

CATT

Community Assessment Transport Team



Alameda County
Health Care Services Agency



BRIEF HISTORY



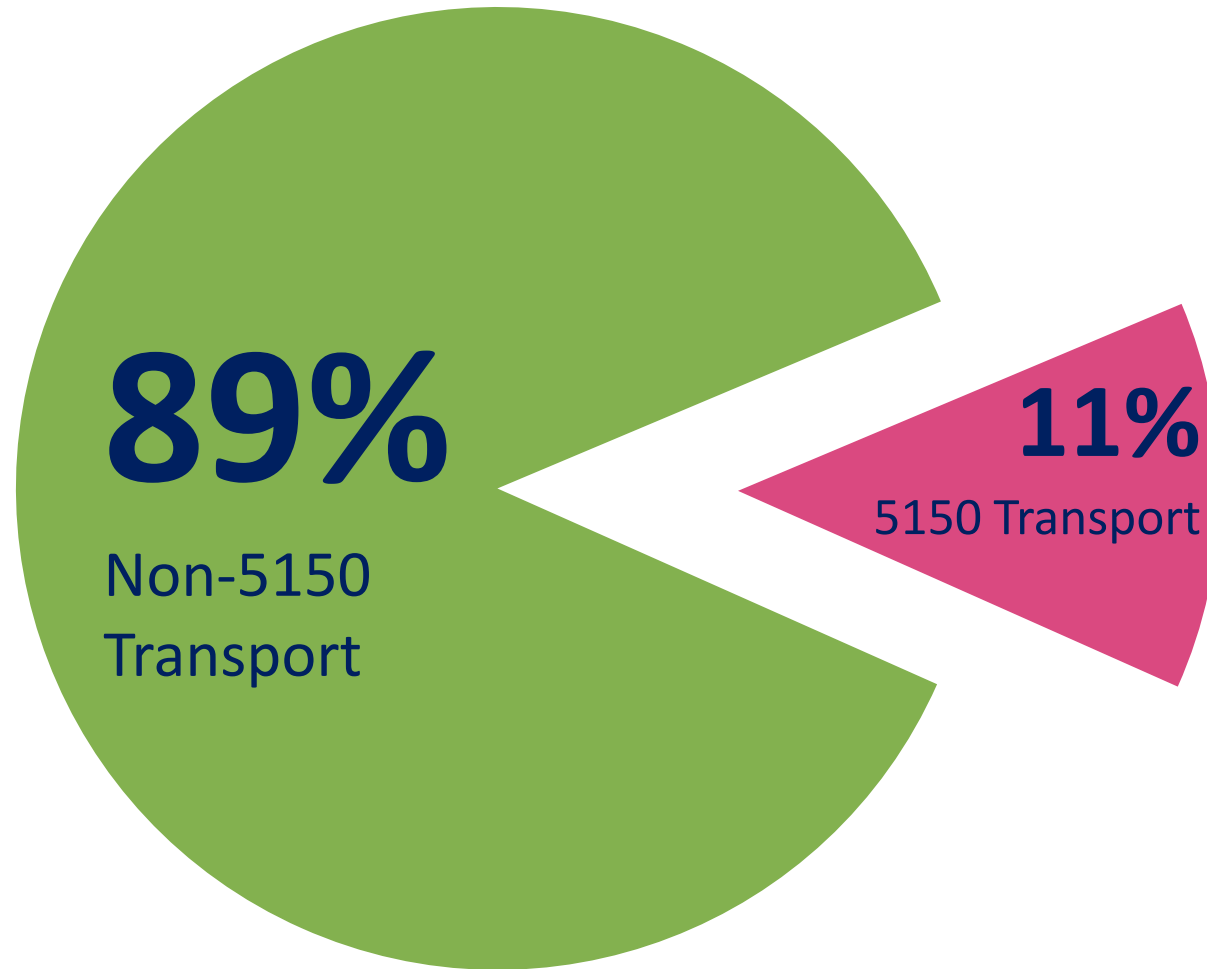
405,059
911-Emergency
Transports in
Alameda County
(2016-June 30, 2019)



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Non-5150 vs. 5150 Transports



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Historical 5150 Transport Destinations



43,093

5150 Transports
(2016-Q2 2019)



JOHN GEORGE
PSYCHIATRIC HOSPITAL
A member of Alameda Health System

44%

Willow Rock included



56%



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Challenges with Ambulance Response Model

- Ambulance personnel are not trained in delivering psychiatric care and Emergency Departments are not optimal locations for these clients.
- Behavioral health clients are not transported to other - more appropriate - levels of care (e.g., crisis stabilization units, crisis treatment facilities, etc.).
- John George Psychiatric Hospital is overcrowded due to one-solution-for-all model, which doesn't often meet individual needs.
- Transporting behavioral health clients without need for medical attention by 911 ambulance is costly.



