

Mobile Crisis Response Implementation Update

November 12, 2024

Jeï Africa

Director of Behavioral Health and Recovery Services



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Agenda

- Provide an update on the status of the implementation of the mobile crisis benefit



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Background

- Department of Health Care Services requirement to implement a 24/7 non-armed mobile crisis response by January 1, 2024
- BOS Subcommittee was formed after the BOS presentation on December 5, 2023
 - Supervisor Corzo and Supervisor Canepa as members
 - Subcommittee met in January, February, April and September
- BHRS team has been working with DHCS, StarVista and Telecare to get Mobile Crisis Response Team (MCRT) implemented
- MCRT Committee formed and began meeting monthly in March



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Mobile Crisis Elements



Referral:
StarVista Crisis
Hotline
(650) 579-0350
or 988



Telecare MCRT:
Behavioral Health
Clinician &
Peer Specialist



Dispatch
Screening:
DHCS
Standardized
Screening tool



- Response w/in 60 min
- Naloxone
- 24/7 Language Line
- Transportation
- LE, EMS Partnership
- Within 24 hours follow-up; up to 90 days



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Safety Criteria for SMC MCRT Response

- No injuries requiring a medical attention/response
- No weapons known to be involved
- No threat of immediate violence
- No criminal activities known or suspected to be involved
- Law enforcement or Emergency Medical Services (EMS) are not specifically requested
- Other potential safety concern issues



Phases of MCRT Roll-Out

Phase I:

One PM shift from
3:00 -11:30 pm
daily since May 20

Youth SOS
response 24/7

Phase II:

Expanded shifts
with two days AM
shift on August 5

Youth SOS
response 24/7

Phase III:

Full 24/7 shifts
on August 31

Youth SOS
discontinued



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Corrective Action Plan was lifted on 09/03

- Received confirmation from the DHCS that we are in full compliance
- This means we are also now able to maximize reimbursement for the service



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Mobile Crisis Response Team (Telecare)

Help is here if you need it.

