

Wellness

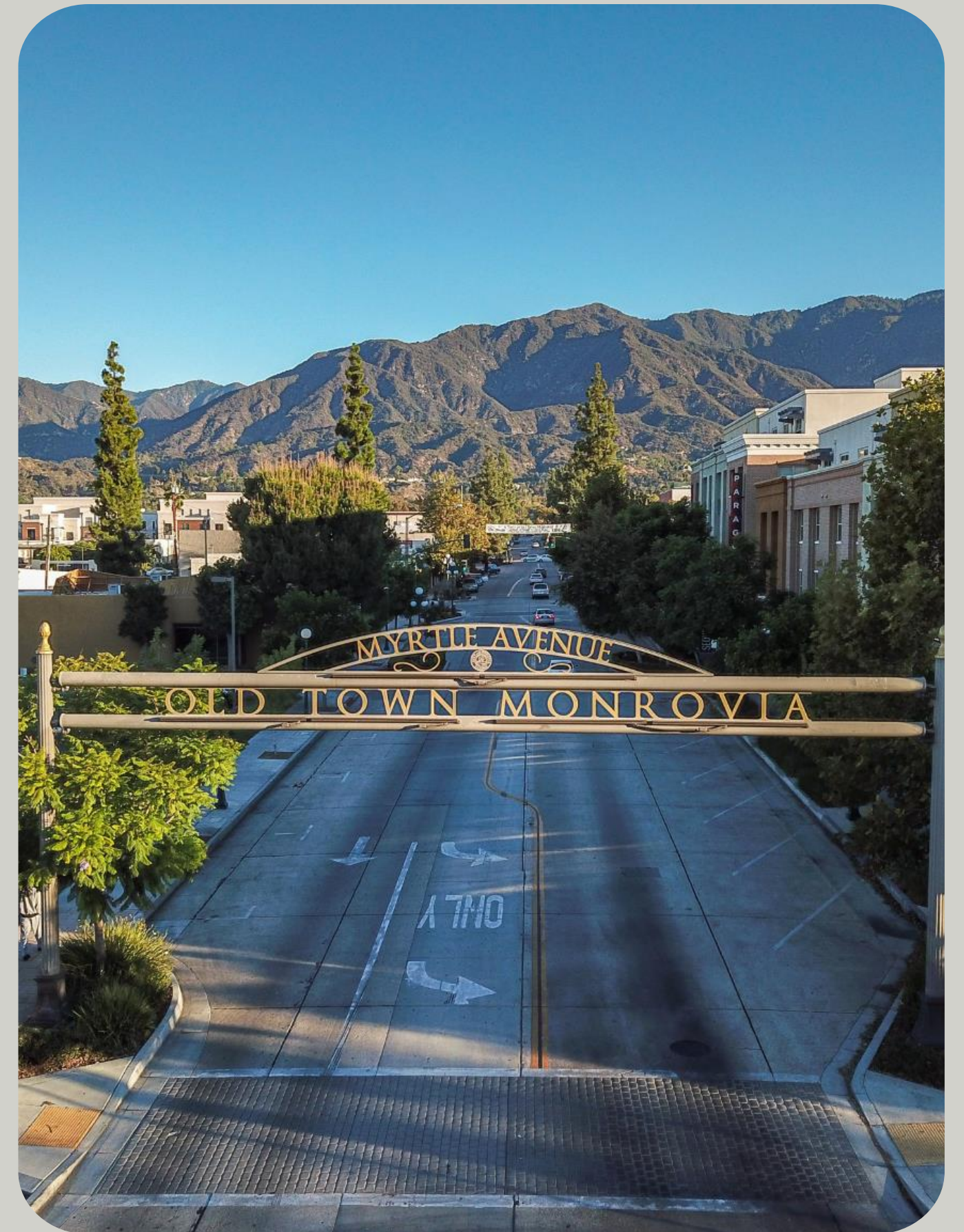
FOR THE COMMUNITY, FOR STAFF, FOR ALL —————

MONROVIA



City of Monrovia's Wellness Plan Include:

- Addressing Community Mental Health with **Los Angeles County Department of Mental Health (LACDMH)** and **SGV CARE**
- Implementing **Care Solace** Partnership- NEW
- Information on Monrovia's **Employee Wellness Program**



