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*Human Resources Director*

August 3, 2021

Sheryl Bratton  
County Administrator  
575 Administration Drive, Suite 104A  
Santa Rosa, CA 95403

Dear Sheryl,

On behalf of the City of Rohnert Park and my staff, we would like to thank you and Bill Carter for your support and collaborative efforts related to the development and implementation of emergency crisis intervention teams. We are starting up our pilot program in the next two months and we have identified needs for which we respectfully seek support from the County of Sonoma.

We will be teaming with Cotati and following Petaluma's concept for their "Specialized Assistance For Everyone" or S.A.F.E. Team. It is based on the successful CAHOOTS model from Eugene, Oregon. It will provide first response crisis intervention for mental health, drug and alcohol addiction, and other calls for service that do not require law enforcement. It will also provide some behavioral health and addiction related services for the unhoused population in Rohnert Park and Cotati.

Because Measure O specifically identified crisis intervention teams, we are respectfully requesting funding from the County of Sonoma annually. The cost of the team is estimated at around \$1 million per year on-going. A reasonable split would be 50% Measure O and 50% Rohnert Park and Cotati general revenues. That would be \$500,000 per year from Measure O. If the County is unable to commit to on-going funding at this time, then we would accept funding for the first year, with an agreement to revisit it in 12-months.

We believe the SAFE team in Rohnert Park and Cotati could allow the County to redeploy precious mental health resources and facilitate its expansion of the Mobile Support Teams to the west, east, and north county.

S.A.F.E. will address crisis response, prevention, and intervention for our most vulnerable community members experiencing mental health, substance abuse, and homelessness. As supplemental civilian first responders, S.A.F.E. teams will be better trained to respond to and proactively address calls for service that have traditionally and unnecessarily burdened law enforcement, emergency medical services, and healthcare providers.

In addition to this request, we would like to partner with Sonoma County Behavioral Health on a joint grant application for the newly released California Department of Health Care Services' Crisis Care Mobile Units Program. This funding program could bring millions into Sonoma County for new and expanded crisis care mobile units. The application deadline is August 23, 2021. My staff are reaching out to Bill Carter to coordinate this application.

We appreciate your time and consideration of this request.

Warmest Regards,



Darrin Jenkins, City Manager

DJ/ma

Cc: Rohnert Park City Council  
Sonoma County Board of Supervisors  
(Via email: [Marcie.Woychik@sonoma-county.org](mailto:Marcie.Woychik@sonoma-county.org))  
Elece Hempel, Petaluma Peoples Services Center  
(Via email: [elece@petalumapeople.org](mailto:elece@petalumapeople.org))  
Damien O'Bid, City Manager Cotati  
(Via email: [dobid@ci.cotati.ca.us](mailto:dobid@ci.cotati.ca.us))



Mission Statement

*"We Care for Our Residents by Working Together to Build a  
Better Community for Today and Tomorrow."*

**CITY OF ROHNERT PARK  
CITY COUNCIL AGENDA REPORT**

Meeting Date: July 13, 2021

Department: Public Safety

Submitted By: Tim Mattos, Director of Public Safety

Prepared By: Tim Mattos, Director of Public Safety

Agenda Title: **Discussion and Direction Regarding an Update on an Alternative Response Model to Mental Health/Crisis Calls for Service, and Homelessness Issues Not Requiring a Law Enforcement Response**

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**RECOMMENDED ACTION:**

Staff recommends that the City Council receive this report and provide direction as to whether the City should continue moving forward with a new mental health/crisis response model.

**BACKGROUND:**

On April 6, 2021, City Manager Darrin Jenkins and Public Safety Director Tim Mattos presented a new crisis response model to the City Council designed to address mental health responses within the city. In addition to mental health response, the CAHOOTS team also responds to issues surrounding homelessness such as wound care and essential items. It is estimated that nearly half of the calls for service responded to by the CAHOOTS team are related to homelessness.