**San Mateo County
Mobile Crisis Response Team**



Telecare Corporation

COUNTY OF SAN MATEO
CALIFORNIA

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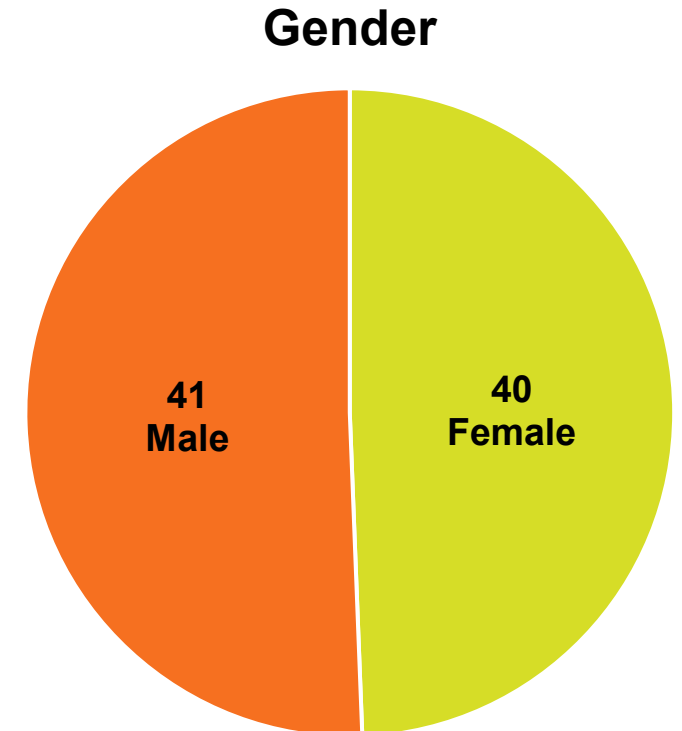
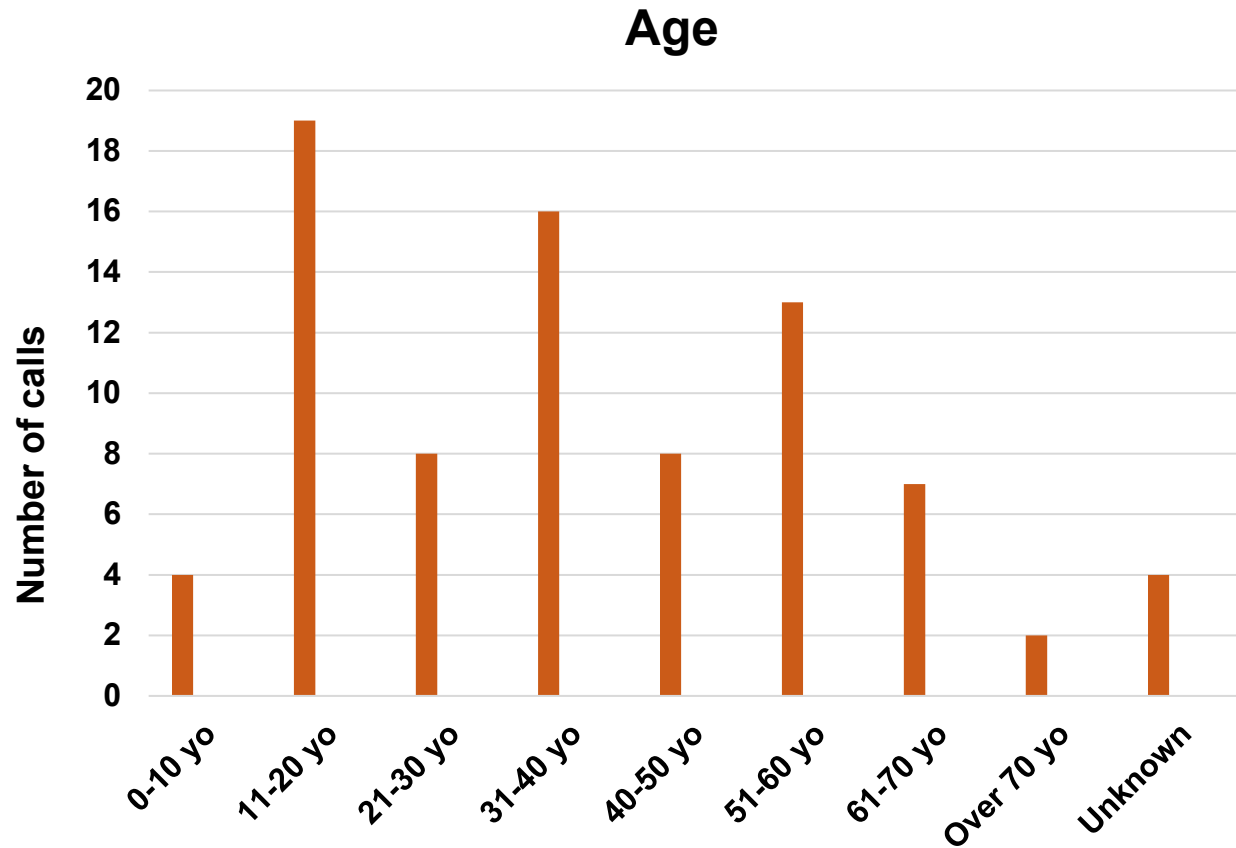
Wallet card



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MCRT Preliminary Data: May 20 – October 31

81 Unduplicated Clients
103 Total Crisis Response



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Race Breakdown

- Black or African American: 6
- Filipino: 2
- Multiple: 2
- White/Caucasian: 18
- Other: 8
- Unknown/No Entry: 45

Insurance Status

- Medical: 41
- Medicare + MediCal: 3
- HPSM CareAdvantage: 12
- Kaiser: 12
- Commercial: 18
- Unknown/No Entry: 20

