Crisis Now
MHSA INN Project
Stakeholder Convening
February 21 and 22, 2023
Welcome and Introductions

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Crisis Now Multi-County Project

- Mental Health Services Oversight and Accountability Commission (MHSOAC) is promoting the Crisis Now model
- National guidelines to optimize the system of care in CA
- Multi-County Project – Calaveras, Fresno, Plumas, Santa Cruz, and Ventura
- Focus on
  - Receiving
  - Call Center
  - Mobile Crisis Response
<table>
<thead>
<tr>
<th>Regional call center – San Benito, Monterey and Santa Cruz</th>
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<tbody>
<tr>
<td>Triage calls and routes to appropriate resources</td>
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<td>2-3% of calls are clinically significant risk and routed to 911</td>
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<td>93% increase in incoming calls from 2021 to 2022</td>
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What happens when someone calls 988?

**TODAY**

If the caller pressed #1 they are routed to the Veterans Crisis Line.

If the caller pressed #2 they are routed to Spanish sub-network.

Other Community Resources

Person in Crisis

Calls 988

Suicide Prevention Service of the Central Coast

SPS 988 triages caller

Not Currently at Clinically Significant Suicide Risk, But Not In Immediate Danger

Currently at Clinically Significant Suicide Risk, But Not In Immediate Danger

Currently at Clinically Significant Suicide Risk, In Immediate Danger

2-3% of calls are transferred to 911

Dispatches Emergency Services

If SPS is unable to answer national line, the call is routed to national backup network.

Calls are routed to local call center based on area code. SPS also receives calls from outside our area code.
Receiving Center – Telecare CSP

24/7 Operations, 12 Chairs with Outpatient Stabilization Services

Takes people on 5150 hold or voluntarily

Future all-youth facility in Live Oak – will provide youth receiving and crisis residential services (late 2024)

Average monthly admissions – 106 (51% are referred by law enforcement)
### AVG Monthly Admissions

<table>
<thead>
<tr>
<th>Source</th>
<th>AVG Monthly Admissions</th>
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<tbody>
<tr>
<td>Santa Cruz County Sheriff’s Office</td>
<td>21.5</td>
</tr>
<tr>
<td>Santa Cruz PD</td>
<td>21.1</td>
</tr>
<tr>
<td>Watsonville PD</td>
<td>4.5</td>
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<tr>
<td>Capitola PD</td>
<td>0.8</td>
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<tr>
<td>Scott’s Valley PD</td>
<td>1.7</td>
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<tr>
<td>UCSC PD</td>
<td>1.7</td>
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<tr>
<td>Dominican</td>
<td>29.1</td>
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<tr>
<td>Watsonville Community</td>
<td>8.8</td>
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<tr>
<td>MERT/Y</td>
<td>2.8</td>
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CSP Admissions by Source April 2022 through December 2022

**Watsonville Community**

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**Dominican**

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**Law Enforcement - Combined**

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Mobile Response – MERT and MERTY

- Currently Monday - Friday 8am-5pm
- Anyone can call and request – (800) 952-2335
- Clinician (and family partners for youth) respond in the field or on site at County clinics
- Responds anywhere in Santa Cruz County
Mobile Response – Mental Health Liaisons

- Co-response with Law Enforcement – Watsonville PD, Santa Cruz PD and Sheriff’s Office
- 7 days a week 8am - 6pm
- Community members can request an MHL to respond with an officer when calling 911
- Dispatched through Netcom
Multi-County Crisis Now Innovation Plan
RI International Consulting
RI International Provider
30 Years of Experience

- Warm Line/Call Center
- Mobile Crisis Services
- 24/7 Mental Health Urgent Care Centers
- Crisis Receiving Facilities
- Inpatient Hospitalization
- Crisis Residential Treatment
- SUD Services (Detox, MAT, Residential, Outpatient)

- Traditional and Non Traditional Outpatient Services
- Temporary and Permanent Supportive Housing
- Board and Care
- Employment Support
- Peer Support Services
RI International Consulting
20 years of Experience

• Trained and Consulted in 37 States and 7 Countries
• State/County Level Crisis Redesigns
  • Oregon
  • Utah
  • Connecticut
  • Alaska
  • LA County

• Consultants/Faculty include:
  • 21 Clinicians
  • 14 MBA’s
  • 11 Lived Experience Leaders
  • 8 Published Authors
  • 5 Psychiatrists
  • 4 Former State MH/SU Commissioners
  • 2 Former State Medicaid Directors
Thought Leaders in BH Crisis Care
Crisis Now: National Guidelines
Crisis Now Core Elements
No Wrong-Door Integrated System

- High-Tech Crisis Call Centers
- Facility-Based Crisis Receiving
- 24/7 Mobile Crisis Teams
- Principles and Practices
It's Been a Bad Day
Crisis Now: Transforming Services is Within our Reach

Efficient Crisis Response System

• **Successes:**
  - Care that feels like care
  - Improves outcomes
  - Reduces LE involvement
  - Cost-effective
  - Safer

• **Barriers:**
  - Workforce Development
  - Reimbursement and Sustainability
  - CA Statutes and Regulations
  - Plan, Design and Implementation
Multi-County Crisis Now Innovation Project
Crisis Now INNOVATION
Project Goal

✓ Develop a comprehensive and financially sustainable crisis response plan
✓ Designed to meet people’s needs better and
✓ Reduce incarcerations and hospitalizations
Join us in Transforming the Crisis Response System!

Please, share your feedback, comments and recommendations with us
Crisis Now: Transforming Services is Within our Reach

A Crisis Response System Informed by You
Someone to call, Someone to Respond and a Safe Place to Go

➢ What words come to mind in describing Crisis Care in Santa Cruz County?
➢ What experiences can you share?
➢ What works and what doesn’t?
➢ What would you want to see in your community?
Thank you!