

# Measure O Citizen's Oversight Committee

## September 14, 2022

	Measure O Citizen's Oversight Committee Meeting Agenda Item	Presenter(s)	Time
1.	Call to Order/Introductions/Roll Call	Committee Chair	4:30pm
2.	Approve Minutes of 5/13 Meeting <b>ACTION ITEM</b>	Committee Chair	4:35pm
3.	Program Spotlight: Mobile Crisis Support Teams across the County	Elece Hempel, Executive Director -Petaluma People Services Center; Katie Swan, Program Manager for inRESPONSE - Buckelew Programs; & Sid McColley, Acute & Forensic Services Section Manager – Department of Health Services	4:40pm
4.	Informational: Project Homekey Round 2 Update - Community Development Commission (CDC)	Dave Kiff, Interim Executive Director – CDC	5:15pm
5.	Discussion: Fiscal Reporting and timeline for Annual Report draft <ul style="list-style-type: none"> <li>• Review high level overview of expenditures</li> <li>• Discuss meeting schedule - move 11/9 meeting to 12/7</li> <li>• Meet again 1/4 to approve final Annual Report with revisions</li> </ul>	Department of Health Services (DHS) staff	5:25pm
6.	Informational: new logo, style guide, and annual report design	DHS staff	5:45pm
7.	Public Comment on non-agendized items	Committee Chair	5:55pm

Specialized  
Assistance  
For  
Everyone





# Origins & Program Goals

PPSC is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual. Our core services include: Aging Well Together, Counseling, Youth Programming including Mentor Me, Housing, Economic Sustainability and Petaluma Bounty Farms.

Through the City of Petaluma's Partnership with PPSC the goal of the SAFE team is to address crisis response, prevention and intervention for our most vulnerable community members experiencing mental health issues, substance abuse issues and homelessness. In November 2021 Rohnert Park and Cotati launched their teams.

The team is made up of civilian first responders, who will respond to and proactively address calls for service that have traditionally (and unnecessarily) burdened law enforcement, emergency medical services and health care providers.

# Crisis Services

A representative sample of 250 calls was reviewed by PPD management and CRISIS' consultant, each call was assigned a prospective response model.

- **Mobile Crisis Response** – calls where a mobile crisis team could respond instead of police, 47.6% (118)
- **Conventional Response** – where a mobile crisis team is dispatched due to caution indicators, 22% (56)
- **Co-Response Model**– police respond and hand over to crisis team after PD clears for safety, 15.2% (27)
- **Possible Diversion** – more information is needed to know if it could go to a mobile crisis team, 15.6% (39\*)

\*Of these 39 calls, 36 were, “suspicious persons.”



# Services & Savings

## **De-escalation of a behavioral health issues:**

- Saves thousands on unnecessary 5150's
- Reduces health care costs
- Police Department response times improve due to reduced call burden
- When not responding to 911 calls, connecting to our community building a stronger network of services
- Can provide first aid and medical checks for those in our community who can not access medical services
- Connection to PPSC programs, costing our whole community less with upstream prevention programs
- Able to directly refer into existing programs

# Statistics



Total SAFE team service calls for the combined cities from July 2021 – June 2022: 4,125

## SAFE team service calls by request type:



## Outcomes:



## Diversion:



## Transports:

# Estimated Budget

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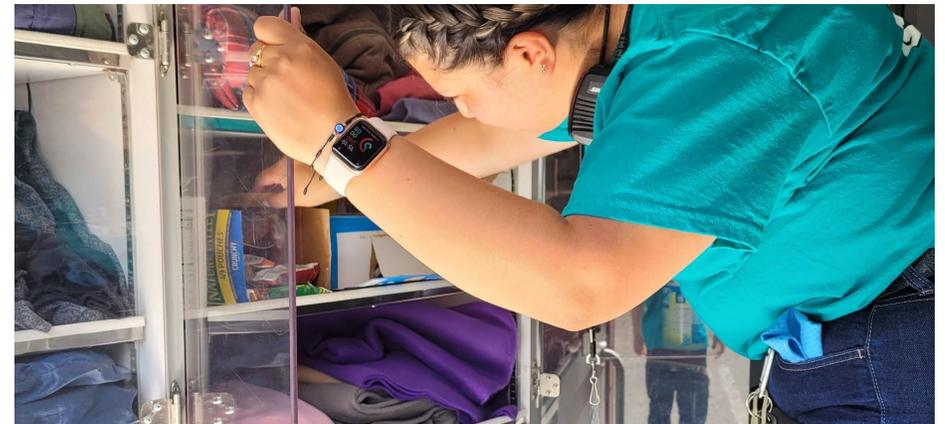
Estimated First Year Total Costs Included  
Start-Up Costs