During the April 6<sup>th</sup> meeting, Ben Adam Climber of Crisis Consulting, provided an overview of the CAHOOTS (Crisis Assistance Helping Out On The Streets) response model, which was started in Eugene, Oregon in 1989. The program mobilizes two-person teams consisting of a medic (a nurse, paramedic, or EMT) and a crisis worker who has substantial training and experience in the mental health field. The CAHOOTS teams deal with a wide range of mental health-related crises, including conflict resolution, welfare checks, substance abuse, suicide threats, and more, relying on trauma-informed de-escalation and harm reduction techniques. CAHOOTS staff are not law enforcement officers and do not carry weapons; their training and experience are the tools they use to ensure a non-violent resolution of crisis situations. They also handle non-emergent medical issues, avoiding costly ambulance transport and emergency room treatment.

At the completion of the presentation, City Council provided direction to proceed with development of a CAHOOTS type response team for the City of Rohnert Park. In May 2021, a consulting contract with Crisis Consulting was signed and work began to develop the new response model.

**ANALYSIS:**

During the past two months, the following work has been completed toward starting a CAHOOTS type response team to the City of Rohnert Park.

Ben Adam Climer has completed the analysis of calls for service during 2019 and 2020 to determine if there is a need for a CAHOOTS team in the city. The analysis was completed based on calls for service for the City of Rohnert Park and the City of Cotati. The calls for service for the City of Cotati also included Sonoma State calls for service due to the dispatch contract between the two entities.

During the analysis, Mr. Climer determined that a CAHOOTS type team would have handled 3762 calls for service in 2019 and 3406 calls for service in 2020. During the evaluation of the calls for service, he only identified responses to those calls that were obvious CAHOOTS responses. There are many other calls that may have qualified; however, there was not sufficient information in the call to be sure. Mr. Climer provided documentation explaining the analysis, methodology, and findings which can be found in Attachment #1 of this staff report. Mr. Climer will present his findings based on the analysis of the calls for service data during the Council meeting.

The City of Petaluma, which is also working with Ben Adam Climer of Crisis Consulting, has contracted with Petaluma People Services Center (PPSC) to operate their crisis response program which will be known as "SAFE", (Specialized Assistance For Everyone). SAFE officially kicked off their service on July 4<sup>th</sup>, 2021. The model in place is the same model staff recommends to be operating within our city. Staff has been in communication with PPSC to begin working toward a possible Memorandum of Understanding to operate the same program in the City of Rohnert Park. During discussions with Elece Hempel, Executive Director of Petaluma People Services Center, Public Safety Director Tim Mattos was told that PPSC has the capacity and ability to manage a SAFE response team in Rohnert Park.

The current budget for start-up costs and one twenty-four-hour unit with Case Management Support is estimated at \$1,295,174. There are areas of negotiation within the estimated budget which could result in savings.

**Summary Costs - One 24-hour Unit with Case Management Support**

Annual Personnel Budget	933,174
Non Personnel Operational Costs	184,000
Annual Costs	1,117,174
One Time Start-Up Costs	178,000
First Year Total Costs	1,295,174

**Detailed Costs - One 24-hour Unit with Case Management Support**

<b>Personnel Costs</b>	<b>FTE</b>	<b>Hourly Rate</b>	<b>Benefits (@25%)</b>	<b>Annual Total</b>
Crisis Intervention Workers (5 Employees Total)	4.35	27.00	61,074	305,370
Mobile Crisis Medics (EMT-B, AEMT, EMT-P, or RN; 5 Employees Total)	4.35	27.00	61,074	305,370
Clinical Director (Licensed Clinician)	1	45.00	23,400	117,000
Medic Supervisor (EMT-P or RN)	1	45.00	23,400	117,000
Medical Director	N/A	N/A	N/A	3,600
<b>Annual Staffing Subtotal</b>	<b>10.7</b>		<b>168,948</b>	<b>848,340</b>
<i>Indirect on Staffing (@10%)</i>				84,834
<b>Annual Staffing Total</b>				<b>933,174</b>