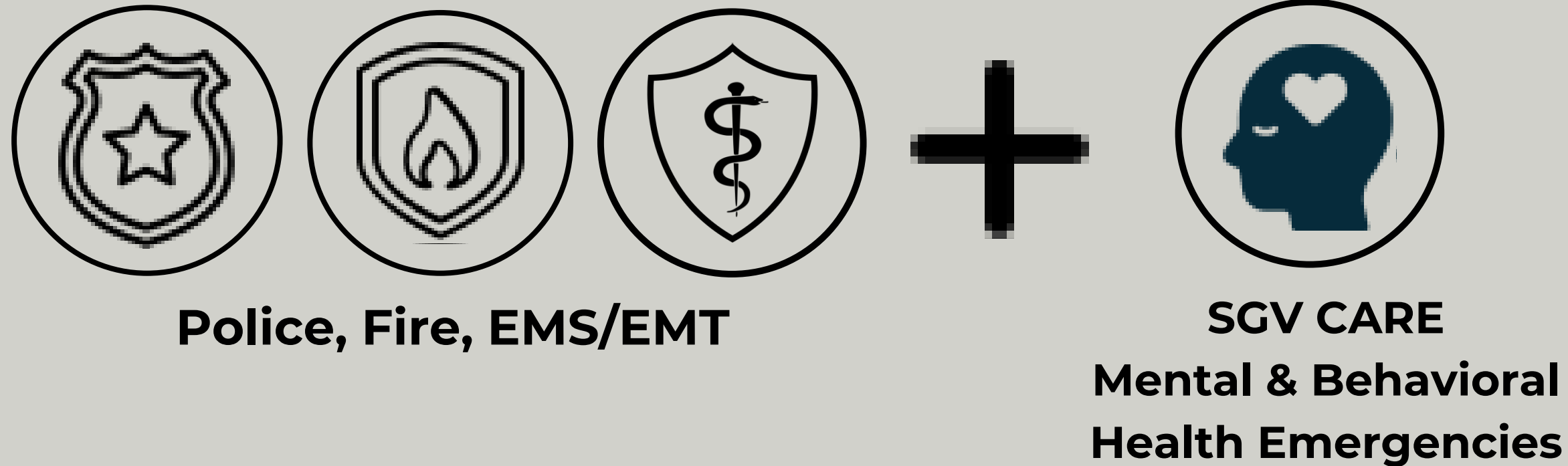
Increasing Funding and Programs to Address Community Mental Health

The City has increased funding for programs that directly address mental health resources including, but not limited to:

- Establishing a partnership with Los Angeles Centers for Alcohol and Drug Abuse (LA CADA) for mobile crisis response teams to assist persons experiencing homelessness**
- Allocating City funding for the Housing Displacement Response Plan (HDRP), which aims to prevent residents from being displaced from their homes**
- Increased funding for Family Advocacy and Support Services (FASS), which are wrap-around family support services operated out of the Community Center**
- Having access to a part-time mental health clinician who works 30 hours per week, 2 weeks per month with the Monrovia Police Department**
- Launched pilot program to deploy the SGV CARE team, a mobile crisis response team to respond to 9-1-1 mental health emergencies calls**

SGV CARE

Responds to 9-1-1 calls relating to mental health crisis with Monrovia Police



01 Welfare check on an unhoused resident initiated by a call to 9-1-1 or Police Dept.

02 Initial outreach to unhoused client

03 Follow-up with an unhoused resident who had experienced a mental health crisis

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LACDMH & SGV Care Report Summaries

February 22, 2024 - March 27, 2024

2

72-hour hold evaluations performed by DMH clinician and several follow ups for previous 5150s and community outreach contacts and referrals

5

Visits with the senior community at the Community Center

11

Calls that SGV Care assisted or handled for service pertaining to disturbed subjects, transients, drug use, mental health, and adult protective services

47

Visits with residents suffering from either mental health disorders and/or substance abuse

82

Follow up phone calls made with residents

SGV Care has established connections with Foothill Family (Duarte), Pacific Clinics, Soul Tenders, and Levan Oaks.

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Case Examples

Jane Doe, resides in the City with her daughter. In 2017, Doe's son tragically passed away in a motorcycle accident. The event triggered the onset of mental illness. Doe began hearing voices, hallucinating, and refused to eat because she wanted to die. She was given medication but couldn't be left alone. Doe's daughter, overwhelmed with work, planning for a wedding, and now having to care for her mother, called "9-1-1" for help. SGV CARE organized additional resources for Doe including transportation. Doe is now active at the Community Center with both senior groups. SGV CARE continues to check in with Doe weekly. Doe and her daughter are both thankful for SGV CARE.

