

Strategies for Serving Individuals with Frequent Justice System Involvement

**A Joint Meeting of the
City of San José Public Safety, Finance, and Strategic Support Committee
and the
County of Santa Clara Public Safety and Justice Committee**

February 15, 2024

2.a. Strategies for Serving Individuals with Frequent Justice System Involvement: Strategies in the Field



COUNTY OF SANTA CLARA

Behavioral Health Services

988 and Behavioral Health Field Response Teams

**Presenters: Darren Tan, Soo Jung, Lan Nguyen,
Bruce Copley, Sandra Hernandez**



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988 FEDERAL LAW



Need support now?

Call
800-704-0900, press 1

Call 988 for local 408, 650, and 669 area codes

Compassionate support if you or a loved one is in crisis, or just need to talk.

Free | 24/7 | 200+ languages

The National Suicide Hotline Designation Act was signed into law in October 2020 and was effective July 2022.



COUNTY OF SANTA CLARA
Behavioral Health Services



THREE PILLARS OF 988: A HEALTH RESPONSE TO A HEALTH CRISIS



24/7 access to crisis counseling
through call/text/chat



Mobile Crisis Teams staffed by
trained mental health
professionals, not law enforcement



Crisis receiving and
stabilization services to
divert people from jails
and ERs

Source: Gamboa-Eastman, T. (2021, November 5). *Vision and Components of 988 in California* [PowerPoint]. CalBHB. <https://www.calbhbc.org/cc.html>.





988 RESPONSE OPTIONS

HOW 988 WORKS FOR COUNTY RESIDENTS AND THE SERVICES THEY CAN GET:

Trained counselors will provide compassionate support to individuals in crisis.

This service is free, 24/7, and available in 200+ languages.



Please note: Individuals with area codes other than 408, 650, and 669 should dial 800-704-0900 and press 1 for County CSPL services.



Santa Clara County Crisis and Suicide Prevention Lifeline (CSPL) Referrals to Crisis Services

CSPL Referrals	MCRT			MRSS			TRUST *Go live 11/7			IHOT		911
	Referred	Field Visit (FV)	% FV	Referred	Field Visit (FV)	% FV	Referred	Field Visit (FV)	% FV	Referred	Field Visit	Referred
Jul 16 - Jul 31	75	9	12%	2	2	100%	Implementation 11/7			1	0	1
Aug 2022	183	38	21%	14	12	86%				4	1	1
Sept 2022	156	36	23%	9	6	67%				1	0	1
Oct 2022	164	44	27%	13	10	77%				2	0	2
Nov 2022	84	22	26%	11	9	82%	32	19	59%	0	0	0
Dec 2022	172	46	27%	26	13	50%	221	77	35%	0	0	1
Jan 2023	158	45	28%	23	13	57%	216	82	38%	0	0	2
Feb 2023	166	33	20%	22	3	14%	187	70	37%	0	0	4
Mar 2023	99	27	27%	28	8	29%	178	59	33%	0	0	4
Apr 2023	197	57	29%	46	8	17%	268	90	34%	0	0	6
May 2023	146	39	27%	27	5	19%	213	71	33%	0	0	3
Jun 2023	106	47	44%	22	6	27%	216	58	27%	0	0	7
Jul 2023	148	43	29%	23	6	26%	356	112	31%	0	0	8
Aug 2023	159	55	35%	21	5	24%	339	122	36%	2	0	10
Sept 2023	146	53	35%	26	4	24%	316	110	36%	0	0	3
Oct 2023	171	56	35%	36	4	15%	325	137	36%	0	0	7
Nov 2023	115	35	30%	23	6	26%	243	113	47%	0	0	5
Dec 2023	172	52	30%	13	6	46%	378	138	37%	0	0	2
Totals	2,445	685	28%	372	120	43%	3,110	1,120	37%	10	1	65

Mobile Crisis Response Team (MCRT), Mobile Response Stabilization Services for Youth (MRSS), Trusted Response Urgent Support Team (TRUST), In-Home Outreach Team (IHOT)