CATT Design Begins in 2018

- Implement and support a crisis response system that reduces the rate of involuntary detentions and increases the efficiency and effectiveness of linking clients to needed services.
- Innovated combination staffing by pairing an EMT and a Behavioral Health Clinician in a non-emergency vehicle.
- Staffing model enables assessment and transport for a broad range of dispositions (Psychiatric Emergency Services, Crisis Residential Treatment Facility, sobering center, shelter, emergency departments, etc.).
- Team will be equipped with technology that helps understand the best diagnosis and disposition possibilities for a client experiencing a behavioral health crisis.



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CATT FUNDING MEASURE A & MENTAL HEALTH SERVICES ACT (MHSA) Proposition 63

- Measure A provides financial support for emergency medical, hospital inpatient, outpatient, public health, mental health, and substance abuse services to indigent, low income, and uninsured adults, children, families, seniors, and other residents of Alameda County. Measure A funds were utilized to purchase vehicles.
- MHSA - Proposition 63 emphasizes transformation of the mental health system while improving the quality of life for Californians living with a mental illness.



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CATT & Stakeholders



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Alameda County Behavioral Health (ACBH)

Local health care agency dedicated to maximizing the recovery, resilience and wellness of all eligible Alameda County residents who are developing or experiencing serious mental health, alcohol or drug concerns.

Alameda County Care Connect

An initiative of the Alameda County Health Care Services Agency (HCSA) to improve care for Medi-Cal eligible residents who face the most difficult combination of physical health, mental health, and housing challenges. CATT will work with Care Connect's Community Health Record (CHR), which aims to bring together data from multiple organizations to better share information among providers and improve care coordination efforts.

Alameda County Emergency Medical Services

Plans, implements, and oversees all Emergency Medical Services (EMS) activities conducted in Alameda County.

Bonita House, Inc.

Organization working to build community, dignity, hope and wellness with people recovering from mental health and substance use disorders.

FALCK

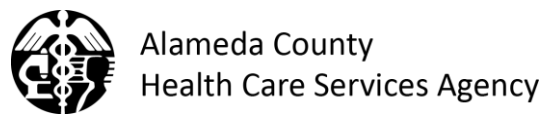
Alameda County's 9-1-1 provider



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Additional support from Board of Supervisors, HCSA finance department, dispatch centers, PD, OPD with Crisis Intervention Training



CATT Progress Report

- Received \$9,878,082 from Mental Health Services Oversight and Accountability Commission (MHSOAC)
- Ongoing CATT Program Management
 - CATT Overview Committee to assist with development and oversight
 - CATT Budget Committee to manage finances
 - CATT Training Committee to develop and implement a training curriculum for the CATT EMT and Licensed Clinician



CATT Staff

Licensed Clinician – Hired by Bonita House

Licensed Clinicians shall complete required BH hiring process.

Emergency Medical Technician (EMT) – Hired by Falck

EMTs shall have 6 Months experience (or FT equivalent hours) as an accredited EMT working on an ambulance.

- Both team members shall demonstrate strong clinical expertise and decision-making skills.
- Both team members shall be successful in completing the EMS and Behavior Health approved Crisis Intervention and CATT Training Programs.



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CATT TRAINING

- Both team members will have Crisis Intervention Training arranged by Alameda County Behavioral Health Care Services in partnership with Oakland Police Department.
- Both team members will have at least 40 hours of classroom sessions with ongoing curriculum.
- CATT Licensed Clinician will have 5150 certification training to place 5150/5585 (minors) holds.



