



ARU10



CARDEA  HEALTH



City of San Leandro  
Human Services

# Program Goals

- Reduce police response to 911 calls related to behavioral health requests
- Deliver an appropriate and timely response to behavioral health calls that meet the individual's needs
- Decrease the number of unnecessary emergency room visits
- Bridge and facilitate service connections for individuals



# Program Details

- 18-month pilot program Nov 2024 – May 2026
- Operating out of ACFD Fire Station 10
- Available Monday – Thursday, 8 am – 6 pm
- Staffing: 1 ACFD Emergency Medical Technician (EMT), 1 Nurse Practitioner, 2 Community Health Workers
- Access to (2) two beds at Eddie's Place, a medically supported emergency shelter



# Background

- Extensive research and training was conducted with San Leandro Police Department – 2 years of data to identify call types
- Initially the San Leandro Police Department Communications Center (dispatch) triaged all calls for service
  - Calls that meet criteria for the ARU, and are **screened for safety concerns**, are forwarded by SLPD Dispatch to the Alameda County Regional Emergency Communications Center (ACRECC), and the unit is dispatched.
- Over time ARU has begun to allow direct calls in select circumstances (known clients, BART PD, Union Pacific Railroad)



# Eligible Scenarios

- An individual is experiencing suicidal thoughts, thinking of harming themselves, is in emotional distress
- Families, neighbors or individuals are arguing or in need of mediation
- An individual is known to, or there is a strong suspicion that they are, experiencing hallucinations, psychosis, or other significant mental health symptoms
- People are coming to the attention of others because of their behavior (e.g., shoplifting, panhandling, trespassing, yelling) and there is suspicion or knowledge that substance use, mental health issues, intellectual disabilities, autism, homelessness or other human service needs are driving this behavior



# Exclusionary Criteria

- Gun on premises
- Physical Threats Made
- Current or Known History of Physical Violence
- Property Destruction
- Current Self-Harm
- Current Suicide Attempt
- Threatening Suicide with Plan and Weapon Means





# Initial Call Data

- Average ARU response time is **9 minutes**
- ARU is **averaging over 8-10 calls per day**
- Average **time-on-task of approximately 27 minutes**
- In the initial six months of service from team launch, the ARU answered:
  - **625** 9-1-1 calls
  - Initiated **121** follow-up visits
  - **68** on-view calls
  - In the last three months the team has also fielded **58** Direct Calls



