

**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: June 21, 2021
Reviewed by: NA

SUBJECT: Mobile Crisis Services Presentation by Alameda County Behavioral Health

REPORT BY: Isabelle Leduc, Assistant City Manager/ Recreation & Community Services Director

SUMMARY

Starting July 1, 2021 Alameda County will be providing mobile crisis services to Albany. The item before Council is a presentation on mobile crisis services provided by Alameda County Behavioral Health (ACBH).

STAFF RECOMMENDATION

That the Council receive a presentation on mobile crisis services provided by Alameda County Behavioral Health Services.

BACKGROUND

Alameda County Behavioral Health's ACCESS Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents, including Albany. ACCESS is a telephone service staffed from 8:30-5:00 M-F by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services funded by ACBH. ACCESS serves all ages.

County mental health services include a wide range of inpatient, residential, and outpatient services such as, but not limited to, crisis stabilization units, acute hospitals (usually involuntary), voluntary residential treatments, peer respite, outpatient services provided by county and community based organization, wellness centers, case management, substance use treatment, medication support and much more.

As of July 1, 2020, Alameda County became the sole provider of mental health services to Albany residents. While doing research to inform the contracting process with Alameda County Behavioral Health (ACBH), the City of Berkeley (COB) discovered the funding for mental health services provided by the State to Berkeley was based on the population of Berkeley only. The COB presented this information to ACBH. ACBH agreed that the funding for COB mental health services was designated only for Berkeley residents, and

further agreed to assume responsibility for all mental health plan covered services for Albany residents starting on July 1, 2020.

ACBH already provided many of the mental health plan services for the City of Albany, while Berkeley provided what is referred to as Level 1 and Full Service Partnership services for Albany adults – most Albany residents with Medi-Cal use the ACBH ACCESS line to receive outpatient therapy and psychiatry through contract providers funded by ACBH. Berkeley had been providing a very low level of children’s mental health services as well. On July 1, 2020, there were less than 10 Albany residents receiving ongoing services from the Berkeley Mental Health Division. For any person currently in service, Berkeley has continued to provide services to prevent service disruption, if preferred by clients.

Alameda County recently implemented Health Street Teams throughout the County in collaboration with Lifelong Medical Care to provide people who are experiencing homelessness improved access to medical and mental health services. The team consists of a nurse, social worker, and community health worker supported by a physician and mental health resources. Working in collaboration with Berkeley Food & Housing Project, the health team assists and supports Albany clients in need of mental health services until they are eligible to receive permanent services through ACCESS. Lifelong Medical Care health centers are in West Berkeley, Ashby and the Trust clinic in Oakland.

DISCUSSION/ANALYSIS

One key area for focus is mobile crisis services. Mobile crisis services are typically called upon when there is a more urgent situation that potentially also involves coordination with the police department. This service can be sporadic in terms of overall need, however, when it is of need it is critical that we have a timely response to needs raised. Berkeley has continued to provide mobile crisis services to Albany through Fiscal Year 2021, and used the time to cost out these services. At the end of Fiscal Year 2021, ACBH could either choose to pay Berkeley to continue providing those services, or provide them directly. Berkeley determined cost and informed ACBH that the cost to provide mobile crisis services to Albany was about \$45,000. ACBH informed Berkeley and Albany that they will provide mobile crisis services to Albany starting on July 1, 2021. Stephanie Lewis, Division Director, Crisis Services at ACBH will be providing a presentation to Council on mobile crisis services the City of Albany will be receiving from the County starting July 1, 2021. The presentation is also included as Attachment 1 to this staff report.

SUSTAINABILITY/SOCIAL EQUITY CONSIDERATIONS

Equal access and opportunities for positive mental health services and resources support improved health outcomes for residents in need.

CITY COUNCIL STRATEGIC PLAN INITIATIVE

N/A

FINANCIAL CONSIDERATIONS

There is no cost associated with receiving the presentation

NEXT STEPS

N/A

Attachments

1. Presentation on Alameda County Crisis Services



Crisis Services

STEPHANIE LEWIS, LMFT

DIVISION DIRECTOR, CRISIS SERVICES

Mobile Crisis Teams

licensed clinicians providing mental health crisis intervention to children & adults throughout Alameda County

Clinicians

Mobile Crisis Team (MCT)

Countywide

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: **Mon-Fri 10am-8pm**
- Dispatched via 911 or by calling (510) 891-5600
 - Planned expansion to 7 days a week soon!