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Case Examples

John Doe, resides in the City with his parents. He has been drinking alcohol since he was 12 years old. Doe has been in out of detox and rehab centers during his adult life. Recently, he was sober for approximately 6 months but relapsed during a birthday weekend. Doe calls “9-1-1” frequently because he wants to harm himself. SGV CARE was contacted to assist. SGV CARE now provides check-ins, arranged for Doe to enter a detox facility, drove Doe to Los Angeles and helped Doe secure a place in a residential rehabilitation facility in Pasadena. SGV CARE continues checking in with Doe frequently.

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Care Solace

Mental Health Care Coordination Services and Social Services



Every person
deserves access to
mental health care.

Care Solace navigates the mental health care system
to find available providers matched to specific needs
– so you don't have to.

**“CALMING THE CHAOS OF
MENTAL HEALTH CARE”**

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Care Solace

Care Solace is a social purpose company on a mission to improve equitable access to mental health and substance use treatment.

What does Care Solace do?

- Connects any community member to the right help, at the right time when dealing with mental health crisis.
- Will make every effort to find the right provider for our community members.
 - Helps individuals, regardless of age, gender, ethnicity, or financial situation, with particular focus dedicated to the inclusion of the unhoused population in various social services.
 - Provides online resources, including a live 24/7 concierge designed to assist individuals in finding local mental health-related programs, substance use treatment providers, and counseling services, no matter what your insurance needs are.

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Care Solace Partnership

If approved, services become available as early as May 1, 2024

- **Who benefits from it?**
 - Monrovia residents and community
- **How does it work?**
 - Call or visit website
 - Support is available in 200+ languages
 - A dedicated Care Companion will help you every step of the way
 - Complete a brief screening
 - Get matched & book an appointment



It's okay to ask for help

At no cost to you, Care Solace will quickly and confidentially find available mental health and substance use providers matched to your needs.

We will help you find the right help at the right time.

How it works:

- Call us or visit our website**
Our multilingual team is available 24/7/365 to help connect you to available providers. You can also search the Care Match™ website on your own.
- Complete a brief screening**
Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.
- Get matched & book an appointment**
Our team will work to find providers matched to your needs. Once identified, we'll present options and can assist with booking your appointment.

Call (888)-515-7881 or scan the QR code to connect with care today



Care Match Website:
caresolace.com/ca-monrovia
care/solace

Please note: Care Solace is not an emergency response service or mental health services provider. In the event of a life threatening emergency, call 9-1-1 or the National Suicide Hotline 9-8-8.

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Care Solace Partnership

Warm Handoff Approach

- Limited subset of trained City employees or individuals that the City has outsourced will have the ability to provide Care Solace with contact information of a resident in need of mental health treatment provider.
 - Care Solace will work directly with the resident (parent or legal guardian in case of a minor)

Additional Social Services include:

- Free or reduced-cost Dental Care, Medical services, Housing, Food, etc.
- Will seek to partner with community providers and organizations



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Care Solace Partnership



Help is available.

Care Solace is an anonymous service available 24/7/365, to quickly find mental health providers, substance use treatment, and social services matched to your needs.

Call 888-515-7881 or scan the QR code below.



caresolace.com/ca-monrovia

- Upon entering into this agreement, in collaboration with Care Solace, the City will begin providing public education and outreach materials throughout the community
- Outreach & Education
 - Launch outreach at MAP Annual Conference
 - Flyers & Cards
 - City Website
 - City Manager's Newsletter
 - Social Media Platforms

Employee Wellness Program



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Employee Wellness Program

MENTAL WELLNESS

- Implementing Employee Assistance Program with Aetna
 - Provide emotional support and accesses to counseling and therapy services that be in-person, televideo, or text
 - Services are available to all members of the household and children up to age 26, not living in the household
 - All services are confidential and complimentary

PHYSICAL WELLNESS

- Access to various gym memberships that are complimentary or discounted to assist with health goals
- Free on-demand videos with access to health coaches to provide guidance and support

FINANCIAL PLANNING

- Nationwide services for retirement and financial planning in addition to special services made available by our onsite Foothill Credit Union. Child Care programs for working parents. Access to discounts for travel, entertainment, shopping and attractions.



Questions?

