



CRISIS CARE MOBILE UNITS PROGRAM



BEHAVIORAL HEALTH
Justice Intervention Services

CCMU and BHJIS Learning Collaborative: Cross System Collaborations







Danielle Raghiv & David Eric Lopez, Center for Applied Research Solutions

Special Guests from Chaffey College, California State University, Long Beach, San Ramon Valley Fire, and San Francisco Fire Departments

November 13, 2024



Housekeeping

-  **This event is being recorded.** Audio is now broadcasting. 01
-  **Audio is provided through your computer speakers or headphones.** Your line is automatically muted. 02
-  **If you have issues with your speakers and would like to connect by phone:** Click Join Audio under audio settings. 03
-  **Choose Phone Call tab:** Dial the desired phone number, and enter Meeting & Participant ID. 04
-  **Live captioning is available:** Click the CC Live Transcription button to show and hide captions during today's event. 05
-  **Need help or have questions for our presenters?** Please type in the Q&A box! 06



Webinar Policies

Participation

We welcome your participation through the methods outlined in the housekeeping introduction. Please note that disruptive behavior is not aligned with the purpose of this session and will not be tolerated. Any individuals disrupting the meeting may be removed without warning. In the event of a security incident, this session will end immediately and will not resume. If this occurs, a separate email will be sent to all participants with further instructions.

Chat

Participant comments in the chat box do not reflect the views or policies of the presenters, the California Department of Health Care Services (DHCS), or their affiliates or contractors. By using this chat box, you agree to keep your comments relevant to the topic of today's event. While a variety of diverse perspectives are welcome, disruptive comments not aligned with the purpose of this meeting, and users creating disruption, may be removed without warning.



Agenda

- **Welcome and Opening**
- **Polling Questions**
- **Presentations by**
 - San Ramon Valley Fire Department
 - San Francisco Fire Department
 - California State University, Long Beach
 - Chaffey College
- **Q & A**
- **Closing**

Polling Questions

1. Is your county currently using telehealth in order to provide mobile crisis services (i.e. 2nd qualified provider participating in mobile crisis encounter via telehealth)? *(Please include your county name)*
2. Please include your county name: Is your county currently using telehealth to access a licensed mental health professional for clinical support when needed (i.e. 2 peers out onsite who need clinical support for a mobile crisis encounter)? *(Please include your county name)*
3. Is your county contracting out telehealth services, whether for a provider to provide mobile crisis services via telehealth or to access a licensed mental health professional when needed? *(Please include your county name)*
4. In 2-3 sentences, please share your successes and or challenges around implementing a telehealth system for mobile crisis services? *(Please include your county name)*



Today's Special Guest Speakers



Chaffey College



California State University, Long Beach



San Ramon Valley Fire Department



San Francisco Fire Department-Community Paramedicine Department

Higher Education Assessment Team

Chaffey College Campus Police

Cheryl Newman-Tarwater, HEAT Program Director

Alexis Hoffman, University of Southern California

Suzanne Dworak, Peck School of Social Work, Student Intern



Chaffey College

Chaffey College

- Is a public, community college in Rancho Cucamonga, California
- Three campuses:
 - Rancho Cucamonga
 - Fontana
 - Chino
 - *Fourth campus in Ontario in the next five years*
- Third in the state in terms of Hispanic enrollment; considered a federally-designated Hispanic serving institution
- Serves approximately 35,000 students, faculty, staff and community members



HEAT TEAM ORIGIN

The HEAT Model is based on Los Angeles County's Department of Mental Health's School Threat Assessment Response Team (START).

START provides assessment, intervention, early screening/identification, case management, training, and program consultation for educational institutions in Los Angeles County.

The HEAT model addresses how to support those experiencing behavioral health concerns or those who need to be redirected from a pathway of violence.