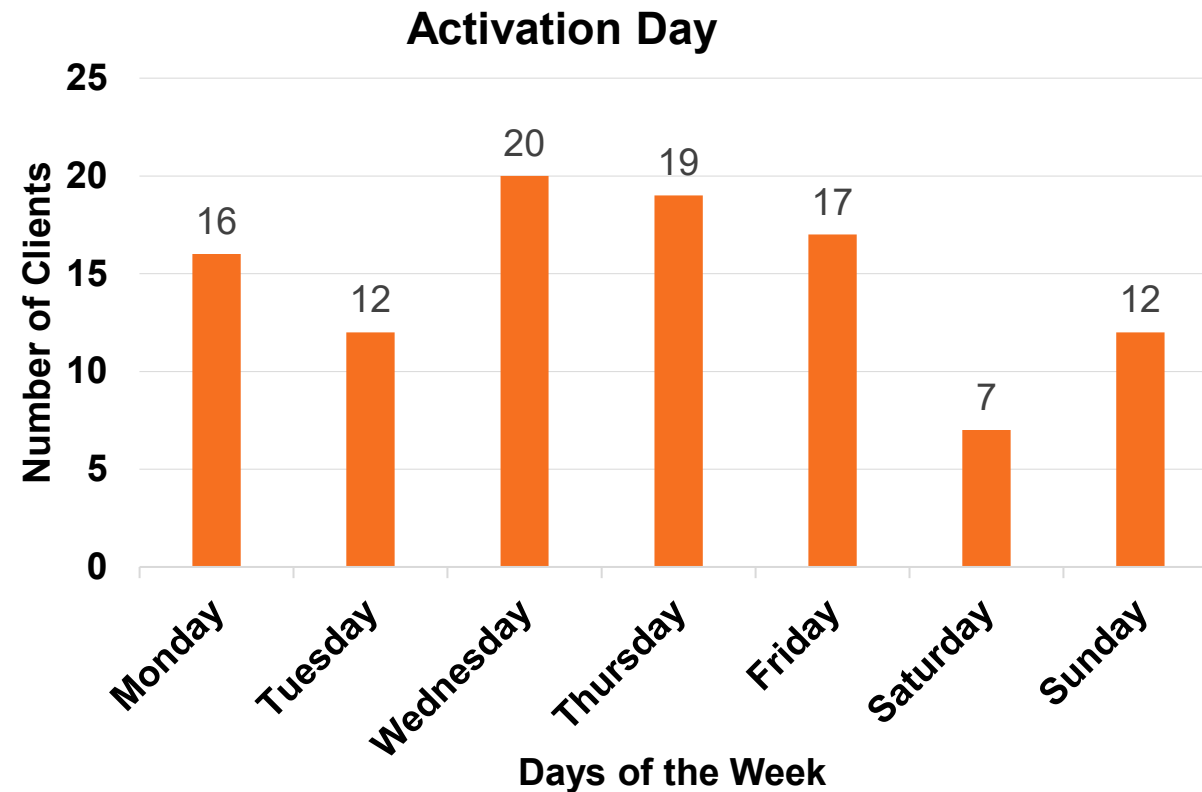


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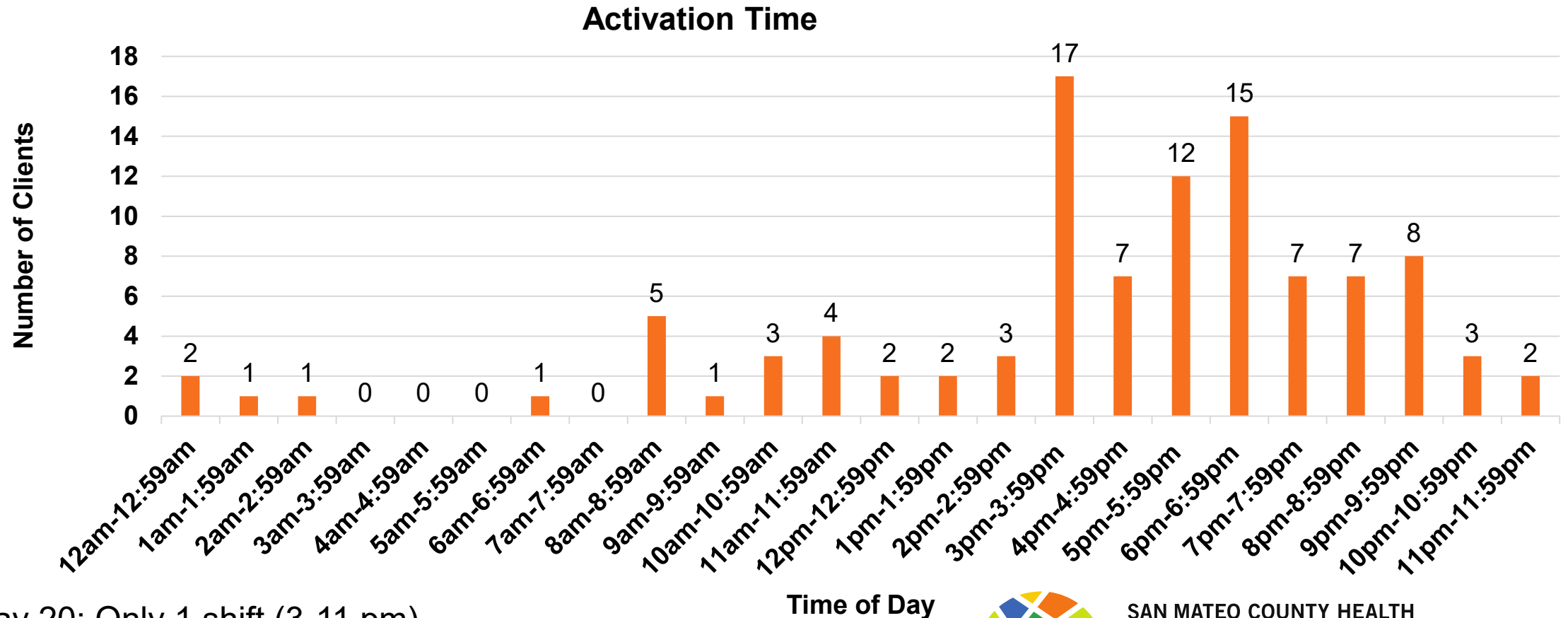
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