

Sacramento County Mental Health Board Community Wellness Response Team (CWRT) Advisory Committee Meeting

MINUTES – IN PERSON MEETING, HYBRID PARTICIPATION OPTION

Tuesday August 13, 2024

6:00 PM – 8:00 PM

700 H Street, Conference Room 2, Sacramento, CA 95814

Members Present: Elizabeth Kaino Hopper, Patricia Wentzel, Corrine Sako, Sarina Rodriguez, Katie Houston, Adam Wills, (Staff: Glenda Basina)

Members Absent: Elijah Orr, Mykel Gayent, Severine Hollingworth

Agenda Item

I. Welcome and Introductions

- Introductions:
 - Committee Members
 - CWRT Partners
- Review [MHB Conduct Agreement](#)
- Announcements by CWRT Advisory Committee Members

Chair Sako commenced the meeting at 6:05pm and introductions were made.

Housekeeping.

Chair Sako shared Description of CWRT and acknowledged the Conduct Agreement. Mentioned the hybrid meeting, MHB member non committee member attendance and format of meeting.

Member Rodriguez announced today as her last meeting as board member of community seat. A Merced grad student, commuting is difficult. Would like to stay active as a community member.

Chair Sako – sad and grateful to Member Rodriguez. Would welcome her back when she's ready.

Member Wills joined meeting and introduced himself.

Chair Sako shared that on July 30, cochairs invited/attended a workshop seminar on gaming which included individuals from various agencies. Lesson to inform next steps for Sacramento County First Response system. The next committee advisory meeting is on 9/10, but with event on suicide help by impact, a good opportunity for CWRT to promote this program. Hoping to reschedule the following day, 9/11, here at 700 H. All members present can accommodate the change in meeting schedule, except Member Wentzel.

Member Wentzel – NAMI Sacramento has Family Support meetings.

II. Public Comments related to the Community Wellness Response Team (CWRT)

- 3 Minutes Per Person

No public comment.

III. Presentation: Albuquerque Community Safety Department

Chair Sako introduced and provided a little background on Albuquerque Community Safety Department. Presenters were Adam Erhard and Jodie Esquibel. With the powerpoint presentation (see attached), each spoke on the work they do. No law enforcement response but collaborate with them. Less than 2 percent called law enforcement. Established in 2021. Takes all measure for safety of community. Spoke on ACS timeline as reflected on powerpoint. A violation intervention program through law enforcement was transferred to ACS. Moved to police dispatch and got their dispatchers trained. Opened HQ and moved in May, dedicated to ACS in neighborhood with highest calls. Great way to engage with community. Field Response, has mobile crisis team clinicians, high acuity co-response with APD. BH Responders for mid to low acuity BH calls; Community responders, lower acuity non-criminal calls for service and Street Outreach responders for targeted outreach to vulnerable populations and encampments. Also have several programs on violence prevention and intervention. The Street Outreach Team is a small group of 10-15 ppl that goes out to vulnerable populations/encampments. Showing presence, offering resources. Popups connect to care, set up in parking/vacant lots to assist with SSI applications, housing assessments, transportation services, vet/pet assistance. Also has Trauma Recovery center to reach survivors unlikely to engage with social services. Talked about the numbers. Sees more calls for service in summer months. Budgeted for 130 positions. Current headcount at 100. Also having hard time filling positions. Demands continues to increase.

Member Rodriguez grateful for the presentation and what they're doing is awesome. Asked how they came to be working so close to the city law enforcement to reach becoming a third arm response to the city. Adam - Relationship grew with city, responding to 311 calls. Engaged with law enforcement and lucky that the City Council and Mayor supported and provided budget. Branched out to fire in dispatch system. Worked more with policy and more capacity on their dispatch side. Didn't happen overnight. Community provided feedback.

Member Houston – Question was addressed from response to Member Rodriguez. Curious in timeline and helpful seeing all programs. Jodie – Echos the relationship with police department a beautiful thing now but had resistance. They were worried of their safety with being out there in the streets together. Police teaches them how to be aware/be safe. Staying in their lane with arm to arm with fellow departments. Police department also needed their help at night. It was hard in the beginning. Need to free officers to assist with crime. Consistency of them showing up especially when it was a call they can take. Member Houston wondering if we are training our people on safety. Alondra responded we do have training on de-escalation. Alondra meeting monthly with sheriff/police.