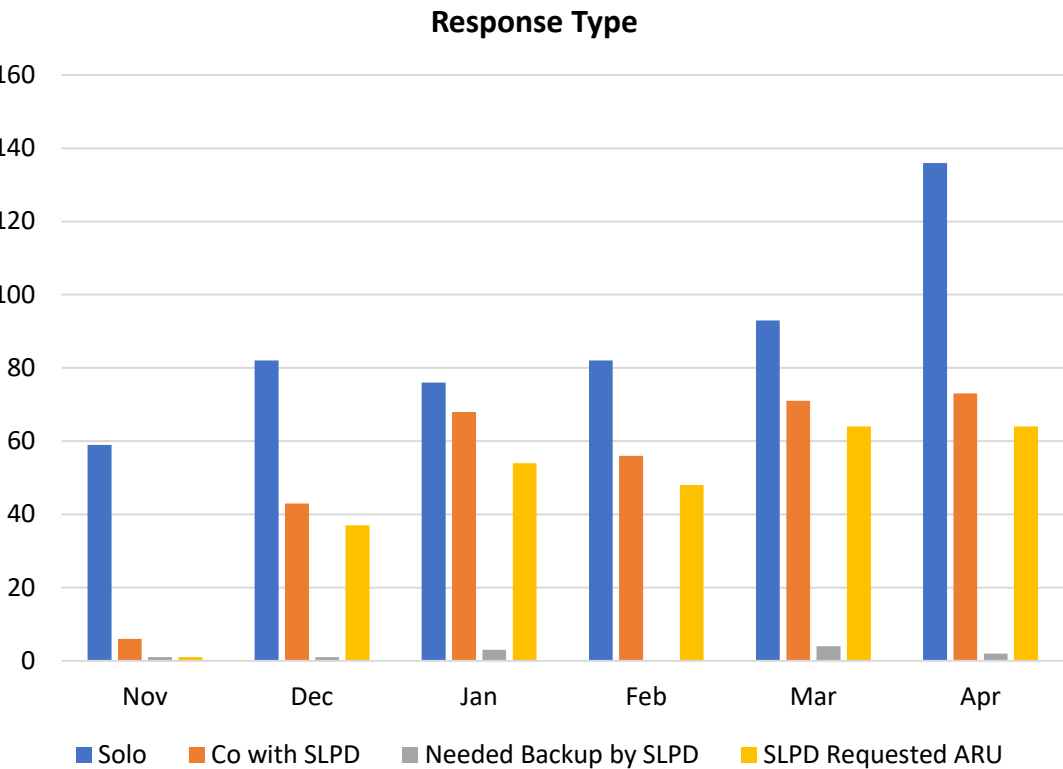
# Initial Call Data: Call Types

Type of Call	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	Total	% of Total
9-1-1	38	70	115	110	153	139	625	72%
Follow Up	23	28	23	11	17	19	121	14%
On-View	18	22	5	7	9	7	68	8%
Direct Call	0	0	0	12	27	19	58	7%
<b>Total</b>	<b>79</b>	<b>120</b>	<b>143</b>	<b>140</b>	<b>206</b>	<b>184</b>	<b>872</b>	<b>100%</b>



# Response Types

There is a strong trend towards increasing the number of calls that are co-responses with San Leandro PD over the course of the first two quarters as the team became more fully integrated into the Emergency Response System.



Type of Response	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	Total	% of Total
Solo Response	59	82	76	82	93	136	528	47%
Co-Response with SLPD or SLPD Requested ARU	6	43	68	56	71	73	333	28%
Required Backup by SLPD	1	1	3	0	4	2	11	1%
Total	67	163	201	186	232	275	872	100%