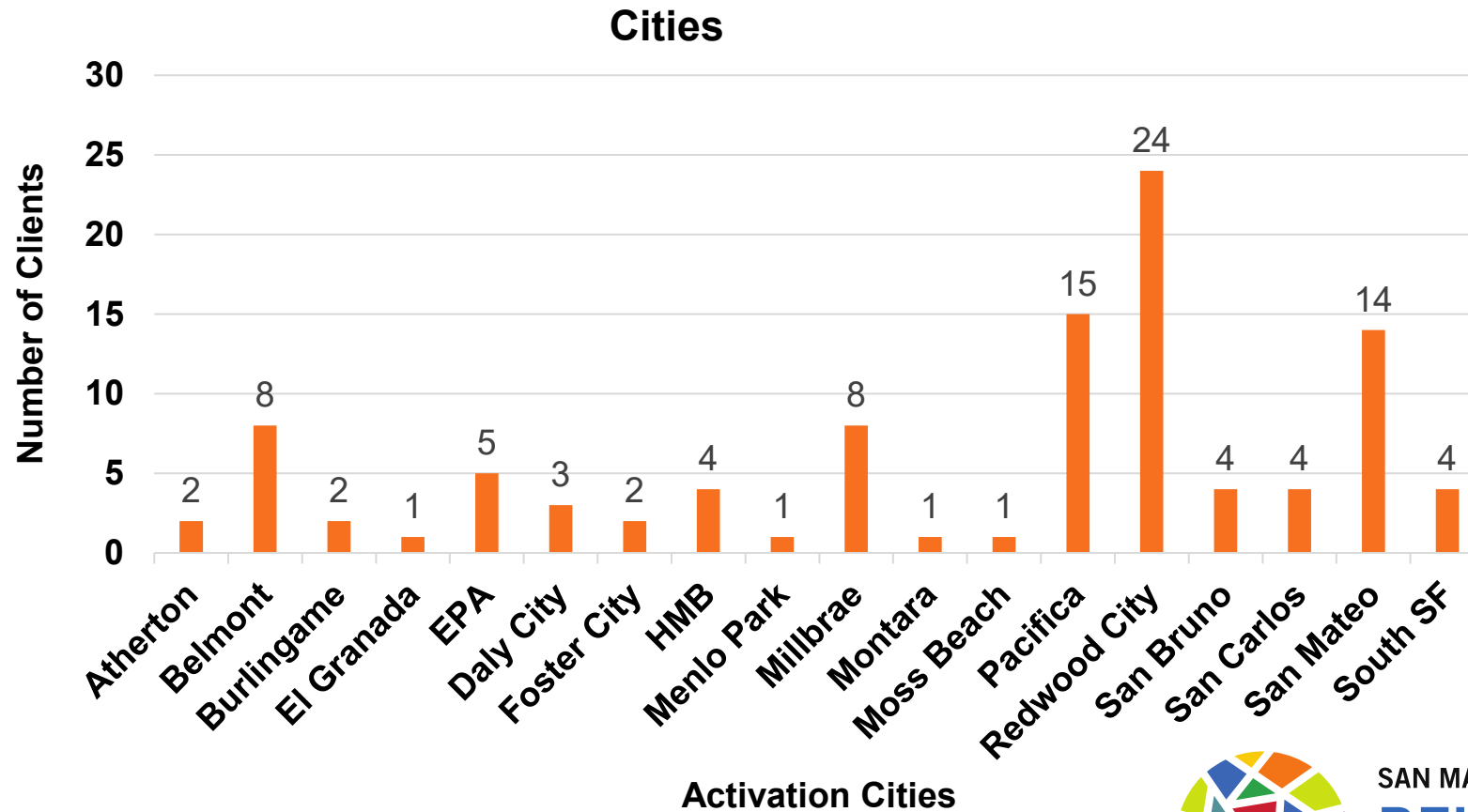
May 20: Only 1 shift (3-11 pm)
August 5: Added 2 brief day shifts
August 31: All shifts covered



