

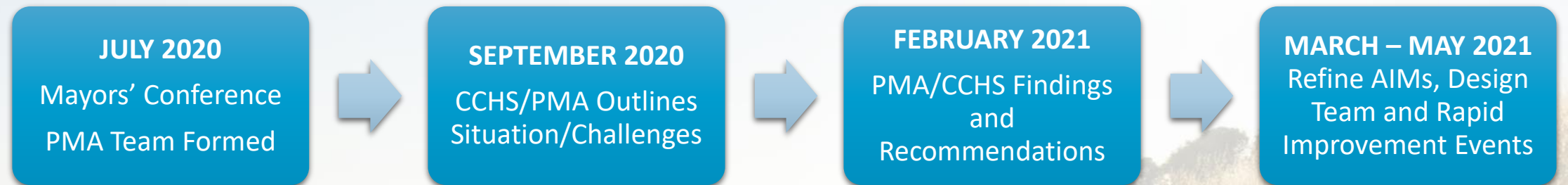


City of Pinole
April 20, 2021

Behavioral Health Community Crisis Response

Anna Roth, Health Services Director
Dr. Suzanne Tavano, Behavioral Health Director

Behavioral Health Community Crisis Response Collaborative Effort



Collaborative Partners

- Contra Costa Health Services
- PMA Team
- City and County Organizations
- Community Advocates
- Lived Experience Participants
- Multi-Agency, Multi-Sector Improvement Teams

Understanding the Context

- Resources and Programs
- County Crisis Teams
- Other Models
- National Guidelines and Best Practices

The Big Picture

Behavioral health issues are prevalent & increasingly recognized as a major area of need