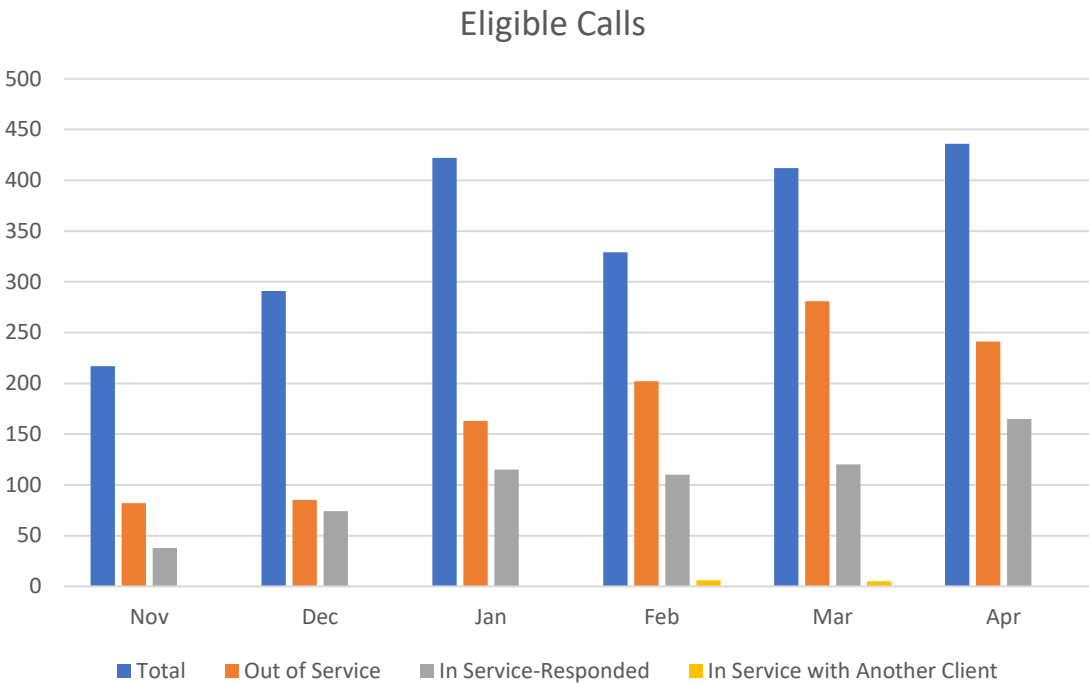
# Eligibility

An analysis of the timing of most *eligible* calls, taken from the SLPD weekly report, suggests that most qualifying calls come in during the normal hours of ARU operation.

**Total number of calls in the table below represents 24/7 call data (168 hours) from SLPD; the ARU only operates during 40 of those hours (24%).**

Additionally, calls coded as fit for an ARU response are screened for safety, which helps explain why the team is excluded from responding on all calls, even when available.

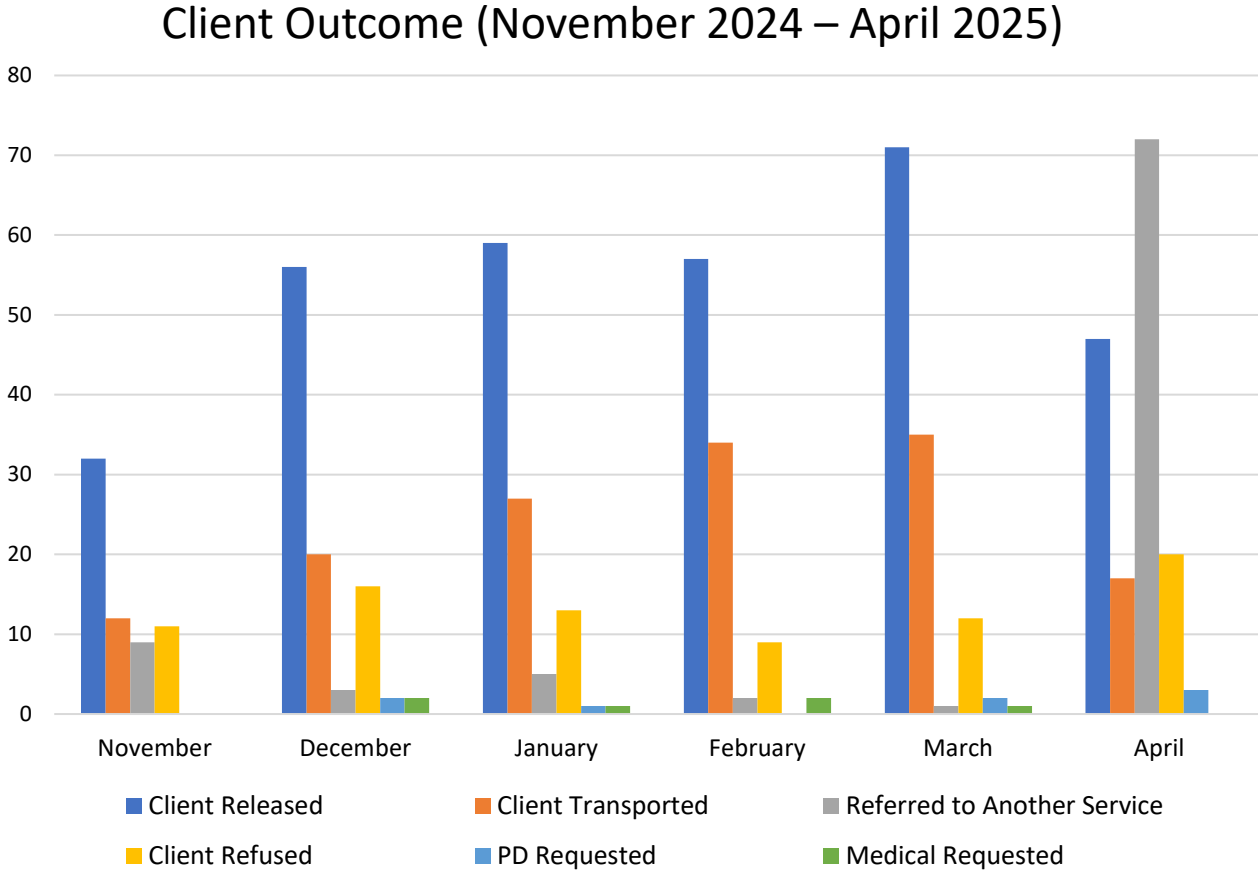
Eligible Calls	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	Total	% of Total
Out of Service	82	85	163	202	281	241	1054	50%
In Service - Responded	38	74	115	110	120	165	622	30%
In Service with Another Client	0	0	0	6	5	0	11	1%
Total	217	291	422	329	412	436	2107	100%