- \$1,322,234

Estimated On-going Annual Cost

- \$1,144,234

Hourly cost per SAFE Team: \$157.00



Elece Hempel, Executive Director

# Petaluma People Services Center

[elece@petalumapeople.org](mailto:elece@petalumapeople.org)



**inRESPONSE**

**Mental Health Support Team**

Katie Swan  
Program Manger  
Buckelew Programs

# inRESPONSE Partners

- Santa Rosa Police Department: Dispatch
- Santa Rosa Fire Department: Paramedic
- Sonoma County Behavioral Health: MST Clinician
- Catholic Charities: Engagement Specialist
- Humanidad Therapy and Education Services: System Navigator
- Buckelew Programs: System Navigator, Program Manager



# Team Make-Up and Response

inRESPONSE Units: City of Santa Rosa

- 1<sup>st</sup> unit runs 7 days a week 12-10pm
- 2<sup>nd</sup> unit runs Monday-Thursday 7am-5pm
- Overall goal to have 4 units to operate 24 hours, 7 days a week

Unit Make-Up:

- 1 Mobile Support Team Mental Health Clinician (SCBH)
- 1 Engagement Specialist (HOST-Catholic Charities)
- 1 Paramedic (Santa Rosa Fire Department)
- 5 System Navigators (Buckelew Programs & Humanidad)

# Types of calls for Service

- Individuals experiencing a mental health crisis
- Individuals or families in need of mental health support and resources
- Individuals who are intoxicated or under the influence of a controlled substance
- Individuals struggling with mental health stability and in need of emergency shelter resources
- Welfare checks related to mental health and substance use needs
- Requests for non-emergency medical evaluations and transports, including prescription drug refill transport and transportation to medical appointment

# Dispatching inRESPONSE

- Community members can access inRESPONSE by calling 911 or (707)575-HELP
- inRESPONSE receives calls from Santa Rosa Police Dispatch to respond to individuals within the City of Santa Rosa
- inRESPONSE can be dispatched without Law Enforcement to any call that is related to mental health, substance use, and/or a homeless related need that does not evolve violence/weapons
- inRESPONSE can co-respond with Law Enforcement as well as stage and wait for Law Enforcement to call our team in to provide support



# Ribbon Cutting Ceremony

o inRESPONSE launched January 11, 2022

# 1<sup>st</sup> Quarter inRESPONSE Data

## Responded to 487 Calls for Service

- 70 calls for January 2022 (1/11-1/31)
- 118 calls for February 2022 (2/1-2/28)
- 232 calls for March 2022 (4/1-4/11)

## Primary Types of Services Provide:

- Mental Health Support
- Homeless Resources & Support
- Medical Support

# inRESPONSE System Navigation



- The inRESPONSE navigation team is a partnership between Humanidad Therapy and Education Services and Buckelew Programs. This team provides wrap around support, education and system navigation to individuals and families within the city limits of Santa Rosa
- Staffing:
  - Humanidad Therapy and Education Services: 1 part-time inRESPONSE Community Navigator
  - Buckelew Programs: 4 full-time inRESPONSE Community Navigators

## 1<sup>st</sup> Quarter Navigation Data:

- 121 Unique Individuals Served
  - Humanidad Therapy and Education Services: 25
  - Buckelew Programs: 96
- 601 Contacts Overall
  - Humanidad Therapy and Education Services: 67
  - Buckelew Programs: 534

# Program Successes

- Creating a cohesive team at the launch of the program
- Strengthening collaboration with community partners & service providers
- Increase in calls as a result of community outreach and education
- Added 2 more Community Navigator positions to provide wrap-around support
- Positive feedback from the community about services provided

# Program Challenges

- Cohesive data collection
- Acquiring equipment and vehicles
- Expanding outreach reach efforts
- Staffing
- Expanding hours of operation

# Hiring Needs

- Licensed and Associate Licensed Mental Health Clinicians (Sonoma County Behavioral Health)
- Single Role Paramedics (Santa Rosa Fire Department)
- Engagement Specialists (Catholic Charities)
- Community Navigators (Humanidad Therapy and Education Services & Buckelew Programs)

# inRESPONSE Contact Information

To access the inRESPONSE Team Call:

- (707)575-HELP (4357)
- 911

To reach the inRESPONSE System Navigation Team Contact:

- (707)204-9756
- [inRESPONSE@srcity.org](mailto:inRESPONSE@srcity.org)

inRESPONSE webpage:

