Your Panel

Moderator
Karen Pinkos
City Manager,
City of El Cerrito

Matthew Chidester
City Manager,
City of Half Moon Bay

Jorge Cisneros
Police Chief,
City of Anaheim

Marisa Creter
Executive Director,
San Gabriel Valley Council
of Governments

LEAGUE OF CALIFORNIA CITIES

CMF CALIFORNIA CITY MANAGEMENT FOUNDATION

Karen Pinkos
City Manager,
City of El Cerrito

Matthew Chidester
City Manager,
City of Half Moon Bay

How did we get here?
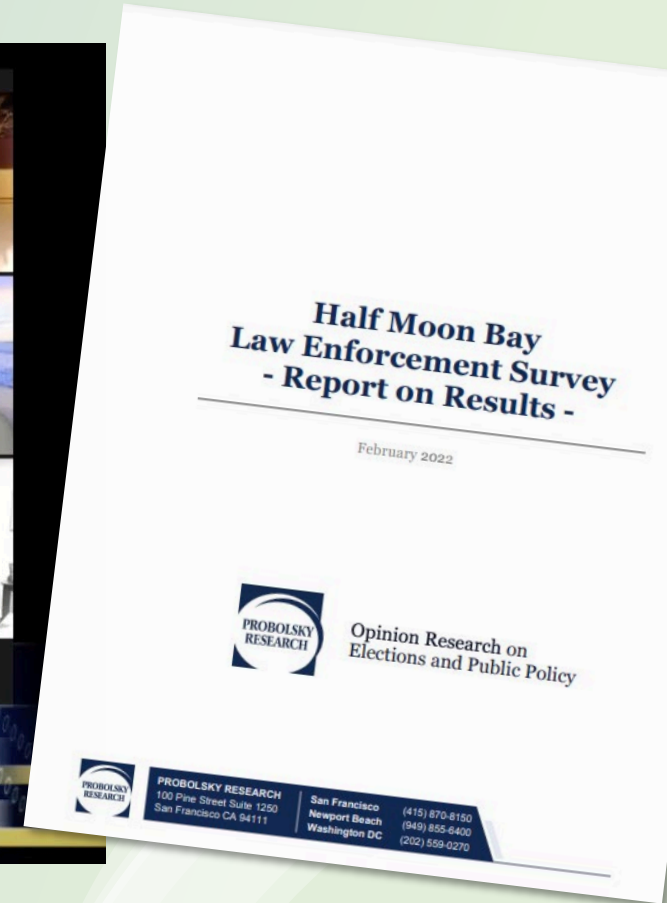
Half Moon Bay/Coastside
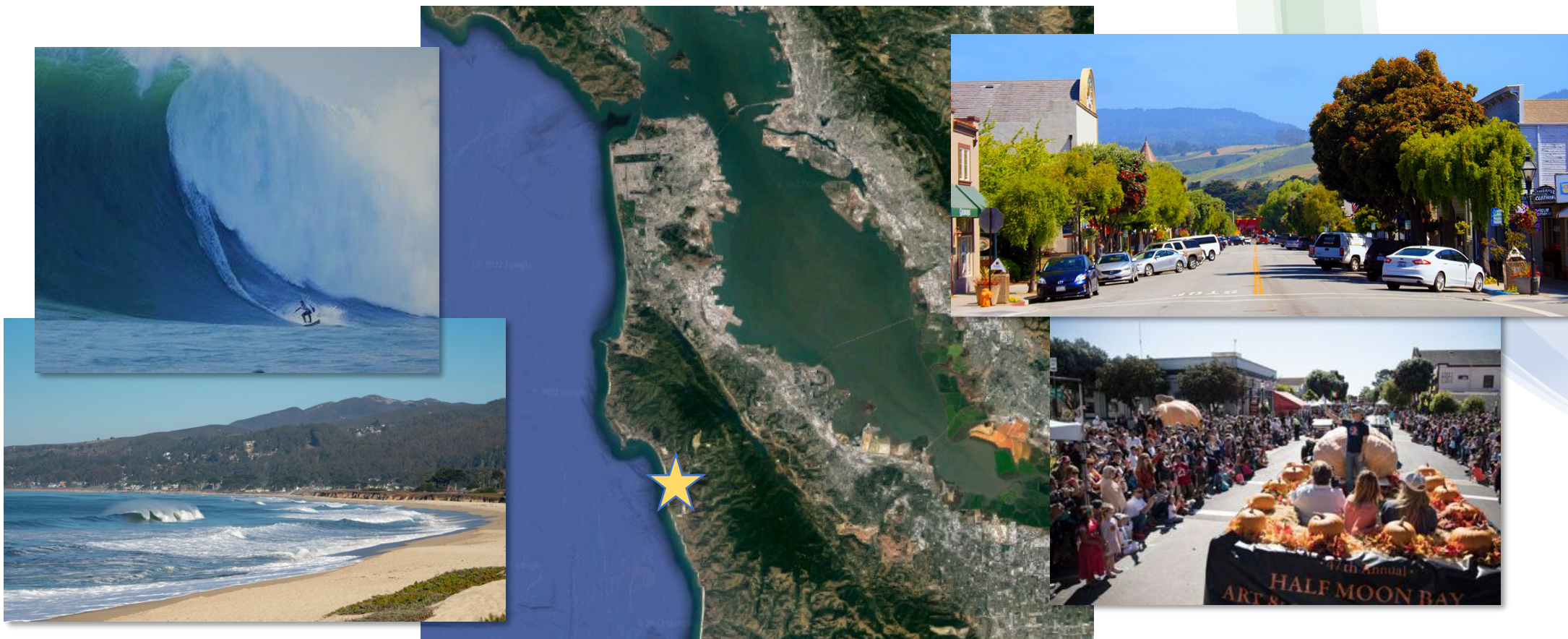
Yanira Serrano-Garcia

