

Crisis Care Mobile Units (CCMU) & Behavioral Health Justice Intervention Services (BHJIS)

Workshop 11 | March 28, 2023

Mobile Crisis Services



CRISIS CARE MOBILE UNITS PROGRAM



BEHAVIORAL HEALTH
Justice Intervention Services

Welcome and Introductions

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, spanning across the middle of the slide.

Danielle Raghieb, LCSW

TTA Specialist, Center for Applied Research Solutions (CARS)

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. 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 and opinions is welcome, disruptive comments are not aligned with the purpose of this meeting, and users creating disruption may be removed without warning.

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TRUST Demo

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, ranging from a deep magenta to a light lavender, positioned across the upper middle section of the slide.

Karen Meagher, MS, LMFT

Senior Clinical Director: Crisis Services, Pacific Clinics

Frank Nichols

Senior Consultant, Proviso Partners



Pacific
Clinics

A Merger of Uplift Family Services and Pacific Clinics

TRUST Demo



TRUST Program Overview

1. TRUST = Trusted Response Urgent Support Team
2. Community service that helps Santa Clara County residents during an urgent mental health or substance use situation
3. Call center / field response teams available 24/7 to answer calls
4. Partnership between: Santa Clara County 988, Pacific Clinics, Momentum for Health, and HomeFirst Services
5. Since Go Live (November 2023) TRUST took 1,200 calls; 388 dispatched to mobile responders

Salesforce Solution for Crisis Response



1) Service Cloud + Voice

- ✓ Receive calls
- ✓ Complete phone screener



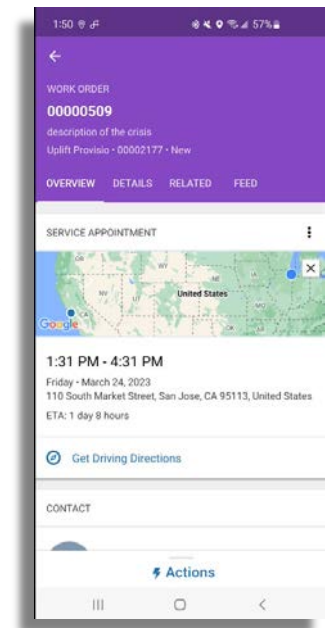
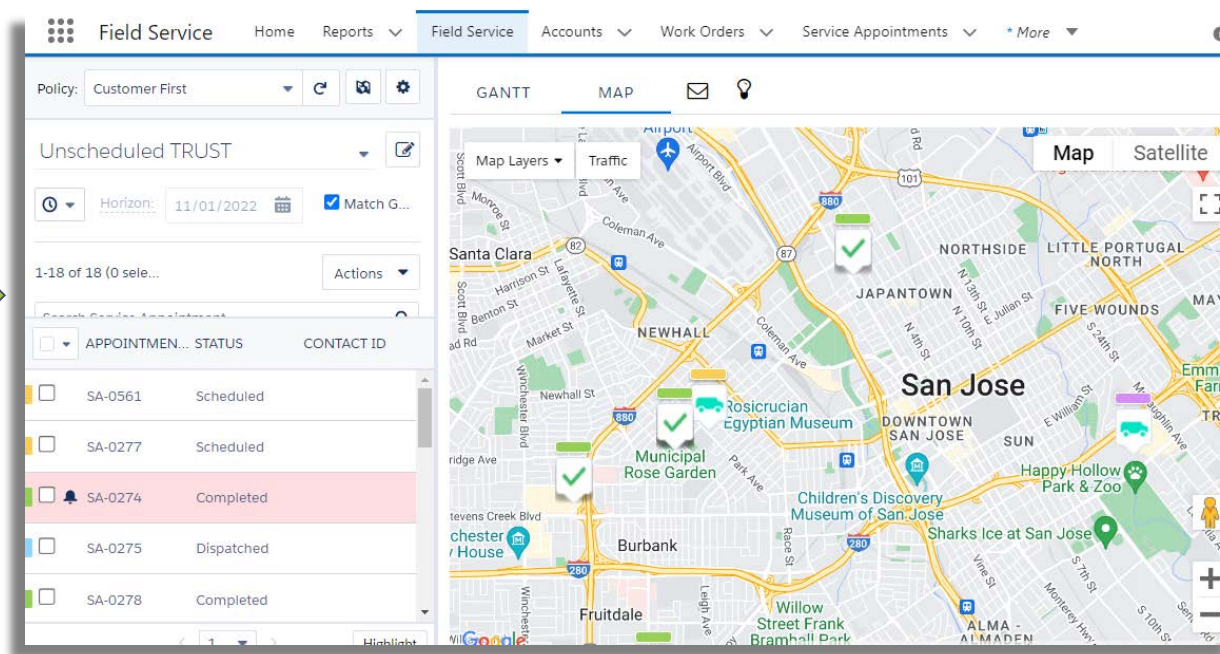
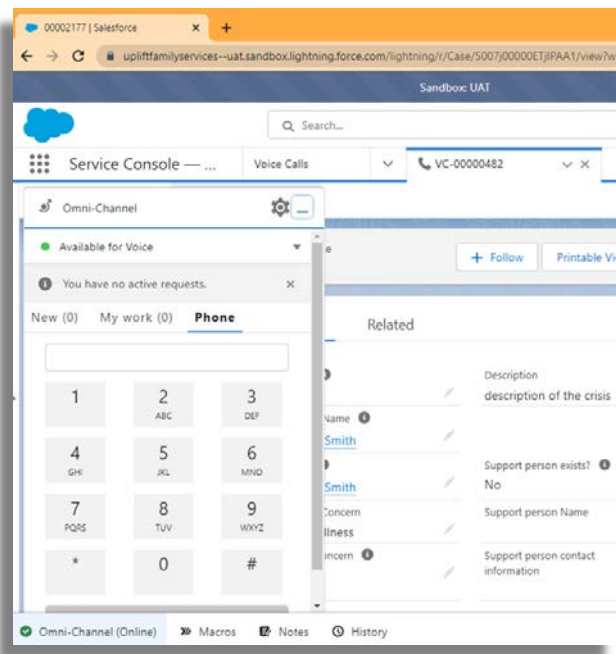
2) Field Service - Dispatch