- <https://srcity.org/3627/inRESPONSE-Mental-Health-Support-Team>

**Questions:**

inRESPONSE Program Manager

Katie Swan

[KatieS@Buckelew.org](mailto:KatieS@Buckelew.org)

(707)583-5284

# Mobile Support Team (MST)

Sonoma County Behavioral Health

# History

- Product of community planning process as part of Prop 63/Mental Health Services Act stakeholder input on resource allocation
- Most requested service was a field-based crisis team to respond to mental health crisis in partnership with Law Enforcement
- MST started in 2012 serving Santa Rosa and Windsor
  - 2015 - Expanded to South County with support of triage grant
  - 2019 - Expanded to West County with support of triage grant & Sonoma Valley with funding from Board of Supervisors

# Current Response

Team make up:

- 2-person teams of
  - 2 clinicians or
  - 1 Clinician and 1 Alcohol and Other Drugs (AODS) Counselor
- Respond to Petaluma, Rohnert Park, Cotati, Sonoma Valley, Sebastopol, Guerneville and surrounding areas, Windsor and unincorporated areas including unincorporated Santa Rosa.
- Partnered with City of Santa Rosa and Santa Rosa Police department for inRESPONSE program to provide an MST clinician on the response van.

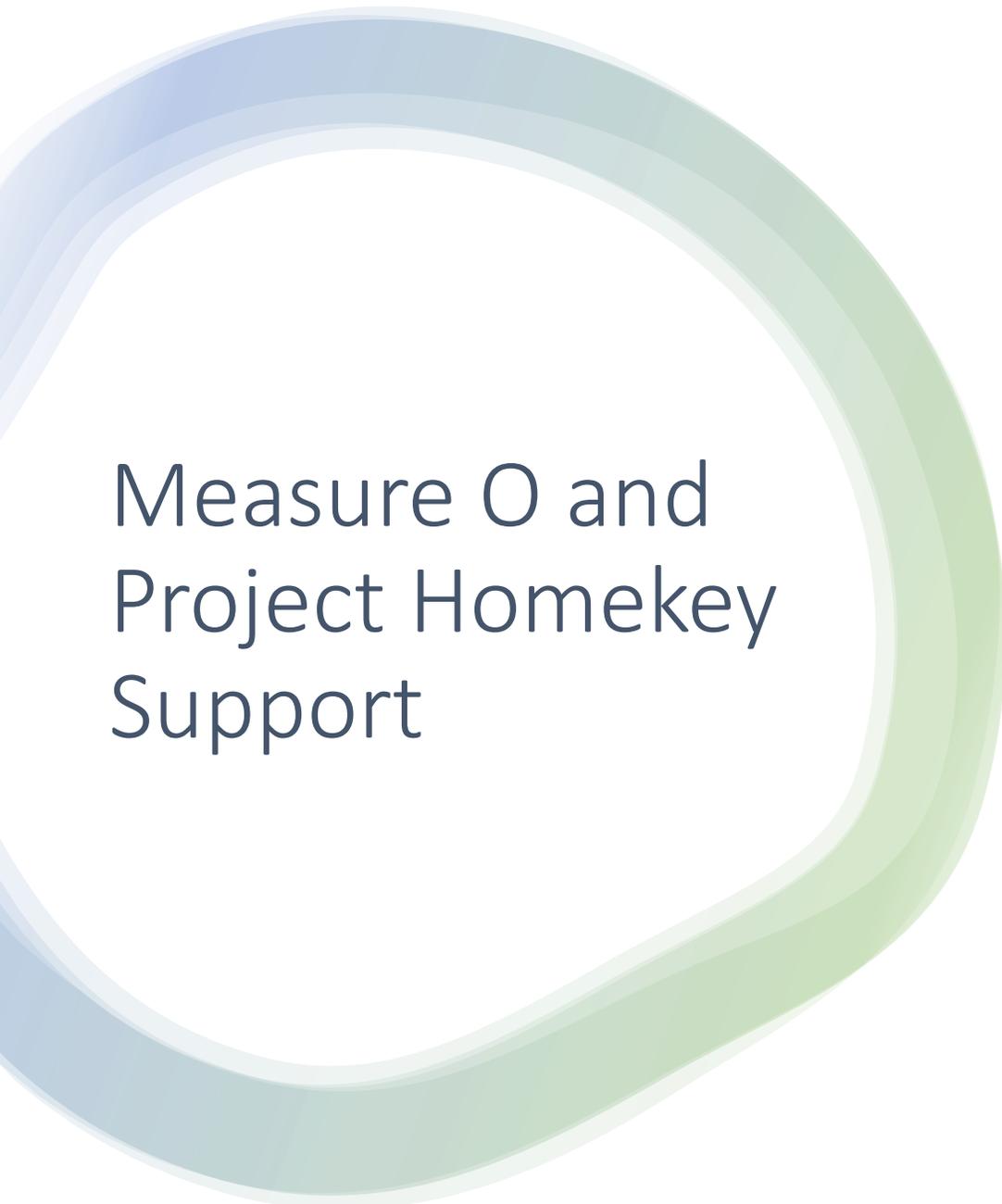
# Hours and Future Plans

## Hours:

- Monday-Friday 12:30pm-9:30pm

## Expansion plans:

- Expand hours to 7 days a week
- Expand to North county to include Healdsburg and Cloverdale



# Measure O and Project Homekey Support

## Measure O will fund Supportive Services for:

- Rohnert Park's 60-unit interim supportive housing site known as Labath Landing
- Healdsburg's 22-unit interim supportive housing site known as L&M Village
- And to some extent:
  - Petaluma's 60-unit permanent supportive housing site known as the Studios at Montero Place
  - The County's 22-unit permanent supportive housing site known as George's Hideaway

## Supportive Services include:

- Case management
- Behavioral health care
- Physical health care
- Nutrition services
