

Mayor's Conference
February 4, 2021

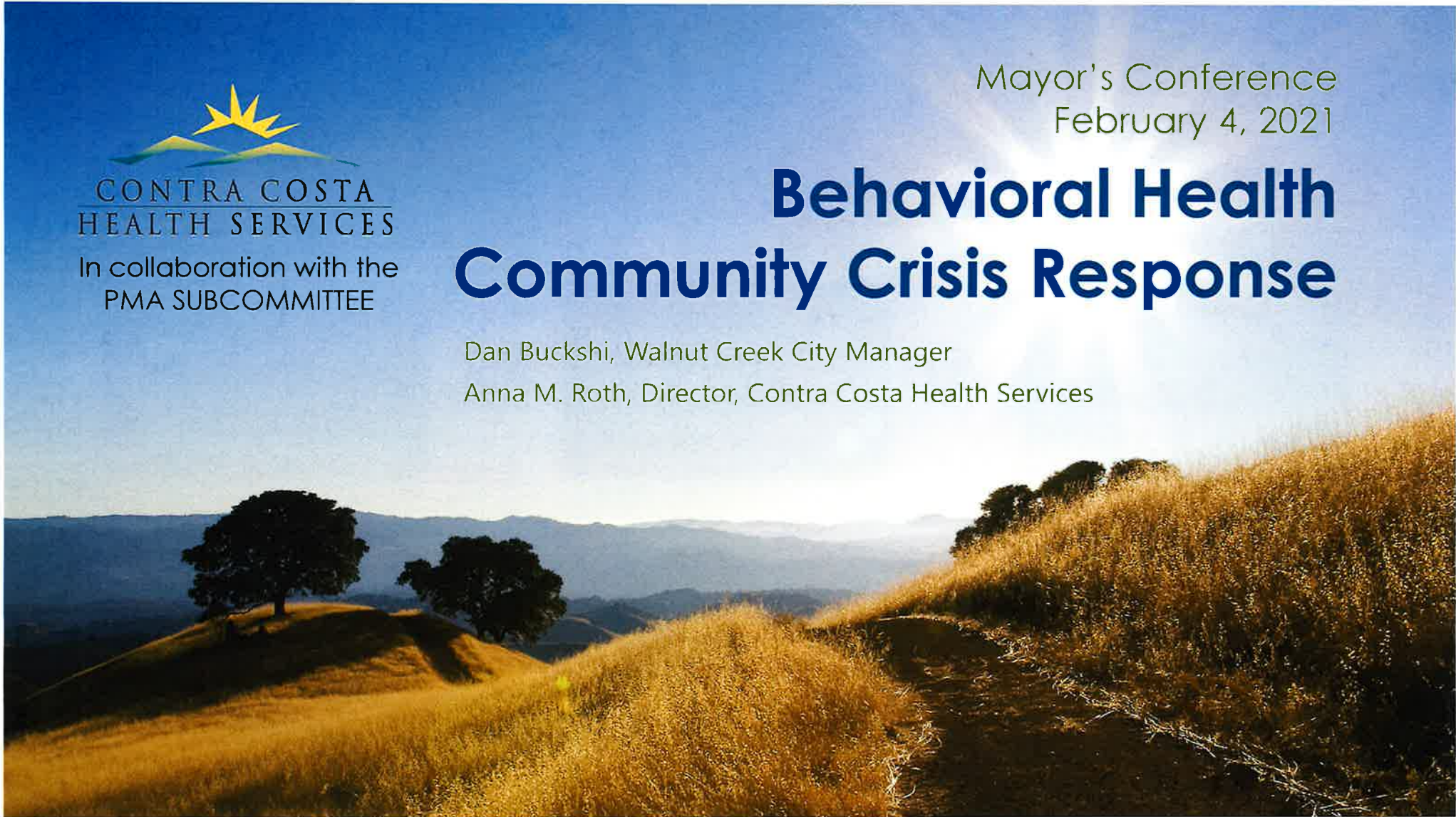


CONTRA COSTA
HEALTH SERVICES
In collaboration with the
PMA SUBCOMMITTEE

Behavioral Health Community Crisis Response

Dan Buckshi, Walnut Creek City Manager

Anna M. Roth, Director, Contra Costa Health Services



Behavioral Health Community Crisis Response Moving Forward

JULY 2020

Mayors' Conference
PMA Subcommittee
Formed



SEPTEMBER 2020

CCHS/PMA Outlines
Situation/Challenges



FEBRUARY 2021

PMA/CCHS Findings and
Recommendations

Collaborative Partners

- PMA Sub-Committee
- Contra Costa Health Services
- City and County Organizations
- Community Advocates
- Lived Experience Participants
- Multi-Agency, Multi-Sector Improvement Teams

Understanding the Context

- Resources and Programs
- County Crisis Teams
- Other Models
- National Guidelines and Best Practices

