



El Centro de Libertad

The Freedom Center

CARES



Crisis Assistance Response & Evaluation Services



THE CITY OF
HALF MOON BAY
CALIFORNIA



El Centro
de **Libertad**
The Freedom Center



COUNTY OF
SAN MATEO

What is CARES?

- Alternative for dispatching and responding to calls involving a mental health crisis
- Redirecting calls from law enforcement and other 1st responders, or providing additional support to LE/TFR
- Provides connections for sustainable mental health care and treatment

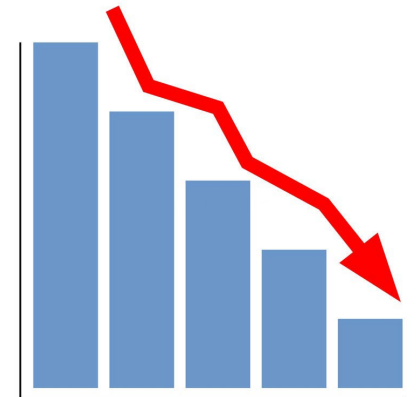


What's the point?

- Minimize law enforcement dispatch to mental health calls

Many mental health crisis calls do not need an armed response

- Diversion from Criminal Justice System
- Interrupt the cycle of mental health crisis within a family
- Lower costs associated with emergency mental health care



Who is on the CARES Team?

- **Two Crisis Intervention Specialists**
 - Specialized training and experience
 - One or both bilingual (Spanish)
 - One or both have EMT or BLS Certification
 - One or both having lived experience
- Clinical Director (LCSW) supervisor



How does CARES get dispatched?

1. A member of the community calls 911/988
2. Call is screened by dispatcher: **No weapons, medical emergency, or crime**
3. CARES dispatched on primary law enforcement channel(911) or called directly(988)
4. CARES keeps dispatch and law enforcement updated from the moment of dispatch to the time the call is cleared.



What happens when we arrive?

1. Scene assessment
2. Situation de-escalation and assessment, scene stabilization
3. Motivational interviewing, plan of action, referrals and safety plans



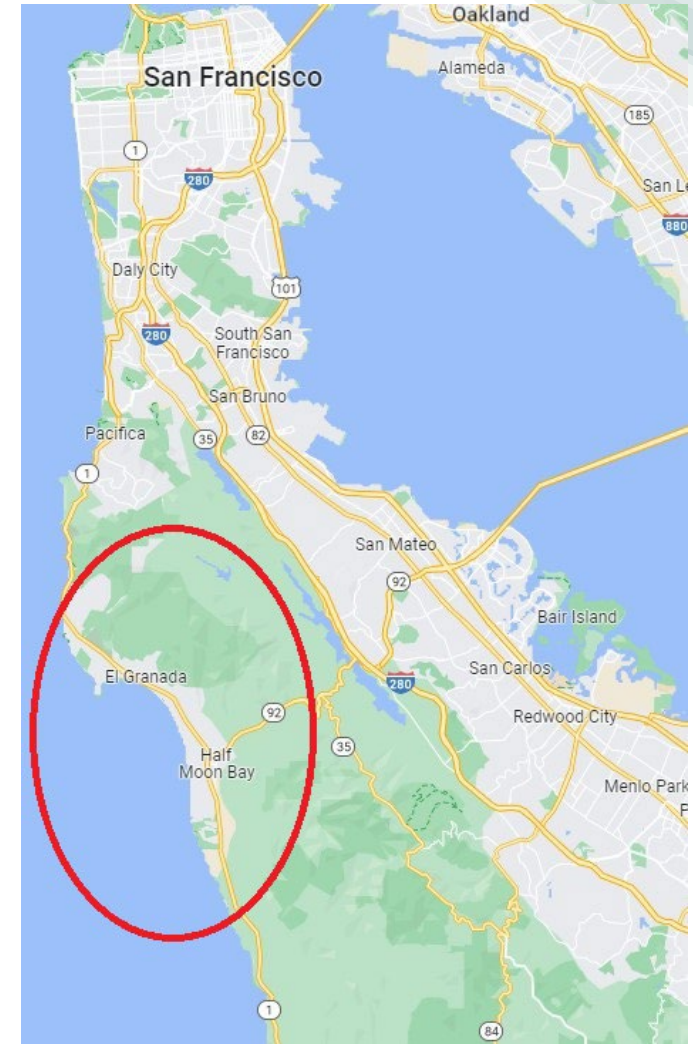
What if the scene can't be stabilized?

- Transportation to additional services or safe locations
- Voluntary 5150 holds
- Escalation to Law Enforcement



When and where will CARES respond?

- Daily - 8:00 am to 6:30 pm*
- Mid-Coast of San Mateo County, California
- Homes, business, schools, shelters, and homeless encampments - **anywhere**



What happens after the response?