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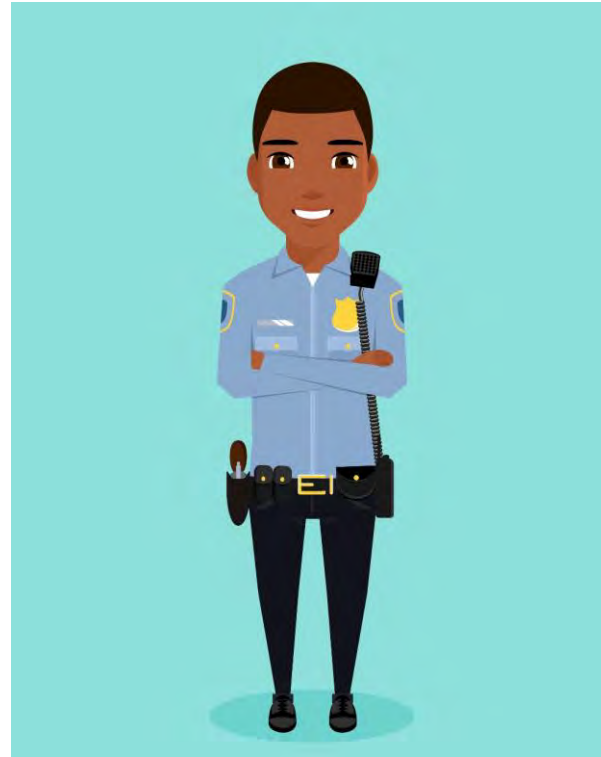
CATT Teams



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POLICE DISPATCHED FOR POSSIBLE BEHAVIORAL HEALTH ISSUE



OFFICER ARRIVES ON SCENE TO DETERMINE IF PERSON WILL BENEFIT FROM CATT SERVICES



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AMBULANCE TRANSPORT REQUIRED



- NEEDS MEDICAL CARE
- HAS A TRAUMATIC INJURY NEEDS TREATMENT
- UNCOOPERATIVE-NEEDS RESTRAINTS
- UNABLE TO WALK WITHOUT ASSISTANCE



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alameda county
behavioral health
MENTAL HEALTH & SUBSTANCE USE SERVICES



alameda county
care connect



Bonita House
INC



FALCK

Officer determines client can benefit from CATT services or would like a consultation.



Officer requests CATT to be dispatched to the scene.



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behavioral health
MENTAL HEALTH & SUBSTANCE USE SERVICES



alameda
county
care connect



CATT Unit

- Comprised of a Licensed Clinician and EMT
- When CATT arrives on scene and they feel comfortable, they will release the Officer and render care to the client.
- The Licensed Clinician has received the necessary training and can write a 5150/5585 hold.



The Licensed Clinician and EMT can work together to determine if there are any medical concerns or if the client will benefit from alternative resources.



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Services Available to CATT Clients

- **Physician or Mental Health Provider's office/clinic**
- **Shelter**
- **Crisis Residential Treatment Facility**
- **Sobering Center**
- **APS or CPS services**
- **Emergency Room, John George Pavilion, or Willow Rock**
- **Other appropriate services**



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Ambulance or CATT

Assessment, Diversion, Transport, Referral, 5150/5585 Hold, and Transport

- CATT will perform a physical and mental status assessment, in accordance with County protocols.
- CATT will determine a disposition attempting to avoid placing the client on a 5150/5585 hold or transporting to John George Psychiatric Hospital, Willow Rock, or an Emergency Department.
- CATT will be able to utilize ReddiNet and other services to refer the client to an appropriate treatment/crisis facility.