# Client Outcomes

Outcome of Client Contact Made	Total	% of Total
Client released	332	49%
Client transported	145	22%
Client refused	81	14%
Referred to another service	92	12%
Law requested	8	1%
Medical requested	6	1%
<b>Total</b>	<b>654</b>	<b>100.0%</b>

Services were provided or referred in 237 of the 654 outcomes tracked in the first six months (36%).

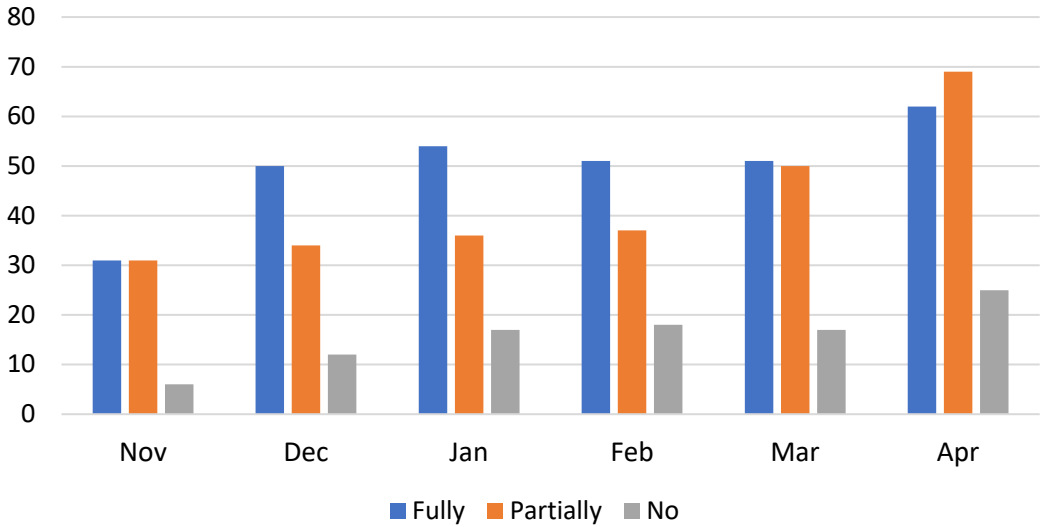


# Client Needs

Of the clients served, **85%** had their immediate needs met partially or fully by the unit at primary contact.

Were the Client's needs met?	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	Total	% of Total
Fully	31	50	54	51	51	62	299	46%
Partially	31	34	36	37	50	69	257	39%
No	6	12	17	18	17	25	95	15%
Total	68	96	107	106	118	156	651	100%

Client Needs Met on Initial Contact



- Examples of fully met include “transport to a desired location” and “diffused a situation”
- Examples of partially met include “moved along” and “referrals”
- Examples of not met include client refusal of services.