Clinician & Officer

Mobile Evaluation Team (MET)

Oakland

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: **Mon-Thurs 8am-3pm**
- Dispatched via 911 or by calling (510) 891-5600
 - Planned expansion 7 days a week soon!

Clinician & EMT

Community Assessment & Transport Teams (CATT)

Oakland, San Leandro, Hayward, Fremont, Union City, Newark

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral & **transportation** to a wide range of mental health & SUD services
- **7 days a week 7:30 am-11pm !**
- **Dispatched via 911**

Outreach and Engagement Teams

Staffed primarily by peers and others with lived experience

Community Connections

Field outreach specifically for homeless individuals.

Linkage to

- homeless programs
- mental health services primary care, substance use treatment, and other social services

Care Coordination

Familiar Faces

Phone and field outreach specifically for individuals with frequent contact with crisis mental health services. Many have low participation in voluntary services.

- Engagement in ongoing mental health services
- Care coordination
- Information and referral

Post Crisis Follow-Up \ Crisis Connect

Telephonic outreach to individuals 24-48hrs after contact with mobile crisis teams or psychiatric emergency services, (PES) at John George Psychiatric Hospital.

- Prevent subsequent crisis
- Encourage follow up care
- Linkage, crisis assessment, care coordination
 - (follow-up at Willow Rock and Children's Hosp Oakland planned)

How to contact ACBH Crisis Services to consult, request mobile crisis or outreach team?

Call us directly at **(510) 891-5600** and ask **for an on duty clinician** who will determine the most appropriate team to respond.

Mon-Fri 8am-5:30pm

*Many calls are generated by law enforcement; we also receive referrals from individuals/community, other service providers, etc.



SBAR for Consultation – (510) 891-5600, ask for the on-duty clinician

5

SBAR is a clear and concise method used for conversations that require immediate attention and action.

SBAR can also be used for non-urgent consultation or situations that require follow-up with an individual post crisis, or to address other chronic mental health issues.

▶ **Situation**

- ▶ What's happening?
- ▶ *"I've been working with a woman who's been living in an encampment for 6 months. She appears to have mental health issues of concern. Others report that she is often talking to herself, in distress, dressed inappropriately and seems paranoid".*

▶ **Background**

- ▶ What is the pertinent background information?
- ▶ *"She reports being homeless after her grandmother died last year. As a child she was in therapy and was prescribed meds for childhood trauma".*

▶ **Assessment**

- ▶ What is your assessment of the situation?
- ▶ *"She needs to be evaluated for hospitalization". "She needs to be connected to care" "I'm not sure what she needs; she is not doing well overall".*

▶ **Recommendation**

- ▶ What is your recommendation? *"An outreach team that can link her to mental health services".*
- ▶ What assistance do you need from Crisis Services? *"Meet us at the location for a warm handoff".*

Crisis Services Response Times

- ▶ Mobile teams will respond on day of referral. (15-20 min goal, but varies depending on type of call, location, traffic, etc.)



- ▶ Post Crisis Follow-Up Team will attempt contact 24-48hrs after a crisis event.
 - ▶ At least 3 attempts
 - ▶ Will refer to other crisis services for field follow-up as needed.
- ▶ Other outreach teams will attempt engagement same day or as soon as possible.
 - ▶ They will continue as long as appropriate and/or until individual is connected to services.

There are situations that require law enforcement and/or paramedics.

Call 911 for mental health **emergencies involving imminent danger to self or others.**

Request a “CIT officer”

(an officer who has had **Crisis Intervention Training**)

Have **AB 1424 Form** ready for officers when they arrive.

Provide as many relevant details as possible:

- What's happening now? Any history with law enforcement?
- History of hospitalizations? Symptoms such as paranoia, or hallucinations, depression, etc.
- <https://youtu.be/rc8O7-Q7Ufw>

Same Day Urgent Medication Clinics (for adults)

