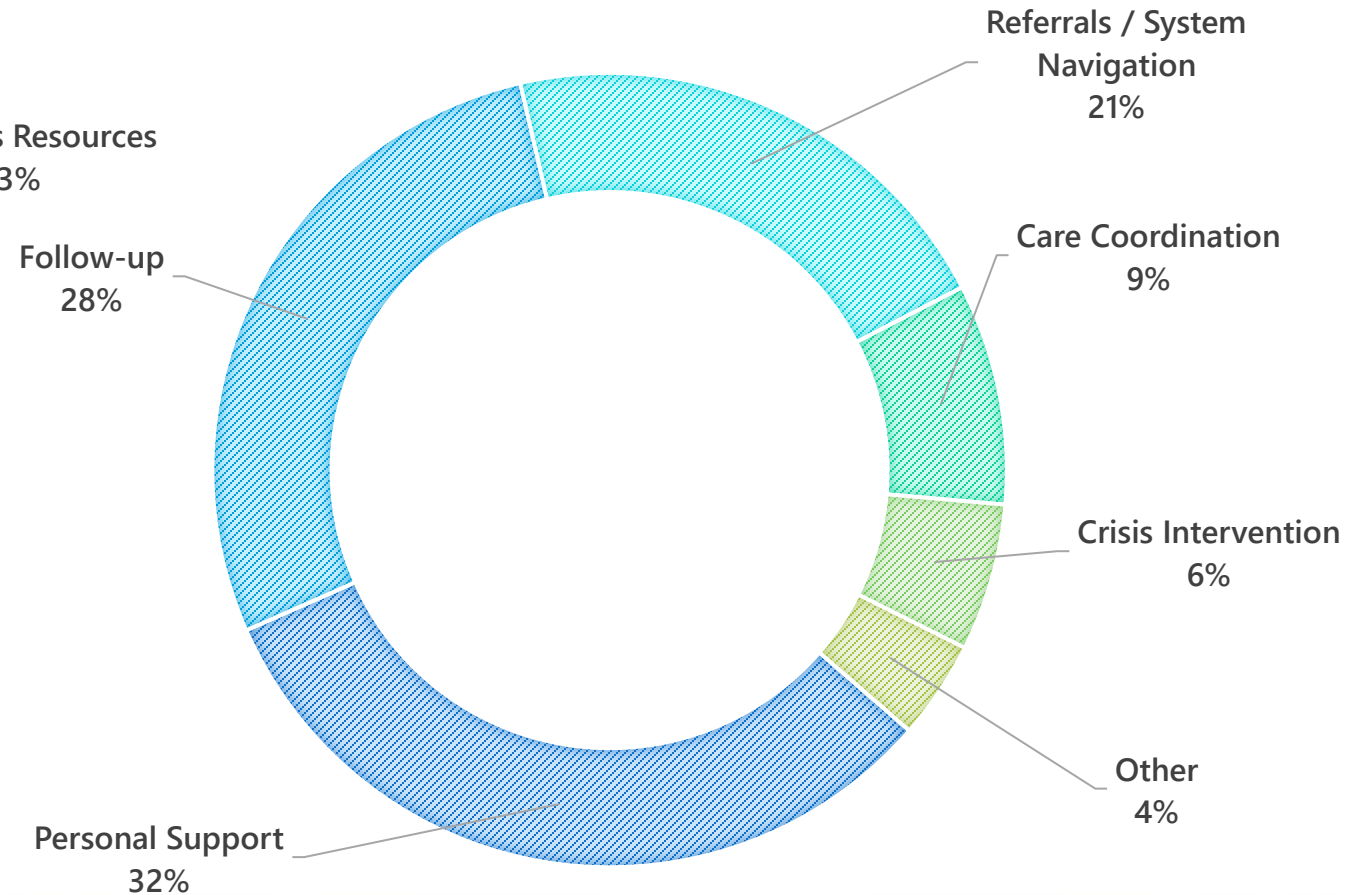
## Primary Service Provided

*n = 1986*



## Type of Service Provided

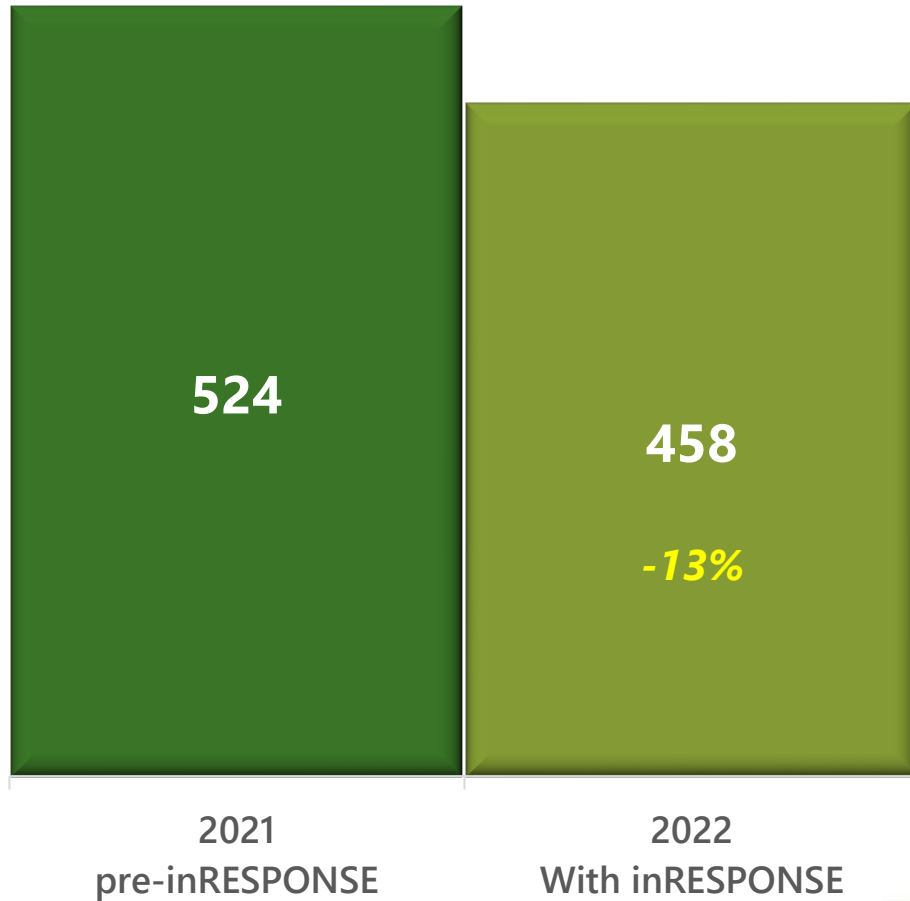
*n = 3205*



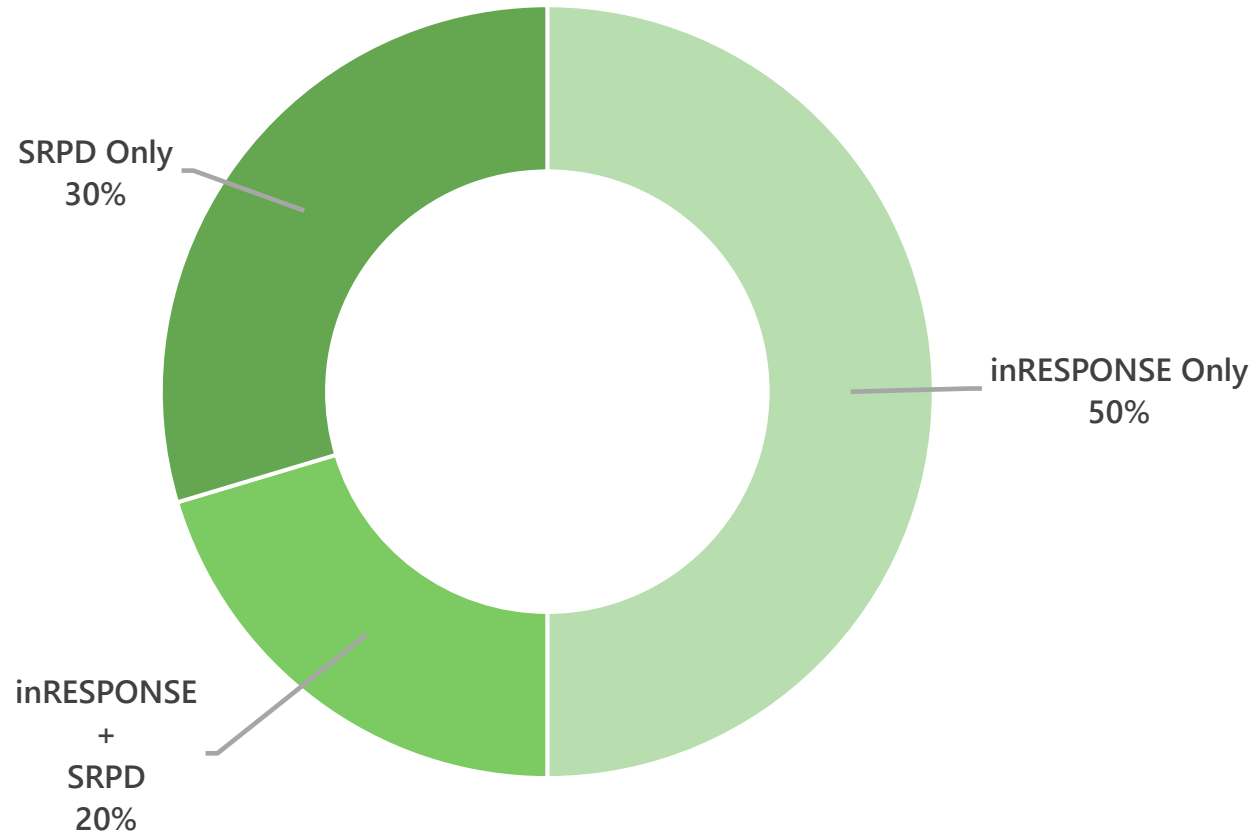


# inRESPONSE Mental Health Events

SRPD Sole Responder



2022 Responding Team  
*n* = 1546



# Support for SAFE & inRESPONSE

*“InRESPONSE saw me when I was in my dark spot, and they were patient and compassionate and helped me calm down instead of picking me up off the street and throwing me in the back of a police car. The extra effort that they provided... helped me get over the ladder between the chasm and the cliff.” –Individual Served by in RESPONSE*

*“It took a lot to get off the ground but overall, we’re ecstatic with the success of this team and all of the momentum we have going into year two.” –SRPD Chief John Cregan*

*“One of the hardest things for families to do is to call law enforcement when their person is struggling...Having a team that can offer the appropriate service at the appropriate time is important. Our goal is to make sure people are grounded in the services they need before we take a step back” –inRESPONSE Program Director KT Swan*