Sandra Harmon

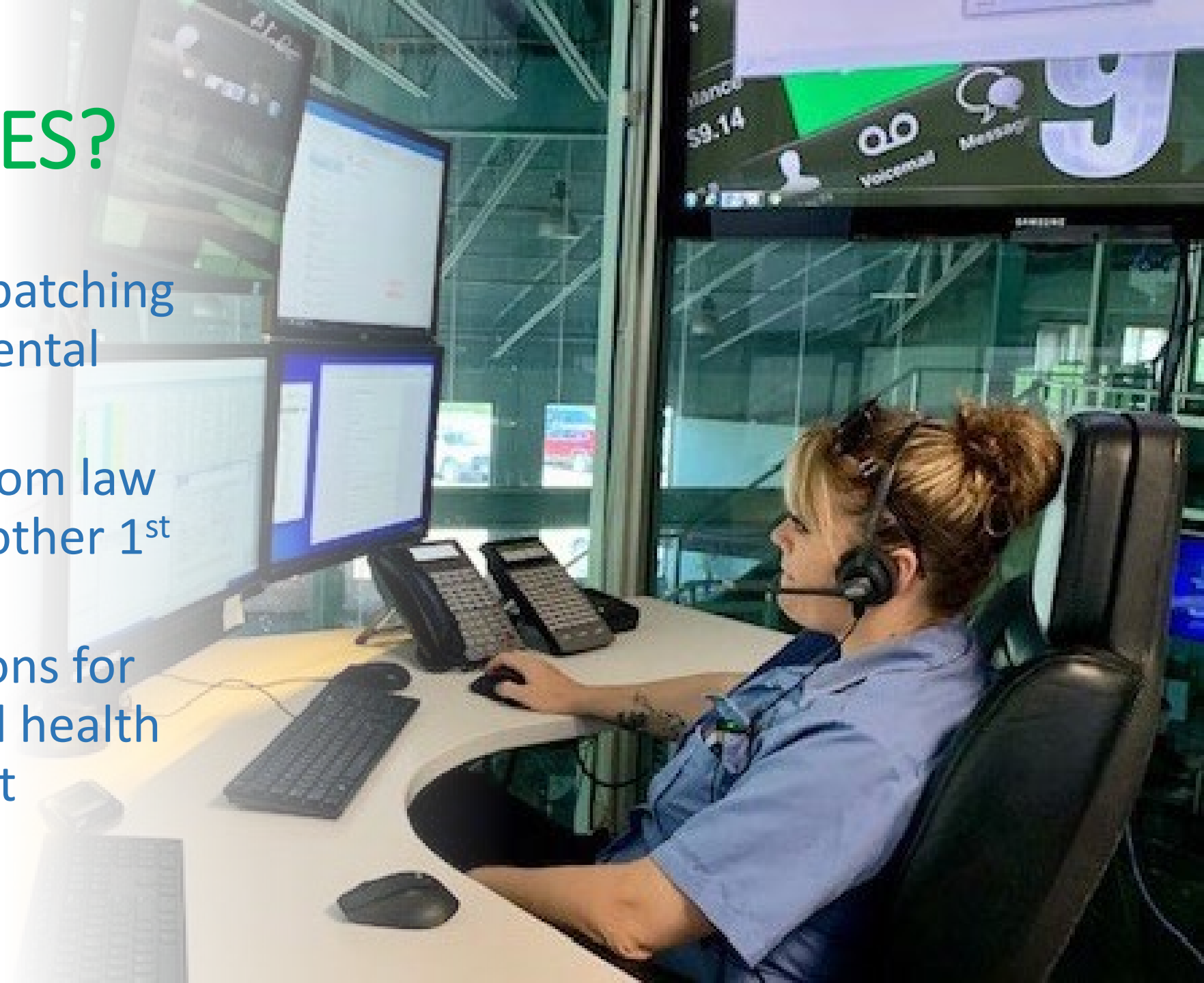Public Safety Research and Outreach

What alternatives exist?
What is best for our community?

What is CARES?

- Alternative for dispatching calls involving a mental health crisis
- Redirecting calls from law enforcement and other 1st responders
- Provides connections for sustainable mental health care and treatment

CARES is a partnership

Regional Collaboration

What's the point?

- Minimize law enforcement dispatch to mental health calls

    Many mental health crisis calls do not need an armed response

- Diversion from Criminal Justice System

- Interrupt the cycle of mental health crisis within a family

- Lower costs associated with emergency mental health care
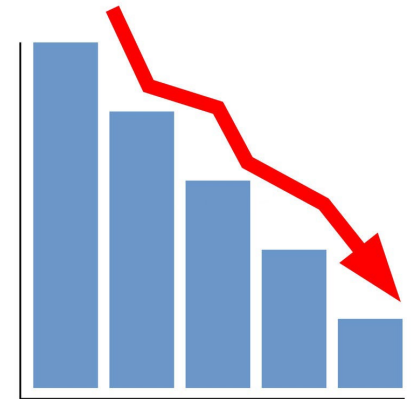
CARES

Who is on the CARES Team?

