

# Crisis Care Mobile Units (CCMU) Learning Collaborative

## Tribal Mobile Crisis Services



CALIFORNIA DEPARTMENT OF  
**HEALTH CARE SERVICES**



CRISIS CARE MOBILE UNITS PROGRAM

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# WELCOME AND ORIENTATION



**Monica Reeves**

AHP, Project Director | Crisis Care Mobile Units

# Webinar Policies

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# Agenda

- » Welcome, Introductions, and Housekeeping
- » Quarterly Reporting
- » Panel Presentations: Tribal Communities and Mobile Crisis Services
  - Pala Social Service Department: Tuchily Healing Hearts: Tribal Mobile Crisis Response Team
  - Southern Indian Health Council, Inc.: Roaming Outpatient Access Mobile Overview
- » Break
- » Breakout Rooms
- » Q&A
- » Closing

# Quarterly Reporting

## CCMU/BHJIS Portal and Hub Demo



# PANEL PRESENTATIONS



**Miranda March, PhD**

TA Lead | Center for Applied Research Solutions (CARS)

**Danielle Raghieb, LCSW**

TTA Specialist | Center for Applied Research Solutions (CARS)

# **TUCHILY HEALING HEARTS: TRIBAL MOBILE CRISIS RESPONSE TEAM**

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**Claudia Chavez**

Director | Pala Social Service Department

**Lindsay Gilihan**

Lead Case Worker | Pala Social Service Department







# TUCHILY HEALING HEARTS

## TRIBAL MOBILE CRISIS RESPONSE TEAM

Pala Band of Mission Indians (CA)

Pala Social Service Department



# Acknowledging Our Tribal Nations and Lands

In 1901, the “Cupeño Trail of Tears,” as it was referred to, was the eviction of the Cupeño people from their ancestral homeland, called Kupa, now called Warner’s Ranch.

In 1903, the Cupeño were removed to a tract of land, that had no form of infrastructure, in the Pala Valley, and had to sleep in open fields. In addition, their religious ties to their previous land holdings were denied to them, hindering their spirituality. Kupa has not been regained.

Today, the Pala Reservation is in southern California, in the middle of the San Luis Rey River Valley, in the northern part of the San Diego County, California. Its members belong to the Kuupangaxwichem, or Cupeño, and Luiseño tribes. Pala is federally recognized tribe.

As of 2023, the Pala Reservation has a population of over 1,500 residents. Pala is governed by a six-member Executive Committee elected by the General Counsel. Robert H. Smith is the Tribal Chairman.



# Mental Health in Native Communities

In addition to having higher rates of general medical conditions such as diabetes, obesity, and high blood pressure, there is a high prevalence of mental health problems and psychiatric comorbidity amongst American Indians and Alaska Natives (AI/ANs). A national study comparing the prevalence of mental health disorders and associated treatment-seeking results showed higher rates of psychiatric disorders in American Indians and Alaska natives.

National Library of Medicine; Mental Health Challenges in Caring for American Indians and Alaska Natives, 2022



Asking for help is an act of love for ourselves.



Call  
Tuchily Healing Hearts

# Suicide Rates in Native Communities

According to the Centers for Disease Control, the suicide rate for American Indians and Alaska Natives is over twice the national average for other groups. It is the second leading cause of death (behind unintentional injuries and accidents) for Indian youth aged 15 to 24. Suicide impacts the individual, family, peers, community and larger society. Each time a young person takes his or her life, it dramatically affects the lives of at least six to eight other significant individuals-with sometimes permanent consequences to productivity, self-esteem, or physical or mental health (Maris & Silverman, 1995). There are higher rates of suicide among survivors (e.g., family members and friends of a loved one who died by suicide). The risk of cluster suicide increases in communities that are closely linked to each other.

# A Guide to Cultural Awareness

The Cultural Card Guide was created and intended to service as a general briefing to enhance cultural competence while providing services to American Indian/Alaska Native (AI/AN) communities. (Cultural competence is define as the ability to function effectively in the context of cultural differences.) Further training should be provided by the AI/AN communities.