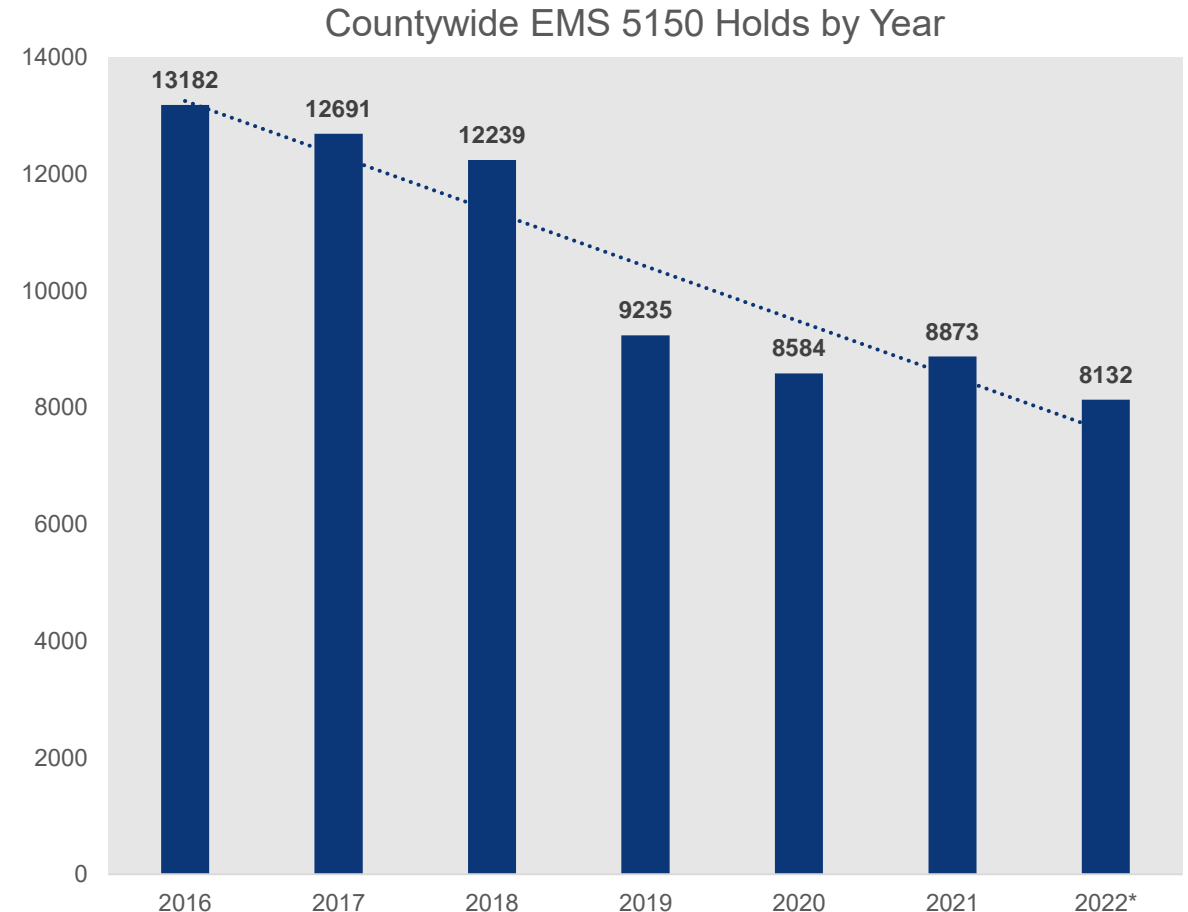


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Countywide Involuntary Holds by City 2016 - 2022

	2016	2017	2018	2019	2020	2021	2022*
Alameda	410	437	460	263	214	190	95
Albany	126	105	105	100	55	60	21
Berkeley	1298	1278	1240	1038	907	889	397
Castro Valley	407	324	322	249	259	238	118
Dublin	214	229	275	242	287	386	158
Emeryville	223	232	246	169	177	192	87
Fremont	921	823	759	599	520	570	242
Hayward	1535	1366	1360	1069	1038	1109	458
Livermore	385	393	457	393	389	364	141
Newark	240	190	194	141	149	158	84
Oakland	5335	5317	4914	3484	3035	3061	1401
Piedmont	23	22	14	18	26	11	106
Pleasanton	299	330	327	276	246	249	106
San Leandro	1242	1183	1064	795	882	952	406
San Lorenzo	191	163	195	144	120	126	70
Sunol	12	7	8	6	14	15	12
Union City	321	292	299	249	266	303	164
Grand Total	13182	12691	12239	9235	8584	8873	4066



Data Presented by Public Consulting Group - August 2022

CATT Program City Involuntary Hold Comparison 2017 - 2018

	Baseline (2017-2018)	Implementation Period (2021-2022)	% Change
Fremont	1582	1054	33.4%
Hayward	2726	2025	25.7%
Oakland	10231	5863	42.7%
San Leandro	2247	1764	21.5%
Union City	591	631	6.8%
County Total	24930	17005	31.8%