The Big Picture

Behavioral health issues are prevalent & increasingly recognized as a major area of need



**1 in 5 adults
experiencing behavioral
health issues**



**Third most
common EMS call**



**10,000+ involuntary
psychiatric holds**

Community Crisis Response Actions



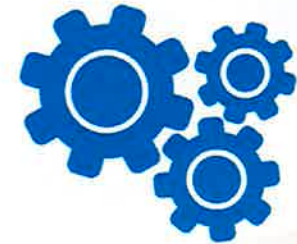
**Regional
Collaboration**



**PMA
Sub-Committee**



**Best
Practices**



**Value
Stream Map**

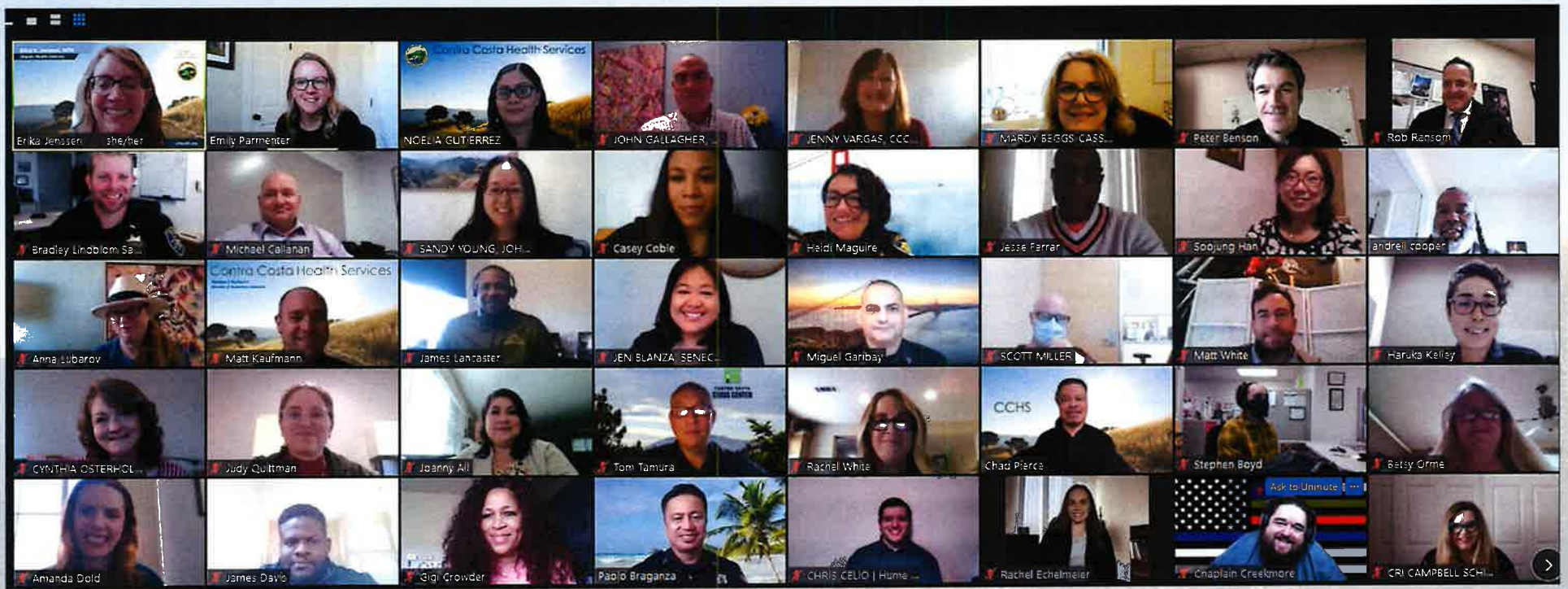


November 20, 2020

Community Crisis Response Value Stream Mapping

WEBSITE: [CCHEALTH.ORG/bhs/crisis-response](https://www.cchealth.org/bhs/crisis-response)

Multi-disciplinary County-wide Team







Anyone

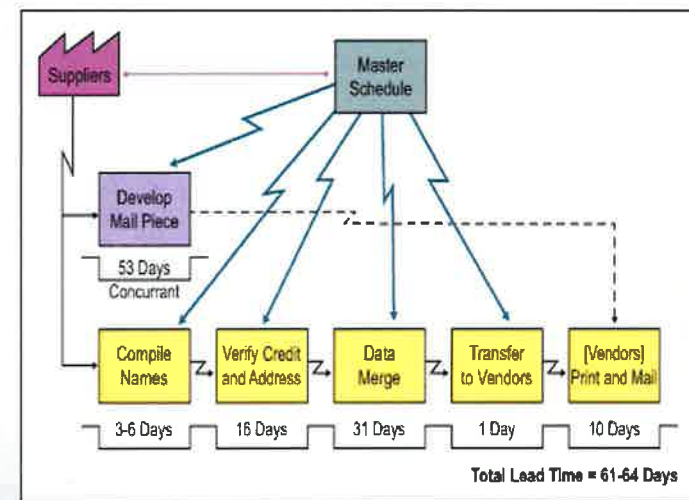
...Anywhere

...Anytime!