Chaffey College

HEAT Team Overview

Personnel

- Officer & Social Worker Dual Response Team
- Part time Intelligence Analyst (1)
- Mental Health Professional Experts (3) USC / LACO DMH
- SBCDBH Social Worker II (1)
- USC MSW Interns (2)

External Partners

- USC Suzanne Dworak-Peck School of Social Work
- California State University San Bernardino, Campus Police
- San Bernardino County Department of Behavioral Health
- Chino Police Department
- Fontana Police Department
- California Schools Joint Powers Authority
- Joint Regional Intelligence Center
- Threat Assessment Consultant, Dr. Martinez
- Federal Bureau of Investigations



Hours of Operation

Monday - Friday 7:00 AM - 5:00 PM

Location

Campus Police Main Station - Social Work Office, 5885 Haven Ave, Rancho Cucamonga, CA 91737



HEAT TEAM

To aid in the success of our student body by ensuring the safety of our campus while addressing behavioral health concerns and preventing individuals from entering the criminal justice system.

Crisis Response

Immediate response to calls for service utilizing collaborative methods between police officer and social worker to intervene during immediate crisis and implement post intervention strategies.

Threat Assessment

A set of investigative and operational techniques that can be used to identify, assess and manage the risks of targeted violence and its potential perpetrators. Behavioral Threat Assessment is a proactive approach to preventing targeted violence.



Impact & Trainings

Engagements

- HEAT has engaged with over 200 individuals in the Chaffey College community. Of the total number of interactions; 2 Arrests.
- Other interventions include; 5150/5585 assessments, Threat assessments, conflict resolution, and brief therapy services, linkage to peer support & warm handoff to internal/external programs.

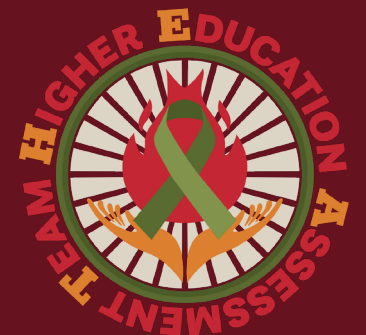
Trainings Provided

- Over 100 presentations, reaching over 1,700 audience members.
- HEAT has equipped the campus community with the skills to recognize warning signs of violence, differentiate between dangerous and disruptive behaviors, and apply effective de-escalation strategies.

HEAT Presentation Topics	
De-escalation Strategies	<ul style="list-style-type: none"> • Provide effective de-escalation strategies for faculty and staff managing disruptive and dangerous behavior.
Disruptive vs Dangerous	<ul style="list-style-type: none"> • Define and distinguish between disruptive and dangerous behavior. • Discuss the impact of disruptive and dangerous behavior on the college community.
Human Trafficking and Online Dangers	<ul style="list-style-type: none"> • Define what human trafficking is and the warning signs. • Discuss how to identify victims of human trafficking. • Predatory online dangers.
Multi-Disciplinary Threat Assessment Process	<ul style="list-style-type: none"> • Introduction to the Student Threat Assessment Response Team (START) and the Pathway to Violence models. • Discussion of attacker characteristics and interview strategies for threat assessments.
Open Source Information and Social Media Threat Intelligence Analysis	<ul style="list-style-type: none"> • Demonstrates the use of social media as an investigative tool to collect and create an open-source digital profile that provides context about persons of concern or potential public safety threats.
Prevention & Early Intervention: Mental Health Threat Assessment, Implementing the Heat Model	<ul style="list-style-type: none"> • Overview of the HEAT Team <ul style="list-style-type: none"> ◦ Implementation ◦ Funding ◦ Triage and Direct Services ◦ Campus Impact

Discussion

- What has worked and what hasn't worked?
- What have been the lessons learned?
- What has been the tricky parts of two different systems?
- Who historically have not merged or collaborated?
- What are some offerings for counties looking to cross system partner to expand services for increased capacity and sustainability?



