



September 29, 2020

Community Crisis Response – Evaluation and Planning Phase Talking Points

Working in close partnership with cities across the county, Contra Costa Health Services (CCHS) is launching a unique and comprehensive review of existing services to develop a vision for future crisis response that connects the most appropriate resources where and when they are needed.

About one in five adults in Contra Costa County are struggling with behavioral health issues. A complex and decentralized system of intervention and treatment programs can mean those suffering from acute mental illness don't get the care they need when they need it. Calling 911 can feel like the only option a family or caregiver has when behavior escalates beyond what they can manage. But police have limited options.

There are between 10,000 and 11,000 involuntary psychiatric holds, or 5150s, in our county each year. A 5150 is a legal action that allows for someone to be placed in a secure inpatient facility for their own safety during a mental health emergency. By law, only the police and designated health providers have the authority to place a 5150 hold on a person. A 5150 hold is not a criminal charge, yet police are called to assess and, when warranted, transport the person for emergency psychiatric care. If the situation can't be deescalated or a crime is involved, these individuals may go to jail.

Collaborative Process Underway

In close collaboration with Contra Costa cities through the Contra Costa Public Managers Association, community-based organizations and interested residents, CCHS is launching an intensive evaluation of current programs and existing needs to identify areas for improvement.

- A multidisciplinary, representative and diverse team of community stakeholders, service providers and staff will develop a vision for the future of crisis response.
- A multi-day workshop to assess the current state and identify possible short- and long-term actions will take place Nov. 9-20, 2020.
- Participants, consisting of front line staff including those working in crisis response, police and dispatch, as well as clinicians and persons with lived experiences, will spend about 50 hours over the course of two weeks in November observing, analyzing and interviewing subject matter experts about the current state.
- The participants will use that learning to develop a vision for the future and identify areas for improvement.



- The public is invited to attend a report-out on the findings of this process on Nov. 20, 2020. CCHS will announce next steps in the process at that time.

Timeline

- September 2020 – Presentation to Mayors Conference
- October 2020 – Performing field observations, meetings with a subgroup of the Contra Costa Public Managers Association, and collecting emergency call and response data
- Nov. 9-20, 2020 – Community workshop
- **Nov. 20, 2020 – Public Report Out**
- December/January, 2021 – Develop future strategies
- January/February, 2021 – Begin testing improvement strategies as identified at the community workshop
- February 2021 – Follow Up presentation to Mayors Conference

Background:

- Behavioral health issues are widespread
 - About one in five adults are currently experiencing behavioral health issues
 - About 13% of all EMS calls address mental health issues
 - There are between 10,000 and 11,000 involuntary psychiatric holds (5150s) in our county each year
- CCHS provides a variety of behavioral health services. A limited number provide crisis response, however none provide emergent response like 911.
 - Crisis Intervention Training (CIT)
 - Homeless Services (H3 & HCH)
 - Alcohol & Other Drug Services
 - Medical and Psychiatric Emergency Services
 - Behavioral Health Crisis Teams
- Existing crisis response resources serve a small number of residents
 - Mental Health Evaluation Team (MHET) serves 293 people annually at a cost of \$2 million
 - Designed to reduce law enforcement repeat calls for service and violent encounters, reduce visits to Psychiatric Emergency Services, increase community and police safety, and increase appropriate use of mental health services.
 - Mobile Crisis Team (MCRT) takes about 1,600 calls per year at a cost of \$2 million, serves adults only
 - MCRT is designed to have mental health providers respond in the field to de-escalate crisis, provide stabilization, and prevent psychiatric hospitalization. If the situation cannot be de-escalated in the field, the MCRT will assess for 5150 criteria and, if criteria are met, the Mental Health Clinical Specialist can initiate a 72-hour 5150 involuntary hold.
 - In addition to responding in the community to the immediate situation that led to calling the MCRT, the team provides a 30-day period of follow



up during which they focus on linking individuals to a variety of services to help them stabilize and prevent ongoing crisis experiences.

- Mobile Response Team (MRT) receives about 1,000 calls from youth each year, budget is \$2.2 million
 - MRT provides risk/safety assessments, crisis intervention, follow up services, collaboration with existing treatment team members and linkage for youth in their natural settings. The CCC MRT aims to provide same day services and/or services as close to 24 hours of immediate crisis.
- We have researched models from other communities
 - Regardless of what model we choose, the key to success is alignment with our cities and community partners across the county.

CCHS Resource List

- For life-threatening emergency, call 911 immediately
- Behavioral Health Access Line, call 1-888-678-7277, to receive information on how to access mental health and substance use resources. Services available 24-hours.
- Mobile Crisis Response Team, call 1-833-443-2672 for field-based response if behavior is escalating, but the person has not physically harmed or tried to harm anyone during the incident. Services are available from 8:00 a.m. to 10:30 p.m., Monday through Friday and Saturday and Sunday, 8:30 a.m. to 5:00 p.m.
- Seneca Mobile Response Team, call 877-441-1089, if under age 18 and insured with MediCal
- Homeless Services, including Emergency Shelter, call 211; available 24-hours
- Alcohol and Drug Information, Consultation, Triage & Referrals, call 1-800-846-1652
- Contra Costa Crisis Center, call 211 or text HOPE to 20121 to reach a live representative for 24-hour crisis support