- Two **Crisis Intervention Specialists**
  - Extensive and ongoing specialized training
  - One or both bilingual (Spanish)
  - One or both EMT or medical certification
- Clinical Director (LCSW) supervisor

CARES

How does CARES get dispatched?

1. A member of the community calls 911/988

2. Call is screened by dispatcher: **No weapons, medical emergency, or crime**

3. CARES dispatched on primary law enforcement channel/called directly

4. CARES keeps dispatch and law enforcement updated

CARES

What happens when they arrive?

1. Scene assessment

2. Situation de-escalation and assessment, scene stabilization

3. Motivational interviewing, plan of action, referrals and safety plans

What if the scene can't be stabilized?

- Transportation to additional services

- <u>Voluntary</u> 5150 holds

- Escalation to Law Enforcement

When and where will CARES respond?

- Daily - 8:00 am to 6:30 pm*

- Mid-Coast of San Mateo County, California

- Homes, business, schools, shelters, and homeless encampments - **anywhere**
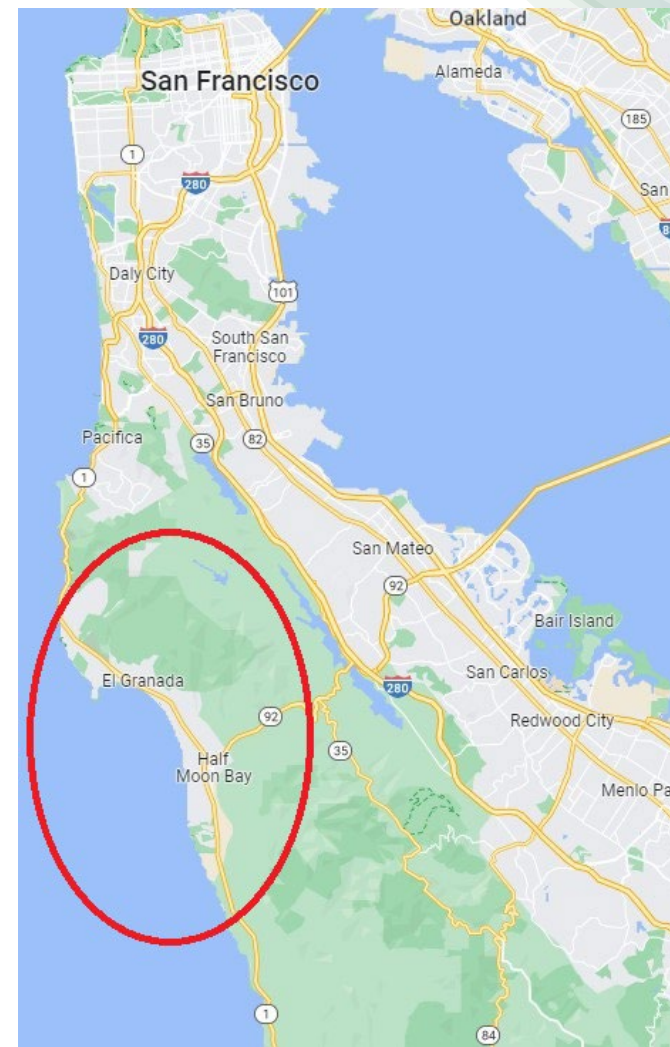
What happens after the response?

- Referrals and warm handoffs to partner agencies

- Next day holistic follow up visits

- Ensure connections made between agencies, clients, and the client's support network

CARES

Data collection or outcomes?

- Pilot program focused on collecting data

- Inform program evolution

- Inform desired outcomes

- Sample data:
  - Average response time
  - # visits deferred away from LE/TFR
  - # stabilizations
  - Types of calls received
  - # successful referrals and connections

CARES

How did CARES launch?

1. Agency coordination (Public Safety Communications/911, Sheriff, Emergency Medical Services, Fire)

2. Program design/budget development/funding

3. Infrastructure (vehicles, radios, uniforms, EMT supplies, etc.)

4. Training (CIT, MH First Aid, radio etiquette, etc.)

5. Pilot/field training/playbook development

6. Program evaluation/expansion/institutionalization

CARES

Successes

- **Law Enforcement collaboration**
- Recruiting mental health professionals
- 988 coordination
- Community support

Challenges

- Dispatch implementation
- EMS coordination
- Recruiting EMTs/medical professionals

Inspiration

City of Half Moon Bay
Matthew Chidester, City Manager
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El Centro de Libertad
Jeff Essex, Executive Director
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Jorge Cisneros
Police Chief,
City of Anaheim