# Client Engagement

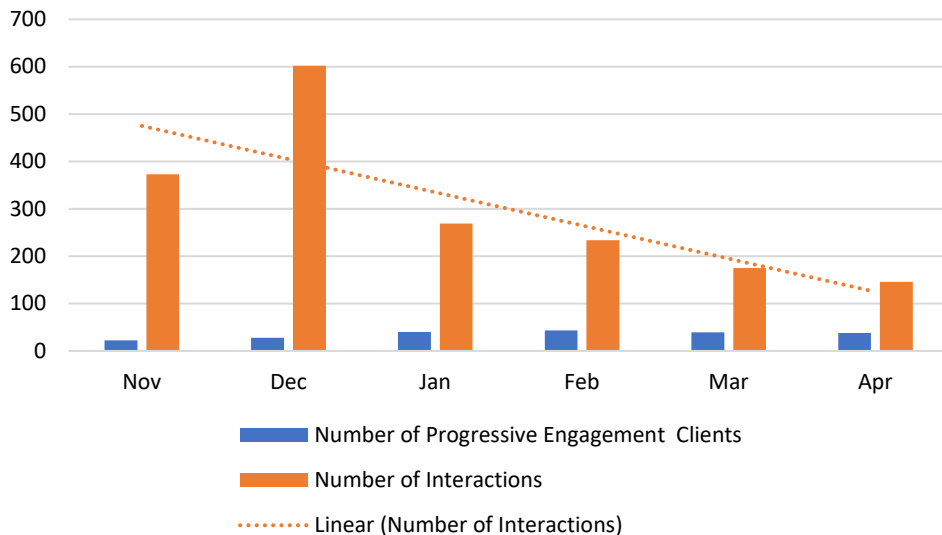
As part of the goal of bridging service connections for clients, the ARU team has made strides in cultivating relationships with the clients they serve. There were numerous clients in the last six months with whom the team had multiple interactions as summarized below. Interactions include text messages, phone calls, emails, and brief visits that do not warrant a full incident report.

	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	Total	% of Total
Number of Unduplicated Clients	416							
Number of Progressive Engagement Clients	22	28	40	43	39	38	210	56%
Number of Interactions	373	602	269	234	175	146	1799	



# Client Interaction Summary

Client Interaction Summary



## Eddie's Place

- 14 clients transported to Eddie's Place November 2024 – April 2025

## Enhanced Care Management

- Medi-Cal members affiliated with Alameda Alliance or Kaiser
  - Must have complex medical or social needs
- Provides wraparound support beyond what standard Medi-Cal provides
- 7/8 petitions accepted

## CARE Court

- Civil court program aimed at people with untreated schizophrenia-spectrum or other psychotic disorders
- Offers community-based services (treatment, housing, support), via either a voluntary CARE agreement or a court-ordered CARE plan
- 9 direct petitions
- 12 family-assist petitions



# Eddie's Place

10 clients either still at the medically supported shelter, or on a path to longer-term care:

- 1 client discharged to an inpatient substance abuse program
- 3 clients were “discharged” from an ARU bed to a medical respite stay through an authorization from Alameda Alliance and remain at Eddie’s Place to continue to work on medical and housing goals
- 1 client was referred to Section 8 housing
- 1 client was admitted to the hospital for a scheduled C-section
- 4 clients remain at Eddie’s Place in an ARU designated bed





# CARE Court Success Story – “Dana”

- Client in urgent crisis, facing eviction, serious mental health issues, history of psychiatric holds, and dangerous behavior
- ARU filed one of the first Care Court petitions on her behalf
- Worked closely with the landlord, courts, and first responders to facilitate a compassionate eviction process
- Secured safe storage for belongings and a two-week motel stay as a short-term solution
- Client developed a strong bond with ARU, refusing to be transported by anyone else
- On the final day at the motel, client caused damage and was arrested
- Care Court team acted quickly to secure a temporary conservatorship, enabling treatment at Villa Fairmont, a local mental health facility
- While in care, client stabilized and texted ARU: *“Thank you for caring enough to help even when I didn’t want it.”*
- Months later:
  - Earned a pass to attend a family baptism
  - Completed treatment and transitioned to Amber House for stable housing
  - Still in contact with ARU team