CSPL Call Volume and Answer Rates

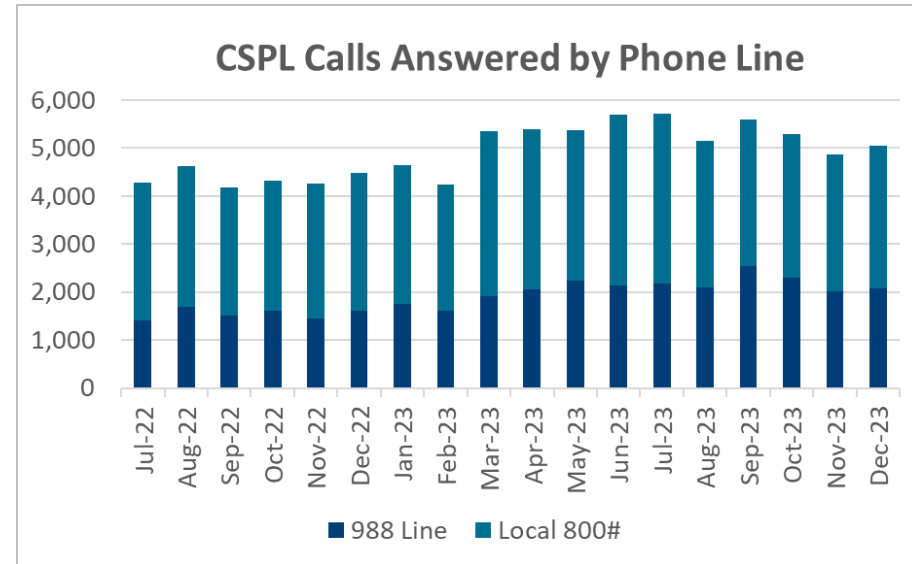
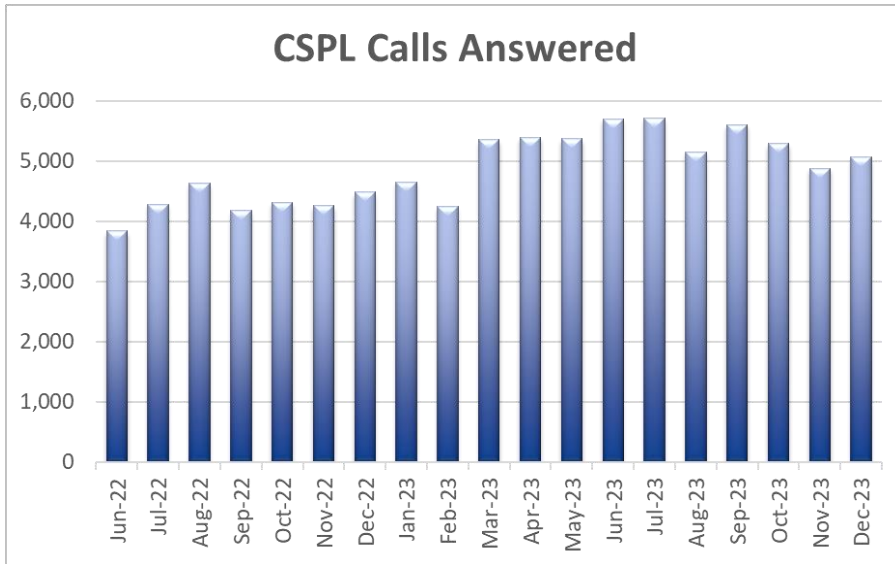
Key Takeaways

1. 988 call volume has increased by 13.5% (1,833 calls in July 2022 to 2,199 calls in December 2023), which corresponds with the expected decrease of local lines call volume (12%), as significant campaign efforts were made to increase the community's awareness of 988 and to use 988 since its July 2022 implementation.
2. Answer rates have also improved significantly for both 988 and local lines.

Month	988 (Started on July 2022)				Local Lines 855-278-4204 & 800-704-0900			
	Offered	Answered	Unanswered	Answer Rate	Offered	Answered	Unanswered	Answer Rate
Jul-22	1,833	1,437	396	78%	4164	2870	1294	69%
Aug-22	2,195	1,728	467	79%	3908	2949	959	75%
Sep-22	2,246	1,578	668	70%	3854	2659	1195	69%
Oct-22	2,139	1,591	548	74%	4010	2706	1304	67%
Nov-22	1,716	1,449	267	84%	3664	2794	870	76%
Dec-22	1,805	1,597	208	88%	3485	2859	626	82%
Jan-23	1,921	1,711	210	89%	3466	2901	565	84%
Feb-23	1,784	1,595	189	89%	3267	2641	626	81%
Mar-23	2,055	1,893	162	92%	4092	3447	645	84%
Apr-23	2,216	2,057	159	93%	4050	3332	718	82%
May-23	2,348	2,217	131	94%	3900	3140	760	81%
Jun-23	2,239	2,127	112	95%	4282	3565	717	83%
Jul-23	2,314	2,163	151	93%	4273	3519	754	82%
Aug-23	2,207	2,078	129	94%	3494	3053	441	87%
Sep-23	2,633	2,529	104	96%	3515	3056	459	87%
Oct-23	2,416	2,297	119	95%	3511	2977	534	85%
Nov-23	2,137	1,998	139	93%	3413	3017	396	88%
Dec-2023	2,199	2,049	150	93%	3520	2979	541	85%
July 2022 - Up to Date TOTAL	36,266	32,096	4,170	88%	57,429	45,414	12,015	80%