ADDRESSING HOMELESSNESS

JORGE CISNEROS
CHIEF OF POLICE
ANAHEIM POLICE DEPARTMENT

HOMELESS SHELTERS

- Over **four years** Anaheim opened **four temporary shelters.**

- Operated by **The Salvation Army.**

- **2.8 acre** open-campus design with **325 beds.**

On-site support services

Pet area

Recreational space

Anaheim Emergency Shelter

LEWIS STREET

CERRITOS AVENUE

- 2020 expansion
- Administration
- Women's quarters
- Men's quarters
- Couples' quarters
- Restrooms, showers
- Laundry
- Service road
- Dining
- Storage
- Pet area
- Outdoor space
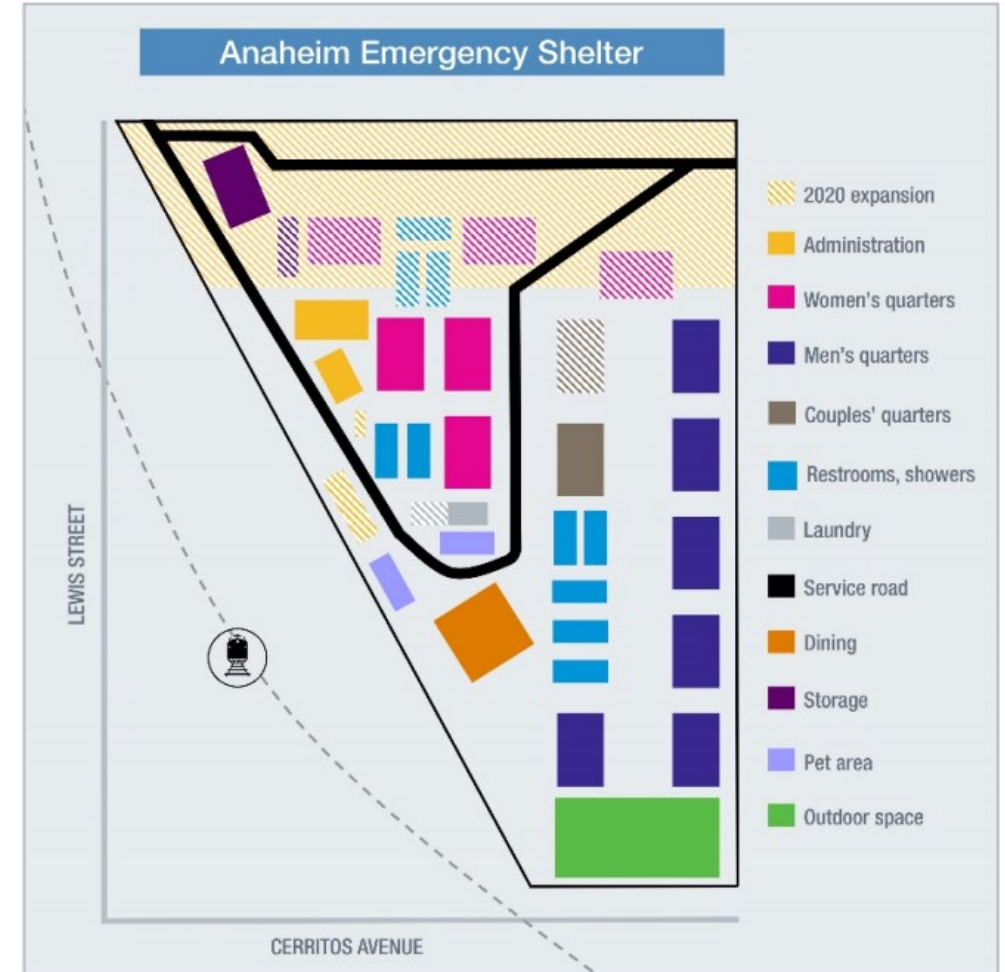
FUNDING

FUND	EXPENDITURES	Uses
City General Fund	$6 million annually	Anaheim Emergency Shelter Operations
Federal Funds*	Up to $6 million annually	Community Programs and Services for Homeless Prevention
State Funds	$32 million	Affordable Housing, Interim Shelter, and Community Programs and Services
Total	**$59 Million**	**Serving the Anaheim Community**

*Does not include newly announced federal "All In" Strategic Plan Funds

OUTREACH - CCRT

- Implemented **January 2020.**

- Responds to **non-emergency** homelessness-related calls.

- Focused on

    PROVIDING SERVICES

    ADDRESSING MENTAL HEALTH

MOBILE CRISIS RESPONSE – BE WELL OC

- Implemented **April 2022.**

- Partnership between Anaheim and a non-profit partner, **Be Well Orange County.**

- Responds to **non-emergency** homelessness-related calls.