Chair Sako thanks them for being here. Inspiring to hear of it doing well. Seeing proof in short amount of time and moved beyond talking. Curious how department is funded and what sustainable funding looks like. Jodie – Scary to hire people on grant funding. Thanks current mayor. Funded by city from general funds and a portion from grant funding. Budget for department this year under \$18M. When first started at \$3m. Hate hiring under a grant. Hires contractors with grants. Chair Sako asked on relationship building on branches. What advise to give in working relationship with goal in operability. Jodie – came from fire service, a firefighter for 10 years and was a flight medic for a while. Also came in EMS program. Operated in first responder/police world and understands dynamic. On pushbacks, advises to continue to show up and they will come around. Clear communication in meetings will get more and more people in. They will show up as long as you show up. Persistency is showing up and doing the work. Answer questions, do open houses and talk, ask questions have conversations. Don't back down. Adam – not uncommon to have police/state police there as victim's advocate. Sometimes law

enforcement has the help. Very difficult to start by yourself. Leverage partnerships and resources to know the different quadrants of the city.

Member Wentzel also thanked the presenters and asked if they track high frequency callers. Adam - Working on problem. Response team deals with individuals that are frequent callers. High users of emergency rooms, proactively doing outreach with the individuals. Looking at day to day interactions who they're seeing the most. Asking police department who they're seeing day to day. Member Wentzel commented it sounds like breaking down silos. Asked what makes a police call versus safety call. Are both sent out? Adam - when qualifying calls for service, 911 trained to send over to ACS, looking at safety component and disqualifies if in danger (ex. suicidal with knife) and second, a medical need. If safety component, police. Chair Sako – Asked about knife on scene. Adam – will always err on safety. Responders unarmed and trained to retreat if unsafe. Presence of weapon does not disqualify. Member Wentzel asked if since implementing this department, has police killed anyone when responding to a call? Adam/Jodie – does not have data. APD reduced in use of force since ACS. Member Wentzel questioned of any reduction in incarceration rate? Jodie - can't speak to it. Jail is run by a different agency. Member Wentzel spoke about sequential intercept model taken elsewhere instead of jail. Have heavy focus of reducing incarceration with SIM due to jail space. Asked if anything done to advertise going to 24/7. Adam – has PIO for department. Promoted on website and social media. No specific advertising campaign. Sheriff Rodriguez asked if responders wear a uniform and asked about how they talk among agencies. Adam – As for uniform, public don't want to see uniform. Just t-shirts, jackets. Communication on same dispatch system with APD. Radio communication on same talk group with APD. Great for any safety concerns. Member Wills – to Member Wentzel's question about marketing/advertising because it's integrated with 911. If CWRT was integrated with 911, CWRT wouldn't need flyers. Would love to see what the training is for 911 operations, how long it takes, would love to advocate to get 911 operators trained. Doesn't like to see MH bed in jails. We have alternatives, we need to work with police to keep people safe. Jodie - hard to get into dispatch, it wasn't as easy. Had to fight it. What helped is one of triage specialist sees the board and police learned the calls and eased them to place. Placed that person. Had a trained responder sit seeing the board. Chair Sako thanked them for sharing. Jodie - would love to learn from us and expressed her thanks for the time. Adam – this is how we all learn, in coming together and working together. Happy to be back again.

IV. Discussion/Action Item – Review CWRT Advisory Committee Bylaws with Reconsideration of Membership Exclusion Criteria

Chair Sako - BOS sent previous draft of bylaws with law enforcement being excluded. Revised draft in June. Since then received feedback from BHS Director. Dr. Ryan Quist - thanks committee for being able to join via Zoom, currently at a conference. To summarize in his words understanding perspective, at Sac County we represent everybody and the language of exclusionary is not landing/feeling right. Asking committee not to exclude law enforcement. Important partner of CWRT. Bylaws not perspective of department nor division. Chair Sako – understanding advisory committee in different place now from when talking about having an advisory committee. For a program with community's trust, who don't want member of law enforcement voting and thinks this bylaw still states that. This committee understands the nuance of having law enforcement join the meetings to have this strong relationship. Thinks a way to put in bylaws without saying law enforcement unable to be a member. Page 2 highlight section stricken. No longer valid. On Page 3 word alternative highlighted and stricken pertains to community membership criteria. On page 4, stricken part refers that talks about why they weren't wanting law enforcement in committee. Added a lived-experience and this to be priority. Anyone/everyone can apply and have a voting seat. Priority to folks with lived experience. Program staff to actively communicate with law enforcement. Member Houston – hearing voice of community a very different time and still a lot of systemic change. Makes a lot of sense why worded this way. Having law enforcement come to meeting, cool to have them present. And hearing ACS, would like to see bidirectional support. Possible to have someone with lived-experience go to/come from law enforcement. Likes how it's worded now. Member Wills. Remembers very well not having