CSPL Call Answer Rate Trends

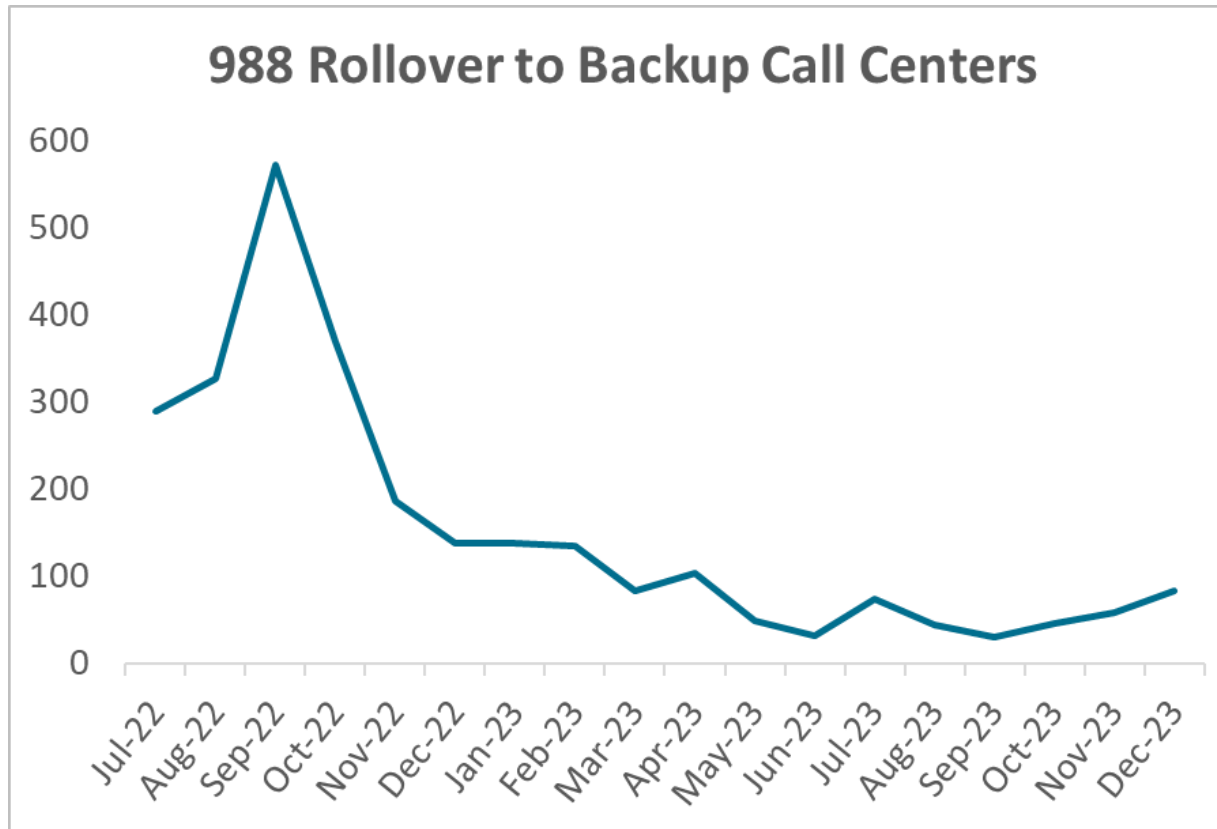


Key Takeaways

1. The CSPL average answer rate has improved significantly since July of 2022. Within the last reported six months, we've maintained within a range of a 90% answer rate.
2. The 988 call answer rate has improved from 78% in July 2022 to 93% in December 2023, and the local lines answer rates improved from 69% in July 2022 to 85% in December 2023.