- Focused on

PROVIDING SERVICES
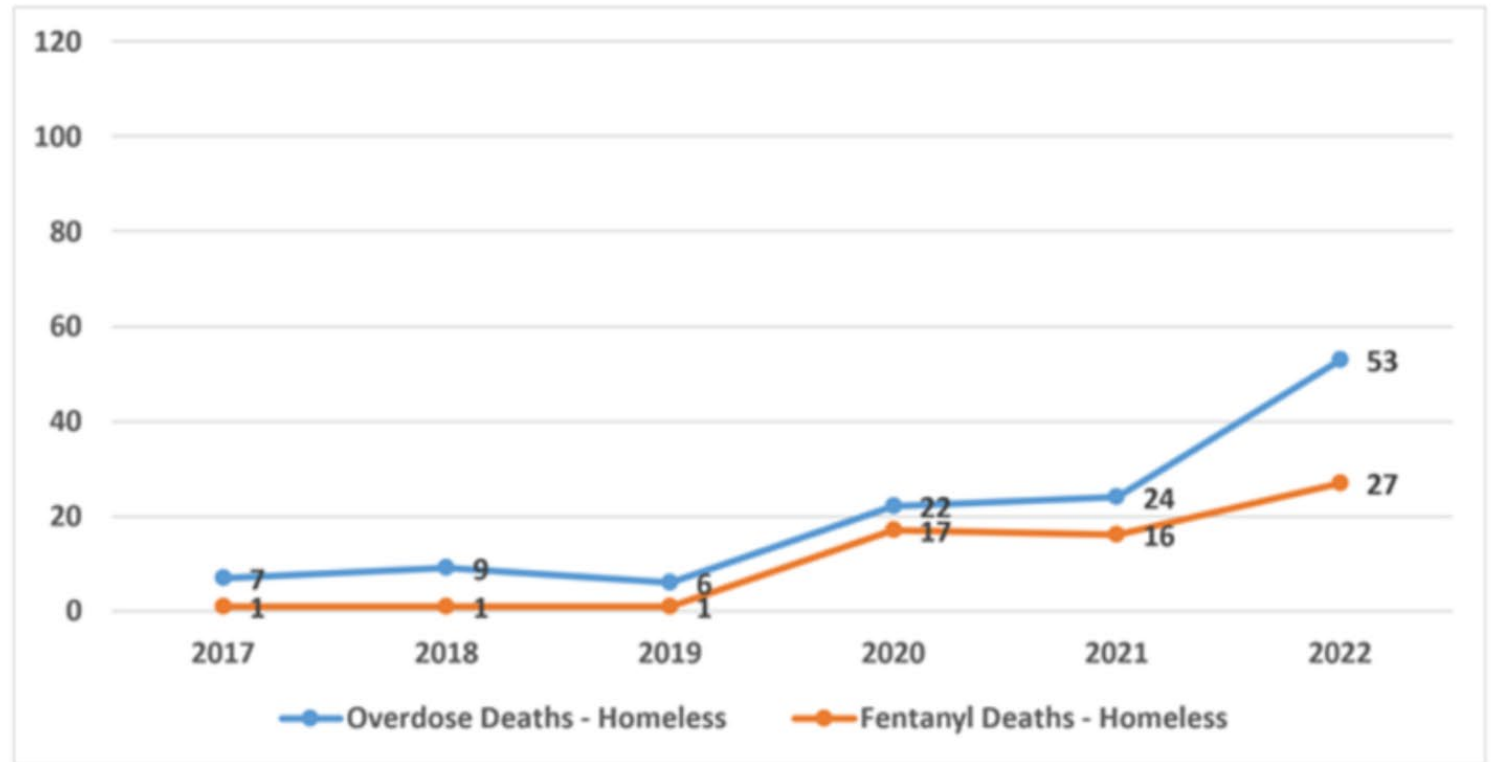
ADDRESSING MENTAL HEALTH

CO-RESPONSE - PERT

- Established in **2013.**

- Officers paired with a full-time **Orange County Mental Health Clinician.**

- Conducts **follow-up.**

ACCESS

ANAHEIM COLLABORATIVE COURT EVALUATING STRATEGIES & SOLUTIONS

Note: 500+ cases still not finalized by the County Coroner, which could increase these numbers

QUESTIONS?

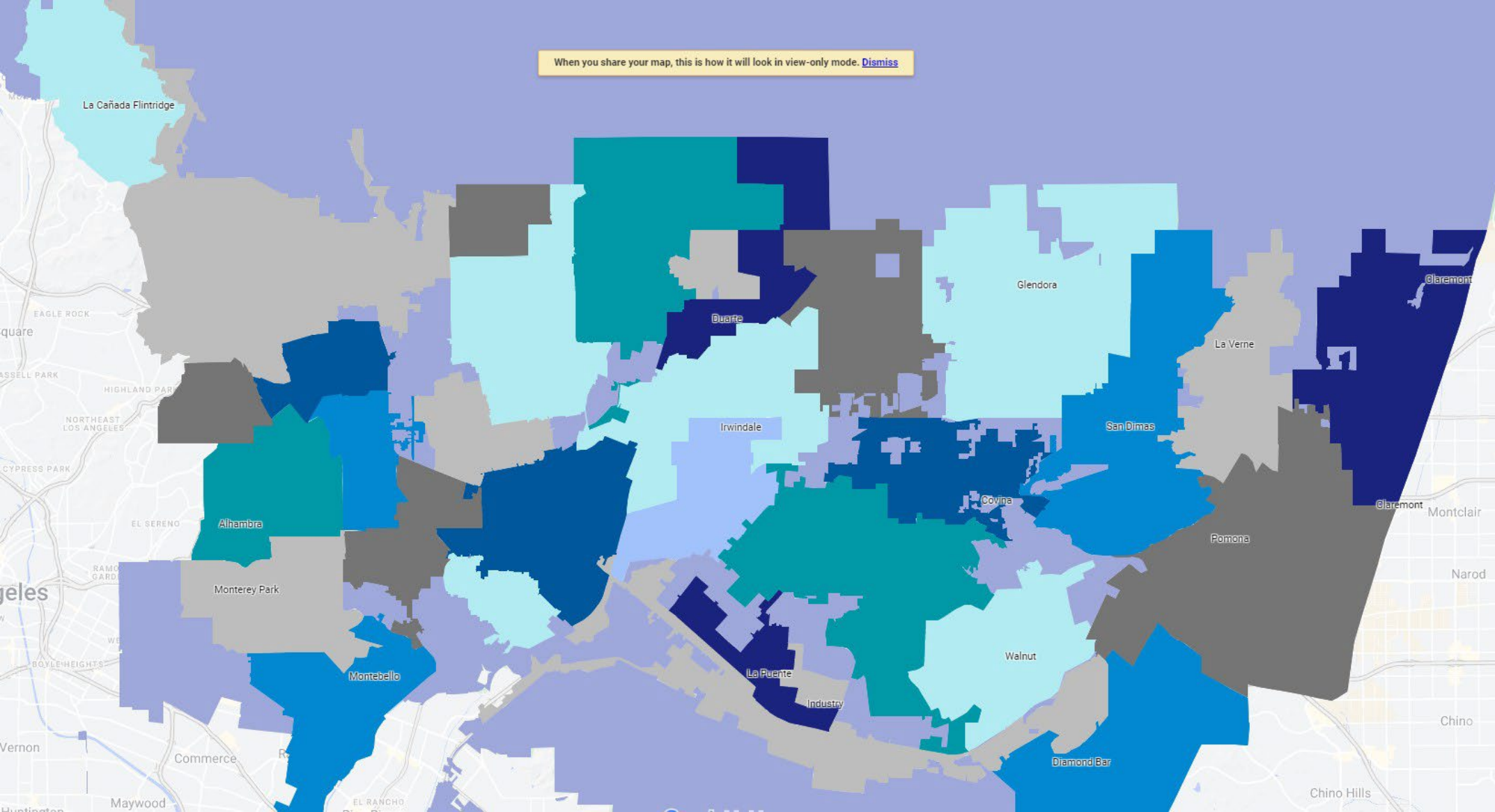**Marisa Creter**
Executive Director,
San Gabriel Valley Council of
Governments