Contact Information

HEAT TEAM

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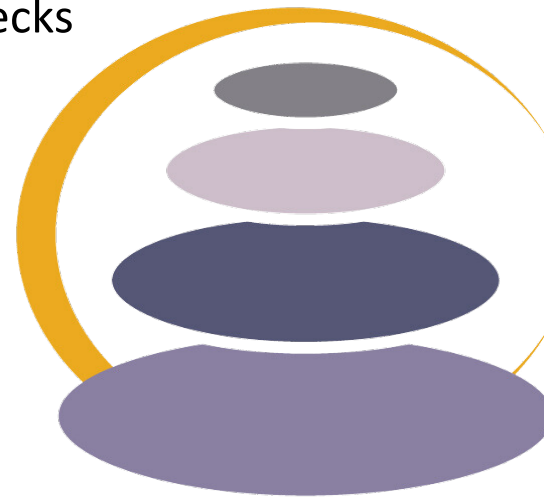
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CAST(Crisis Assessment & Stabilization Team)

- CAST is a team of mobile mental health professionals who, in collaboration with University Police Department, respond to urgent behavioral health needs and situations on the California State University, Long Beach (CSULB) campus and the surrounding community.
- CAST is housed in the University Police Department.
- Team supports students, faculty, staff and community members.
- Humanistic, trauma-informed approach
- Triage, stabilization, and outreach/welfare checks
- Outreach/presentations
- Referral and linkage



CAST

**CAMPUS ASSESSMENT
& STABILIZATION TEAM**

CALIFORNIA STATE UNIVERSITY **LONG BEACH**

Program Wins



- Collaboration/synergy
- Reduction in hospitalizations
- Adds another layer to the campus safety net
- Model for other CSU campuses
- Sustainability
- Destigmatization



Challenges Faced



- Cultivating collaboration between UPD and CAST program
- Building trust with certain departments to utilize CAST as a resource
- Campus understanding of CAST program
- How to triage calls
- Officers only ones able to write holds on campus
- Transportation
- After hours coverage



Lessons Learned



- Communication with loved one(s)
- Signage not just in the parking structures
- Faith and/or culture-based support
- Campus media (school newspaper)
- More collaboration with enrollment services
 - Provide resource letter to students when on academic warning, disqualification, or discontinued



BEHAVIORAL HEALTH FIREFIGHTER FIRST RESPONSE PROGRAM

SAN RAMON VALLEY FIRE PROTECTION DISTRICT



RECOGNIZING THE NEED FOR CHANGE

90%

Patients discharged from PES
within 24 hours.

34%

Incidents with minors placed on
involuntary hold in 2023.

18 hours

Average length of stay for minors
in PES.

GUIDING PRINCIPLES

Establish
Appropriate
Response



Improve
Patient
Experience



Improve
Patient
Outcome



Improve
Provider
Experience



PROGRAM BENEFITS



Patient Benefits

- Appropriate care
- Timely care
- Avoid escalation
- Avoid unnecessary restrictive or coercive interventions
- Avoid adverse impact to patient and family