988 Rollover Trends

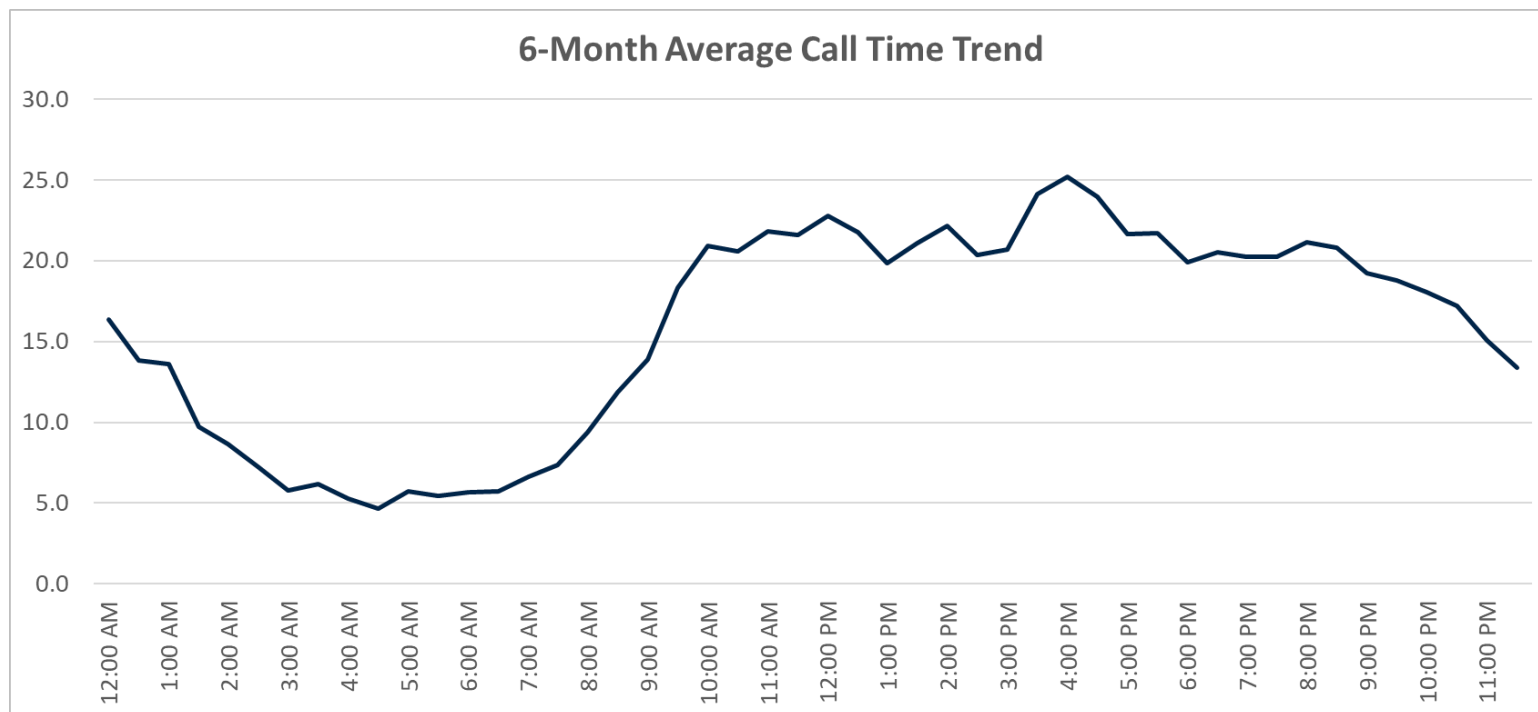


Key Takeaway:

Only 1% or less of calls roll over to another 988 Call Center, which is a significant improvement since July of 2022 when it was above 9%.



Peak Times for Calls



Key Takeaway:

The peak time for calls typically happens between 9am-12pm and then picks up again at 3pm and stays busy until 11pm.