police. Not saying police is bad, went shoulder to shoulder with police. But still going to say not to have voting rights in this board. Institutionally MH and police should be separate. Chair Sako when first heard, feedback had intense reactions and needed to ask for clarification. Asked if to designate a seat for law enforcement. Not to designate but not to exclude. How to break to get this program going. Member Rodriguez – has been going back and forth on this. The job/role as community board member, is to protect community's word. What's written is inclusion. Removed exclusions in edits. When edits made, an officer stated happy to be in the meetings as consultants. Aware several board members who have good relations with police but not okay to have. Law enforcement okay with it. Inclusionary criteria wants it to be clear to the board. Dr. Quist - Hears the committee's frustration. Personally took the position forward as well as Chair Sako to the Chiefs of Staff. Member Wentzel – being the newest member of this board, do not know history who said no law enforcement in the table. Agrees with assessments that implies criticism of law enforcement. Leaves impression that it's the board's point of view. Doesn't think from ACS we want to hold that point of view. We may not want them sitting in the board but they are welcome. Bylaws on the books for public to read for a long time. Why specify law enforcement? Member Hopper – as an older adult, been through a lot of communities. Some kept in here is historic. Excellent for board to create a repository. Most important is lived-experience to bring to board to hear from many layers of populations, personal background may go beyond what we see. Member Hopper okay to keep a method of this bio history. And okay with letting go of some of the language and remembering level of community comprehension. Okay to take out note... looking for bylaws to help us go forward. Member Houston – On regardless of one's background in law enforcement, agrees of more of historical piece. Start with consideration for lived experience. Remove last sentence "law enforcement". Houston motioned to approve current draft with amendment of "serving law enforcement" be stricken. Take out note and start with in consideration. Seconded by Member Wentzel.

Sheriff Rodriguez - as liaison, here as a law enforcement and shouldn't have voting. Feels targeted as a law enforcer as a member of community. Loved that it doesn't preclude and encourage law enforcement as a liaison but not as voting position. Member Wills – anybody being paid shouldn't vote. As a community member can't have a problem with it. Moved to accept all edits. Chair Sako asked for members of the public in zoom to comment. Dr. Quist thinks proposed motion will be stronger than anything heard.

Motion to approve revised bylaws with edits/stricken. Voted and passed unanimously. Per Chair Sako next to go to MHB then to BOS. Chair Sako's plea to Dr. Quist to continue to communicate collaboration with emergency system and law enforcement to make sure they're sitting at the table and no one is wholeheartedly excluded. Dr. Quist agreed. .

V. Discussion: CWRT Program Implementation, Including Data & Response Outcomes

- a. Sacramento County Behavioral Health Services CWRT**
- b. 988/WellSpace Health**
- c. Bay Area Community Services (BACS)**

Alondra - website information available to community. Doing a good job. 72 calls on 988, 56 was 988. 54 from Hope line and 16 were actual calls for CWRT. Volumes/calls increasing. Other calls on housing, CWRT do not provide. Emily for 988, 1059 and 56 to CWRT. 4 days of the month unable to connect. 1 welfare check all other calls resolved, 95%. Highlight this month 1 caller helpless, depressed. CWRT went out and did wonderful job. Did follow ups, she was still struggling and reminded her 988 resource still available. Not one and done. Do follow ups in 24 and 72 hours. A couple of data request. Inspired that ACS had a data team, would love that for 988. County and BACs have different story and would like to have them. Member Rodriguez - stepping off, sits with data core doing statistics work. Member Wentzel - wished she could find out how long it's taking from call coming to 988 and given to/answered by CWRT. How much is acceptable, if way to find out why taking long? Chair Sako - possible missed opportunities. What's

the average time calling 988 to when CWRT receives. Member Wentzel - had one that took 40 minutes. Dr. Quist - have heard and agrees for need of data. Member Wentzel - also called a couple of months ago, no attempt to build rapport. Not just yes/no when asked if they want service. Not sure how they're trained. Are they doing rapport-building? Also, heard the opposite feedback, loved, great. 988 needs to be able to function together. Want community to have options available.

Emily/BACs – amazing ACS presentation. Right now working with CWRT doing lots of training, onboarding. Have supervisors sit in on calls and debrief after every response on what worked/what didn't. A lot of communication, coaching. Before September none of us working together. Have had several feedback who felt unsatisfied. Can take family member away against their will. New program manager will be at next meeting. Putting team together. A couple of folks starting soon. Things running pretty smooth.

VI. Adjournment

Next CWRT Advisory Committee Meeting Scheduled for Tuesday September 10, 2024 6pm-8pm

Chair Sako thanked everyone and reminded next meeting to be on 9/11, 6pm here. Adjourned meeting at 8:29pm.



