YOLO COUNTY
HEALTH AND HUMAN SERVICES AGENCY

CRISIS NOW

Karen Larsen, HHSA Director
<table>
<thead>
<tr>
<th>CONTINUUM OF CRISIS</th>
<th>IN CRISIS</th>
<th>STRUGGLING</th>
<th>SURVIVING</th>
<th>THRIVING</th>
<th>EXCELLING</th>
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<tbody>
<tr>
<td>Danger to self</td>
<td>Anxious</td>
<td>Worried</td>
<td>Positive</td>
<td>Cheerful</td>
<td></td>
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<tr>
<td>Danger to others</td>
<td>Depressed</td>
<td>Nervous</td>
<td>Calm</td>
<td>Joyful</td>
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<tr>
<td>Gravely disabled</td>
<td>Tired</td>
<td>Irritable</td>
<td>Performing</td>
<td>Energetic</td>
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<tr>
<td>Active psychosis</td>
<td>Poor Performance</td>
<td>Sad</td>
<td>Sleeping Well</td>
<td>High Performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Poor Sleep</td>
<td>Trouble Sleeping</td>
<td>Eating Normally</td>
<td>Flow</td>
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</tr>
<tr>
<td></td>
<td>Poor Appetite</td>
<td>Distracted</td>
<td>Normal Social Activity</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Withdrawn</td>
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HISTORY OF CRISIS RESPONSE IN YOLO COUNTY

MOBILE CRISIS 1981 - 2011
SB82 2014 - 2017
URGENT CARE 2017 - 2020
CRISIS NOW 2021 - FOREVER
WHAT YOLO COUNTY HAS DONE THUS FAR

- **Crisis Intervention Training**
  - 2008 – Present

- **Co-Responder Staff**
  - 2014 – 2017
  - 2020 – Present

- **Diverting Drug Charges**
  - 2020 – Present

- **Dispatch Connection**
  - In Progress
WHAT SERVICES ARE AVAILABLE

- Navigation Center
- Respite Center
- Access/Crisis Lines
- Wellness Center
CRISIS NOW: “IT’S BEEN A BAD DAY”
These programs use technology for real-time coordination across a system of care and leverage big data for performance improvement and accountability across systems. At the same time, they provide high-touch support to individuals and families in crisis.

**HIGH TECH CRISIS CENTER**

These programs use technology for real-time coordination across a system of care and leverage big data for performance improvement and accountability across systems. At the same time, they provide high-touch support to individuals and families in crisis.

**24/7 MOBILE CRISIS**

Mobile crisis offers outreach and support where people in crisis are. Programs should include contractually required response times and medical backup.

**CRISIS STABILIZATION PROGRAMS**

These programs offer short-term “sub-acute” care for individuals who need support and observation, but not ED holds or medical inpatient stay, at lower costs and without the overhead of hospital-based acute care.

**ESSENTIAL PRINCIPLES AND PRACTICES**

These must include a recovery orientation, trauma-informed care, significant use of peer staff, a commitment to Zero Suicide/Suicide Safer Care, strong commitments to safety for consumers and staff, and collaboration with law enforcement.
CRISIS NOW COLLABORATIVE AND LEARNING SESSIONS

- Crisis System Planning Collaborative consisting of 13 educational sessions with multiple counties
- Weekly Technical Assistance Sessions specifically for Yolo County Staff
- Ongoing training and support
- Projections using the Crisis Now System Calculator
VISION FOR THE MODEL IN ACTION

Access/Crisis Call Center (24/7)

Co-Responder vs Crisis Responder (24/7)

Receiving Center/Sobering Center (24/7)
PERFORMANCE MEASUREMENTS

PM1: How much did we do?
1.1: Total # of unduplicated clients served
1.2: Total # of Co-Responder Clinician responses
1.3: # and % of clients referred by each referral source (Law Enforcement Agency, Family/Self, HHSA/community MH or SUD provider, Other)
1.4: # and % of clients referred for each of Crisis, Mental Health needs, Substance Use Disorder needs, or Other
1.5: Total # of minutes spent providing training or presentations/consulting/reviewing holds written with Law Enforcement personnel
1.6: Total # of minutes spent providing training or presentations/consulting/reviewing holds written with Law Enforcement personnel.

PM2: How well did we do it?
2.1: Average Clinician response time (from request notification to initial in-person contact with client, in minutes)
2.2: Average Clinician time spent on scene (in minutes)
2.3: Average law enforcement officer wait time for Clinician response (in minutes)
2.4: Law enforcement personnel satisfaction with Co-Responder project services
PM3: IS ANYONE BETTER OFF?

3.1
# and % of clients served who were NOT placed on an involuntary hold

3.2
# and % of clients served who were NOT arrested/taken to jail

3.3
# and % of client served who were linked to an HHSA/community provider mental health and/or substance use provider

3.4
# and % of clients referred to an HHSA/community provider for homeless services
OUTCOMES TRACKED WITH CRISIS NOW MODEL

- Population Census
- ALOS of Acute Inpatient
- Acute Inpatient Readmission Rate
- Acute Bed Occupancy Rate
- Avg. Cost of Acute Bed / Day
- Diversion Rate of Crisis Fac. (from Acute)
- ALOS of Crisis Subacute Bed
- Crisis Facility Readmission Rate
- Crisis Subacute Bed Occupancy Rate
- Avg. Cost Per Crisis Subacute Bed Per Day
- Rate of Escalation to Subacute Bed
- ALOS of Crisis Observation Chairs
- Crisis Bed Occupancy Rate
- Avg. Cost Per Crisis Bed/Chair Per Day
- Diversion Rate of Mobile (from Crisis Fac.)
- Cost Per Mobile Team
CRISIS NOW SYSTEM CALCULATOR
PROJECTIONS FOR YOLO COUNTY

Yolo County Annual Crisis Call Projections
Projected 988 Call Volume: 6166
Projected Local Crisis Call Volume: 4558
Projected Crisis Calls to 911 Volume: 16,086
Projected Total Crisis Call Volume: 26,810

Yolo County Annual Projected Bed Needs using Crisis NOW
# of Acute Inpatient Beds Needed: 38
# of Short-Term Beds Needed: 16
# of Crisis Receiving Chairs Needed: 10
# of Mobile Crisis Teams Needed: 1
PROJECTED ANNUAL CRISIS CARE COSTS BY PAYER CATEGORY

Crisis Line Operations: $400,805
Mobile Crisis: $275,000
Crisis Receiving Center: $4,679,842
Short-Term Beds: $5,990,198

Est. Start-Up Cost: $1.7M
**GAP IN FUNDING**

Governor’s Behavioral Health: $TBD

**Ongoing Revenue**
- Medi-Cal: $3.9M
- CalAIM Sobering Center: $TBD
- 9-8-8 Fees: $TBD
- Existing Crisis Contracts: $1.855 million
- MHSA Crisis Now: $700,000
- Health Systems: $TBD

**Total: $5,660,000**

**Gap: $5,685,845**

Cost Sharing with Yolo County
- Ask from Cities
- $700,000 – $1.2M each
June - September 2021
Release RFP for 24/7 Access Line

October 2021 - March 2022
Site Locate and Renovate for 24/7 Receiving/Sobering Center

July - September 2022
RFP / Contract for Crisis Provider

Future of Crisis Response
Moving from Co-Responder to Clinician/Peer
RESOURCES

CRISIS NOW WHITE PAPER
https://theactionalliance.org/sites/default/files/crisisnow.pdf

"CARE TRAFFIC CONTROL" VIDEO
https://www.youtube.com/watch?v=UVHUhge9YoQ