

Mobile Mental Health Care in Santa Clara County

May 31, 2022
3:30 – 5:30 PM

Please note that this event will be recorded and shared.

Project Safety Net



Virtual Forum Housekeeping

- Webinar will be recorded and shared
- Introduce yourself in the chat box!
 - Names, pronouns, affiliations
 - Share a favorite summer activity
 - Any announcements
- Please use Q&A feature. We will draw from them during the moderated Q&A section.



Welcome

Reverend Dr. Eileen Altman

she/her

PSN Board Chair



Navigating Response to Mental Health Challenges and Crises

Zena Andreani

Crisis Intervention and

Suicide Prevention Center Assistant Director

StarVista Crisis Center



Land Acknowledgement*



The collective efforts of Project Safety Net occurs upon the aboriginal homeland of the Tamien Nation, Ramaytush, and Ohlone since time immemorial and recognizes the continued persistence and resilience of culture and community despite the adverse impacts of settler colonialism. The three nations continue to have a relationship with the land; one of deep respect, agreement and reciprocity collaborating to help maintain balance. Project Safety Net acknowledges and supports the Tamien Nation, Ramaytush, and Ohlone in solidarity and commitment to partnership advocating for a more equitable and inclusive future.

*To learn about the land you live on, go to <https://native-land.ca/>



Objectives

As a PSN community forum, we encourage deeper exploration regarding a topic, framing context for our partners' collective work, and meaningful engagement with community members.

By the end of this event, participants will:

- Learn about Santa Clara County mobile mental health care services and their role in the continuum of care
- Discuss navigating response to individuals experiencing mental health challenges and/or crises
- Understand the role of mobile services in community mental health, substance use, and suicide prevention



Agenda

3:30PM

Welcome

Navigating Response to Mental Health Challenges and Crises

3:45PM

Connecting to Mobile Mental Health Services

- **Bruce Copley**, he/him, MA - Access and Unplanned Services Director and Alcohol and Other Drugs Administrator, County of Santa Clara Behavioral Health
- **Karen Meagher**, she/her MS, LMFT - Bay Area Region Clinical Director, Pacific Clinics
- **Officer Daniel Cuevas**, he/him, MSc and **Holly Merrill**, she/her, LMFT - Psychiatric Emergency Response Team, City of Palo Alto Police Department

5:05PM

Moderated Audience Question & Answer

- Please post questions in Q&A feature NOT chat
- Welcome to post questions throughout presentations
- Encourage to use upvote questions

5:25PM

Closing & Thank You



Thank you to the  CITY OF **PALO ALTO** for sponsoring
PSN's May Mental Health Matters Month campaign.



Elected Officials

Office of County Supervisor Joe Simitian - **Matt Savage**

City of Palo Alto – Vice Mayor Lydia Kou, Councilmember Greer Stone



Connecting to Mobile Mental Health Services



Bruce Copley, MA
he/him

Access and Unplanned Services
Director and Alcohol and Other
Drugs Administrator
County of Santa Clara
Behavioral Health



Karen Meagher, MS, LMFT
she/her

Bay Area Region Clinical Director
Pacific Clinics



Daniel Cuevas, MSc
he/him

Police Officer
Psychiatric Emergency Response Team,
City of Palo Alto Police Department



Holly Merrill, LMFT
she/her

Marriage Family Therapist II
Psychiatric Emergency Response Team,
City of Palo Alto Police Department



County of Santa Clara Behavioral Health

Bruce Copley

he/him

*Access and Unplanned Services
Director and Alcohol and Other
Drugs Administrator*



Psychiatric Emergency Response Team (PERT), City of Palo Alto Police Department



Daniel Cuevas, MSc
he/him

Police Officer



Holly Merrill, LMFT
she/her

Marriage Family Therapist II



Introduction to the Palo Alto Police Department Psychiatric Emergency Response Team (PERT)



COUNTY OF SANTA CLARA
Behavioral Health Services

WHAT IS PERT?

- ❖ PERT employs a joint-response model, comprised of a BHSD clinician and PAPD officer paired up full-time.
- ❖ PERT responds to real-time, crisis situations, utilizing the joint response model.
- ❖ The purpose is to divert individuals to community-based treatment and reduce hospitalization/incarceration, as appropriate, and to prevent future encounters with law enforcement.
- ❖ Another goal of PERT is to improve law enforcement's knowledge, attitudes, and behaviors in response to mental health issues.

Joint Response Team

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graph TD; JRT[Joint Response Team] --> C[Clinician]; JRT --> O[Officer];
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Clinician

- Embedded with patrol, real-time response with police radio
- Access to County EHRs – field laptops
- Conducts Mental Health Evaluations
- Assist in determining appropriate call disposition
- Write 5150/5585 applications/related coordination of care
- Consult with officers regarding de-escalation strategies/tactics
- Provide referral/resource linkage

Officer

- Patrol officer, dressed down in modified uniform
- Access to criminal history/prior LE calls
- Provide safety for clinician, clients, and community
- Provide/coordinate transportation to identified level of care
- Consult with on-scene officers/clinician regarding de-escalation strategies/tactics
- Responsible for control/safety within PERT
- Evaluate scene for criminal behavior

SERVICES PROVIDED

- ◆ Rapid Crisis Response for the most imminent emergencies;
- ◆ Mental health evaluations and assessments of individuals and families;
- ◆ Crisis intervention, de-escalation, safety planning;
- ◆ Threat mitigation, crisis/hostage negotiation support;
- ◆ Referral, resource linkage, coordination of care;
- ◆ Provide or coordinate transportation of individuals to most appropriate level of care;
- ◆ Post-crisis follow-up

POPULATIONS SERVED

- ❖ PERT primarily serves all adults over the age of 18.
- ❖ No individual will be turned away by PERT based on age. If a youth is in imminent crisis and at risk, PERT can and will respond.