# Support for SAFE & inRESPONSE

*“One of the reasons we partnered with the SAFE Team was to make it easier to access resources, especially when a community member may be in some sort of crisis... experiencing mental health issues, intoxication, and other situations... [and] increase the chances of deescalating a situation and getting them the help they need”* –**SSU Police Chief Nader Oweis**

*“We’ve reduced the frequency of ER visits ...the duration of the visits...the frequency of arrests for some people who are frequent police contacts and ... helped to repair relationships between clients and existing service providers.”* –**Manning Walker, SAFE Program Manager**

*“I was interested in reimagining policing in ways that reduce officers being called to incidents that can be handled by a crisis response team. This program will ... provide a great service to our community”* –**Rohnert Park Councilmember Willy Linares**

# **New Medi-Cal Mobile Crisis Services Benefit**

- **California Department of Health Care Services (DHCS) established an MCU benefit for Medi-Cal beneficiaries in December, 2022**
- **Provides community-based mobile crisis intervention services to those experiencing a behavioral health crisis**
- **Operates 24/7/365 with a single telephone number to serve as a hotline connected to dispatch of mobile crisis teams and triage beneficiary calls**
- **County behavioral health system must fully implement by December 31, 2023**

# **Ongoing - Regional Collaboration & building out DHCS Requirements**

- **Expand existing Behavioral Health Department MST**
- **Establish MOUs with cities & law enforcement**
- **Outreach to hospitals and service providers**
- **Coordinate with local service providers for referrals and ongoing support**
- **Continue developing Medi-Cal billing and shared data collection**

# Funding Recommendation

Team	Funding Request	Activities
SAFE City of Petaluma	\$500,000	Staffing & Operations
SAFE City of Rohnert Park/Sonoma State University/City of Cotati	\$500,000	Staffing & Operations
inRESPONSE City of Santa Rosa	\$514,440	Bilingual system navigation, hospital navigation, outreach
Total	\$1,514,440	

# **Staff Recommendations**

- **Direct staff to continue current program evaluation, and work with city and community-based organization partners to develop regional model incorporating existing mobile crisis teams and requirements of Medi-Cal Mobile Crisis Unit benefit**
- **Allocate a one-time investment in existing mobile crisis teams to continue operations and refining models of service**
- **Return with a recommendation for a finalized regional, countywide model and additional Measure O funding**