<https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-services-executive-summary-02242020.pdf>

Value Stream Map

- Visual representation of process from beginning to end
- Value from the person's perspective



Observations & Interviews

Team

PRE-CRISIS /
BEFORE THE
CRISIS

DURING THE
CRISIS / CALL
FOR HELP

CRISIS
RESPONSE/
POST CRISIS

Observation / Interview Locations

PROVIDER CLINICS - KAISER, SUTTER, JOHN MUIR	ACCESS LINE	CCHP ADVICE RN, OTHER ADVICE RN LINES
MILLER WELLNESS	HEALTHCARE FOR THE HOMELESS	CORE HOMELESS OUTREACH TEAM
HUMES, NAMI, COMMUNITY-BASED ORGS	211	COUNTY CLINICS
FAMILY MEMBERS / LIVED EXPERIENCE	DISCOVERY CENTER	DISCOVERY HOUSE

911 - MEDICAL & LAW DISPATCH	EMERGENCY DEPARTMENT
PSYCHIATRIC EMERGENCY DEPARTMENT	LAW ENFORCEMENT
FAMILY MEMBERS / LIVED EXPERIENCE	

MENTAL HEALTH EVALUATION TEAM	TRANSITION TEAM
FAMILY MEMBERS / LIVED EXPERIENCE	JUVENILE HALL
MOBILE RESPONSE TEAM (YOUTH)	MOBILE CRISIS RESPONSE TEAM
ALCOHOL AND OTHER DRUGS PROGRAMS	