- ✓ View crisis location and available responders on a map
- ✓ Dispatch to mobile responders



3) Field Service - Mobile

- ✓ Navigate to customer
- ✓ Update status/outcome



Salesforce Solution for Crisis Response




 Dashboard
TRUST Dashboard

This dashboard contains information for the Crisis Program about incoming calls and dispatched responses.

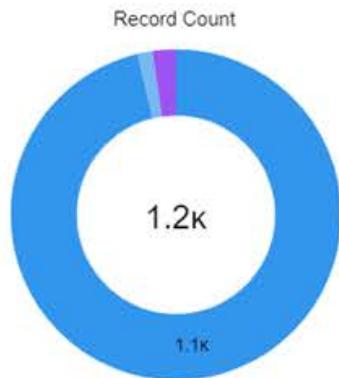
As of Mar 24, 2023, 10:51 AM-Viewing as Uplift Provisio

Work Order Created Date

All

[Refresh](#)
[Edit](#)
[Subscribe](#)

Total Calls by Call Type



Call Type
 Inbound ●
 Outbound ●
 Transfer ●

[View Report \(Total Voice Calls by Call Type\)](#)

Service Appointments by Service Crew



Assigned Service Crew
 North County Van ●
 San Jose Van ●
 South County Van ●
 Other ●

[View Report \(Service Appointments by Service Crew\)](#)

Total Calls

1.2k

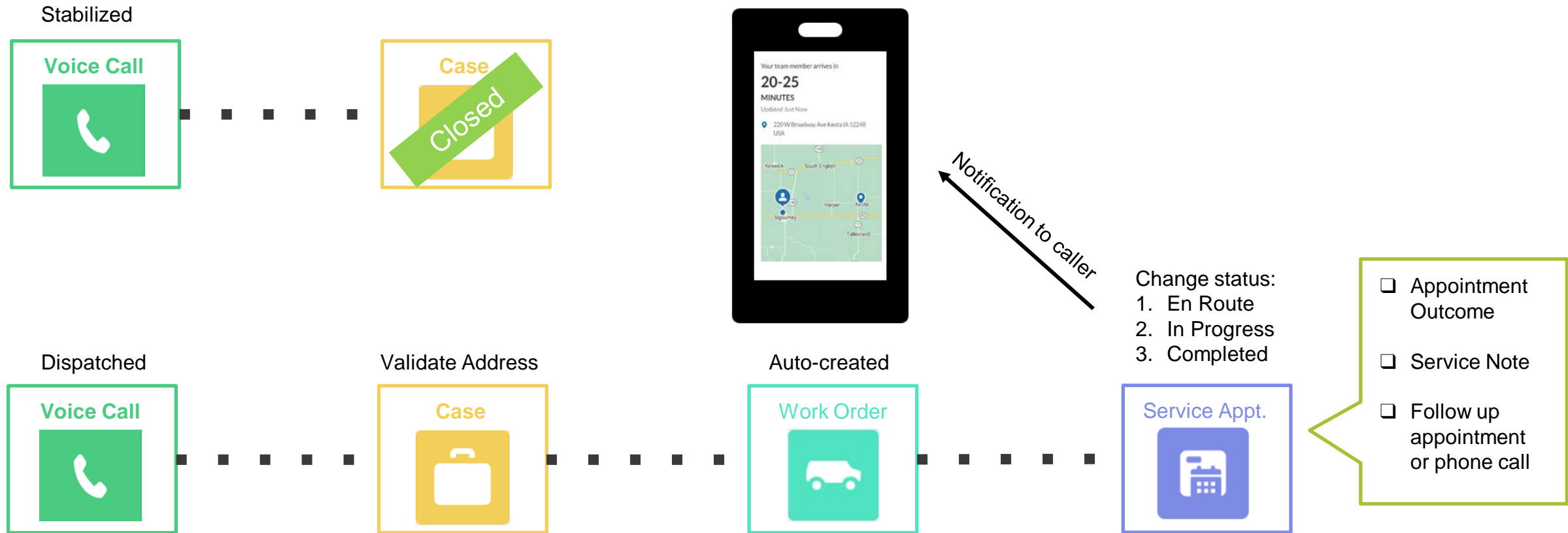
[View Report \(Total Voice Calls by Cal...\)](#)

