Medi- Cal Mobile Crisis Services Benefit

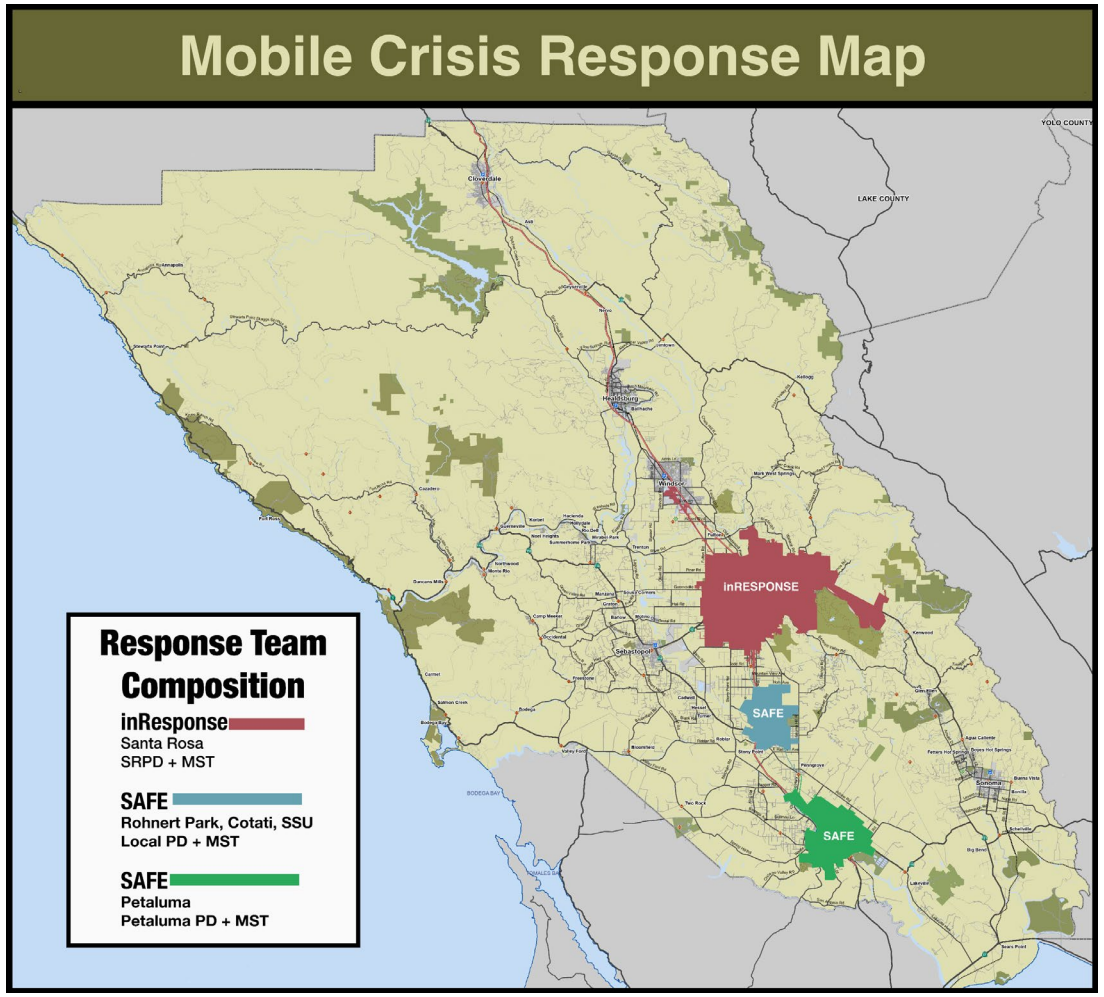
December 12, 2023

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 Team[2]	280

[1]Monday-Friday 7am-10pm
[2]Monday-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

