



**C.R.I.S.I.S.  
Consulting**  
Critical Responses in Supportive Integrated Services

# **PETALUMA MOBILE CRISIS INTERVENTION TEAM (PMCIT)**

## **Funding Request**

**A healthy community collaboration to address crisis response prevention and intervention for our most vulnerable community members experiencing mental health, substance abuse, and homelessness and the related impacts to law enforcement, emergency medical services, and health care providers.**

April 1, 2021

This funding request is presented by the City of Petaluma in partnership with  
Petaluma People Services Center and CRISIS Consulting

April 1, 2021

Community Partner

Address

CSZ

Dear Community Partner,

Thank you for this opportunity to share with you an exciting and collaborative community partnership program focused on providing critical services to those in our community who are most vulnerable. We are also grateful for your consideration to help us fund this creative and innovative crisis response model to improve overall community health.

In the last eight months, a team of dedicated community professionals from law enforcement, fire, emergency medical services, city leaders, and community service providers, have been meeting regularly to address the community mental health crisis and related issues involving substance abuse and the unsheltered.

We are happy to report that within this relatively short time, the City of Petaluma Police Department has entered into a contract with CRISIS Consulting, Inc. to draft a mobile emergency crisis response and intervention program for the Petaluma community.

The Police Department responds to more calls for service involving mental health than any other call type. These mental health related calls for service generally require two (2) police officers for a protracted period, and often, there is a peaceful resolution and/or treatment or placement options for the individual. While the majority of these police interactions have positive outcomes, we recognize there are individuals and entities throughout Sonoma County that are better trained, better suited, and better equipped to navigate the patchwork of mental health care and crisis response options available to individuals in need. To that end, we have actively sought to develop and deploy a mobile crisis response model whereby appropriate mental and physical health related calls for service would be handled by a mobile crisis response team that has the tools, resources, and knowledge to address the unique needs of individual clients more effectively.

This mobile crisis response team is modeled after the Crisis Assistance Helping Out on the Streets (CAHOOTS) model which started in Eugene, Oregon in 1989. The program is spreading nationwide and has proven to alleviate the burden placed on police, fire, emergency medical services, and hospital emergency departments to manage crisis that derive from emotional and physical distress, substance use, and homelessness. Initial analysis estimates that as many as 10% of calls for service currently received by the Petaluma Police Department will be directed to the Mobile Crisis Intervention Team. As a result, our partners in health care, public safety, and community services have identified a successful model that will address mental and physical health through a comprehensive program we have named **the Petaluma Mobile Crisis Intervention Team (PMCIT)**.

The initial first year cost of the program is just over \$1.3 million which includes startup costs. Thereafter the anticipated annual cost for PMCIT is \$1.1 million. The City of Petaluma has committed \$500,000 towards the annual costs of this program and is actively seeking other funding sources from community partners as well as local, state, and federal government agencies.

As a community partner and stakeholder in this important healthy community initiative, we are respectfully asking you and your organization to consider contributing funds to help cover the remaining annual costs. Please review the enclosed project documents for details related to the community mental health problem statement, goals and objectives, budget, and methods of evaluation.

Thank you again for your time and consideration with this funding request.

Sincerely,

Petaluma Mobile Crisis Intervention Team

## Petaluma Mobile Crisis Intervention Team

### Community Mental Health Problem Statement

#### Overview

As the nation engages in various ways to address mental health, substance use disorders, and the unsheltered, law enforcement, fire, and emergency medical service providers have been on the front lines of responding to our most vulnerable community members. Coalitions of law enforcement, public safety departments, healthcare, and crisis organizations from around the country are coming together in their local communities to address models on how to appropriately respond to these significant issues affecting the quality of life for so many in our community.

The White Bird Clinic in the State of Oregon has shown 30 years of success facilitating the CAHOOTS model. The CAHOOTS model utilizes healthcare rather than law enforcement to respond to individuals who are experiencing an emergency crisis, including nonviolent mental health disorders or substance use disorders. Because so many of these community members can also be unsheltered, homeless outreach services must also be a core service provided by any program. By dispatching mobile teams of healthcare and crisis workers, the model provides community members with the necessary care and connects them to service providers instead of immediately involving law enforcement.

The Petaluma Police Department annually receives anywhere from 4,500-5,500 calls for service for various mental health related issues. In 2020 the police department received 4,665 calls for service for suicidal subjects, police and fire assistance for wound care, mental health detentions (5150W&I), nonviolent family disputes, intoxicated subjects, welfare checks, death notifications, missing subjects and issues related to homelessness. These types of calls for services account for approximately 10% of all calls for service to the Petaluma Police Department.