Service Appointments

388

[View Report \(TRUST Total Service A...\)](#)

TRUST Response Workflow (Animated)



Salesforce Demonstration



Process	Feature
Call Center	Receive Voice Calls
	Complete Phone Screeners
Dispatch	View Map
	View Available Resources
	Dispatch Service Appointments
Mobile Response	Update Status: En Route, In Progress, Completed
	Enter Appointment Outcome

Community Crisis Services

The slide features two overlapping, wavy purple lines that create a sense of movement and depth. The top line is a darker shade of purple, while the bottom line is a lighter, more muted shade. Both lines flow from left to right across the upper portion of the slide.

Erin Zamora, LMFT, LPC

Program Manager, San Bernardino County



Behavioral Health

Department of Behavioral Health

Community Crisis Services

**Erin Zamora, LMFT, LPCC
Program Manager II**



SBCounty.gov

Community Crisis Services

Community Crisis Response Teams (CCRT)

- 7 days per week; 7am-10pm
- 3 regional teams (Ontario, Rialto, Apple Valley)
- 13 field responders per team

Crisis Contact Center (CCC)

- M-F 7a-7p
- Crisis call triage and dispatch

Crisis Response – schools, law enforcement, family, group homes...

Disaster Response – Snow storm, mudslides, fire, earthquake

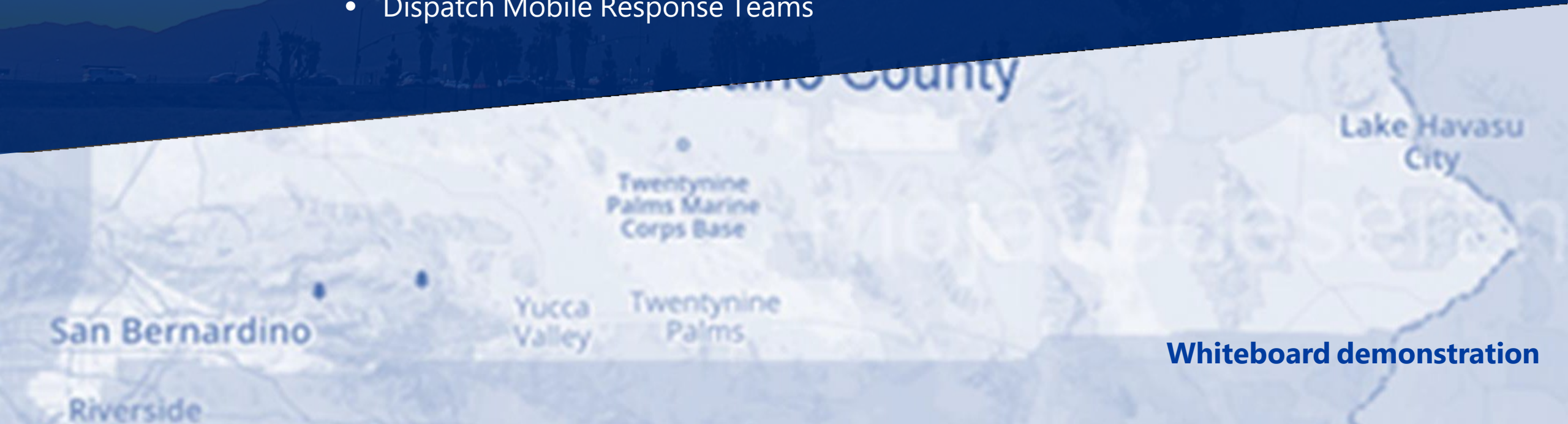
Critical Incident Response – accidents, suicide, terrorist attacks