## Five Elements of Cultural Competence

1. Awareness, acceptance, and valuing cultural differences
2. Awareness of one's culture and values
3. Understanding the range of dynamics that results from the interaction between people of different cultures
4. Developing cultural knowledge of the particular community served or to access cultural brokers who may have that knowledge
5. Ability to adapt individual interventions, programs, and policies to fit the cultural context of the individual, family or community



# 988

The new federal number — debuting in California and across the country in 2022 — is billed as an alternative to 911 for people experiencing mental health emergencies. Here, advocates say the shortcut will make it simpler for people in crisis to tap into the state's network of 13 National Suicide Prevention Lifeline call centers.

Issues: The 988 call center cannot dispatch to Reservations. Many callers who do utilize the 988 are not identifying as Native Americans.



# Tuchily Healing Hearts

Tuchily translates to hummingbird in Cupeño. The hummingbird represents hope and ancestral wisdom, joy, protection and resilience.

There is a saying that goes, “hurt people hurt people, but healed people heal people.” Tuchily healing hearts invites a lens of supporting the whole individual on their journey to healing their mental health. Taking the first step in asking for help through our mobile crisis team is a road to recovery that will benefit all the generations that come. In thinking about the name, part of the logic is that they are focused on strengths and are warm and welcoming. Including the word ‘healing’ can be hopeful in knowing healing is possible and it is not all pain and hurt and that will support any obstacle can be overcome. Including Tuchily in Cupeño invokes resilience through language, a reminder that Cupeño is still a language that is being spoken. Focusing on the joy and love that could come from recovery is part of the conversation in mental health that we aim to integrate on tribal lands.



*Drawing by a 14-year-old Pala Member.*

# Program Overview

Tuchily Healing Hearts provides behavioral health services to children, youth, adult, and elderly, regardless of Pala membership status.



**"I want to help my people and want other tribes to do the same over these crises."**

- Chairman Robert H. Smith (2023)





# Services

- Crisis response (mobile)
- Triage
- Screening
- Assessment
- Intervention
- Stabilization
- Transportation for continuity of care
- Continuing Supportive Services (minimum of 30 days) with:
  - Case management
  - Resources and referrals
  - Therapeutic services
  - Coordination and connection for long term care
  - Transportation for care services



# Referral Process

Referrals are made via phone from:

- Self-Referral
- Pala Fire Department
- Pala Tribal Law Enforcement
- San Diego Sheriff Department (911)
- 988 Access Crisis Line
- 3rd Party (Family/Friend/Agency)



# Program Structure

- Request for services must be made by referrals via TMCRT hotline.
- All calls are screened qualifying/disqualifying criteria:
  - Presenting concerns
  - Voluntary agreement for services
  - Safety Concerns (current SA/SI, weapons, threat of immediate danger)
  - Current medical concerns



# Program Structure

- Consultation with Program Director/Lead Case Worker to determine next steps
- If TMCRT is not dispatched, referrals for appropriate services to be made
- If TMCRT is dispatched:
  - Target time is 1 hours, 2 hours for more rural areas, and 3 hours for remote locations
  - Prior to arriving, notify law enforcement and obtain prior history



# Upon Arrival

- Complete visual safety assessment
- Complete current client assessment, including Risk Assessment (PSS-3)
- Goal is to stabilize client with safety plan, establish referrals and confirm next steps
- If unable to stabilize, determine next steps:
  - Higher level of care
  - Transportation to placement
  - Warm Hand-off with plans for next steps
  - Notify law enforcement once event is complete



# Mobile Crisis Vehicles

- Vehicles upfitted to provide safety for all clients and staff
- Stocked with supplies for both clients and staff:
  - Blankets
  - Disposable PPE (Scrubs, gloves, masks, booties)
  - Food/Snacks
  - Comfort Toys
  - Portable Printers
  - iPads



# Staffing

- Program Director
- Lead Case Worker
- Case Workers
- Resource Nurse
- Licensed Clinicians  
(LCSW/MFT/ASW)



Picture of Pala Member-  
Roscinda Nolasquez  
(1892-1987)



# Cultural Considerations

- Community-Based Resources
- Native American-based Resources
- Staff training using culturally relevant mental health trainings
- Provision of culturally relevant mental health trainings to first responders and staff



## Pala Band of Mission Indians







# Goals

- Expand mental health services and reduce stigma of mental health
- Increase collaboration between Law Enforcement, other First Responders and TMCRT to improve crisis stabilization and provide appropriate behavioral health services to the community
- Improve equity in the access of continuity of care and post-crisis follow up for the Native American community
- Operating 24/7, 365
- Ideal goal: Expand to surrounding 8 other Tribes as part of our Indian Health Council