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Pertinent Times related to MCRT Response

- Average Response Time: **33.5 minutes**
- Average Scene Interval: **54 minutes**
- Average Incident Interval: **98.8 minutes** (time MCRT alerted to incident completion)

Crisis Response Outcomes

- Safety Plan: **79** (transporting to detox, shelter, etc.)
- 5150 by MCRT: **7**
- Transfer care to Law Enforcement: **4**
- Voluntary transport to ED/PES: **14**



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Create New Incident

Terminal 3, California 94128

silks.face.dock

[Redacted]

Incident Description
17 yo. female. Possible SI. In crisis after parents communicating divorce. RP is mother. Requesting MCRT response.

Caller Name
[Redacted]

Caller Number
[Redacted]

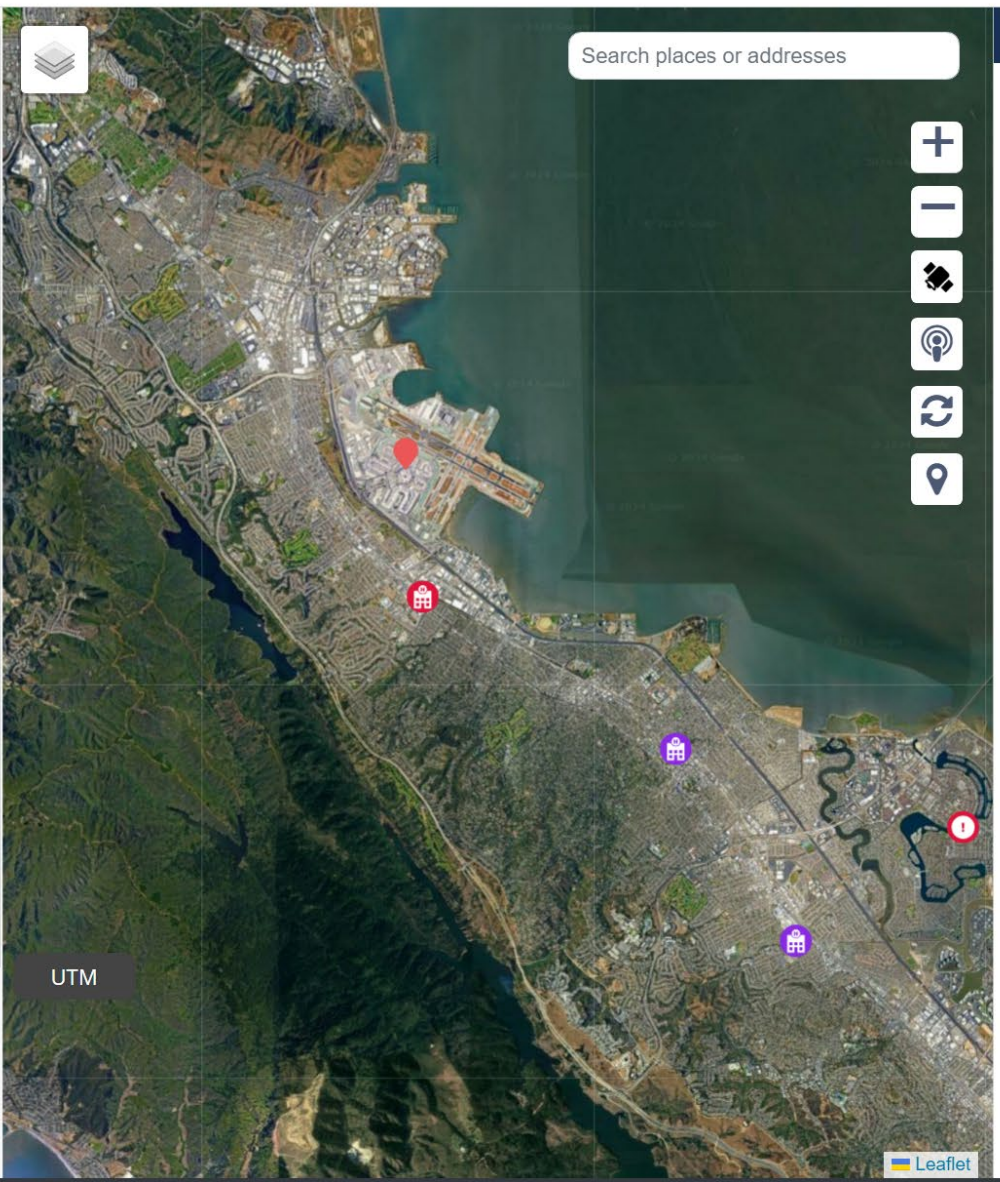
Send location update request

Class 988 Crisis Line | **Category** LEVEL 1: EMERGENCY RESPONSE

Type Suicidal Ideation (L1)

Incident Priority (Select One)
 Immediate | Queued | Scheduled

Dispatch Type (Select one)
 Broadcast | Assign | Both



- Notifications**
- Alert: #5** 2024/06/14 15:20
Incident 5 has been completed.
 - Update: #5** 2024/06/14 15:20
First Responder: SMC MCRT-01 UNIT
Responder has completed their involvement in the incident
 - Update: #5** 2024/06/14 15:19
First Responder: SMC MCRT-01 UNIT
Update: Arrival at Destination
 - Update: #5** 2024/06/14 15:19