- Benefits assessments

Line No	Expenditure Plan Category	Beginning Fund Balance 7/1/2021	FY21/22 Actual Revenue	FY21/22 Actual Expenditures	Ending Fund Balance 6/30/2022
1	Behavioral Health Facilities	206,307	6,994,558	4,917,925	2,282,940
2	Emergency Psychiatric / Crisis Services	435,192	13,967,799	8,702,049	5,700,942
3	Mental Health & Substance Use Disorder Outpatient Services	245,885	5,650,034	1,342,965	4,552,954
4	Behavioral Health Homeless/Care Coordination	195,844	4,390,127	964,639	3,621,332
5	Transitional & Permanent Supportive Housing	5,308	649,831	600,000	55,139
	<b>Totals</b>	<b>1,088,536</b>	<b>31,652,349</b>	<b>16,527,578</b>	<b>16,213,306</b>

# Behavioral Health School Partnership

This new program will provide school-based behavioral health support and interventions to schools in Sonoma County by:

- Providing schools a direct linkage to Behavioral Health staff in order to expedite referrals for Medi-Cal & Medi-Cal eligible beneficiaries who qualify for County services
- Offering training for school staff in identifying students who may be experiencing behavioral health symptoms and would benefit from a referral to Behavioral Health or other community healthcare provider
- Providing consultation with schools on students experiencing urgent behavioral health issues
- Re-instituting in-person response to students in behavioral health crisis
- Linking to substance use disorder treatment services for youth & young adults

# New Logo & Annual Report Design

**SONOMA COUNTY MEASURE O**  
Tax Dollars at Work

**Sidebar Title**

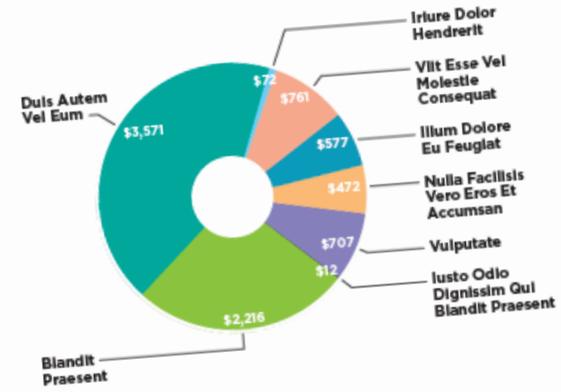
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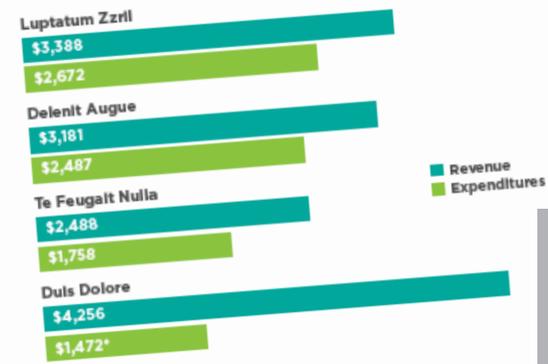


## Fiscal Overview

**TOTAL EXPENDITURES**  
In Thousands of Dollars



**REVENUE & EXPENDITURES BY CATEGORY**  
In Thousands of Dollars



SONOMA COUNTY  
**MEASURE**



Tax Dollars at Work

## Section Title

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SONOMA COUNTY  
**MEASURE O**  
Tax Dollars at Work