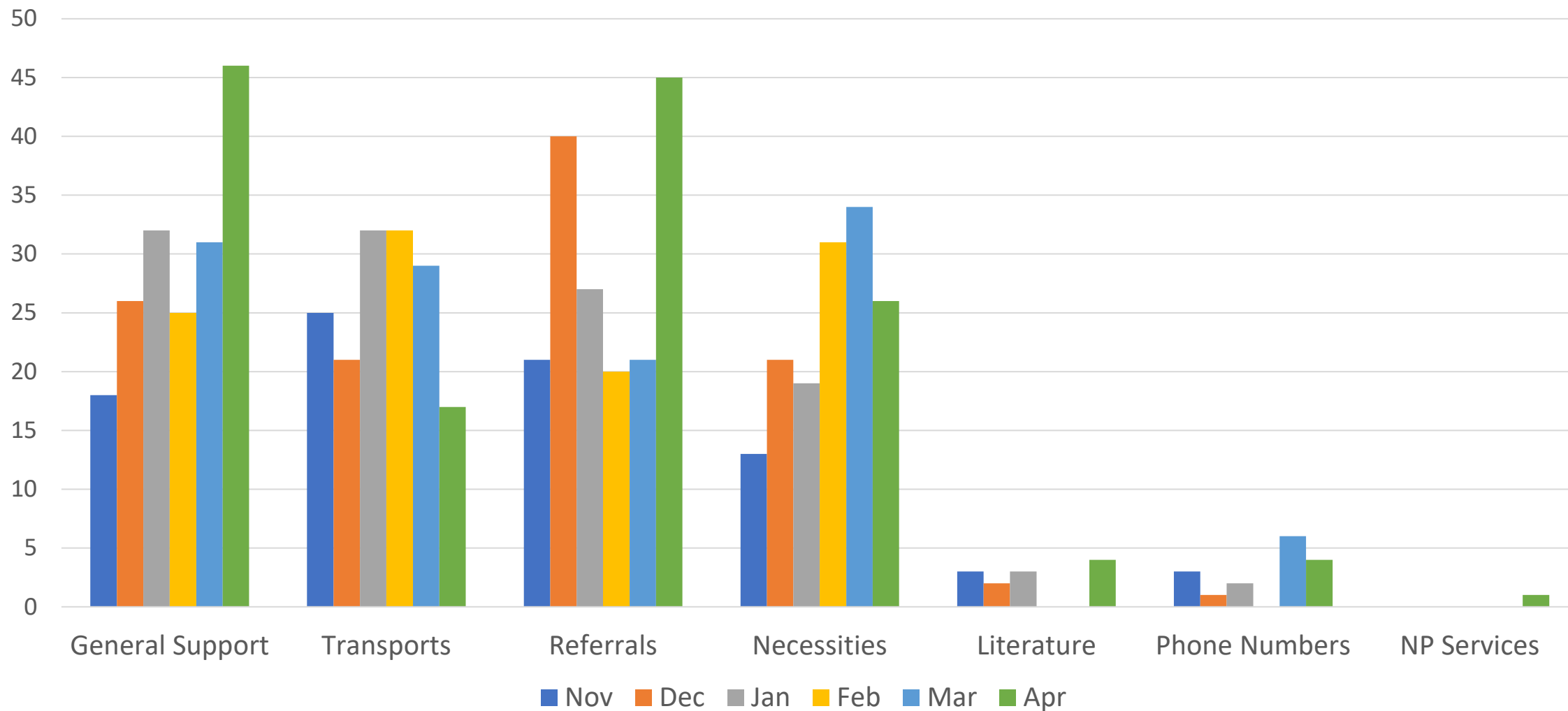


# Multi-agency Success Story – “Deborah”

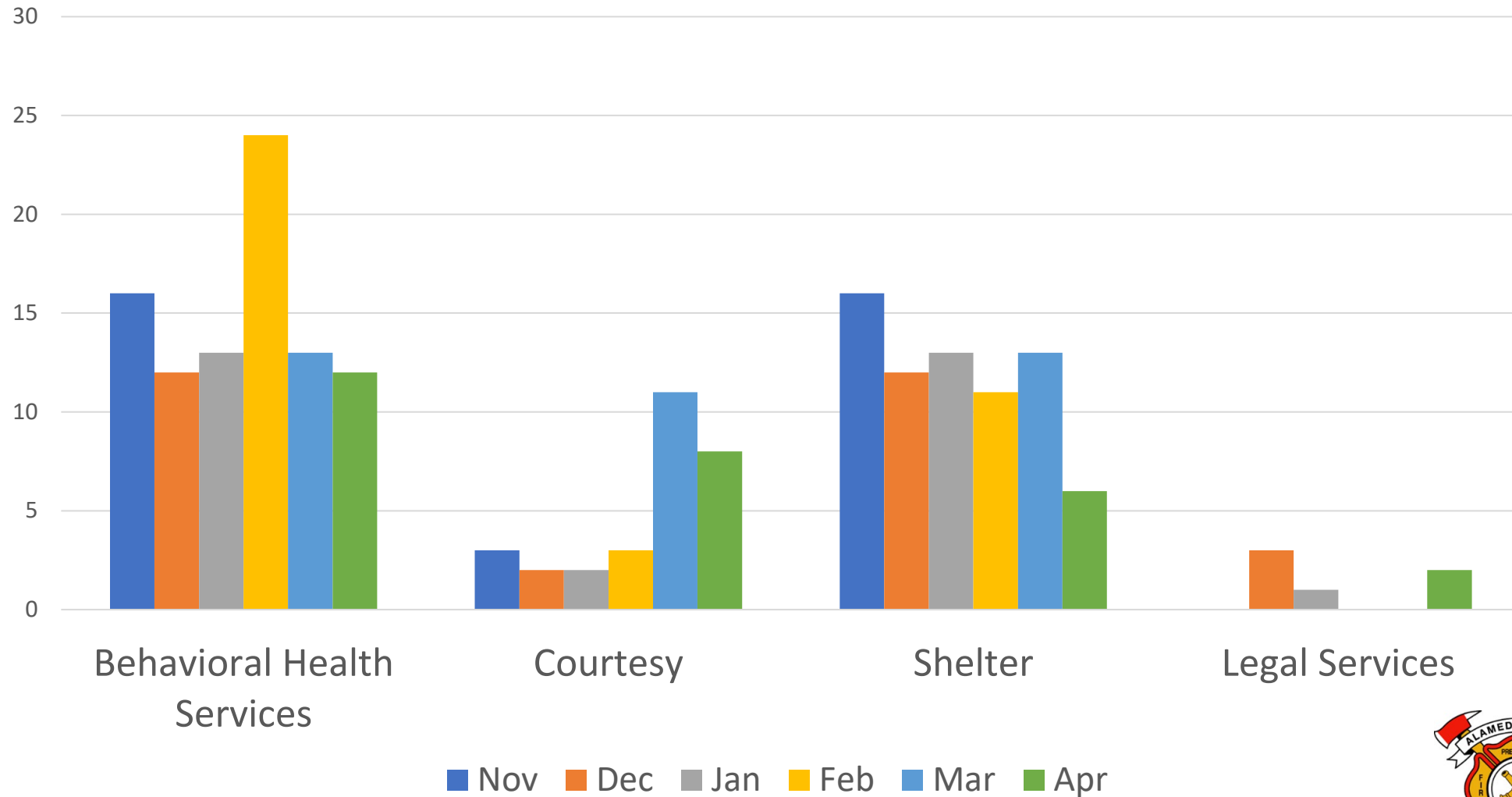
- Historically, client called 9-1-1 many times a day
  - Client was lonely and had worsening dementia, but adamantly refused services
  - Client’s adult children refused to assist
  - Negatively impacting Dispatchers and SLPD Officers
- Next phase included an exhaustive effort and collaboration between County EMS, Kaiser, County Adult Senior Services, SLPD Dispatch, San Leandro Human Services, ARU
  - Multiple visits, consultations, meetings
- Today client is in the memory care unit of a local senior facility
- Noticeable positive impact on SLPD dispatchers and officers