COUNTY BEHAVIORAL HEALTH (BH) MOBILE PROGRAMS

Psychiatric Emergency Response Team (PERT)

Activated through 911 calls *County Operated*

Target Population: Ages 16 and over

- Consists of BH Licensed Clinicians paired with Law Enforcement Officers/Deputies are in a dressed down look and unmarked vehicle
- Imminent Risk/Most Intense Level of Service

Mobile Crisis Response Team (MCRT)

Activated through the County BH Services Department Call Center (800-704-0900) or 988 *County Operated*

Target Population: Ages 18 and older

- Team consists of BH Licensed and Licensed Waivered Clinicians.
- Services individuals who display medium to high risk of behaviors
- Moderate to immediate concern that the individual may meet 5150 criteria.
- Law enforcement involvement is based on the nature/criticality of the call

Mobile Response Stabilization Services (MRSS) – *Youth Services*

Activated through Pacific Clinics Crisis Phone Line (408-379-9085) or 988

Target Population: Children and Youth ages 4-20

- Team provides mobile response and/or crisis intervention for support with de-escalation of behaviors and/or crisis
- *CCP: Pacific Clinics*

Trusted Response Urgent Support Team (TRUST)

Activated through County BH Services Department Call Center (800-704-0900) or 988

Target Population: Ages 18 and older

- Community-based approach
- Lowest level of intervention
- *CCP: Pacific Clinics and Momentum*



BEHAVIORAL HEALTH CRISIS CALL OUTCOMES

Mobile Response & Stabilization Services	July	August	September	October	November	December	Total
In-Person Field Responses	46	68	103	106	103	75	501
5150	15	19	34	34	27	20	149
Referred to CSU	13	15	30	30	20	20	128
Referrals Managed Over Phone	257	335	451	475	456	456	1974
Arrests	Data not collected-MRSS is primarily a non law-enforcement program						

Mobile Crisis Response Team	July	August	September	October	November	December	Total
In-Person Field Responses	112	119	102	93	81	75	582
5150	33	40	34	34	34	21	196
Referred to CSU	2	2	6	5	1	1	17
Referrals Managed Over Phone	132	128	117	123	123	139	762
Arrests	6	6	6	3	8	5	34

CSU = Crisis Stabilization Unit



BEHAVIORAL HEALTH CRISIS CALL OUTCOMES: TRUSTED RESPONSE URGENT SUPPORT TEAM (TRUST)

Pacific Clinics	July	August	September	October	November	December	Total
In-Person Field Responses	118	128	127	173	129	186	861
5150	0	1	2	0	2	1	6
Referred to CSU	6	7	4	4	7	5	33
Referrals Managed Over Phone	226	188	176	184	177	52	1003
Arrests	2	1	2	3	0	4	12

Momentum	July	August	September	October	November	December	Total
In-Person Field Responses	26	36	41	39	16	46	204
5150	0	0	0	0	0	0	0
Referred to CSU	2	4	2	1	1	2	12
Referrals Managed Over Phone	0	0	0	0	0	0	0
Arrests	0	0	0	0	0	0	0



PREVIOUS AND FUTURE REPORTS ON BEHAVIORAL HEALTH CRISIS ACCESS & RESPONSE

PREVIOUS REPORTS

- Under advisement from August 30, 2022 (Item No. 10): Receive monthly report from Administration relating to mental health and substance use as a public health crisis. (January 10, 2023, Item# 12, Board of Supervisors Meeting (Slides 3-6; 9-20)
- Receive report from Behavioral Health Services Department relating to the expansion of the Trusted Response Urgent Support Team (TRUST) program, as part of the Fiscal Year 2023-2024 Budget adoption process. (Referral from December 13, 2022 Board of Supervisors meeting, Item No. 13). (March 22, 2023, Item # 7, Health and Hospital Committee)
- Under advisement from August 30, 2022 (Item No. 10): Receive monthly report from Administration relating to mental health and substance use as a public health crisis. (April 4, 2024, Item #13, Board of Supervisors Meeting (Slide 25-27; 39-40)
- Receive report from Behavioral Health Services Department relating to the 988 national three-digit number for individuals with suicide and mental health crises. (August 23, 2023, Item #11, Health and Hospital Committee)
- Under advisement from August 30, 2022 (Item No. 10): Receive quarterly report from Administration relating to mental health and substance use as a public health crisis. (Office of the County Executive) (November 7, 2023, Item #9, Board of Supervisors Meeting (Slides 23-26)

FUTURE REPORTS

- **February 27, 2023 Board of Supervisors Meeting – Public Health Crisis Report**
 - 988 metrics, mobile crisis data and staffing, and updates on outreach
 - Report back on TRUST direct line referral

Criteria for San Jose's 911 and non-emergency calls transferred to 988 today:

- Repeat callers stating a mental health need or potential need and no one is in current danger.
- Parents calling for child with behavioral issues, regardless of a known mental health component (acting out, not going to school, trouble at school, etc).
- Callers requesting mental health or substance abuse referrals for themselves or someone else and not currently in danger.
- Calls are transferred on a 10-digit direct line so callers will not divert to an out of the area location.



