



SGV CARE Program Report Staff Review

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June 20, 2023



Overview of Presentation



May 2, 2023

- Review of SGV CARE Program requested by Council Member Dr. Kelly

May 16, 2023

- Presentation by Caitlin Sims, SGVCOG Manager of Local Programs
- City Council requested staff to meet with participating cities and report back

SGV CARE

- San Gabriel Valley Crisis Assistance Response & Engagement Program
- Participating Cities
 - Arcadia
 - Montebello
 - San Marino
 - South Pasadena

City of Arcadia

Positive Feedback

- Additional resource for Police Department during high acuity moments
- No direct costs for the City (demand is on staff time)
- Quarterly reporting

Negative Feedback

- Original idea is to send mental health professional and not police...that doesn't work
- If required to pay directly, it's not worth it

Challenges implementing (Arcadia)

- Police Department (Officers and Dispatch) were defensive at first
- Must train both LA CADA and APD in how/when to use, when available, etc.
- Monrovia and Arcadia are very similar...Monrovia joining could be a benefit for Arcadia

City of Montebello

Positive Feedback

- Allowed for some transportation of non-urgent issues
- Provided some access for substance abuse treatment & referral

Negative Feedback

- Program requires oversight from staff
- Heavy “Learning Experience” because policies of crisis response team were not in line with Police/Fire policies
- Have not received data/reports
- Limited hours and availability (2 days per week)

Challenges implementing (Montebello)

- The crisis team did not have continued/ongoing access to 911 Dispatch
- Limited policies for the crisis response team (pilot program)
- Insufficient training for both crisis team and city staff
- Mental Health Care systems are not well coordinated...adding a new program adds another layer
- Montebello Community Assistance Program (MCAP) is priority program and funded by General Fund. If source of funding for SGV CARE is not found, they will resort to MCAP without continued participation

City of San Marino

Positive Feedback

- Additional resource for the community

Negative Feedback

- Problems with staffing
- Weekly meetings are one-sided
- Increased availability but have not added more staff for support
- Occasional differing opinions when in the field
- Call screening criteria conflicts with POST standards
- Concerns that data/metrics come from outside

Challenges implementing (San Marino)

- When they have responded and the person in crisis meets their criteria they have successfully handled the situation. We have had a number of times where we have been told they don't have the people available to respond or they are not able to handle without police response.
- When they have a success, the program works. Overall cities would be better working with LA County and DMH to fund co-response teams
- Suggest supporting the 988 program

City of South Pasadena

Positive Feedback

- Very pleased with the program, excited to continue and grow
- Available resource to a person experiencing crisis
- Also have a DMH Clinician
- Some people respond to clinicians and not law enforcement

Negative Feedback

- Utilization Is a work in progress
- Co-response and alternative response both have drawbacks...ok to continue with co-response for now
- Limited hours

Challenges implementing (South Pasadena)

- Working to develop new/different primary dispatch protocols
- City intends to continue and has already signed an extension
- The program has limited hours of availability but City has requested tracking after-hours calls for future decision-making

SGV Council of Governments Meeting

- Usage is not that high (Aug '22 – Jan '23 = 61 calls)
 - Officer and dispatch buy in is critical
 - Average response time is 10 minutes after dispatched by responding officer
- Call volumes are beginning to go up, almost to capacity
- Funding is set thru approximately 2025 (\$30k-\$40k per month)
- Want a full integration with DMH...that is tough to do
 - 988 and SGV CARE began at same time and 988 is now catching up
- CARE Team is always roving
 - Monday, Wednesday, Thursday and Friday, 10 hrs/day
- There is no timeline for commitment and others are considering joining too
 - La Verne, Baldwin Park, Monterey Park

Upcoming Activities and Work

- Breakfast w/ the Supervisor (Barger) – July 10th
 1. Los Angeles County Emergency Housing Update
 2. Discussion on Mental Health in 5th District
 1. City's Request for DMH Clinician
 3. Future of Measure H
 4. Request for Supervisorial Support for Key Projects:
 1. Recreation Park Improvements
 5. Open Discussion

Upcoming Activities and Work (cont.)

- LA County DMH Alternative Crisis Response City Summit – July 20th

The purpose of the ACR City Summit is to bring together City and County staff within LA County to devise and discuss strategic approaches and best practices for non-law enforcement mental health crisis response

- Topics Include –

- What LA County Can Provide: An overview and panel discussion of LACDMH's Alternative Crisis Response (988, ACCESS, Field Intervention Teams, Urgent Care Centers & Crisis Residential Treatment Programs)
- What Cities are Doing: Panel discussion of a few City programs
- How the County and Cities can Coordinate: Panel discussion around role of county/cities, challenges and opportunities

Questions & Direction



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