SGV CARE

CRISIS ASSISTANCE RESPONSE & ENGAGEMENT

1. SGVCOG Overview
2. SGV CARE Intro
3. Phased Approach
4. Lessons Learned

Agenda

When you share your map, this is how it will look in view-only mode. Dismiss

What is the SGVCOG

374 Square Miles

2 million residents

SGVCOG Mission

Laying the Groundwork for Regional Programming

Listen

SGVCOG Committee structures provide a forum for identifying common issues occurring in the area.

Assess

Understanding existing structures & gaps in services is a key part of identifying if and how programming can be regionalized.

Act Regionally

No City wants a program imposed on them, but by building a *coalition of the willing* and applying for grant funding or earmarks the resistance threshold is lowered substantially.

In California, people experiencing a behavioral health crisis are increasingly unable to get the care they need. In virtually no corner of the state can they or their families be assured they will get the right care, in the right place, at the right time.

National Alliance on Mental Health, CA Chapter

Supplemental
Outreach to unhoused residents willing to accept services

01

02

SGV CARE
Response to 911 calls relating to mental health crises

03

High Acuity
Outreach to unhoused residents in need of help but service hesitant
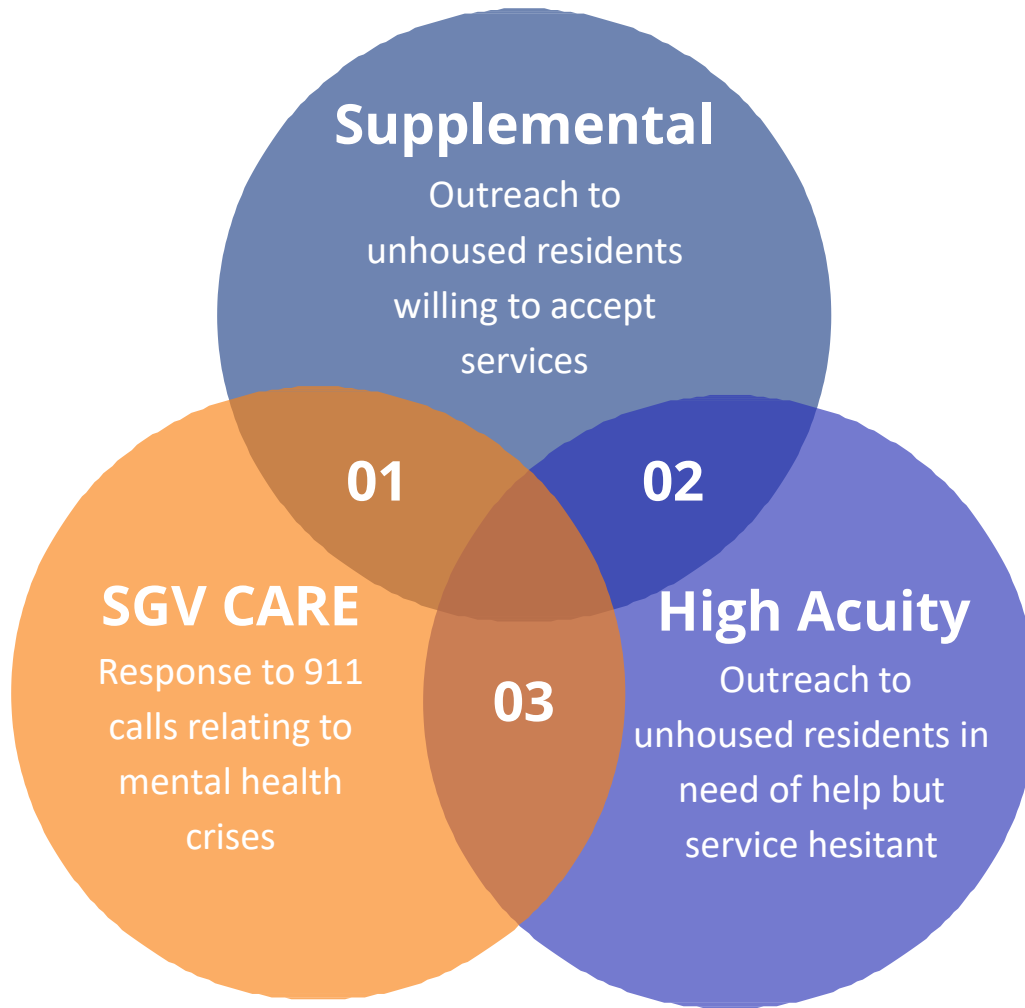
01 Welfare check on an unhoused resident initiated by a call to 911 or Police Department