What are we working on:

San Jose and 988

Comprised of San Jose Assistant Communications Manager and County 988 Director and staff

- Communications staff working to become more familiar and confident in transferring calls.
- Both centers working together to continue developing best practices and how best to serve those in need.
- Further develop protocols and information to provide to each other upon transfers.
- Continuous evaluations of calls to add additional criteria to the transfer list.

State Level Task Force

Comprised of Law Enforcement, mental health services and 988 staff.

- Agencies working on suggested transfer/handle criteria- this will help with the liability challenges.
- Streamline transfer procedures from state level.
- Procedures for a call in which the location of the caller is unknown and in need of services or when a caller disconnects.
- Who should be allowed to access dispositions of calls. Can we share the wins.
- Presenting suggested language to the 988 Technical Advisory Board February 22nd, 2024.



Challenges:

Liability of transferring calls from 911 to another service if something goes wrong.

Location services are based on area code not location causing concern in sending help if needed.

Current volume of mental health calls is beyond what 988 can handle

'No answer lists' – if we refer callers to 988 but they are on the 'no answer list' then they're just back to calling 911.



SAN JOSE POLICE DEPARTMENT MOBILE CRISIS ASSESSMENT TEAM



Mobile Crisis Assessment Team

Specially trained officers respond to mental health calls for service

When deemed appropriate, Behavioral Health Clinicians meet MCAT officers to jointly handle calls

MCAT team responds throughout the City, specifically targeting areas with the greatest number of mental health calls

MCAT links people with mental illnesses to appropriate services



Staffing and Operational Hours

2 Sergeants & 4
officers

7 days per week

10:00 am-8:00 pm



MCAT Collaboration

**Response with
MCRT on calls
when deemed
appropriate**

**Referral to SCC
Behavioral Health
via LE Liaison
(160 in 2023)**

**Referral to CAMP
(24 in 2023)**

NAMI 1424



Direction: Alternatives to Incarceration

Engage with Behavioral Health Services, Probation and Reentry Services to understand how law enforcement may better assist persons who do not meet the criteria for 5150 W&I, suffer from mental illness, are chronic substance abusers, whose conduct is repeated and problematic and refuse services. Investigate the need to also involve additional County partners...

Former Vice Mayor Chappie Jones



Stakeholders: Alternatives to Incarceration

SuDDA Brandon Cabrera
District Attorney's Office

Supervising Public
Defender Meghan Piano
Public Defender's Office

Captain Antonio
Fernandes
Sheriff's Office

Division Director Sandra
Hernandez and Police
Liaison John Costa
Behavioral Health