**1 in 5 adults
experiencing behavioral
health issues**



**Third most
common EMS call**



**10,000+ involuntary
psychiatric holds**

Community Crisis Response Actions



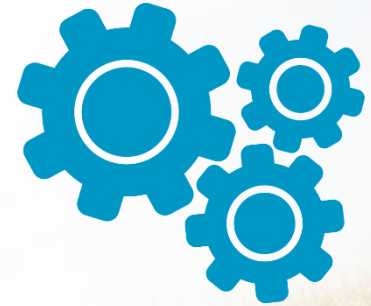
**Regional
Collaboration**



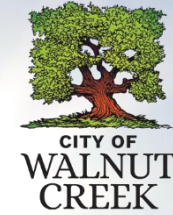
**PMA
Sub-Committee**



**Best
Practices**



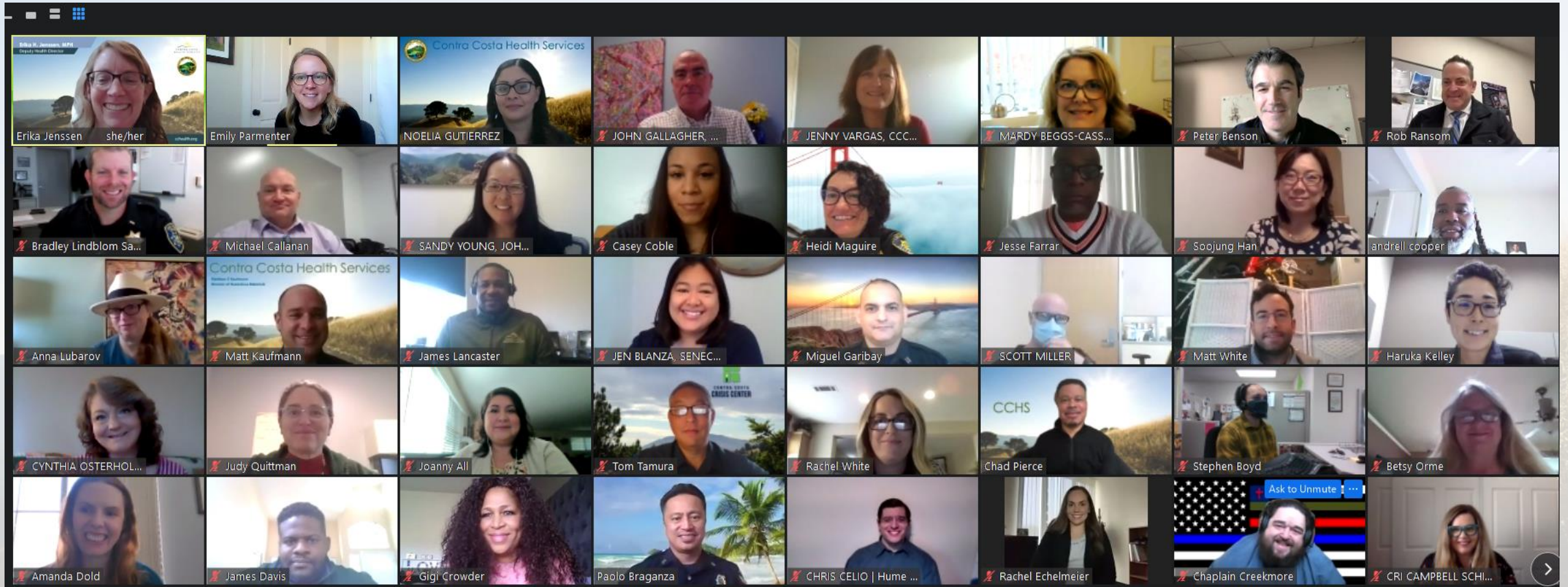
**Value
Stream Map**



Community Crisis Response Value Stream Mapping

WEBSITE: [CCHEALTH.ORG/bhs/crisis-response](https://cchealth.org/bhs/crisis-response)

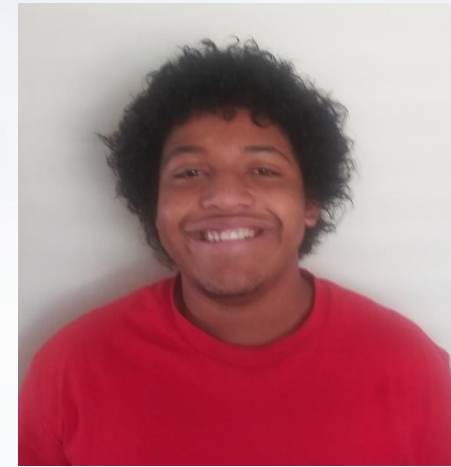
Multi-disciplinary County-wide Team



Lived Experience Themes



**Cultural
responsiveness
training**



**Teams that reflect
culturally diverse
communities served**

**Peer and Family
support at every
level of service**



**Service with
kindness, respect
& dignity**





Anyone

...Anywhere

...Anytime!

Observations & Interviews

Team					
PRE-CRISIS / BEFORE THE CRISIS			DURING THE CRISIS / CALL FOR HELP		CRISIS RESPONSE/ POST CRISIS
Observation / Interview Locations					
PROVIDER CLINICS - KAISER, SUTTER, JOHN MUIR	ACCESS LINE	CCHP ADVICE RN, OTHER ADVICE RN LINES	911 - MEDICAL & LAW DISPATCH	EMERGENCY DEPARTMENT	MENTAL HEALTH EVALUATION TEAM
MILLER WELLNESS	HEALTHCARE FOR THE HOMELESS	CORE HOMELESS OUTREACH TEAM	PSYCHIATRIC EMERGENCY DEPARTMENT	LAW ENFORCEMENT	FAMILY MEMBERS / LIVED EXPERIENCE
HUMES, NAMI, COMMUNITY-BASED ORGS	211	COUNTY CLINICS	FAMILY MEMBERS / LIVED EXPERIENCE		MOBILE RESPONSE TEAM (YOUTH)
FAMILY MEMBERS / LIVED EXPERIENCE	DISCOVERY CENTER	DISCOVERY HOUSE			ALCOHOL AND OTHER DRUGS PROGRAMS
					TRANSITION TEAM
					JUVENILE HALL
					MOBILE CRISIS RESPONSE TEAM