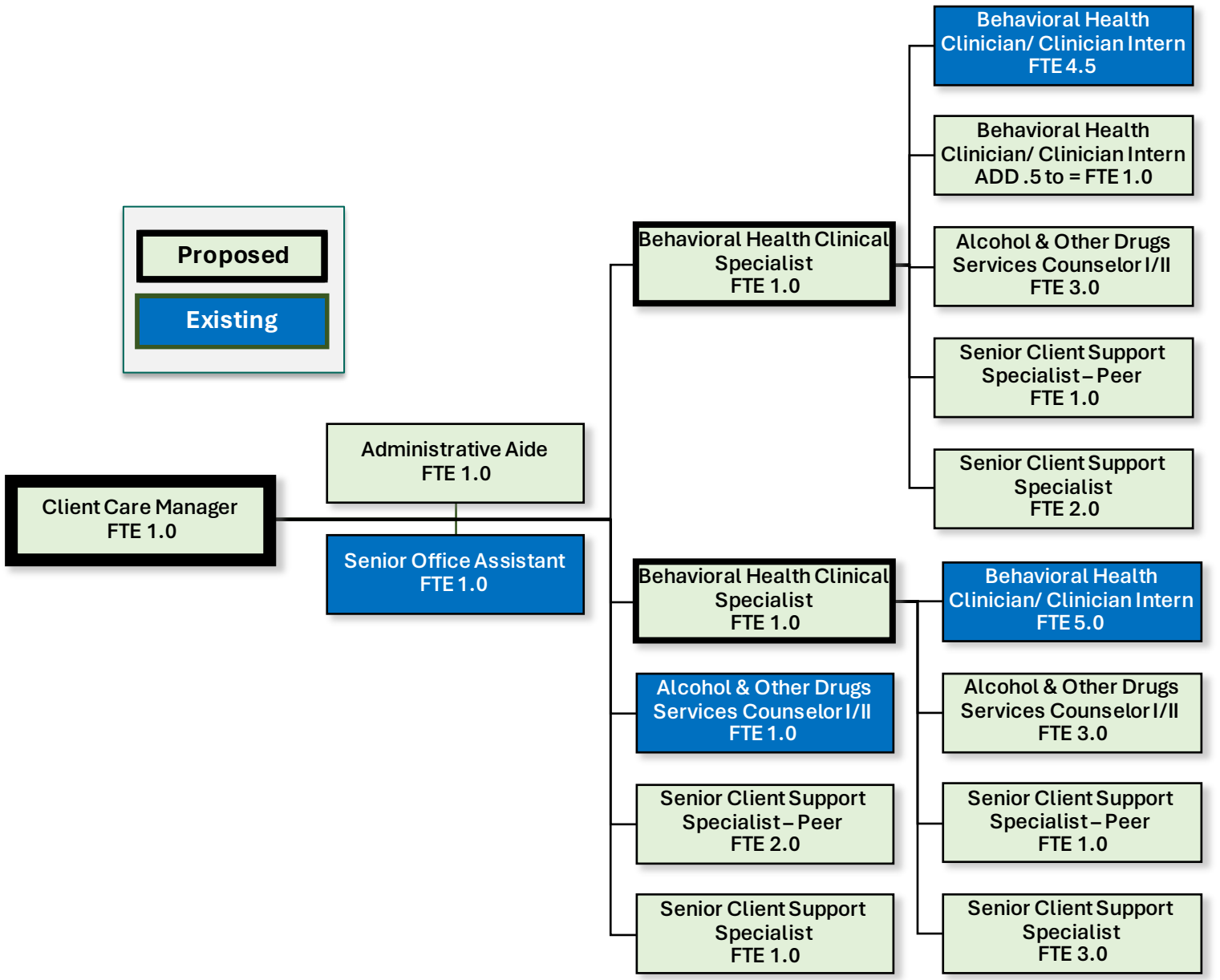
- Each team must have 2 responders (1 may respond via telehealth under certain conditions).
- At least 1 team member shall be carrying, trained, and able to administer naloxone.
- At least 1 member shall be able to conduct a crisis assessment.

Team Composition

Teams can include 1 member from each category:	
Licensed Practitioner of the Healing Arts (LPHA)	**Non-LPHA**
• Licensed Physicians • Licensed Psychologists* • Licensed Clinical Social Workers* • Licensed Professional Clinical Counselors* • Licensed Marriage And Family Therapists* • Registered Licensed Psychiatric Technicians **Includes waivered and registered.*	• 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 Cllient Support Specialist - Peer	4.0
Senior Cllient 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/WA GF			
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.