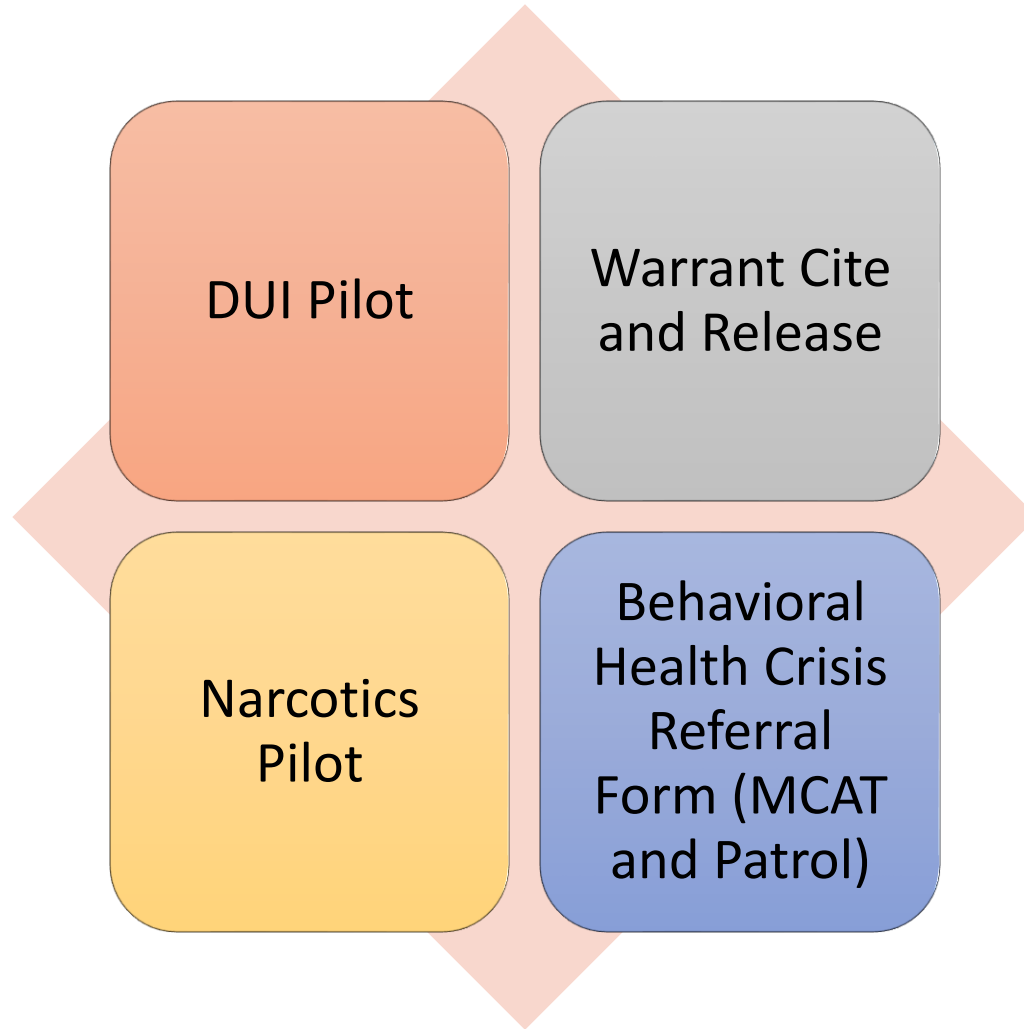
Director Javier Aguirre
Office of Reentry
Services

Division Manager
Michael Clarke
Adult Probation

San Jose Police
Department



Accomplishments



Goals

Community

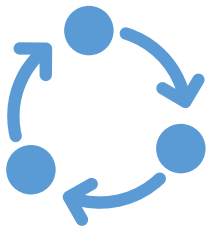
- Increase Safety
- Reduce Traffic Collisions (injury and fatalities)

Individuals

- Increase use of treatment and services
- Reduce number of contacts with police

Work Group

- Increase collaboration, communication, and data-sharing
- Reduce partner workload