Oakland Community Support

7200 Bancroft Ave,
Oakland

(510)777-3800

*Mon-Fri 8:30am-3:00pm

Tri-City Community Support Center

39155 Liberty St,
#G710, Fremont

(510)795-2434

*Wed & Fri 1:00pm-5:00pm

Valley Mental Health Services

3730 Hopyard,
Pleasanton

(925)551-6851

*Mon-Fri 8:30-5pm

Crisis Residential Treatment

alternatives to psychiatric hospitalization

▶ **Jay Mahler Recovery Center (CRT)**

15430 Foothill Blvd, San Leandro, CA 94578, (510)357-3562

▶ **Woodroe Place (CRT)**

22505 Woodroe Ave, Hayward, CA 94541, (510)613-0330

▶ **Amber House CRT & Crisis Stabilization Unit, (CSU)**

516 31st St. Oakland, 94609

(510) 379-4179

* Call ahead, services are voluntary, participants can stay up to two weeks in a CRT, 23hrs in a CSU

Crisis Assessment & Care for Children

▶ **Willow Rock**

- ▶ 2050 Fairmont Drive, San Leandro
- ▶ (510)483-3030 ext.3
- ▶ Minors 12-17 y/o

▶ **UCSF Benioff Children's Hospital Oakland**

- ▶ 747 52nd Street Oakland
- ▶ (510)428-3000
- ▶ Minors 11y/o and younger

More Crisis Resources

- ▶ Crisis Support Services (24hr crisis line) : (800)309-2131
- ▶ Crisis Support Services (text line) : text “safe” to 20121
*4pm-11pm 7days a week
- ▶ Nationwide Hotline : (800) 273-TALK (273-8255)
- ▶ City of Berkeley Adult and Crisis Services (510)981-5290
*Berkeley and Albany only
*Berkeley Mobile Crisis : (510)981-5254

Crisis Resources : Language Specialty

- ▶ Spanish : La Clinica (510) 535-6200 (Oakland)
- ▶ Spanish: La Familia(510)881-5921 (Hayward)
- ▶ Asian Languages : Asian Health Services (510) 569-7200
- ▶ Deaf : (510) 957-5465
- ▶ Hearing Impaired(510) 984-1653

Information and Assessment for ACBH System Wide Services

ACCESS PROGRAM
1-800-491-9099

Substance Use Access & Referral Helpline
1-844-682-7215

*ACCESS works closely with Crisis Services and will refer directly to us if needed

The **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health services for Alameda County residents who have or are eligible for Medi-Cal or indigent, (no insurance).

1(800)491-9099

ACCESS is a telephone service staffed from 8:30-5:00 Mon-Fri by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services.

After hours calls are answered by **Crisis Support Services**

*ACCESS & Crisis Support Services work closely with Crisis Services and can refer directly to us if needed.

Who does ACBH serve?

Mental Health & Substance Use Disorders

- ▶ Alameda County residents
- ▶ Medi-Cal, Medi-Cal Eligible, Medi-Cal/Medi-Care, indigent, Health-PAC
- ▶ Individuals with **Moderate to Severe** mental health symptoms
- ▶ **Significant Functional Impairments** due to mental health symptoms.
 - ▶ Excluded diagnosis- those with primary diagnosis of intellectual disability, traumatic brain injury, medically induced disorders, dementia/Alzheimer's, others are served by medical providers.

*** Mobile Crisis Teams can serve anyone regardless of insurance, history, or functional impairments who is experiencing a mental health crisis. Individuals do not need to be county residents, just within the county at the time of the crisis.**

Specialty Mental Health Services are mental health services for people who have mental illness or emotional problems that a regular doctor cannot treat. These illnesses or problems are severe enough that they get in the way of a person's ability to carry on with their daily activities.

Specialty mental health services include:

- Mental health services
- Medication support services
- Targeted case management
- Crisis intervention services
- Crisis stabilization services
- Adult residential treatment services
- Crisis residential services
- Day treatment intensive services
- Day rehabilitation
- Psychiatric inpatient hospital services
- Psychiatric health facility services

***Call Access 1(800)491-9099
to refer to mental health services.**

In addition to the specialty mental health services listed above, beneficiaries under age 21 may have access to additional services.

Alameda County's Substance Use Disorder System of Care includes the following treatment levels of care:

- Outpatient Treatment (9hrs per week)
- Intensive Outpatient (9-19hrs per week)
- Recovery Residence (aka sober living environment)
- Residential Treatment
- Withdrawal Management
- Opioid Treatment Program(OTP) / Medicated Assisted Treatment (MAT)

Referral Helpline: 1(844)682-7215

*For urgent withdrawal management and support contact Cherry Hill Detox and Sobering Center
1(866)866-7496.

Questions???



Thank You!!!!!!