# References

- [Pala Indian Reservation](https://en.wikipedia.org/wiki/Pala_Indian_Reservation). [https://en.wikipedia.org/wiki/Pala\\_Indian\\_Reservation](https://en.wikipedia.org/wiki/Pala_Indian_Reservation) (page 2)
- [Mental Health Challenges in Caring for American Indians and Alaska Natives](https://www.ncbi.nlm.nih.gov/books/NBK570587/). <https://www.ncbi.nlm.nih.gov/books/NBK570587/> (page 3)
- [A Guide to Suicide Prevention](http://www.oneskycenter.org/wp-content/uploads/2014/03/AGuidetoSuicide). <http://www.oneskycenter.org/wp-content/uploads/2014/03/AGuidetoSuicide> (page 4)
- [American Indian and Alaskan Native Culture](https://store.samhsa.gov/product/American-Indian-and-Alaska-Native-Culture-Card/smao8-4354). <https://store.samhsa.gov/product/American-Indian-and-Alaska-Native-Culture-Card/smao8-4354> (page 5)
- [988 Hotline California Mental Health](https://calmatters.org/health/mental-health/2023/07/988-hotline-california-mental-health/). <https://calmatters.org/health/mental-health/2023/07/988-hotline-california-mental-health/>





Questions  
Comments  
Discussion

# ROAMING OUTPATIENT ACCESS MOBILE

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**Kassandra Mason, LMFT**

Behavioral Health Director | Southern Indian Health Council, Inc.

**Christina Busch, LCSW**

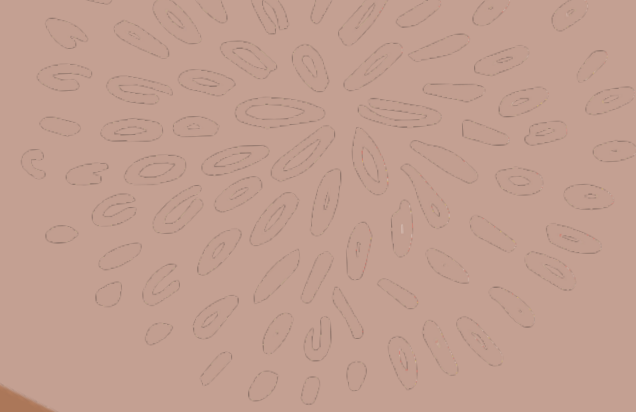
ROAM Program Manager | Southern Indian Health Council, Inc.



Southern Indian Health Council, Inc.

# ROAMING OUTPATIENT ACCESS MOBILE

A BRIEF OVERVIEW





# Kassandra Mason, LMFT

BH Director

Kassandra Mason was born and raised here on Kumeyaay land. She is a femme non-binary human (she/they) of Mexican-Yaqui and European descent. She is an Army Combat Veteran who participated in Operation Enduring Freedom. She received her Master of Arts in Counseling Psychology from National University. Her specialties include trauma, depression, anxiety, and psychotic disorders. She is certified in both Eye Movement Desensitization and Reprocessing (EMDR) and Expressive Arts Therapy. Kassandra's philosophy is to meet her clients where they are currently at and work with them at their current level. She uses humor and genuineness to provide a safe and comfortable space for everyone. Outside of work, Kassandra enjoys music, podcasts, reading, crocheting, beading, and is a self-identified nerd.