Community Benefits

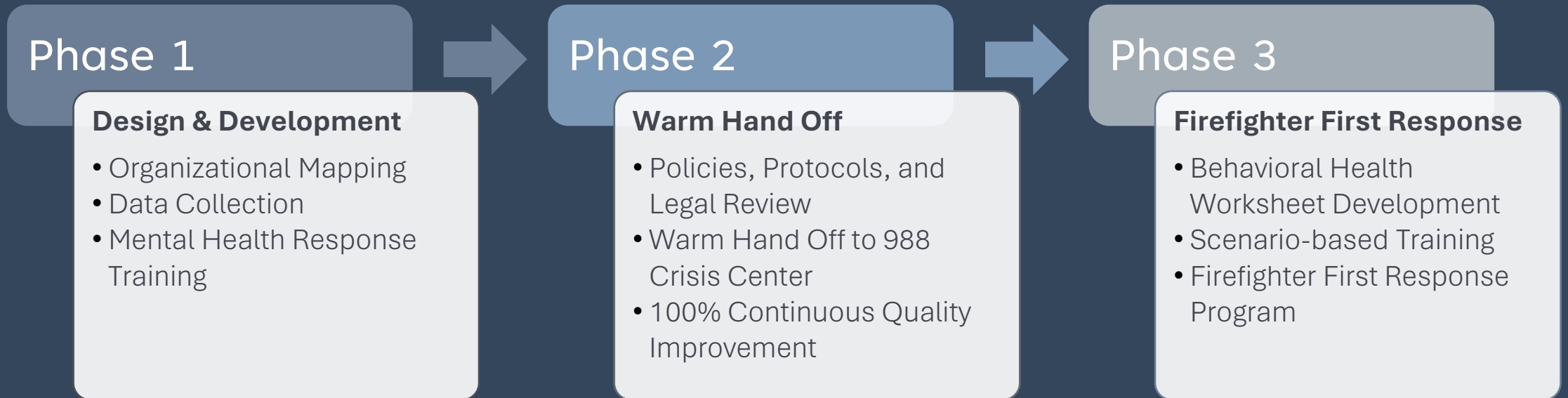
- Enhance patient care
- Easily replicated
- Model program using local resources
- Reduce unnecessary patient transports and psychiatric holds
- Reduce impact on already strained mental health system



District Benefits

- Improve Time on Task
- Preserve Fire, EMS, and Police capacity
- Increase collaboration and partnership
- Improve provider experience and wellness
- Consistent with emerging standards

PROGRAM OVERVIEW



911 CALL TRIAGE FOR BEHAVIORAL HEALTH EVENTS

1 911 Dispatch detects a mental health emergency.

Determine if there is immediate danger due to violence or lethal means.

If yes, Police First Response.

2

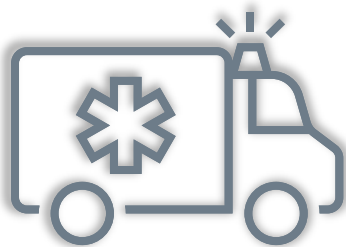
3 Determine if there is immediate danger due to suicide or medical condition.
If yes, Firefighter First response.

If there is no immediate danger, Warm Transfer to 988 Crisis Center.

4

BEHAVIORAL HEALTH FIREFIGHTER FIRST PILOT PROGRAM

The Firefighter First Response Program was activated on October 2nd, 2023.



80.0% Diversion Rate

17.1% Firefighter First Responses

6.8% Warm Hand Offs to 988 since October 2, 2023

20.8% Reduction in Total Time on Task



Challenges

- Continuum of care follow up
- Data sharing and integration
- Increase Alternative Destination options



Next Steps

- Continued collaboration with partner agencies
- Research alternative grant funding support

Behavioral Health
Justice Intervention Services



CARESTAR
FOUNDATION

CARESTAR Foundation

Contra Costa Crisis Center



National Alliance on Mental
Illness (NAMI) Contra Costa



San Ramon Police Department



San Ramon Valley
Fire Protection District



San Ramon Valley
911 Communications Center



A faded Malibu Fire Department logo is centered in the background. It is a Maltese cross with a red border. The top arm contains the word "MALIBU" and the bottom arm contains "FIRE". The center features a fire hydrant, a fire helmet, and a fire extinguisher. A banner across the center reads "Est. 1912".

THANK YOU

Questions?