CATT Program City Involuntary Hold Comparison 2018 - 2019

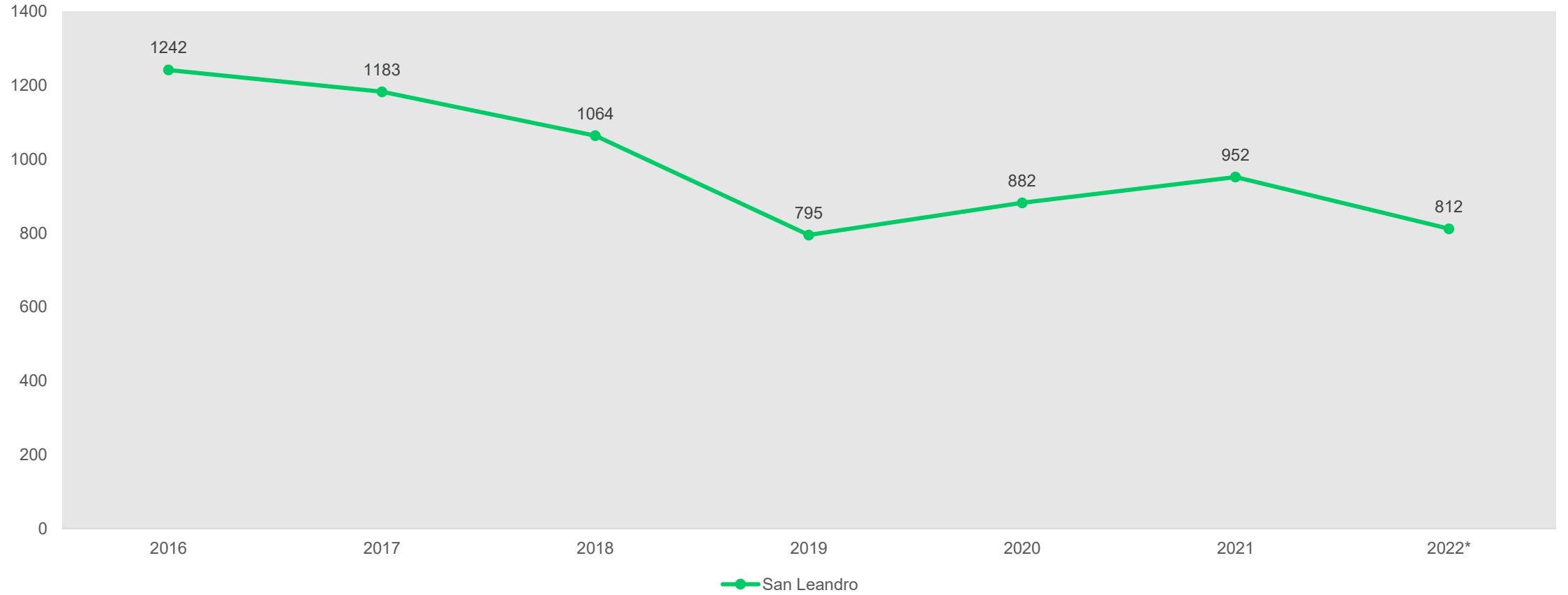
	Baseline (2018-2019)	Implementation Period (2021-2022)	% Change
Fremont	1358	1054	22.4%
Hayward	2429	2025	16.6%
Oakland	8398	5863	30.2%
San Leandro	1859	1764	5.1%
Union City	548	631	15.1%
County Total	21474	17005	20.8%