# Southern Indian Health Council

## Our Mission

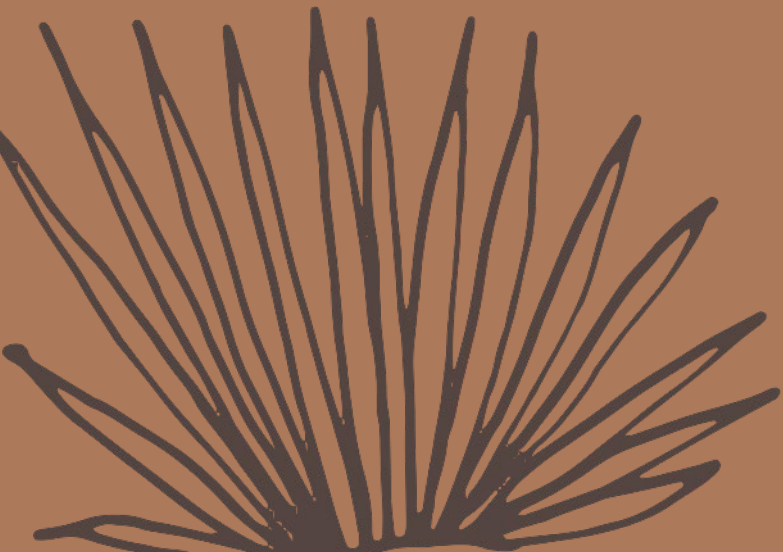
Southern Indian Health Council is a Native American organization committed to protecting and improving the physical, mental, and spiritual health of our American Indian community. We provide a comprehensive range of wellness, professional health care, dental, and social services.





# ROAM

is a mobile clinic that focuses on providing behavioral health services to each of the seven consortium tribal reservations (Barona, Campo, Ewiiapaayp, Jamul, La Posta, Manzanita, and Viejas).





# ROAM Schedule

- Monday  
Barona Band of Mission Indians
- Tuesday  
Jamul Indian Village  
Viejas Band of Kumeyaay Indians
- Wednesday  
Campo Kumeyaay Nation
- Thursday  
Manzanita Band of Kumeyaay Nation
- Friday  
La Posta Band of Mission Indians



# Program Staff



Coree Jeffreys

Driver/Coordinator



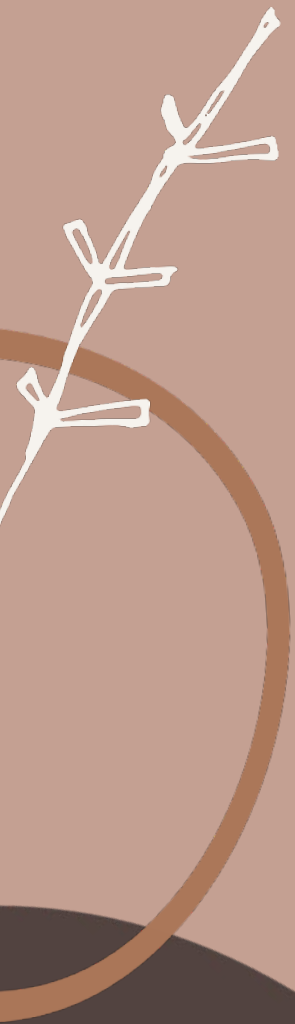
Christine Busch, LCSW

ROAM Program Manager



Natividad Cabrera, LPCC

ROAM Mental Health Therapist



- Behavioral Health  
2 therapists assigned to the program
- Dental  
Education available to the community
- Medical  
Monthly health fairs at each reservation

