

Introducing:



CARES is a partnership between



THE CITY OF
HALF MOON BAY
CALIFORNIA



El Centro
de **Libertad**
The Freedom Center



COUNTY OF
SAN MATEO

This is a regional collaboration!



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



Coastside Hope
Neighbors Helping Neighbors

Life**Moves**

Abundant Grace
COASTSIDER WORKER

And many more CBOs and agencies!



CARES

What is CARES?

CARES is designed as an alternative for dispatching calls involving a mental health crisis on the Coast.

Redirect calls from law enforcement and other 1st responders, CARES provides connections for sustainable mental health care and treatment.



CARES

What's the point?

1. To minimize SMCSO being dispatched to mental health related calls.
2. To interrupt the cycle of mental health crisis within a family.
3. To lower costs associated with emergency mental health care.



How does it work?

1. A member of the community calls 911/988
2. PSC/StarVista screens the call to determine the absence of three elements: No weapons, no medical emergency, and no crime.
3. PSC, on the primary law enforcement channel, dispatches the CARES Team to the call. If it's a 988 call, they call the CARES Team directly.



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



Where will CARES go?

1. Any place needed on the Mid-Coast of San Mateo County.
2. Home, business, schools, shelters, and homeless encampments; you name it, we go there.



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



Who is on the CARES Team?

1. Starting 9/1/22, The CARES Team will operated 7 days a week, from 8:00am to 6:30pm. Onboard are two **Crisis Intervention Specialist**, one or both being bi-lingual, and one or both holding EMT certification.
1. The Team is supervised by a fulltime Clinical Director (LCSW)



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
- Types of calls received from PSC
- # of successful referrals and connections

And many other data points and demographic information



March 2022 Stats!

By the Numbers (From March-June, 2022)

Calls:

- # of Calls: **39**
- # of transports: **4**
- # stabilizations: **25**
- # of follow up actions: **33**
- # of Coastside visitors: **7**
- # of Referrals: **14**
- # of successful connections: **8**
- # of Mental Health welfare checks: **29**
- Average response time: **7 Minutes**

Questions?