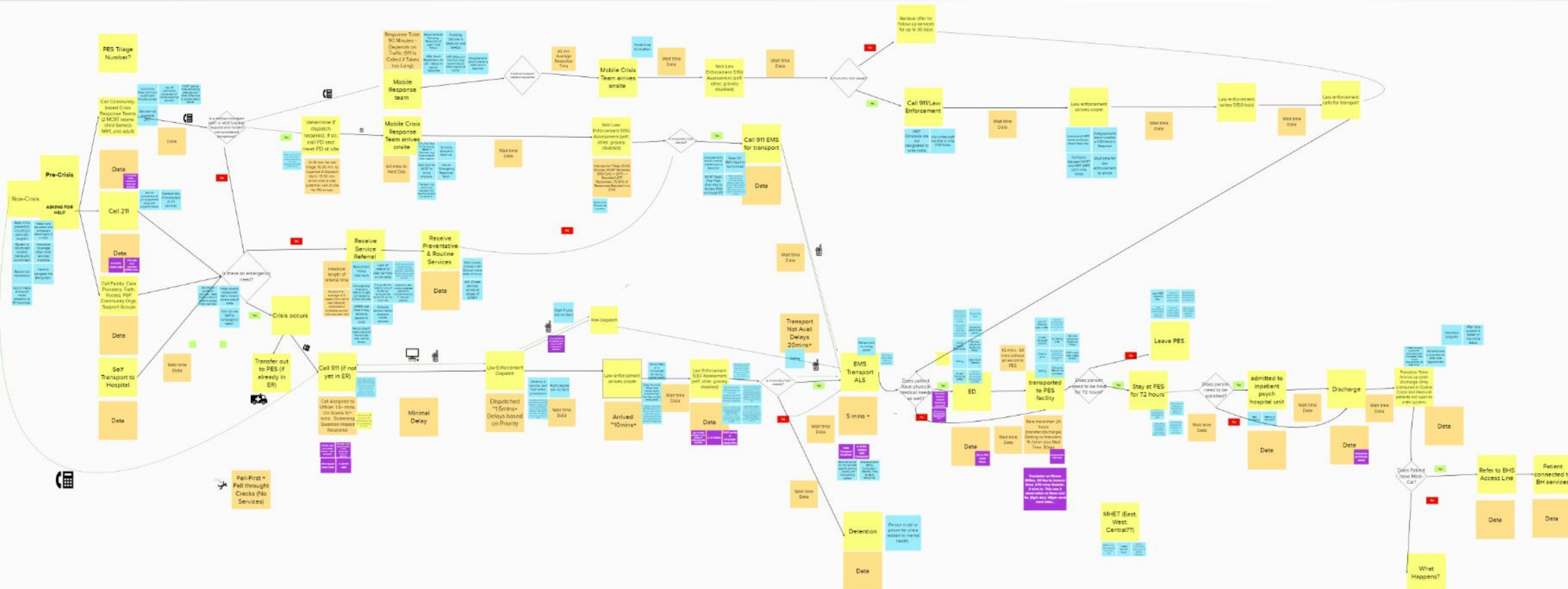
Current State Map

Blue =
Waste

Yellow =
Process
Step

Orange =
Data Cycle
and wait
times

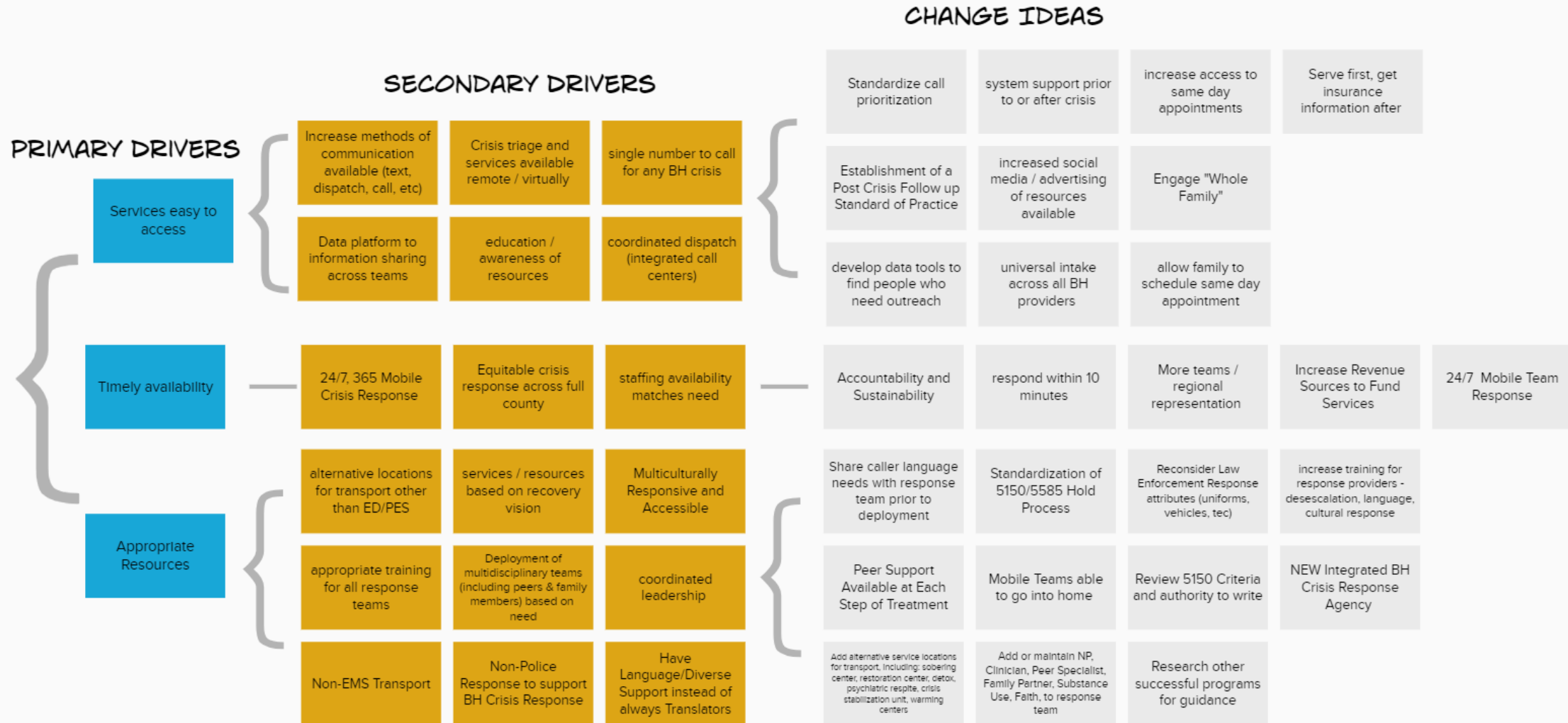
Purple =
Specific
Data
Points



AIM: Anyone in Contra Costa County can access timely and appropriate behavioral health crisis services anywhere, anytime.

AIM

Anyone in Contra Costa County can access timely and appropriate behavioral health crisis services anywhere, anytime.



Draft PIA Aims

- **Single phone number/ Mobile 24-7 response team-** By January 2022, 75% of individuals who call for a mental health crisis and need a mobile response will get one within 45 minutes anywhere and anytime.
- **Non-police mobile crisis team** - That by Jan 1st, 2022, all community members calling for a Mental Health crisis could have access to a non-police response considering conditions are met around safety and the ability to provide the necessary MH/former law enforcement services