02 Initial outreach to unhoused client

03 Follow up with an unhoused resident who had experienced a mental health crisis

SGVCOG Continuum of Services

Funding

Building multi-jurisdictional consensus

Start-up Costs

Launched with Measure H Funds

Funding Advocacy
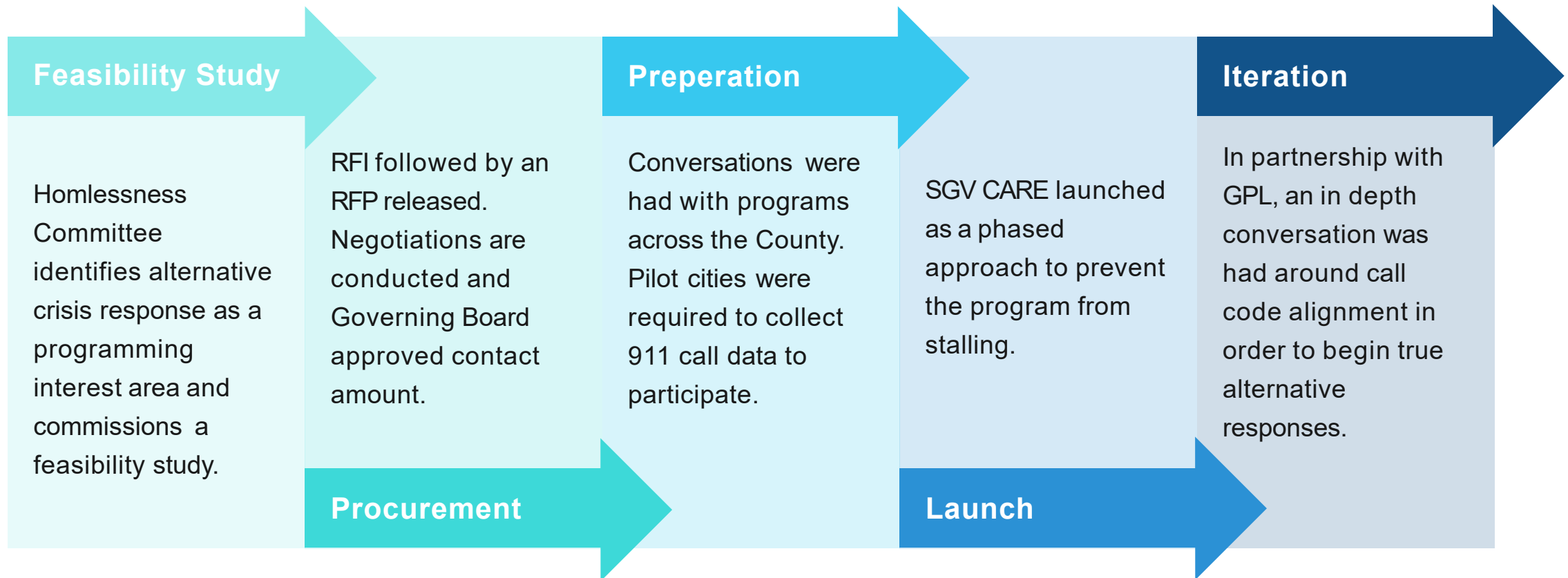
$850,000 with support from State Senator Portantino

$1,500,000 with support from Representative Judy Chu and Senator's Dianne Feinstein and Alex Padilla