Lived Experience Themes



**Cultural
responsiveness
training**



**Teams that reflect
culturally diverse
communities served**

**Peer and Family
support at every
level of service**



**Service with
kindness, respect
& dignity**



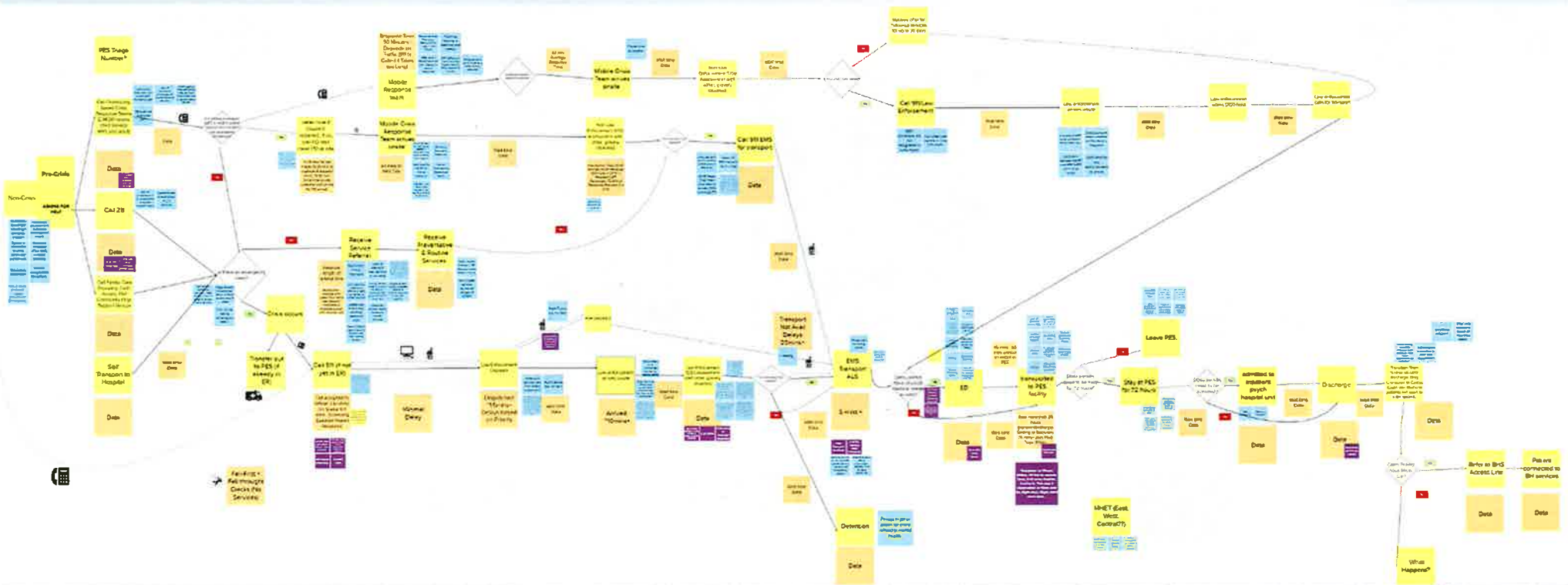
Current State Map

Blue = Waste

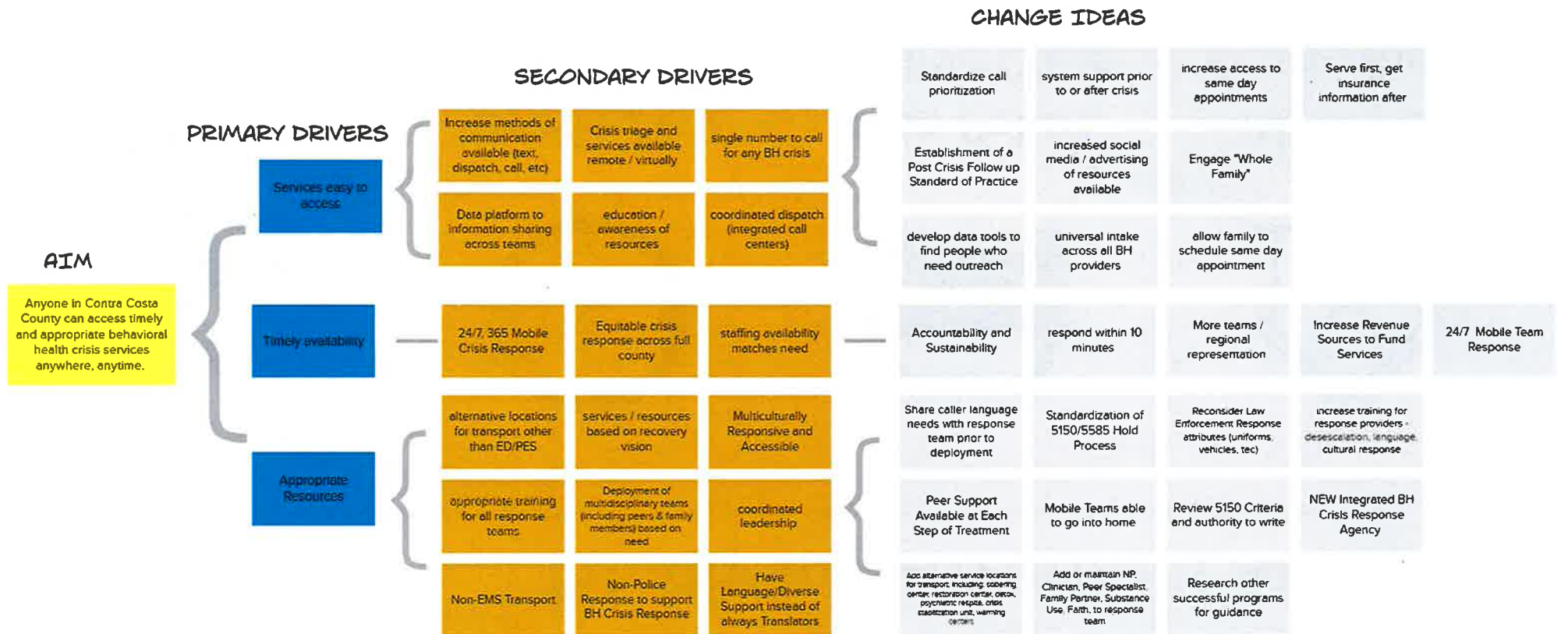
Yellow = Process Step

Orange = Data Cycle and wait times

Purple = Specific Data Points



AIM: Anyone in Contra Costa County can access timely and appropriate behavioral health crisis services anywhere, anytime.



Priority Improvement Areas



**Single Phone
Number**



**Mobile 24/7
Response**



**Non-Police
Mobile Crisis
Team**



**Alternate
Destinations**

Design Team Members

- Police Services Manager, Walnut Creek
- CCHS Behavioral Health, Office for Consumer Empowerment (OCE)
- Executive Director, NAMI Contra Costa
- Contra Costa County Mental Health Commission
- Lived Experience
- City of Concord Police Department
- Sr. Administrative Analyst, City Manager's Office, Pittsburg
- San Ramon Police Department
- San Pablo Police Department
- CCRMC, Health Centers & Detention Health, Performance Improvement
- CCHS Behavioral Health Integration Services Manager
- CCHS Mental Health
- CCHS Central County Adult Behavioral Health
- CCHS IT and Innovation
- Medical Director, Contra Costa County Fire Protection District
- Fire EMS Chief, Contra Costa County Fire Protection District
- CCHS Health Housing & Homeless
- Program Director, Seneca Family of Agencies
- CCHS Mental Health Services

Next Steps



THANK YOU



CONTRA COSTA
HEALTH SERVICES