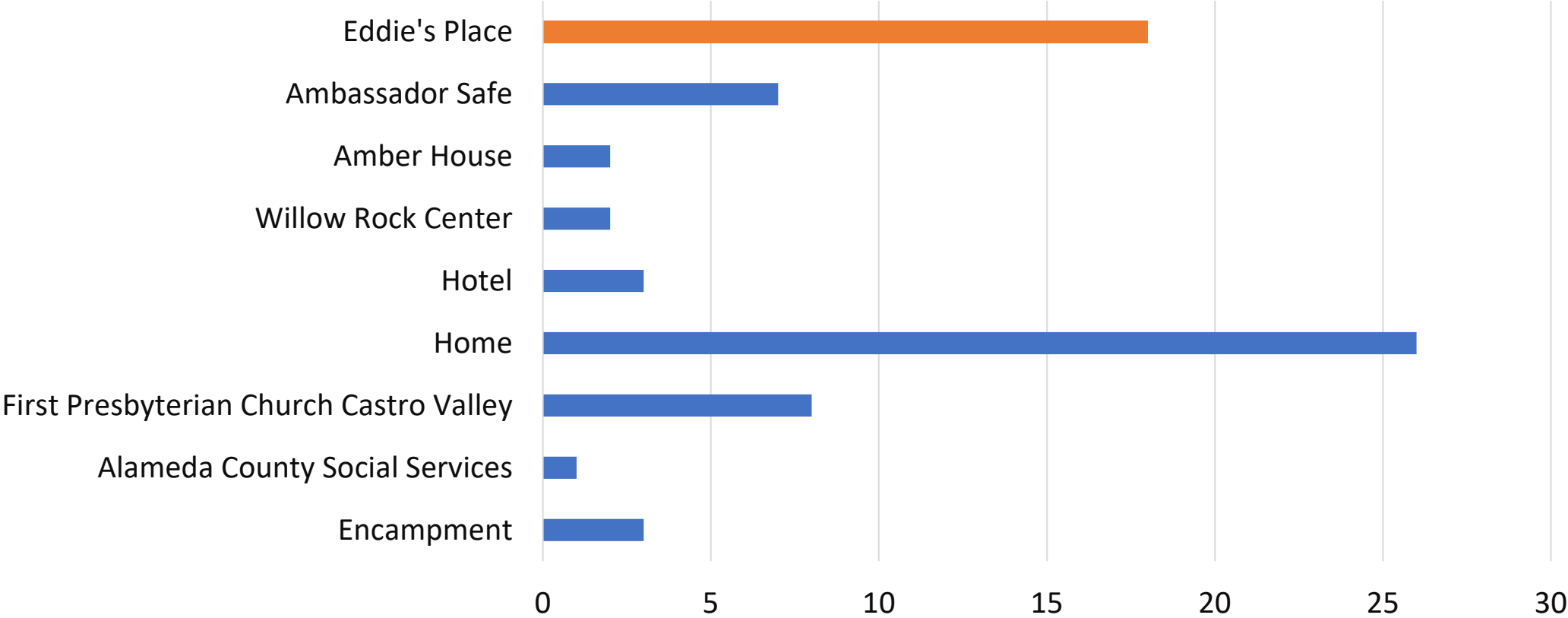
# Summary of Services Provided per Month



# Summary of Transport Destination per Month by Category



# Shelter Connections



# Thank you

