

COUNTY OF SANTA CRUZ

Behavioral Health Services

FOR CHILDREN & ADULTS

Crisis Now
MHSA INN Project

Stakeholder Convening
February 21 and 22, 2023

Welcome and Introductions



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Karen Kern, MPA, Adult Services Director, County of Santa Cruz,
Health Services Agency, Behavioral Health



Danielle Long, LCSW, Crisis Services Manager, County of Santa
Cruz, Health Services Agency, Behavioral Health

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

988 Call
Center –
Suicide
Prevention
Service of
the Central
Coast

Regional call center – San Benito,
Monterey and Santa Cruz

Triage calls and routes to
appropriate resources

2-3% of calls are clinically
significant risk and routed to 911

93% increase in incoming calls
from 2021 to 2022

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



Person in Crisis



Calls 988

Calls are routed to local call center based on area code. SPS also receives calls from outside our area code

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



SPS 988 triages caller



Other Community Resources



2-3% of calls are transferred to 911



Dispatches Emergency Services



Receiving
Center –
Telecare CSP

24/7 Operations, 12 Chairs with Outpatient
Stabilization Services

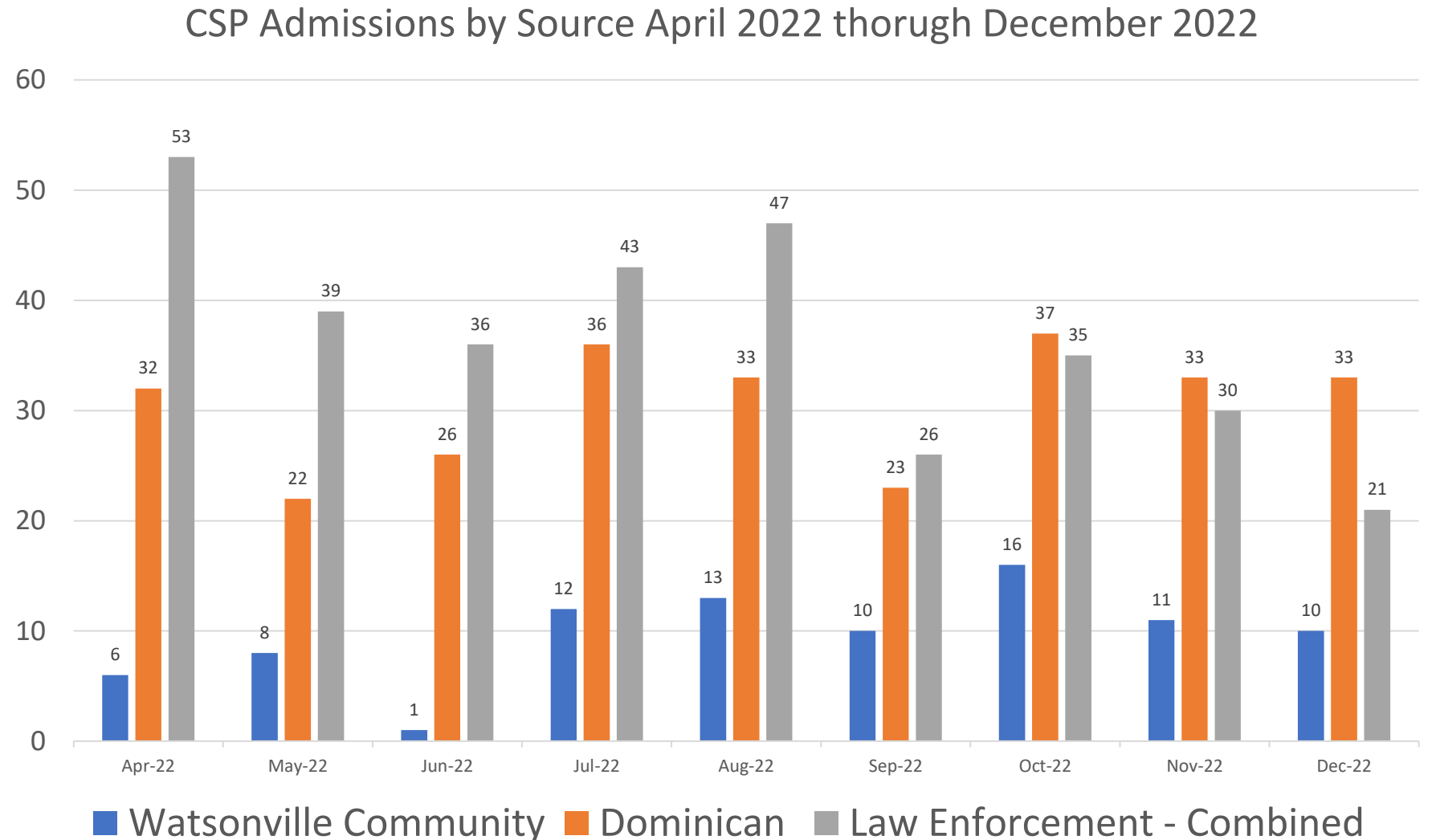
Takes people on 5150 hold or voluntarily