WHAT TO EXPECT

- ❖ PAPD PERT consists of one officer and one clinician.
- ❖ PAPD PERT operates an unmarked vehicle.
- ❖ The PAPD PERT Officer wears a modified uniform, generally consisting of a polo t-shirt and black or grey pants.

ACTIVATION AND REFERRAL SOURCES

- ❖ PERT calls are generated through PAPD's 24-hour dispatch center — either via the emergency line or the non-emergency line. PERT will then self-dispatch to calls-for-service, where appropriate.
- ❖ Law Enforcement may request or consult PERT.
- ❖ Law Enforcement may submit a PERT referral for follow-up services.

CRITERIA FOR A PERT RESPONSE

- ❖ PERT responds to acute psychiatric emergencies that require a law enforcement response (i.e. imminent danger to self/others or presence of weapons/other elements of danger).
- ❖ PAPD PERT also responds to non-emergency welfare checks on a case-by-case basis, where there may be an underlying mental health component.
- ❖ PAPD PERT serves as the Police Department's main point of contact for unhoused related concerns.

TRANSLATING THE PERT MODEL INTO PRACTICE

- There is not one, uniform PERT model.
 - The success of PERT hinges on an agency's ability to tailor its offerings to the needs of its respective community.
- Unique to PAPD PERT, we have an added layer of duties:
 - We frequently arrive first on the scene, where the crisis may still be unstable.
 - We maintain frequent contact with the unhoused population, as homelessness is sometimes intertwined with mental illness.

REFLECTIONS

POSITIVE HIGHLIGHTS

- Teamwork makes the dream work.
 - Synthesizing the expertise from law enforcement and mental health
- PAPD personnel has been receptive to PERT's work and mission.
- We feel immense gratification from helping others.

CHALLENGES

- Client refusal of services
- Managing expectations
 - Families



Comments & Questions

Pacific Clinics

Karen Meagher

she/her

Bay Area Region Clinical Director



Moderated Audience Question and Answer

- Please post questions in Q&A feature NOT chat
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Closing Reflections

Zena Andreani

Crisis Intervention and

Suicide Prevention Center Assistant Director

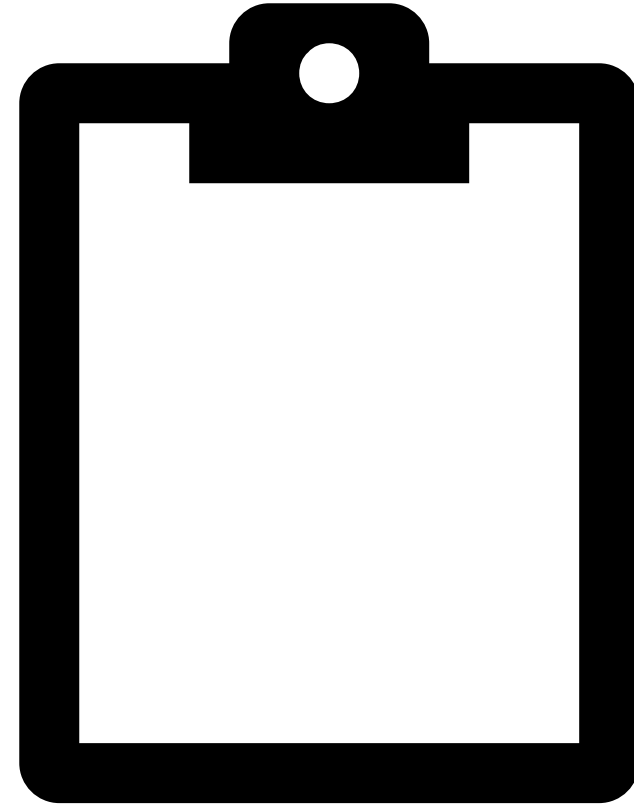
StarVista Crisis Center



THANK YOU!

This survey will take about 5 minutes to complete!

tinyurl.com/mobilemhscceval



Please consider donating

PSN's May Mental Health Matters Month Fundraiser!

bit.ly/donatePSN

2022 California Nonprofit of the Year

- SUPPORT US DURING -

Project Safety Net's

MAY MENTAL HEALTH MATTERS FUNDRAISER!

Your contribution will:

- Coordinate community response to suicide incidences
- Strengthen partner collaborations to increase access to mental health services, eliminate stigma, & reduce means to lethal self-harm
- Teach teens how to identify, understand, & respond to signs of mental illnesses & substance use disorders among peers
- Build PSN backbone support to serve north Santa Clara & south San Mateo Counties

WEBSITE: psnyouth.org
FACEBOOK: [@psnyouth](https://www.facebook.com/psnyouth)
DONATION PAGE: bit.ly/donatePSN

100% of our Board has donated \$5,465.00 for our mission this year!

Connect with PSN staff!

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