First Responder: SMC MCRT-01 UNIT
2 patients are being transported to LifeMoves | Redwood Family House
 - Update: #5** 2024/06/14 15:17
First Responder: SMC MCRT-01 UNIT
Update: Confirmed On-Scene
 - Update: #5** 2024/06/14 15:15
First Responder: SMC MCRT-01 UNIT
SMC MCRT-01 UNIT has confirmed they are en route.
 - Alert: #5** 2024/06/14 15:13
Incident Created: # 5
Location: No Address Found, Millbrae, CA, USA
Incident Class: SFO Police Services
Category: LEVEL 1: EMERGENCY RESPONSE
Description: LE called concerned about a woman and child. Not sure what the exact issue is but is request MCRT assessment.
Created By: Tim Graves
 - Update: #5** 2024/06/14 15:13
First Responder: SMC MCRT-01 UNIT

Coordination between 911 to 988

- Statewide (DHCS) working group developing the guidance and policy to connect and transfer callers to appropriate calls, from 988 and 911 and between 988 Crisis Centers to other crisis service access points and helplines
- Developing the technology to enhance coordination
 - Transfer from legacy 911 versus Next Generation 911
- Implement improvements related to geo-routing technology



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MCRT Steering Committee

Goals of the Steering Committee

- Improve coordination among systems and mobile response programs
- Develop communication pathways and ongoing inter-departmental coordination
- Process trouble-shooting and improving care