# Services Provided

Patient Centered Home



## Assessments

Biopsychosocial

## Case Management

Referrals/Information/Advocacy

## Crisis Intervention

Individual and community

## Psychotherapy

Individual/Couples/Family

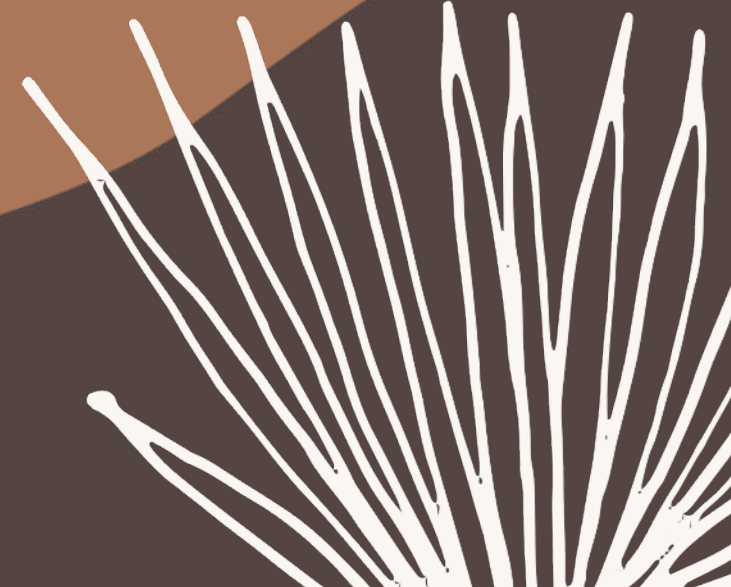
## Community Events

Outreach

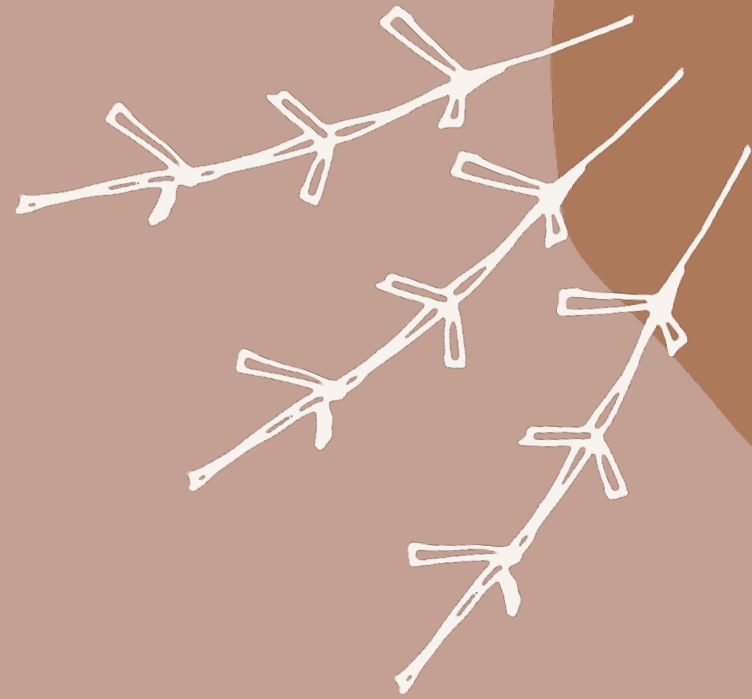
## Community Education

Trainings/Psychoeducation

# Therapeutic Services Provided



# Crisis Response



Individual  
Crisis

Family  
Crisis

Community  
Crisis

# Strategies for Mobile Crisis Response



- Calls come into SIHC
- Situation is screened by Crisis Clinician for:
  - Nature of crisis
  - Safety Concerns
  - Location
- If crisis is East County rural, 2 or more staff dispatched to location
- Upon arrival, an assessment is completed by a Licensed clinician.
- Next Steps:
  - Complete referrals
  - Schedule intake for services or call 911
  - Staff remain present until client is transported
  - Follow-up





# Cultural Considerations

- Awareness of impact of historical trauma
- Who is "family" and how do they factor into crisis intervention?
- Consistency is vital
- Are you embedded in the community?

# Contact Information

To be emailed a monthly calendar, book an appointment with a provider, or inquire about the services available please contact the ROAM Driver/Coordinator at (760) 668-7222 or the Behavioral Health Department at (619) 445-1188 ext 200 or BH@sihc.org.

Kassandra Mason: kmason@sihc.org

Christina Busch: cbusch@sihc.org





The background features a large, dark brown circle on the left side. The rest of the background is a light beige color. In the top left corner, there are white, hand-drawn line art circles. In the bottom right corner, there is a dark brown shape with white, hand-drawn line art resembling a fan or a plant. The text "Thank you!" is centered in the middle of the image.

Thank you!



Questions  
Comments  
Discussion

# BREAKOUT DISCUSSIONS



**Miranda March, PhD**

TA Lead | Center for Applied Research Solutions (CARS)

**Danielle Raghieb, LCSW**

TTA Specialist | Center for Applied Research Solutions (CARS)

# Breakout Discussions

## Room 1

### **Tuchily Healing Hearts: Tribal Mobile Crisis Response Team**

Claudia Chavez & Lindsey Gilihan  
Pala Social Service Department

## Room 2

### **Tribal Mobile Crisis Services | Roaming Outpatient Access Mobile**

Kassandra Mason, LMFT, & Christina Busch, LCSW  
Southern Indian Health Council, Inc.

# Q&A



**Monica Reeves**

Project Director | Crisis Care Mobile Units



Questions  
Comments  
Discussion

# CLOSING REMARKS



**Monica Reeves**

Project Director | Crisis Care Mobile Units

**Appreciation!**

*Thank you*



# Contact Us



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