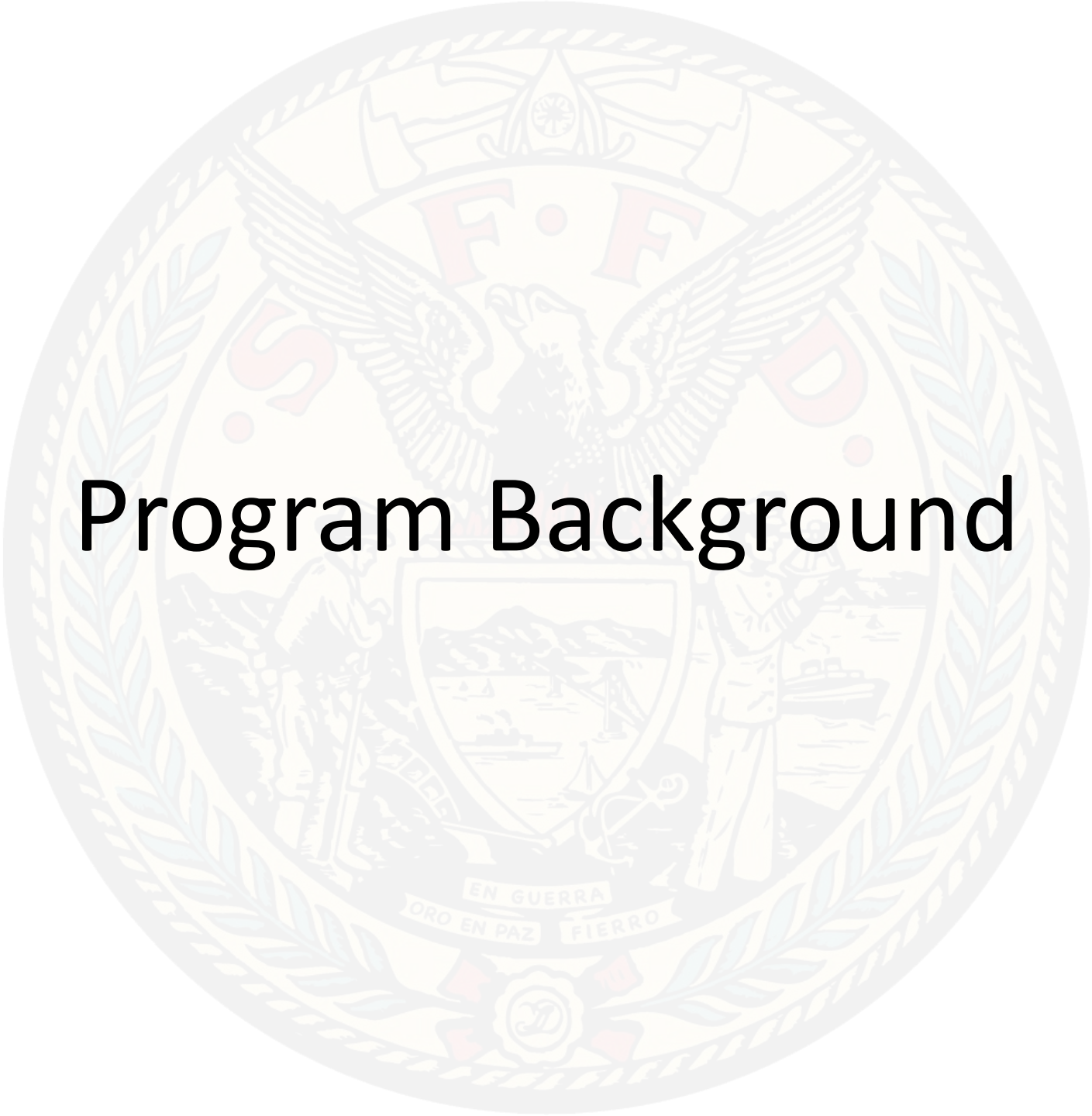
San Francisco Fire Department Community Paramedicine Division

Street Crisis Response Team EMS-Based Crisis Response

- Program Background
- Challenges & Opportunities

Michael Mason
Section Chief of Administration





Program Background

Street Crisis Response Team:

- Started in 2020
- **Community Paramedic**, EMT, Peer Support Specialist
- 24/7 response to **911** activations for non-violent behavioral health crisis & well-being checks

Community Paramedicine: Expression of Mobile Integrated Health

- Increased training
- *Ability to engage and care for individuals outside the context of a 911 incident*
- In San Francisco, Community Paramedics can place Involuntary Mental Health Holds (5150)