City of Petaluma staff researched crisis response models currently being practiced both within California and across the nation during which we identified the CAHOOTS model developed by the White Bird Clinic as being the premier nationally recognized crisis intervention model. City staff began engaging with the White Bird Clinic in November of 2020 and through those discussions were referred to former CAHOOTS team member and Crisis Intervention Consultant, Ben Adam Climer of Critical Responses in Supportive Integrated Services (C.R.I.S.I.S.) Consulting.

In January 2021 City staff executed a professional services agreement with C.R.I.S.I.S. Consulting to assess the local need for a mobile crisis intervention program, the identification of suitable local service providers to implement and manage such a program, and to further help a selected operator of such a program to hire, train, and deploy such a program in the City of Petaluma.

Our work with C.R.I.S.I.S. Consulting coupled with an internal review and analysis of existing Petaluma Police and Fire Department call data suggests that a significant number service calls involving individuals with mental health needs could be better and more effectively addressed by a dedicated team composed of mental health crisis workers and medical professionals, rather than police officers. In addition, City staff has consulted with representatives from police departments throughout the region, the Petaluma Fire Department, Sonoma County Department

of Behavioral Health, Petaluma Health Care District, Committee On The Shelterless (COTS), along with subject matter experts from the private and non-profit sectors.

The research and work engaged by the City has identified that development of a new mental health response model could lead to greatly enhanced outcomes, while simultaneously increasing public safety resources and capacity of both the Petaluma Police and Fire Departments.

The Mobile Crisis Intervention Team will be facilitated and managed by Petaluma People Services Center (PPSC) under a contract with the City of Petaluma. This team will consist of two-person team (a crisis specialist and an EMT) that will focus patrols in the downtown areas or other areas identified by the City. The team will have a van type vehicle for transportation of the team and any community members in need of transport. The team will also be supplied with police radios on their persons to communicate with police dispatch. The team will be either dispatched to a scene by the emergency communications center or make contact with individuals in crisis through regular patrols for proactive engagement.

This program model also seeks to include and consolidate similar services like Petaluma Sober Circle to achieve more efficient and successful outcomes for crisis response, intervention, and treatment for long term improvement of community and individual quality of life.

The goal of this program is to deploy a two-person team working a twelve (12) hour day by the end of Summer 2021 (Phase I). By the end of Fall 2021, the program will move to a 24 hour a day operation (Phase II). The cost of the 24-hour program will have an initial startup cost of just over \$1.3 million which includes one-time startup expenditures. In the following years, the costs to operate to the program is just over \$1.1 million.

<b>Petaluma Mobile Crisis Intervention Services Team Budget Year 1 APPROXIMATE</b>	
<b>Summary Costs - One 24-hour Unit</b>	
<b>Annual Personnel Budget</b>	\$ 960,234
<b>Non Personnel Operational Costs</b>	\$ 184,000
<b>Annual Costs</b>	\$ 1,144,234
<b>One Time Start-Up Costs</b>	\$ 178,000
<b>First Year Total Costs</b>	\$ 1,322,234

## Goals and Objectives

### Goals

1. Phase I - To implement this new program by the end of Summer 2021 with a team that works 12 hour shifts, seven days a week.
2. Phase II – To expand the services by end of Fall 2021 from 12 hours/day seven days a week to 24 hours/day, 7 days a week.

3. Phase III – PMCIS will evaluate expansion of services through partnerships in the southern Sonoma County region.

## Objectives

1. To decrease law enforcement response to mental health crisis incidents.
2. To decrease fire and emergency medical services response to mental and physical health incidents.
3. To decrease emergency department transports.
4. To serve as a pilot project for the CAHOOTS model in Sonoma County
5. To increase and promote public health, especially for those with mental health and substance use difficulties.
6. To remove barriers to accessing support during a crisis.

## CONTACT INFORMATION

For further information about the program, please contact:

Ken Savano, Chief of Police  
City of Petaluma - Police Department  
[ksavano@cityofpetaluma.org](mailto:ksavano@cityofpetaluma.org)  
(707) 778-4370

Elece Hempel, Executive Director  
Petaluma People Services Center  
[elece@petalumapeople.org](mailto:elece@petalumapeople.org)  
(707) 765-8488