CATT Program City Involuntary Hold Comparison 2019 - 2020

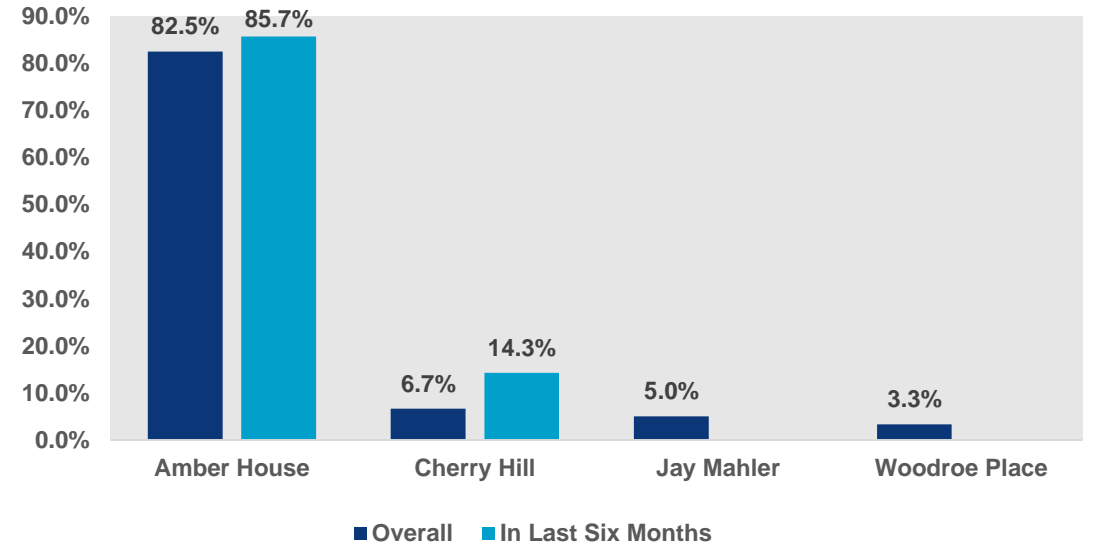
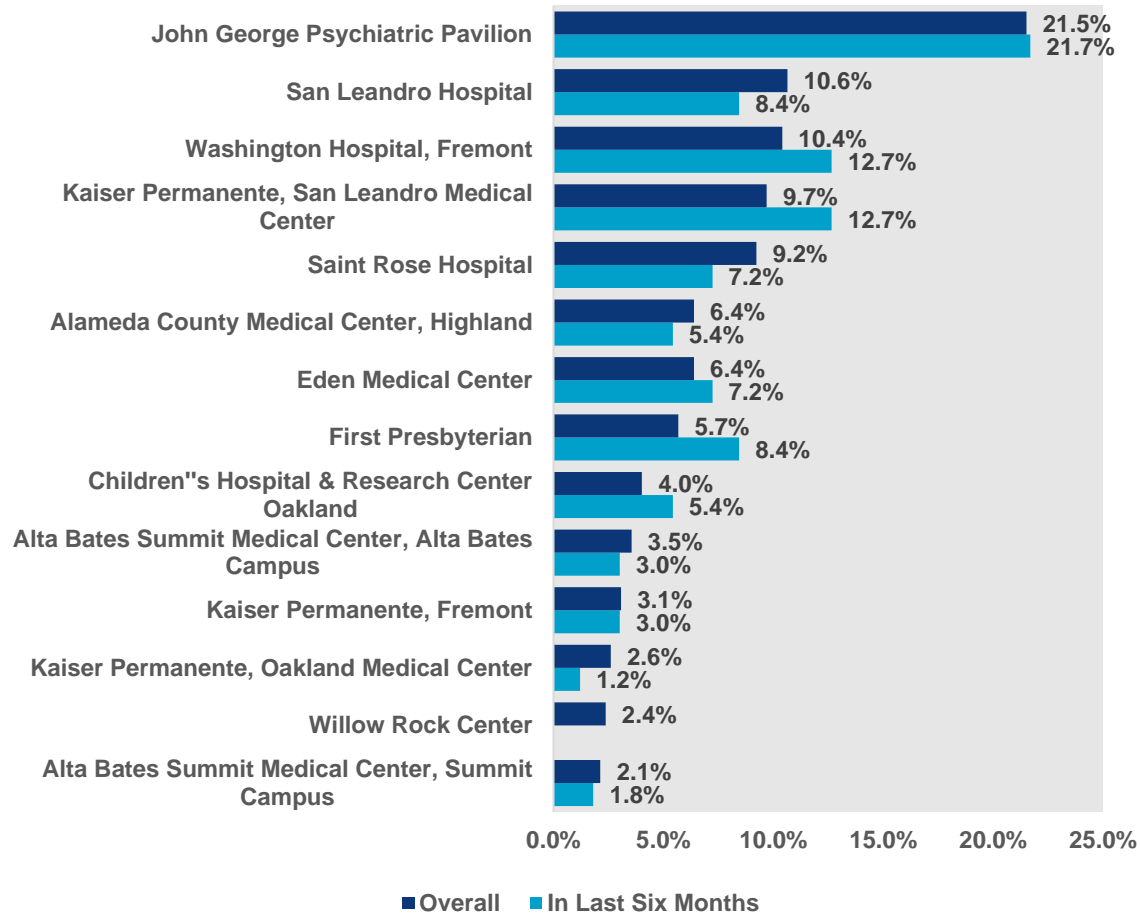
	Baseline (2019-2020)	Implementation Period (2021-2022)	% Change
Fremont	1119	1054	5.8%
Hayward	2107	2025	3.9%
Oakland	6519	5863	10.1%
San Leandro	1677	1764	5.2%
Union City	515	631	22.5%
County Total	17819	17005	4.6%