- Referrals and warm handoffs to partner agencies
- Next day holistic follow up visits
- Ensure connections made between agencies, clients, and the client's support network



March 16, 2022– March 31, 2023 Stats

- # of Calls: 357
- # of transports: 48
- # of Engagements: 282
- # stabilizations: 232 (83%)
- # of follow up actions: 457
- Average response time: **8.8 Minutes!**
(From time of call to time of arrival)

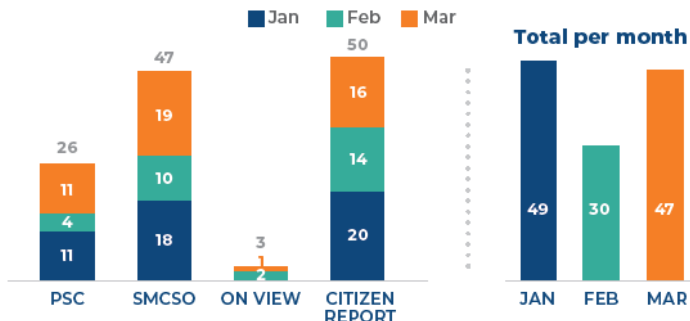


Successes

- Law Enforcement collaboration
- Recruiting mental health professionals
- Community support
- Events following 1/23/23



CALLS RECEIVED

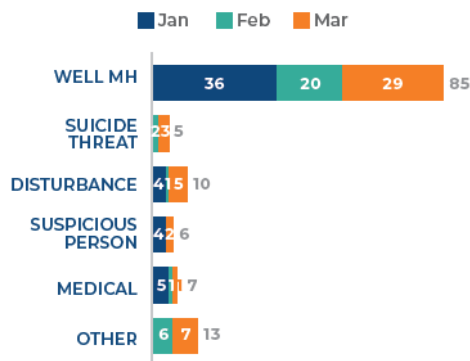


AVERAGE RESPONSE TIME (In Minutes)

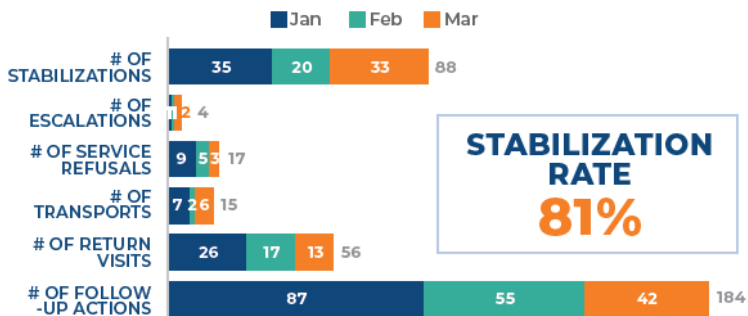


Note: Calls to areas outside of the HMB City limits have increased the Average Response Time (ART).

CALL TYPES



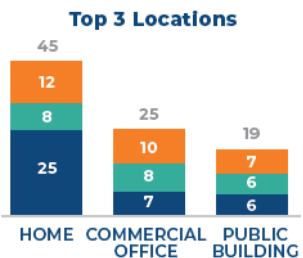
CALL OUTCOMES



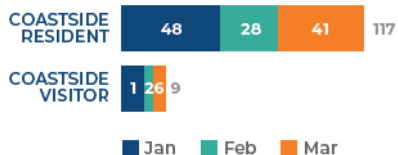
Stabilizations – Crisis event/scene crisis event not resulting in incarceration or involuntary hospitalization
Escalation – Calls where CARES Team called for Law Enforcement or medical assistance
Refusal – Potential participant declined CARES Team help
Transports – Calls that resulted in transportation to other care

Return visit – Subsequent/additional calls for service for the same individual
Follow-up Actions – Contacts made by CARES Team members to check on participants and status of referrals

CALL LOCATION TYPES



Participant Residential Status



Note: This includes 3 calls for service outside of the CARES jurisdiction.

CALL RESPONSE TYPES

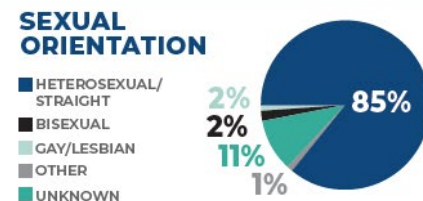
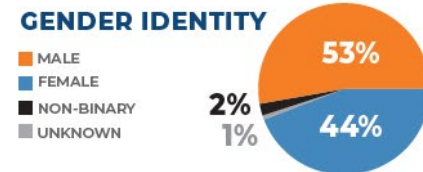


Note: Co-Response = CARES and Law Enforcement

NUMBER OF SUCCESSFUL REFERRALS



Note: A successful referral is when a client is able to connect to services that the CARE Team recommends.



IF EXPERIENCING HOMELESSNESS, LOCATION



KNOWN DISABILITIES



KEY SUCCESSES THIS QUARTER:

The CARES Team had an active role in supporting the broader community and those directly impacted by the mass shooting that occurred at the beginning of this quarter. The CARES Team participation in crisis follow-up support is a direct result of the collaborative and trusting relationships that have been built between the CARES Team/El Centro, the City of Half Moon Bay and the San Mateo County Sheriff's Office.

The CARES Program completed its first full year of operation as of March 15, 2023!

Opportunities for potential for expansion of service coverage areas occurred throughout this quarter with information requests and proposals made for coverage in the City of Millbrae and South San Francisco. A proposal was also submitted to the San Mateo County Sheriff's Office for expansion to the Bayside communities.



Contact Information



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