

**SAN GABRIEL VALLEY COUNCIL
OF GOVERNMENTS**

San Gabriel Valley Crisis Assistance Response & Engagement Program

SGV CARE



**CRISIS ASSISTANCE
RESPONSE &
ENGAGEMENT**

SGV CARE Goals

Leadership Presentation

Supporting Law Enforcement

Provide a timely & broad array of services for law enforcement to support mental health crises.

Meeting Community Needs

Provide high-quality care improving outcomes for both residents and first responders.

Service Connection

Increase connection to long-term services - DMH; Housing for Health; - best response for all is getting client connected to the appropriate resources so that they do not experience a mental health crisis and so that no response is needed.

Relieving Overburdened Teams

Relieving the burden on law enforcement so they can focus on emergencies related to public safety.



SGV CARE TEAMS

The SGV CARE team is staffed by LA CADA and includes a mental health clinician & a SUD counselor or peer support specialist.

The teams is trained to:

- Deescalate crises
- Assess individuals for mental health, behavioral health, & social service needs.
- Facilitate connections to services.

Elena, Jeanette, Maureen, & Jordan

Planning Intensive Goals

A 17-page Program Protocols Document was created by the Project Team over the course of 7 meetings.

Build Agreement

Building agreement across city departments and stakeholders on how the program will operate and be deployed in the city; including alternative response scenarios.

Dispatching

The protocols document defines the 9-1-1 call that are appropriate for SGV CARE to reponse to.

Operationalization

Aside from dispatching the protocols documents identifies a range of policies that inform operationalization the program including: on-scene safety, communication, & transport policies.

GENERALLY, SGV CARE Teams will respond to the following call scenarios:

- **Crisis Intervention**

- Unsafe living conditions, include hoarding.
- Unable to care for self.
- Response to group homes for elderly.
- Student support: overwhelming pressure at school, verbal altercation with student, bullying at school or online bullying, chronic truancy, trauma related to active shooter lockdowns.
- Follow up for the victim & family of a violent crime like sexual assault.

- **Suicidal Ideation**

- Caller experiencing suicidal ideation.
- Adult/peer concerns about change in behavior in a child or loved one.
- Someone calling for help with life stressors, for example: terminal illness, divorce, or other trauma.

- **Public Disturbance**

- Unhoused resident talking to self.

SGV CARE Eligible Call Types

GENERALLY, SGV CARE Teams will respond to the following call scenarios:

- **Person in Distress**

- Panic attacks
- Someone hearing sounds or voices.
- Disoriented elderly person.
- Passerby seeing someone needing mental health help.
- Support for friends/family of a missing person.
- Support for parents and children with spectrum disorders.

- **Mental Health**

- Repeat caller.
- Indications of paranoia.
- School based response requested by SRO.

- **Welfare Check**

- Medication compliance: elderly, transport, physical limitations, financial.

SGV CARE Eligible Call Types(Continued)

GENERALLY, SGV CARE Teams will respond to the following call scenarios:

- **Connection to Services**

- Parents calling for help with child.
- Family needing help with spectrum disorders.
- Someone needing help with hygiene issues and getting connected with appropriate services.
- Unhoused resident with mental health issues.
- Follow-up care following domestic violence.
- Help with substance use disorders.
- Elderly caller living alone.
- Someone at risk of homelessness: loss of job, issues keeping up with bills.
- Someone experiencing the loss of a loved one.

HOWEVER, SGV CARE Teams **will not** respond to calls where the following are present:

- Weapons - reported or history of
- Hostile person
- Obstruction of traffic
- Uncooperative reporting party
- Violence - reported and history of
- Criminal activity
- Imminent threat to themselves, others, or property
- Serious medical needs

Date	Meeting Focus
Oct 2, 2023	1: Program Grounding & Data Review
Oct 11, 2023	2: Policies Overview (non-dispatch)
Oct 18, 2023	3: Current Dispatch Process Overview (on-location)
Oct 25, 2023	4: Identify Exclusionary Criteria for Alternative Response
Nov 16, 2023	5: Scenarios for Alternative Response
Nov 29, 2023	6: Overview of Scenarios and Exclusionary Criteria & Program Integration
December 18, 2023	7: Presentation to Executive Team

Planning Intensive Overview

Call Eligibility & Dispatching Process

SGV CARE Teams will respond if and only if the call meets the following:

- Is an eligible call type
- Does not have an exclusionary criteria
- SGV Care Team is available

If any of the three criteria are not met, the call will be routed to the appropriate first responders.

SGV CARE

911 Call

Eligibility
Assessment

Risk
Assessment

Appropriate
Team(s)
Dispatched

Proposal for Piloting Alternative Response

SGV CARE alternative response will begin testing 3 months after launching SGV CARE services in the city.

The Monrovia Approach

- Assigned call code: CARE1
- Hybrid radio/phone integration for improved safety and streamlined communications.
- Getting the Watch Commander to approve calls as a way to test alternative response.

SGV CARE

911 Call

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Next Steps

Dispatch Training

Testing out new protocols and flagging appropriate starting in early January.

Two trainings scheduled for January 16 & 19.

Quick 5-minute daily check-in call.

Recap cards for dispatchers (pictured left).

Next Steps



Staff Orientation

Introducing the program to city stakeholders over several rounds.

Ongoing staff engagement.

Resource cards for first responders (pictured left).

Next Steps

Soft Launch

Services tentatively scheduled to start Monday, January 22, 2024.

Service hours: Mon, Tues, Wed, Thurs

- 9am - 8pm

Provide only co-response with PD for no more than 3-months.

Limited public communication to allow for quick programmatic changes without causing confusion.

Dispatch
Training

Staff
Orientation

Soft Launch

Alternative
Response

Thank you Monrovia!

San Gabriel Valley Council of Governments

Sam Pedersen, Management Analyst
E: spedersen@sgvcog.org

SGV CARE



CRISIS ASSISTANCE
RESPONSE &
ENGAGEMENT

Monrovia:

Sarah Covarrubias
Michael Garcia
Heath Harvey
Yolanda Juarez
Kerry McQueen

L.A. CADA:

Mary Kemp
Joshua Heinzman