

Introducing:



CARES is a partnership between



THE CITY OF
HALF MOON BAY
CALIFORNIA



El Centro
de **Libertad**
The Freedom Center

This is a regional collaboration!



**COUNTY OF
SAN MATEO**



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**



Coastside Hope
Neighbors Helping Neighbors

LifeMoves

Abundant Grace
COASTSIDE WORKER

And many more CBOs and agencies!



What is CARES?

CARES provides the Public Safety Communications (PSC) 911 Center an alternative for dispatching calls involving a mental health crisis on the Coast.

It's a resource designed to redirect calls from law enforcement and provide connection for sustainable mental health care and other services.



What is CARES?

CARES will be a collaboration between the SMCSO Deputies in the field, other first responders, and El Centro staff in the CARES Unit.



CARES

What's the point?

1. To minimize SMCSO being dispatched to mental health related calls, where a law enforcement presence isn't needed
2. To interrupt the cycle of mental health crisis within a family, and provide solid connections for ongoing care and stabilization
3. To have an downward impact on the cost and time involved in emergency mental health care



How does it work?

1. A member of the community calls 911
2. PSC screens the call to determine if CARES is the right team to send, instead of a more traditional response (Police, Fire, or Medical)
3. PSC, on the primary law enforcement channel, dispatches the CARES Team to the call



What happens when we arrive?

1. The scene is immediately assessed to determine if the CARES response is sufficient, or a higher level response is required.
2. The CARES Team will begin immediate de-escalation and assessment, seeking scene stabilization.
3. Using Motivational Interviewing, a plan of action is put onto place, including referrals and safety plans.



What if the scene can't be stabilized?

1. In some cases, transportation to additional services may be necessary
2. Voluntary 5150 holds could be facilitated
3. Connections and transportation to overnight services may be provided



What kinds of calls would CARES get?

1. Family disturbances where a crime or excessive violence is not taking place
2. Suicidal ideations or threats
3. Any call where there is an indication of a mental health crisis, without a medical emergency being present



Where will CARES go?

1. Any place needed within the HMB City limits, and the adjacent Moonridge community
2. Home, business, schools, shelters, and homeless encampments



What happens after the call?

1. Referrals and warm handoffs are made to partner agencies
2. Holistic follow up visits are done the next business day to ensure connections have been made between agencies, clients, and the client's support network
3. Incident Reports are filed



Who is in the CARES Team?

1. The CARES Van will be staffed 40 hours per week, with a Mental Health Professional and a California State Certified EMT on board. One of them will always be bilingual, if not both
2. The Team is supervised by a fulltime Clinical Director (LCSW)
3. Scheduling is supervised by El Centro's Director of Programs, drawing from a well-trained and very deep bench



Data collection or outcomes?

As a pilot program, CARES will focus on collecting data to inform future evolutions of the CARES Program, and desired outcomes:

- Average call response time
- # of visits deferred away from LE
- # of “successful” stabilizations
- # of repeat visits
- Types of calls received from PSC
- # of successful referrals and connections

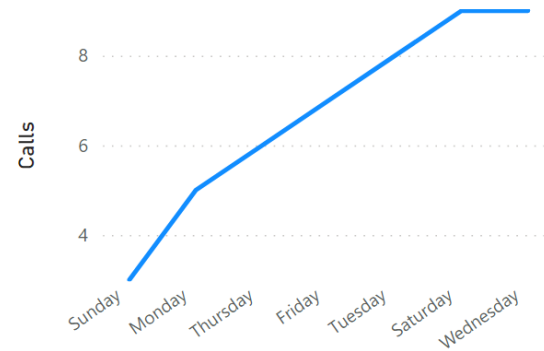
And many other data points and demographic information



How do we determine hours of operation?