Partnerships

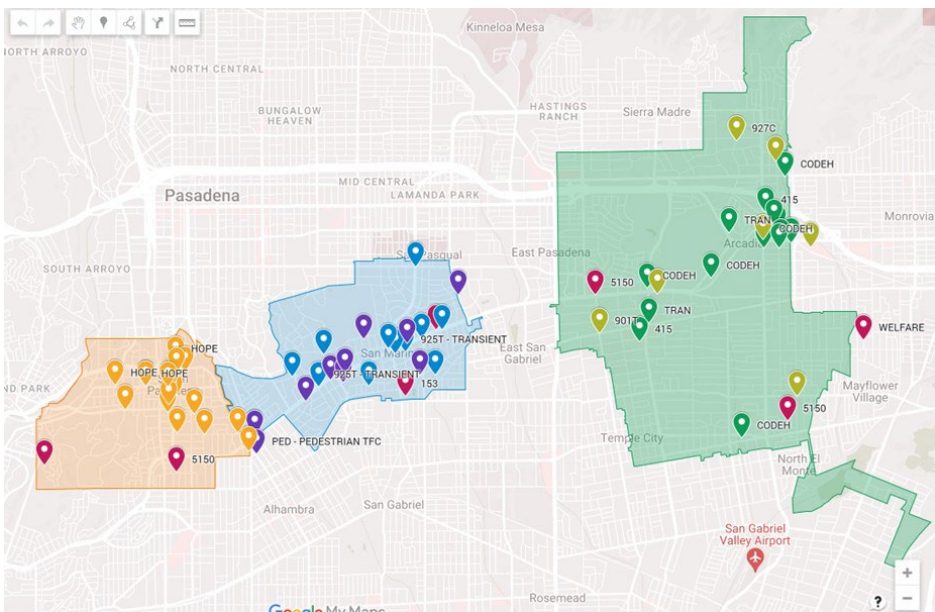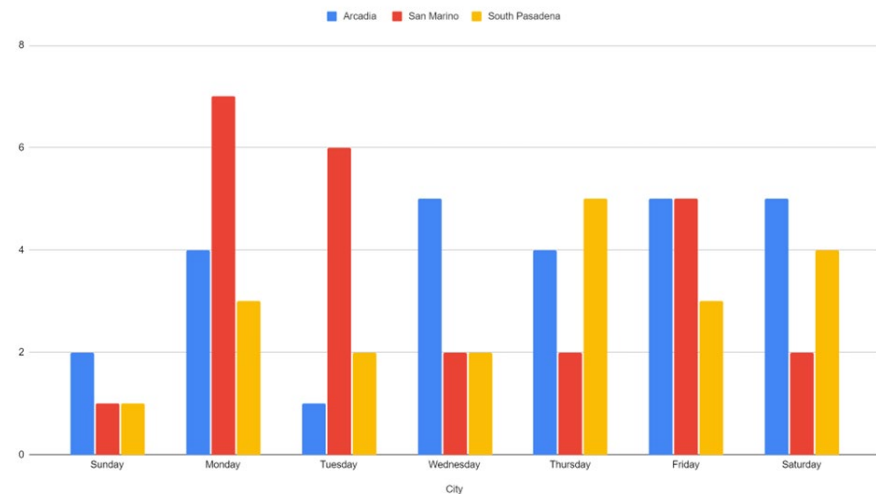Coordinating with L.A. County DMH to facilitate Medi-Cal reimbursements

Getting to SGV CARE

SGV CARE
CRISIS ASSISTANCE
RESPONSE &
ENGAGEMENT

Feasibility Study

Homlessness Committee identifies alternative crisis response as a programming interest area and commissions a feasibility study.

RFI followed by an RFP released. Negotiations are conducted and Governing Board approved contact amount.

Procurement

Preperation

Conversations were had with programs across the County. Pilot cities were required to collect 911 call data to participate.

SGV CARE launched as a phased approach to prevent the program from stalling.

Launch

Iteration

In partnership with GPL, an in depth conversation was had around call code alignment in order to begin true alternative responses.

Focus on Data: to Launch

Focus on Data: Iteration

SGV CARE Teams

Two-person teams:
- Clinician
- Peer Support Specialist/EMT

Pilot Cities

Four cities with a shared passion for improving service:
- Cohort: Arcadia, San Marino, South Pasadena
- Montebellow

Building on Common Agreement

Phased approach got the pilot off the ground:
- Co-response to start
- Dispatch process
- Loosely defined response to mental health crises

SGV CARE Overview

Building on Best-Practicies & Consensus

Phased Approach

Building multi-jurisdictional consensus

Phase 1 - Pilot

Launching as a co-response model in partnership with existing first responders.

Phase 2 - Alternative Reponse

Identifying which calls calls to respond to was the biggest hurdle and the main reason for taking a phased approach.

Phase 3 - Expansion

Codifying the program and brining new cities online with a comprehensive program document to sign-on to.

Phase 1: Call Eligibility & Dispatching Process

1. Call Code Alignment

No two mobile crisis programs are the same, police officers used their discretion to determine which calls to respond to.

2. Exclusionary Criteria

Report or history of weapons, violent calls, criminal activity, servious medical needs.

3. Dispatch

Agreement on alternative reponse couldn't be reached before pilot launch.

SGV CARE

911 Call → Dispatch → Police → CARE Team

Phase 2: Call Eligibility & Dispatching Process

1. Call Code Alignment

An in depth process including dispatchers and Police Chiefs was conducted to identify clearly and precisely which calls the Team will provide alternative response to.

2. Exclusionary Criteria

Report or history of weapons, violent calls, criminal activity, servious medical needs.

3. Direct Dispatch

By identifying a small number of calls that the SGV CARE Team

SGV CARE

911 Call → Dispatch → CARE Team

Lessons Learned

Act Regionally

By taking a regional approach, cities of all sizes can benefit from this needed programming area.

Call Code Alignment

Spend time building consensus on the types of calls your program will respond to. No two programs are alike.

Phased Roll-Out

Start small and in a limited way to build successes. Iteration is inevitable.

Limited Service Providers

Find a partner who is exciting about building this program with you.

SGV CARE

Questions?

San Gabriel Valley Council of Governments

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CRISIS ASSISTANCE
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