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)

Receiving Center – Telecare CSP

AVG Monthly Admissions	
Santa Cruz County Sheriff's Office	21.5
Santa Cruz PD	21.1
Watsonville PD	4.5
Capitola PD	0.8
Scott's Valley PD	1.7
UCSC PD	1.7
Dominican Watsonville Community	29.1
MERT/Y	2.8



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

2014

Suicide and Self-Harm: A National Initiative

Helping Callers to the National Suicide Prevention Lifeline Who Are at Imminent Risk of Suicide: The Importance of Active Engagement, Active Rescue, and Collaboration Between Crisis and Emergency Services

June Deane, PhD, Center for Health Systems Research and Analysis, Johns Hopkins University

2014

2016

Crisis Now
Transforming Services & Within Our Reach

High Tech
Home-Like
Their Place

2016

2017

NATIONAL COUNCIL
MAGAZINE

CRISIS RECOVERY

2017

2017

NASMHDP
National Association of State Mental Health Program Directors

Assessment #3

Crisis Services' Role in Reducing Avoidable Hospitalization

August 2017
Alexandria, Virginia

2017

2017

Interdepartmental Serious Mental Illness Coordinating Committee

The Way Forward: Federal Action for a System That Works for All People Living With SMI and Co-occurring Conditions and Their Families and Caregivers

October 13, 2017

2017

2018

NASMHDP
National Association of State Mental Health Program Directors

Assessment #5

A Comprehensive Crisis System: Ending Unnecessary Emergency Room Admissions and Jail Bookings Associated with Mental Illness

August 2018
Alexandria, Virginia

2018

2018

RI INTERNATIONAL
NHS Clinical Commissioners

Be the change
Ensuring an effective response to all in psychiatric emergency equal to medical care

October 2018

2018

2019

Taking the Lead
Investing in Community Crisis Response/Continuum

INTERNATIONAL DECLARATION:
WASHINGTON DC
CRISIS NOW ACADEMY 2 | SEPTEMBER 2019

2019

2020

National Guidelines for Behavioral Health Crisis Care
Best Practice Toolkit

SAMHSA
Substance Abuse and Mental Health Services Administration

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2020

2020

CRISIS SERVICES
Meeting Needs, Saving Lives

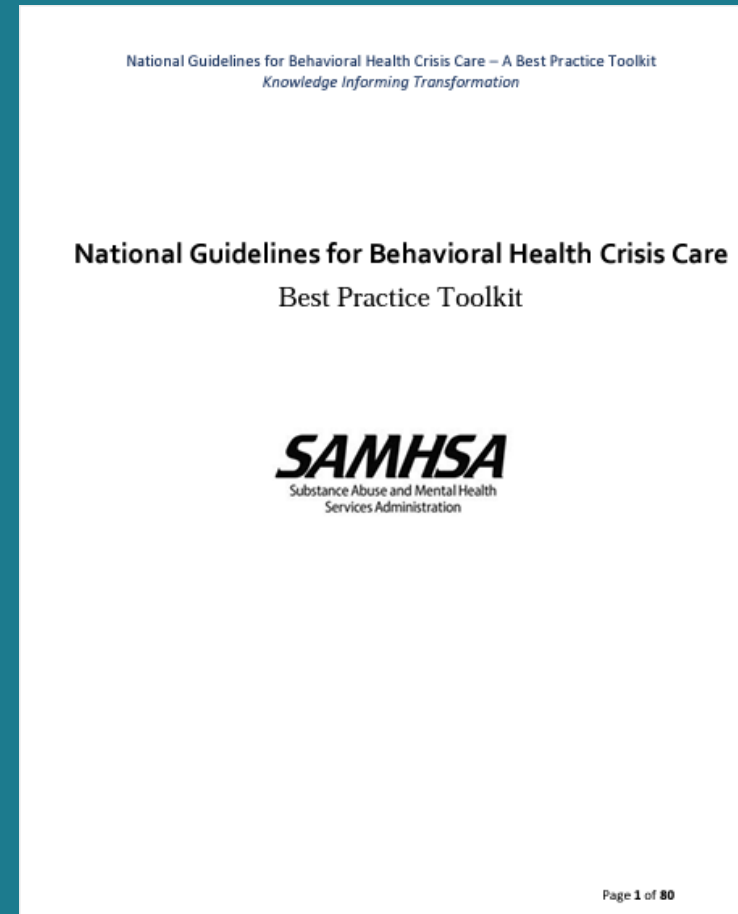
SAMHSA
Substance Abuse and Mental Health Services Administration

Accessible · Interconnected · Effective · Just

2020



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



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: Transforming Services is Within our Reach



***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



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!



Crisis Now: Transforming Services is Within our Reach