San Leandro Trend

San Leandro 5150 Counts



Hospital and CBO Transport Locations



- John George PES is the hospital CATT teams are most likely to transport clients to (21.5%)
- Amber House is the CBO CATT teams are most likely to transport clients to (82.5%)

TEAM	Physical ID	UNIT- Posting Area	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	CREW 1 (LC)	CREW 2 (EMT)	DEPLOYMENT HUB	Pay Period
1	413	OAKLAND				09:00-21:00	09:00-21:00	09:00-21:00		VACANT	VACANT	Fallon Hub	week1
		CATT 20				09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00			Fallon Hub	week2
2	410	SAN LEANDRO		07:00-19:00	07:00-19:00	07:00-19:00				Shanelle Cotton	Cesia Perez	Industrial Hub	week1
		CATT 30	07:00-19:00	07:00-19:00	07:00-19:00	07:00-19:00			Industrial Hub			week2	
3	420	HAYWARD				08:00-20:00	08:00-20:00	08:00-20:00		Sonya Lauster	Michelle Summersett	Union City Hub	week1
		CATT 31				08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00			Union City Hub	week2
4	411	OAKLAND				10:00-22:00	10:00-22:00	10:00-22:00	10:00-22:00	Caitlin Asels	David Steger	Fallon Hub	week1
		CATT 21				10:00-22:00	10:00-22:00	10:00-22:00				Fallon Hub	week2
5		HAYWARD		07:00-19:00	07:00-19:00	07:00-19:00				VACANT	VACANT	Union City Hub	week1
		CATT 32	07:00-19:00	07:00-19:00	07:00-19:00	07:00-19:00			Union City Hub			week2	
6	424	FREMONT				08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	Jessica Dean	Merle McIntoch	Union City Hub	week1
		CATT 40				08:00-20:00	08:00-20:00	08:00-20:00				Union City Hub	week2
7	421	OAKLAND	11:00-23:00	11:00-23:00	11:00-23:00	11:00-23:00				Eloise Gerken	Andy Maravilla	Fallon Hub	week1
		CATT 22		11:00-23:00	11:00-23:00	11:00-23:00						Fallon Hub	week2
8		SAN LEANDRO				07:00-19:00	07:00-19:00	07:00-19:00		VACANT	VACANT	Industrial Hub	week1
		CATT 33				07:00-19:00	07:00-19:00	07:00-19:00	07:00-19:00			Industrial Hub	week2
9		HAYWARD	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00				Maggie Kuhn	Bianca Stern	Union City Hub	week1
		CATT 34		09:00-21:00	09:00-21:00	09:00-21:00						Union City Hub	week2
10	414	OAKLAND		08:00-20:00	08:00-20:00	08:00-20:00				Anureet Sandhu	Rubin Rubio	Fallon Hub	week 1
		CATT 23	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00						Fallon Hub	week 2
11		SAN LEANDRO				11:00-23:00	11:00-23:00	11:00-23:00	11:00-23:00	VACANT	VACANT	Industrial Hub	week1
		CATT 35				11:00-23:00	11:00-23:00	11:00-23:00				Industrial Hub	week2
12		FREMONT	10:00-22:00	10:00-22:00	10:00-22:00	10:00-22:00				VACANT	VACANT	Union City Hub	week1
		CATT 41		10:00-22:00	10:00-22:00	10:00-22:00						Union City Hub	week2
										Vacant FTE	Clinician		12.0
											EMT		8.0
Relief Clinicians: Lewie Hodge, Renikia Brown, Samantha Plateau, Jeff Beal													
Supervisors: Samantha Plateau, Jeff Beal													
** Teams are allowed to log in 15 minutes after start of shift and will log off 60 minutes prior to end of shift.													
** Crews have meeting every Wednesday. Crews will be out of services from 8am-9am.													