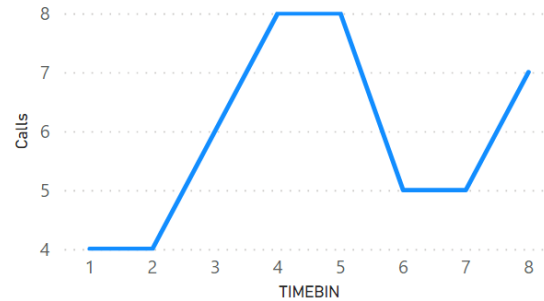
DOW#	Day	Calls
5	Friday	7
1	Monday	5
6	Saturday	9
0	Sunday	3
4	Thursday	6
2	Tuesday	8
3	Wednesday	9
Total		47

Calls by Day



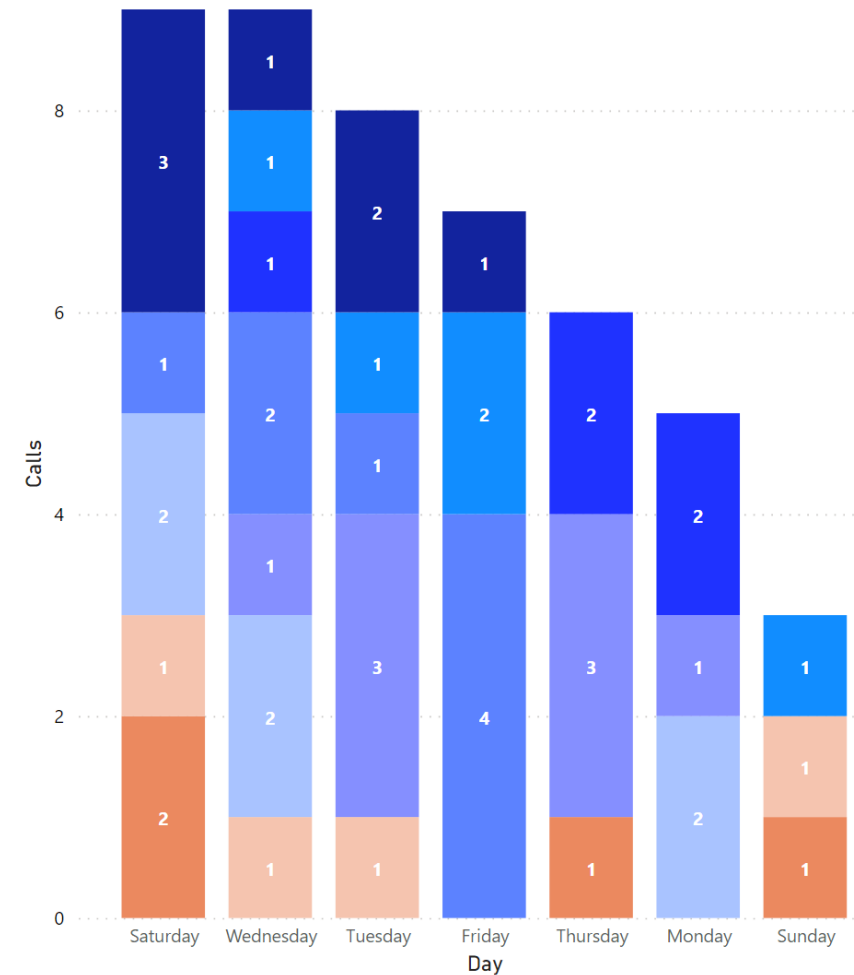
TIMEBIN	Description	Calls
1	Midnight - 2:59AM	4
2	3:00AM - 5:59AM	4
3	6:00AM - 8:59AM	6
4	9:00AM - 11:59AM	8
5	Noon - 2:59PM	8
6	3:00PM - 5:59PM	5
7	6:00PM - 8:59PM	5
8	9:00PM - 11:59PM	7
Total		47

Calls by TIMEBIN



Calls by Day and TIMEBIN

TIMEBIN ● 1 ● 2 ● 3 ● 4 ● 5 ● 6 ● 7 ● 8



HOUR



Call Type

Questions?