SFFD CP Division Programs

Team	Population Focus	Team Composition
EMS-6	High Utilizers of 911 & EMS	<ol style="list-style-type: none">1. Community Paramedic Captain2. Homeless Outreach Team and/or Advanced Provider (eg NP, RN etc.)
Street Overdose Response	Overdose Response & Prevention	<ol style="list-style-type: none">1. Community Paramedic2. EMT
Street Crisis Response	<i>Alternative to Police</i> for Acute Behavioral Health Crisis & Well-being checks	<ol style="list-style-type: none">1. Community Paramedic2. EMT3. Peer Support Specialist

16,000 responses in 2023

The background features a large, faded seal of the University of San Francisco. The seal is circular and contains an eagle with spread wings at the top, a central shield depicting a landscape with a bridge and a boat, and a banner at the bottom with the motto "EN GUERRA ORO EN PAZ FIERRO". The letters "S.F.F." are visible at the top of the seal.

Challenges & Opportunities

Challenges

- Public perception
- Team composition
- Sustainability, e.g. funding
- Resources
- Mobile Crisis Certification

Opportunities

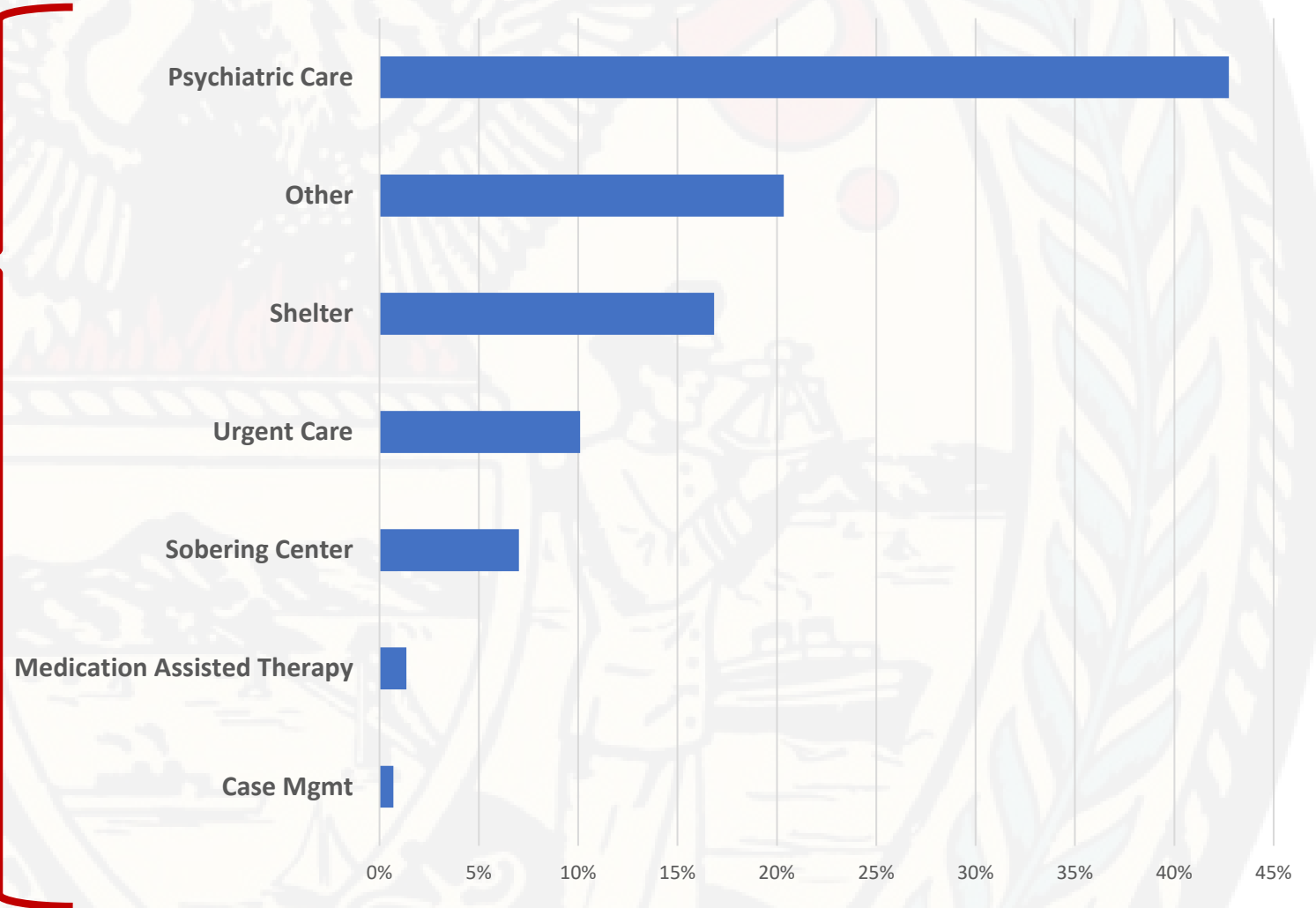
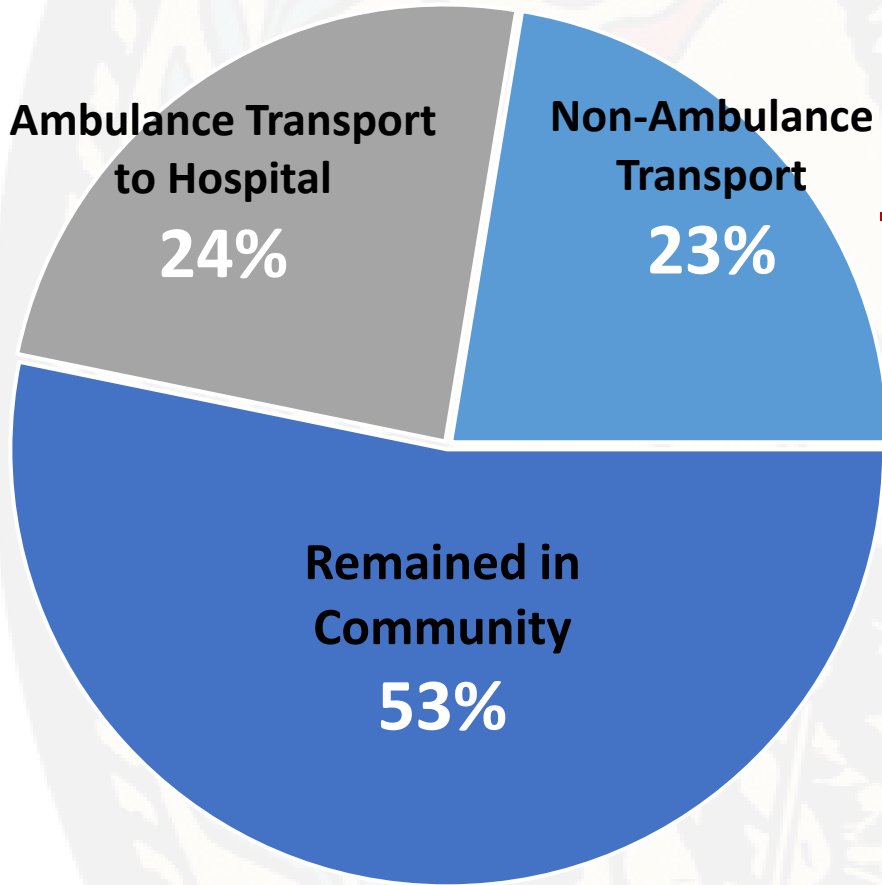
- Support 911 System & Hospitals
- Right response
- Right destination
- EMS Paradigm Shift
- ← Training!



“Community Paramedicine (CP) is an **innovative** and **evolving** model of community-based healthcare designed to provide more effective and efficient services at a lower cost.”

– CA State EMS Authority

Engaged Outcomes



Questions & Discussion





CRISIS CARE MOBILE UNITS PROGRAM

Thank You