Monitor effectiveness through data analysis





Mission Street Recovery Station (MSRS) Utilization and Discharge Outcomes

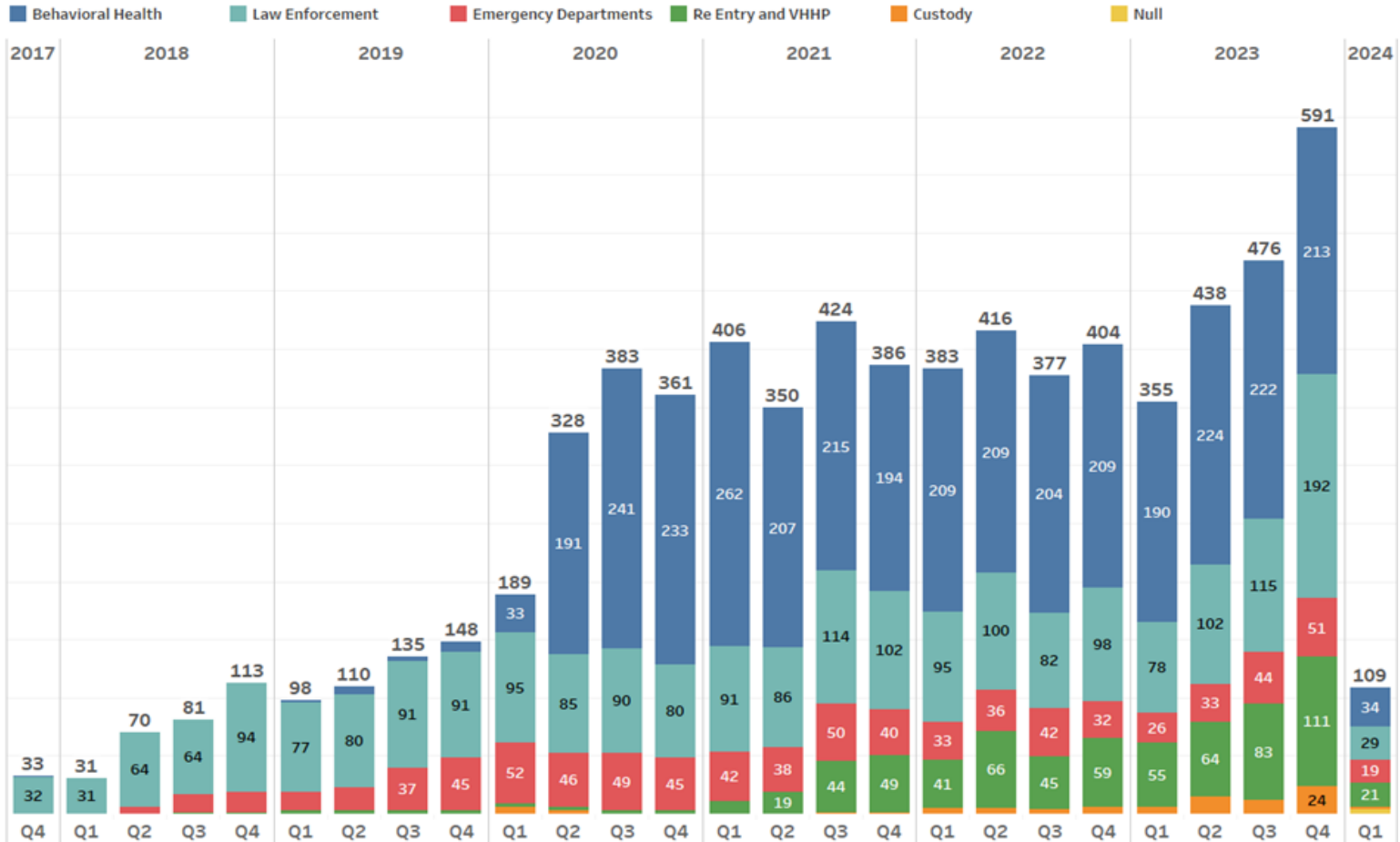
- During Fiscal Year 2022-23, 79% of admissions were completed successfully, while 21% of admissions ended before full discharge; individuals removed from the MSRS due to behavior or discharged to medical services, such as EMS or Ambulance services
- 41% of clients were referred upon discharge to detoxification services, residential treatment, outpatient treatment, or community supports (e.g., Alcoholics Anonymous, Narcotics Anonymous, Recovery programs, Reentry Resource Center Services etc.). (FY23-24 First Quarter, increased from 41% to 81%)
- 73% of clients stayed six hours or longer, surpassing the objective of at least 50%. (FY23-24 First Quarter; decreased from 73% to 70%)
- MSRS achieved a program utilization of 21% using 12 recliners as the capacity level (FY23-24 capacity is 20)



Mission Street Recovery Station (MSRS) Utilization and Discharge Outcomes

Client and Visit Counts (Since Start in 2017)			
Total Distinct Clients	3,732	Total Number of Visits	7,120

Clients by Referring Group





MSRS Utilization with DUI Pilot Program

- On October 16, 2023, the County, in partnership with San Jose Police Department (SJPD), launched a program that utilizes MSRS as an alternative to booking for clients arrested on a first-time misdemeanor DUI offense
- DUI participants avoid jail entirely, as they are cited in the field and released to MSRS, but still need to report for processing in the days post arrest. From there, they will appear in court for adjudication. Officers in the field have discretion regarding when to offer MSRS in lieu of booking
- As of January 31, 2024, there have been 62 DUI cite and releases to MSRS, with no behavioral challenges. While many participants stayed the full night, the average length of stay is over four hours



MSRS New Location at the Reentry Resource Center



The new location is a large open space with ample natural lighting and private ADA bathrooms and showers. The new location has laundry services, and the larger space allows for more recliners, increasing the capacity from 20 (contract levels) to 30 recliners if needed for future expansion.

Next Steps

- Explore collaborative solutions:
 - Work with stakeholders to establish common criteria and definition for those with frequent interactions with the justice system (aka "High Utilizers")
 - Create "Broadcast Hits" via SJPD Communications
 - Custodial Bookings for on-view charges and/or warrants
 - Affidavit of Probable Cause and Bail Setting
 - Post-arrest or discharge planning
 - Continue exploring policy alternatives to potentially include a custody-component such as those models in Seattle and San Diego