Current Status

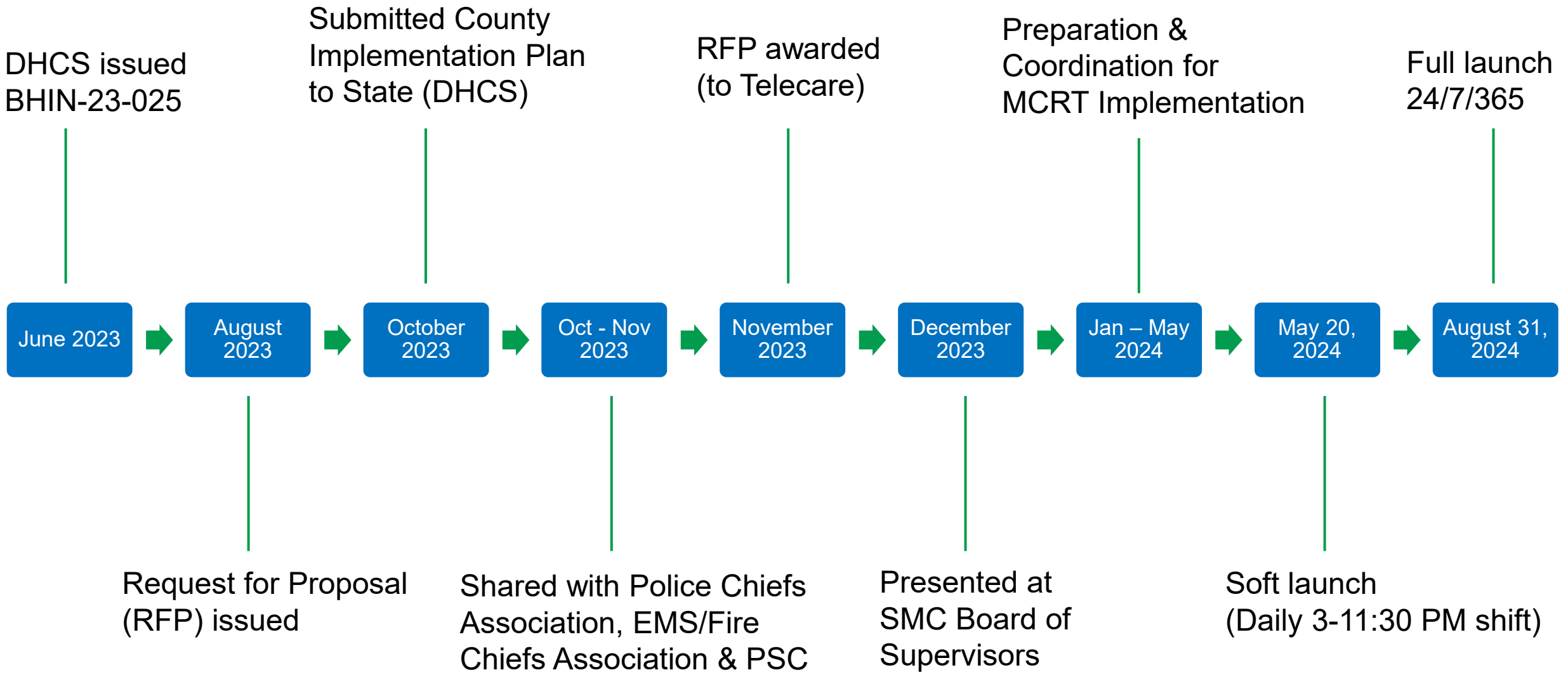
- Met since monthly since March; began meeting quarterly in September
- Broad range of participation – Police, EMS, Fire, BHRS, County Office of Education, PSC, AMR – focused on backend work/operations
- Includes 4 public members with lived experience (began in September)



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MCRT Implementation Timeline Highlights



Next Steps

- MCRT Steering Committee will meet quarterly
- Continue to work with Telecare and Starvista to streamline operations
- Continue working with DPW on customizing vans/cars
- Review and analyze data to look at trends
- Enhance promotion and advertising of MCRT and 988



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Recent Example