THE RIGHT RESPONSE
AT THE RIGHT TIME



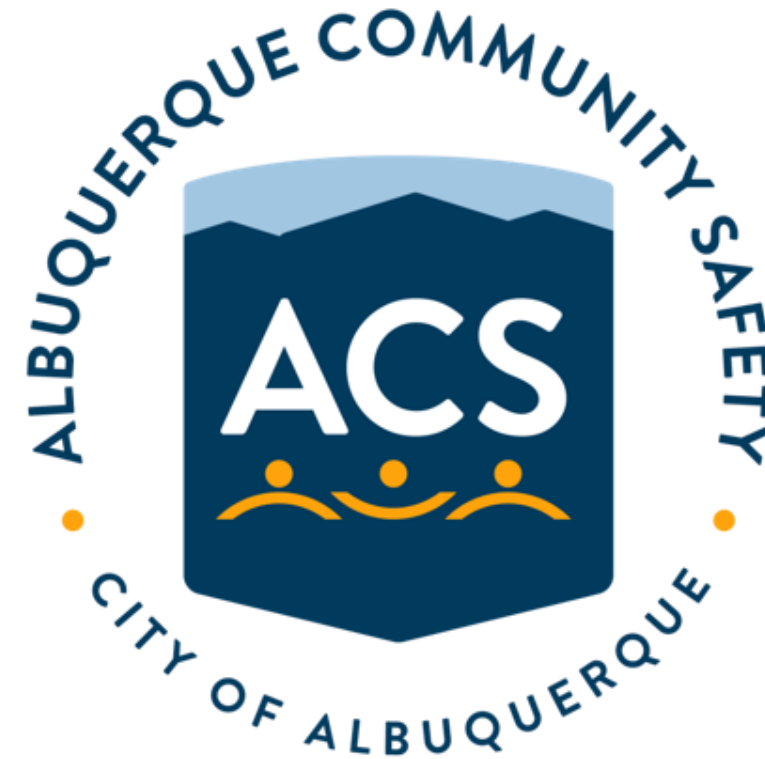
Albuquerque's First Responder System

EST. 1880



Law enforcement and
violent/life-threatening
situations

EST. 2021



Mental health, substance use,
homelessness, and other non-
criminal/non-medical issues

EST. 1900



Fires and emergency
medical needs



OUR VALUES

WELL-BEING & SAFETY

EMPATHY

COMMUNITY AT THE CENTER

ACCOUNTABILITY

RESPECT & DIGNITY

EQUITY

Our values guide the decisions we make as individuals and as a team.

ACS TIMELINE



FIELD RESPONSE



Mobile Crisis Team Clinicians

High acuity co-response with APD



Behavioral Health Responders

Mid to low-acuity behavioral health calls



Community Responders

Lower acuity, non-criminal calls for service



Street Outreach Responders

Targeted street outreach to vulnerable populations and encampments



VIOLENCE PREVENTION & INTERVENTION



Violence Intervention Program

Work with police to interrupt cycles of violence



School-Based VIP

Work with at-risk students who may get involved in violence



Community-Oriented Response & Assistance (CORA)

Community healing after traumatic events



Opioid Education & Prevention

Offer resources, including Narcan, to individuals caught in the cycles of opioid abuse



STREET OUTREACH RESPONDERS



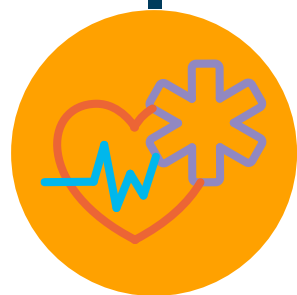
Street Outreach

Targeted street outreach to vulnerable populations and encampments



Connect to Care

Assist with SSI applications, housing assessments, transportation services, employee referrals



UNM Mobile Medicine Team

Provide onsite basic health care services. UNMH PA, UNMH Dr., and medical student on hand



New Mexico Veterans for Pets

“NM Vets for Pets” provides grooming, and sanitation services for animals and trains veterans to provide services





TRAUMA RECOVERY CENTER

- The TRC Model is designed to reach survivors of violent crime who are unlikely to engage in mainstream mental health or social services.

TRAUMA INFORMED THERAPY

- Services include group and individual therapy.
- Utilizes evidence-informed and best practices to lower distress and increase safety and wellness

CARE COORDINATION

- Support with immediate needs such as housing, food, clothing, shelter, medical, financial benefits, employment and more.