CALL RESPONSE GUIDELINES:

- CATT is requested by Law enforcement.
- CATT can respond to all cities within Alameda County except Berkeley and the City of Alameda.
- Response time is 30 minutes and determined by location, not by their assigned post.



FINAL NOTES

- **The soft rollout for CATT was Monday July 20th, 2020. The end of our CATT Pilot will be June 30, 2023.**
- **Goal for 12 Teams on 12 hour shifts 7 days a weeks. Hours 7AM-11PM. The current schedule has units located in Oakland, San Leandro, Hayward, and Fremont.**
- **We are continuing to work on staffing, which has been a challenge since the start of the program.**
- **We will be evaluating the CATT program on a regular basis, taking into account the data and input we receive. We will share our updates accordingly.**



THANK YOU

This project will be a success because of the Incredible support we have received from all of our partners!



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QUESTIONS?



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Mental Health Response Unit

October 17, 2022



Mission

- Program Goal: Provide an alternative immediate response to individuals that are experiencing a mental health crisis. The Unit will respond with trained providers that can provide real-time assistance to non-violent mental health and substance abuse patients. These individuals would otherwise be left to enter into the 911 system or be placed on a psychiatric hold.
- Secondary mission: Respond to and treat low-level acuity medical calls
- Overall goal is to more efficiently utilize the relevant health care services to meet the needs of the residents of San Leandro, and prevent unnecessary hospital admissions and readmissions.



Details

- One year pilot program
- Coordination between Police, Fire, and Human Services
- Based out of San Leandro fire station
 - Unit will be mobile during operating hours
- Available 40 hours/week
 - Exact hours to be determined by:
 - Call volume
 - Partner referral center operational hours



Staffing

- Mental Health Response Unit will be staffed with:
 - Psychiatric Nurse Practitioner
 - ACFD County Accredited Paramedic
- Flexible combination allows for:
 - Direct patient care
 - Ability to prescribe and follow up on treatment/referrals made
 - Case management
 - Work in collaboration with established San Leandro outreach teams
 - Part of a multi-disciplinary team with established mental health providers to provide care, prescription, or follow-up assessments as needed
 - Advanced medical care up to paramedic level when required



Service

- Unit to serve:
 - Non-violent persons experiencing a mental health problem
 - Unhoused individuals
 - Individuals experiencing low-level acuity medical issues
- Unit can respond in place of or simultaneously with police
 - CATT currently can only be requested by an on-scene police officer
 - Dispatch can send Unit directly if scene is safe (person not a direct harm to himself or others, no weapons present, etc)
 - Potentially unsafe scene: Unit can respond and stage near the scene for quick access



Points of Entry

- Several Options
 - On View of patient
 - Police – through ACRECC
 - Similar to current request for CATT unit
 - Fire - ACRECC
 - Direct Phone Line
- Telehealth (FaceTime, phone call) a future consideration if unit is not immediately available to respond.



Service Area

- The Unit will be available throughout the entire City.
- Unit will partner with current outreach teams in the area for follow-up care
 - Building Futures
 - Bonita House
 - Family Violence Law Center
 - San Leandro Human Services



Impact

- 2021 – 856 calls to SLPD with a mental health component
 - 396: resulted in the placement of a 5150 hold
 - 172: referred to CATT
 - Potential to respond in place of CATT with no PD response needed
 - 288: did not meet the 5150 criteria
 - The Unit would fill this need that cannot currently be met by PD or CATT
- Reduction in law enforcement responses to non-violent calls for service, specifically this Unit responding in place of PD.
 - Potential to respond to up to 54% of mental health-related calls that now go to SLPD



Budget

- One year pilot program – 40-hour week
- San Leandro share: \$325,000
- ACFD share: \$250,000
- Total cost: \$575,000



Current Status

- Timeline: Unit operational in 6 -12 months
 - Exploring options for agreement with Nurse Practitioner (NP)
 - Secure ACFD Paramedic (meet and confer implications)
 - Confirm dispatch protocols
- Contract with NP would include regular comprehensive reports of program status, associated outcomes, and analysis.
 - Success metrics after one year would measure number of mental health-related calls that were diverted from SLPD
 - Number of individuals that receive case management
 - Track follow-up care and referrals



Questions?