

Unarmed Mobile Mental Health Emergency Response

Board of Supervisors
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SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

New Mandate: Mobile Mental Health Crisis Response

- Regulation specified in Behavioral Health Information Notice (BHIN) 23-025
 - Issued in June 2023
 - Establish a 24/7/365 community-based mobile crisis intervention for all ages as a new benefit in the Medi-Cal program
- Launched Response for Proposals (RFP) for contractor(s) to provide service
 - Telecare Corporation was selected to develop, operate and deliver these services



Mobile Mental Health Crisis Mandates

- Anyone, anytime, anywhere - all ages, 24/7/365, all geographic areas of county
- Single crisis hotline (StarVista Hotline: 650-573-0350) which integrates with 988
- 911/Law enforcement/Emergency Medical Services (EMS) coordination
- Extensive collection and reporting of data and outcomes required, including client satisfaction surveys



Mobile Mental Health Crisis Mandates

- Provide dispatch, mobile response, face-to-face crisis assessment & de-escalation, crisis plan, 5150 evaluation & hold - if indicated, transport, warm hand-off, referrals to ongoing community services/resources, follow-up post-crisis
- 2-person mobile teams: Behavioral Health Clinician, Peer Support Specialist
 - At least one mobile crisis team member carries and trained to administer naloxone
- Mobile team members need to receive extensive State-mandated training
- Mandated to use State-developed crisis dispatch & assessment tools



Telecare Corporation

- Issued the RFP in August 2023 and Telecare was selected in November
- Established partnership with San Mateo County providing crisis continuum of care services including crisis stabilization (Serenity House) and Mental Health Rehabilitation Center (Cordilleras)
- Has provided similar Mobile Crisis Services in San Diego County since 2021
- Begin with 1 mobile team (May) and then to 5 mobile teams (August)



Next Steps

- Still waiting on guidance from the State (Department of Health Care Services)
 - Including a platform developed with 988 so callers can be transferred appropriately, if they call 911, 988 and StarVista Crisis Line
- Planned meetings with the Public Safety Communications (911)/Law enforcement/Emergency Medical Services (EMS) to discuss coordination of response
 - Especially for mental health and/or substance use disorder crisis calls involving safety concerns or emergency medical needs
- Purchase and customize sprinter vans
- Intensive outreach and promotion



Questions



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