<b>Non Personnel Operational Costs</b>				<b>Annual Total</b>
Office Space				75,000
Phones, Emails, etc.				24,000
Misc. Costs (Medical and Office Supplies, Uniforms, CE, etc.)				45,000
Van Insurance, Fuel*, Upkeep*				40,000
<b>Non Personnel Operational Costs Total</b>				<b>184,000</b>

<b>Ongoing Annual Total</b>				<b>1,117,174</b>
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<b>One Time Start-Up Costs</b>				<b>Total</b>
Vans*				120,000
Medical Supplies				40,000
Uniforms, Computers, Phones				18,000
<b>One Time Start-Up Costs Total</b>				<b>178,000</b>

The program would begin with a limited schedule and would work toward 24-hour service. A possible savings will take place if Petaluma and Rohnert Park share services during the overnight hours when calls tend to be less frequent. Staff is still determining the requirement for a Medical Director and if this is a necessary cost to the program. Staff is also identifying available office space within the City of Rohnert Park to accommodate the team and support staff which could also result in a cost savings. Director Mattos and City Manager Jenkins have been working closely with management from the City of Cotati who are interested in a "Rohnert Park/Cotati" response team. Working collaboratively with



the City of Cotati will result in additional savings for both communities.<sup>1</sup> In addition, Sonoma County voters passed a Measure O Mental Health Sales Tax with a specific funding category for Crisis Intervention. This is an appropriate funding source for a portion of the alternative response program.

City Manager Darrin Jenkins and Public Safety Director Tim Mattos are interested in moving forward with the next steps in the process of developing the new Crisis Response Model within the City of Rohnert Park. These steps will include the following.

- With the vehicle shortage the nation is experiencing, a search for the response vehicle must begin taking place. The transit type vehicle must be located and purchased. Upon receipt of the new vehicle, it will need to be outfitted with the necessary equipment and configurations to respond to calls prior to being placed into service.
- Develop the scope of work with Petaluma People Services Center for the City of Rohnert Park and the City of Cotati
- Develop a Memorandum of Understanding between the City of Rohnert Park and Petaluma People Services Center.
- Identify exact needs for office space and attempt to secure current available space for PPSC staff.
- Send a funding request letter to Sonoma County for a portion of the \$25 million a year they receive in Measure O Mental Health Sales Taxes.

Staff is prepared to begin working on these next steps in the process in order to bring the new Crisis Response model the City of Rohnert Park. Staff is seeking Council direction to determine whether to continue moving forward.

#### **STRATEGIC PLAN ALIGNMENT:**

The City's vision statement is that Rohnert Park is a thriving, family-friendly community that is a safe, enjoyable place to live, work, and play. The consideration of the developing an alternative response model for crisis response intersects with both "Strategic Plan Goal C: Ensure the effective delivery of public services," and "Goal D: Continue to develop a vibrant community."

#### **OPTIONS CONSIDERED:**

1. Recommended Option: Staff recommends council directs City Manager Darrin Jenkins and Public Safety Director to complete the next steps to bring the new Crisis Response Model to the City of Rohnert Park.
2. Alternative: Staff cease work on the new Crisis Response model for the City of Rohnert Park. Staff does not recommend this option.

#### **FISCAL IMPACT/FUNDING SOURCE:**

The fiscal impact is estimated to be as much as \$1,295,174. The estimate is based on a 24 hour, full-time van in the City of Rohnert Park, a paid Medical Director, office space costs, and no shared management costs between the City of Petaluma and the City of Rohnert Park. In addition, the

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<sup>1</sup> Rohnert Park's population is 85% and Cotati's population is 15% of the combined population of both cities. We may use population or some other metric to split costs if both cities share the program.

estimate does not include shared costs between the City of Rohnert Park and the City of Cotati. Should staff be directed to move forward with the Crisis Response project, the actual costs will be further vetted to develop a program budget.

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**Department Head Approval Date:** N/A

**Finance Director Approval Date:** N/A

**City Attorney Approval Date:** N/A

**City Manager Approval Date:** 7/8/2021

**Attachments** *(list in packet assembly order):*

1. Report on the Implementation in Rohnert Park and Cotati of a Mobile Crisis Team Modeled on CAHOOTS