Priority Improvement Areas



**Single Phone
Number**



**Mobile 24/7
Response**



**Non-Police
Mobile Crisis
Team**

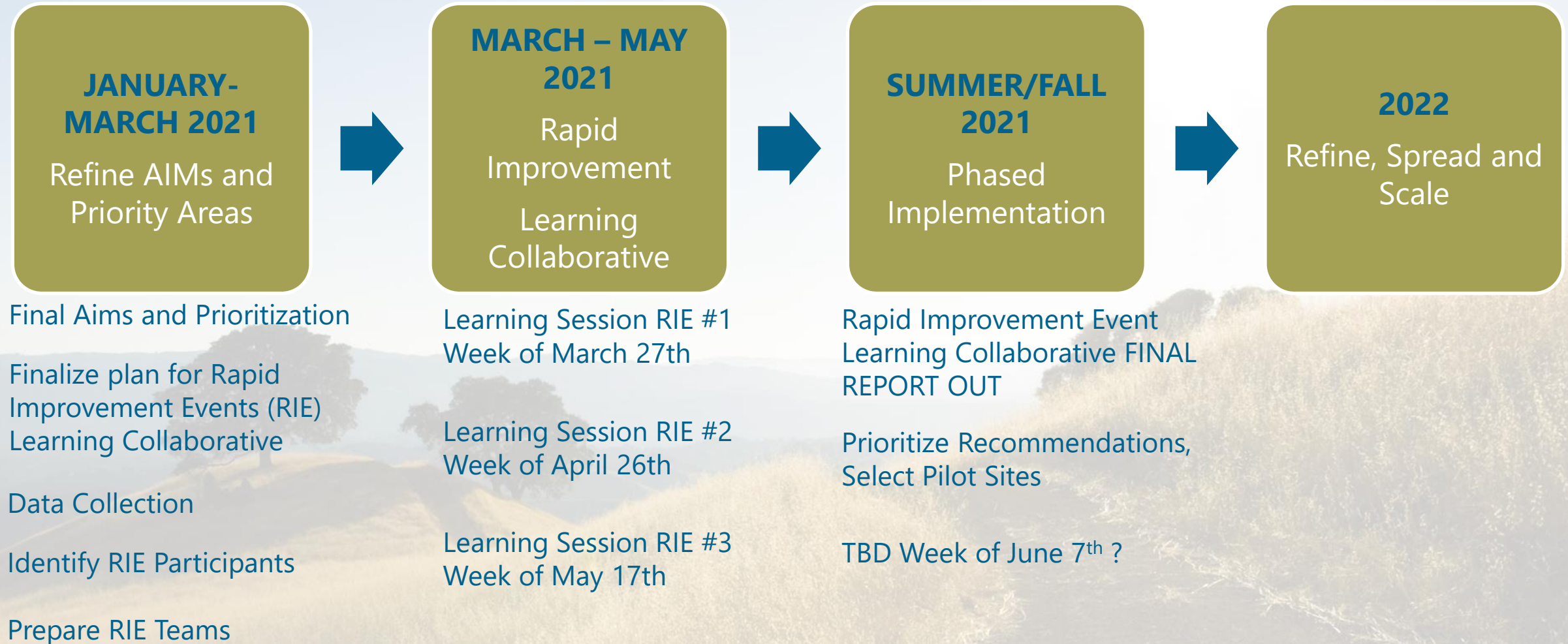


**Alternate
Destinations**

Design Team Members

- Police Services Manager, Walnut Creek
- Contra Costa Health Services (CCHS) Behavioral Health, Office for Consumer Empowerment (OCE)
- Executive Director, NAMI Contra Costa
- Contra Costa County Mental Health Commission
- People with Lived Experience
- City of Concord Police Department
- Sr. Administrative Analyst, City Manager's Office, Pittsburg
- San Ramon Police Department
- San Pablo Police Department
- Antioch Police Department
- Contra Costa Regional Medical Center, Health Centers & Detention Health
- CCHS Behavioral Health Integration Services Manager
- CCHS Mental Health Services
- CCHS Central County Adult Behavioral Health
- CCHS IT and Innovation
- Medical Director, Contra Costa County Fire Protection District
- Fire EMS Chief, Contra Costa County Fire Protection District
- CCHS Health Housing & Homeless
- Program Director, Seneca Family of Agencies

Next Steps



Recommendations from Rapid Improvement Event #1

**Implement a Regional
Call Center Hub**

**Revise the Mental Health
Triage tool**

**Empower law
enforcement dispatch
with a standardized, clear
county wide protocol to
utilize the mental health
crisis response team**

**Offer a clear alternative
to 911 for mental health
and substance use crises**

**Review a subset of all law
enforcement dispatch
calls to determine what
percentage could deploy
the mental health crisis
team**

**Establish a coordinated
review process including law
enforcement, behavioral
health, emergency medical
services, families for possible
improvements**

**Establish collaborative
training program for mental
health, law enforcement,
emergency medical services,
all call takers and
crisis responders**



Community Crisis Services

The American Rescue Plan Act allows California to provide community-based mobile crisis intervention services:

- Provided by a multidisciplinary mobile crisis team to individual outside hospital/facility experiencing a mental health or substance use disorder crisis
- Services must be available 24/7/365
- Team includes behavioral health care professional trained in trauma-informed care
- State option available for 5-year period
- Enhanced federal matching for costs set at 85%

**More information available on our website:
Cchealth.org/bhs/crisis-response**

Thank you!