

CWRT 9/12/23 Meeting MINUTES

Members Present: Corrine Sako, Adam Wills and Elijah Orr (staff: Glenda Basina)

Chair Sako commenced the meeting 6:04pm. Introductions were made.

Announcement: New member Sarina Rodriguez

Public Comment: None.

Presentation Nikki/MH First 2019. Provided background on herself. MH First Programs pulled together in summer 2019 seeing people in community calling for help. Program for gap/lack of adequate services for people in crisis. Jan 2020 launched MH First; respite, 24/7 peer support, fleet of vans for community. Launched in centralized location, supplies for community for basic needs. Trainings launched. Mobile Mental Health Responder Team; clinicians, peers and allies. Summer 2020 (covid time) scaled back to offering just phone support. Still in mode of phone support and dispatch. Phone, dm and text with limited dispatch. 3-person team de-escalation. Working on decriminalization of mental health. Teams trained in first aid for any experiencing medical emergency/Narcan, crisis intervention and, safety liaison to monitor scene for safety. Launched chapter in Oakland August 2020 now with building called People's House. Clinic base location. With CalMHSA intervention grant received, trained community members with this grant. Goal to continue dispatch capacity back to pre-covid. Operates Fri/Sat/Sun, 7pm-7am. Goal for 3-person team and dispatch to capacity. Now capacity based on team's availability. Goal for volunteers to staff responders. Looking to 911 Alternative.

Member Wills commented jails exacerbates mental health. No programs afterhours. Advocated for mental health drop-in to be 24/7. Meet people where they're at. Drugs a major symptom of mental health. Thanked Nikki for presenting.

Chair Sako spoke of MH First schedule availability to collaborate with Wellspace/BACs and CWRT.

Christie invites MH First to CHRIB downtown. Transition MH First from volunteer to paid and be part of CWRT team, part of solution. Opportunity for MH First to contract as mobile crisis provider for CWRT. Alondra spoke on continuing contact with 988 and not wait for contract. Also still hiring for CWRT. Wanting to build capacity with BACS. M-F, 9-3:30pm currently and 80 calls since March. Want to be 24/7, 365 days.

Chair Sako asked BACS if can contract with MH First. Harjit stated if any folks are interested, they're hiring. Filed for joint application for Crisis grant for extra dollars.

Member Orr asked about difficulty in hiring, knows a lot of people looking for a job. Alondra shared they've been out to fairs, events and job fairs handing out flyers. Karen explained the long process and running into people wanting to work hybrid and more demands. Lots of competition. Losing people to hybrid positions. Member Orr asked how rigorous to get individuals trained and is there an entry level for people to come into this work? Christie spoke on entry level. Anyone interested hasn't worked before Wellspace.org looking for folks with listening, empathy and computer skills. 988 has part-time, full time and hybrid option too. Karen also spoke of peers position as entry level position, only lived-experience. Sometimes we're not a good fit for individuals.

Chair Sako thanked Nikki for the presentation and reminded about CWRT Site Visits: CWRT Program, Wellspace. Happy to see programs in operation. Impressed with CHRIB and how it operates. Chair Sako, Member Hopper and another MHB member attended. Report to include in next MHB general meeting.

Update from BHS on CWRT Program. Monica – Provided hiring update. Currently 2 vacancies MH Counselors and 2 vacant for Peer Specialist. Have 2 shelter clinicians. Switched from EHR to Smartcare making data pull complicated. City/county partnership - 164 engaged. Voluntary. Out of 164, 147 enrolled to outpatient services. And 30 enrolled in FSP. Takes rapport to build and engage with folks. Attends to basic needs, food, clothing, shelter to build trust. Developed partnerships with community on homelessness. Helping folks with documentation and also do follow ups. Help transport folks to appointments. Taking pets and building relations with public health.

Melinda in terms of substance use how many? Monica substance abuse can be a challenge, not result of homelessness. Don't have initial numbers. Team assesses and supports them with accessing system of care. No numbers on SUPTI. Working with SUPTI/Michelle. Per Melinda, there's a lot of people out there that need treatment. Need to keep track of what happens to them and if able to connect with system of care. Melinda to check with Michelle/SUPTI.

CWRT data report- Received 74 calls majority resolved in community without police. 1 call law enforcement called, person was not safe was the family's concern. About 15% deescalated by phone. Paramedics called on 2 with alcohol poisoning. 97% resolved in community, 3% law enforcement. Age ranges 16% of older adult 60+. About 6% youth 12 age. TAY about 13%. Need to know if parents are aware. 32% females and 42% male. 1.5 non-binary, 24% unknown/declined to state. Race 42% unknown/declined. 12% Black/African, 11% multi-race, 34% white. Language, primary English, 1% Spanish, Housing stat. 97% housed, 2.7% unhoused. Shelter/group living situation. 4-5 homeless/experiencing homelessness.

Chair Sako mentioned call time between noon-4pm with top zip codes 95608. 95823, 95831 and 95833.

Nikki asked differentiation of individuals calling for themselves or others. Majority from 3rd party call per Alondra. Melinda asked if calls from 988. Yes per Alondra.

Member Orr asked if a contract for agency that pinpoint location. Alondra - CWRT has GPS through software and how quickly CWRT gets there depends on starting location and traffic. Christie on question of geo location, with 988 it is person reporting where they are. 988 working with CalOES who runs 911 to be available to all 988 crisis calls in CA about 12-18 months away. Member Orr shared his experience when calling 988 himself. At Capitol with a man running rampant called 988 and process was very tedious, a lot of questions. Took about 20-minutes. Lost the person, a wasted time. Inquired about an easier process. Urges to consider a way for new strategies. 2-hours waiting is life-changing. Christie thanked for bringing it up. Job of 988 to work with CWRT/BACs and streamline the process.

Hiring info from BACS provided by Harjit.

Monica provided clarification on data to Melinda. Not in purview of data from SUPTI due to PHI issues.

Chair Sako asked question on program update as posted. Alondra attended National Night Out. Hired Peer who started 8/28. Space for 11 CWRT teams currently with 4, hiring 2 dispatcher. Harjit on BACS, 3

program staff hired, 3 supervisors hired. Moving at pretty good track. Karen 3 peers in process 1 to start on 10/2 and 2 thereafter. 3 interviews this week and 2 more next week.

Chair Sako asked about change in operating hours as of 9/1. 9/1 plan was for CWRT to be available to dispatch M-F, 8:30-8:00pm. Due to person still to be trained to go out in the field, schedule still M-F, 9-3:30pm per Karen/Alondra.

Member Wills read comment on chat, "police don't hurt people". Spoke on percentage of people with mental health and unarmed. Not trying to villainize anyone.

Chair Sako spoke on the hope to talk on issues and follow conduct agreement and that the MHB is held to this, not necessary the public.

Christie provided 988's numbers for month of August 2023. Sacramento callers into 988 were 1378. 16 successful transfer to CWRT. Outside M-F, 111 missed opportunities for CWRT. Successfully dispatch 1%.

Melinda thanked Christie for the information. Asked if anyone was thinking of having mobile teams stationed in different areas of the County. Chair Sako remembered conversation when Alondra tried to do in-van, desktop with both peer, counselor in car. Something like law enforcement equipment in vehicles.

Public Comment: None.

Chair Sako adjourned the meeting at 8:05pm. Next meeting 10/12. Thanked everyone for participating.