CONNECT TO CULTURALLY RESPONSIVE COMMUNITY-BASED SERVICES

- Survivors and their families will be introduced to trusted community partners who will provide short and long-term services.
- Address barriers to care

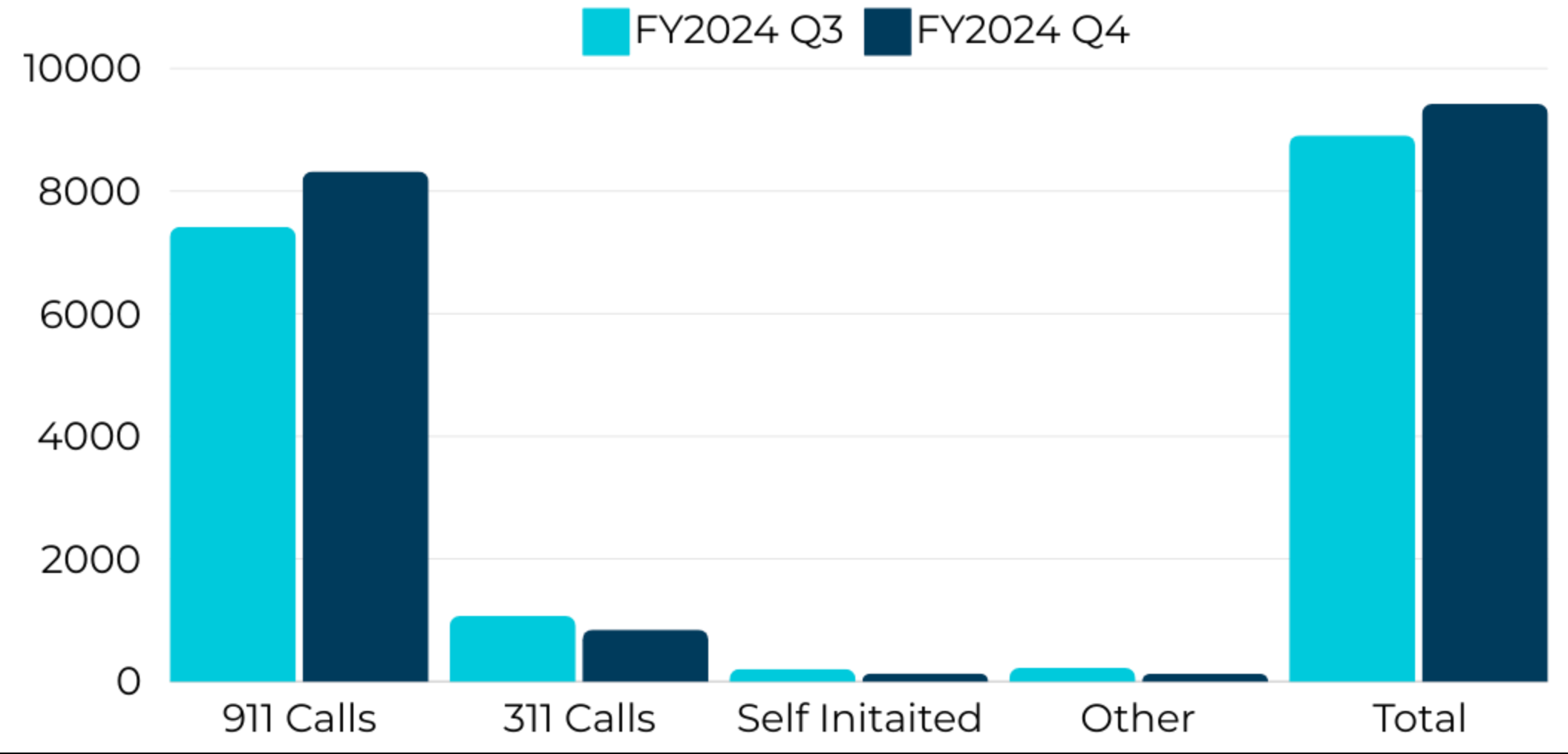
PEER ADVOCACY

- Support, accompaniment and advocacy navigating complex systems, such as the legal, education and healthcare systems.



THE IMPACT ON COMMUNITY

In 3 years of operation:
ACS HAS RESPONDED TO OVER
78,520
CALLS FOR SERVICE



685

Average number of ACS responses
each week
FY2024 Q3

725

Average number of ACS responses
each week
FY2024 Q4

11%

of ACS calls are transportation
to a service provider

● ● ● BUILDING OUR FUTURE

- Currently at 100 employees out of 130 budgeted positions.
- Our new headquarters opened in Albuquerque's International District (May 6).
- Southwest Safety Center near 98th and Rio Bravo to open in 2025 (ACS, APD and AFR hub).