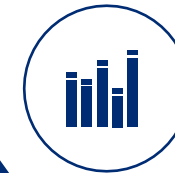
Crisis Contact Center

- Determine the nature of the crisis
- Collect consumer & caller information
- Obtain response address
- Collaborate with regional supervisors
- Review current location of mobile teams
- Dispatch Mobile Response Teams



Whiteboard demonstration

Mobile Offices

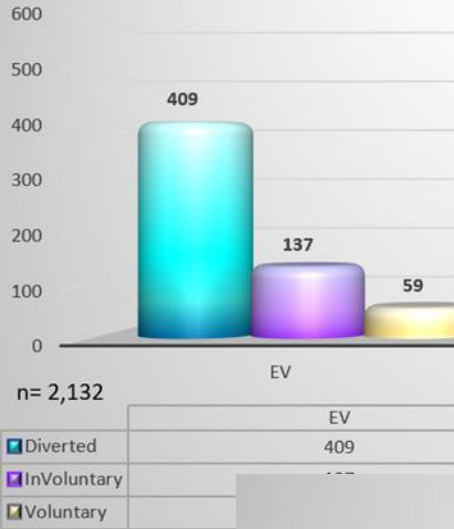


- Equip staff with laptops, cellphones, mobile printers
- Utilize data collected to determine cities with highest call volume
- Identify locations safe for staff to park
- Reduce response time to crisis calls

GPS demonstration

Data Collection

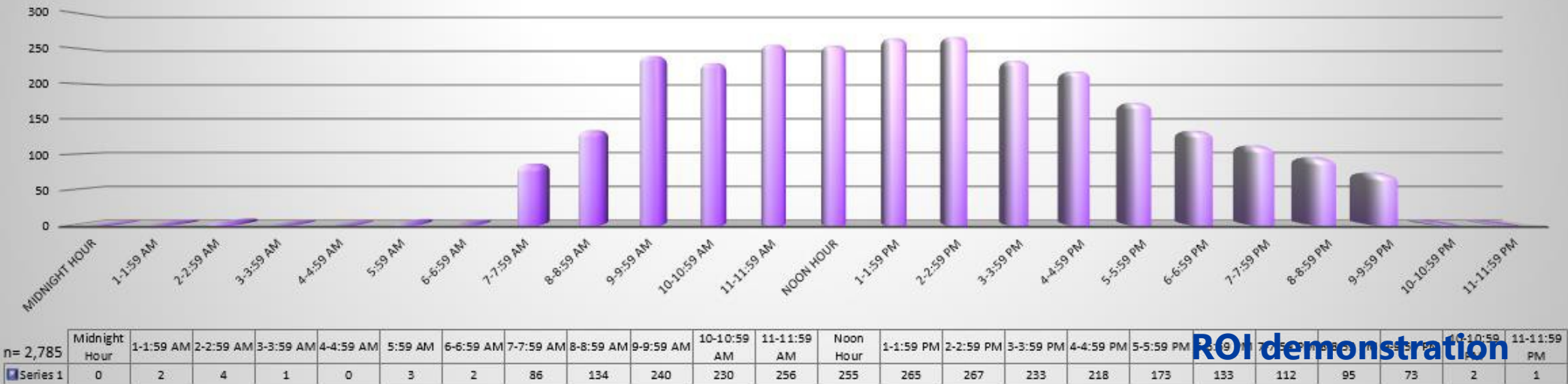
FY21/22 Disposition of Crisis Calls by Region



East Valley Region, Calls by Day of the Week



East Valley Region, Call Distribution by Hour



ROI demonstration



Behavioral Health

THANK
YOU



Group Discussion and Closing

- » Open Discussion amongst Grantees
- » Q&A

Appreciation!

Thank you

Contact Us

Monica Reeves (Project Director)
mreeves@ahpnet.com

Andrew Guy (Implementation Specialist)
aguy@ahpnet.com

Miranda March (TTA Lead)
mmarch@cars-rp.org

Danielle Raghیب (TTA Specialist)
draghib@cars-rp.org

Carla Lemos (Implementation Specialist)
clemos@ahpnet.com

Veronica Welch (Grantee Liaison and Coach)
vwelch@ahpnet.com

Charlie Seltzer (Coach and Subject Matter Expert)
Grandview.charlie@gmail.com

For General Questions
CCMU@ahpnet.com