

# TRUSTED RESPONSE URGENT SUPPORT TEAM





# THE COUNTY'S BEHAVIORAL HEALTH (BH) MOBILE PROGRAMS

Psychiatric Emergency Response Team (PERT)

> Mobile Crisis Response Team (MCRT)

Mobile Response
Stabilization Services
(MRSS) – Youth Services

Trusted Response
Urgent Support Team
(TRUST)

- Activated through 911 calls
- Consists of BH clinicians (social workers) paired with law enforcement officers
- Most intense level of service
- Serves clinicians paired with Sheriff's Office, and other sites (Palo Alto & South County)
- Activated through the County Behavioral Health Services Department Call Center: 1-800-704-0900
- Team consists of BH clinicians, licensedwaivered clinicians, and law enforcement liaisons/police officers
- Activated through Pacific Clinics Crisis phone line: 408-379-9085
- Team provides mobile response and/or crisis intervention for support with deescalation of behaviors and/or crisis
- Accessed through a trusted community phoneline: a centralized 3-digit number that is not 911 or 311
- Utilizes a community-based approach
- Mobile response vehicle





## Trusted Response Urgent Support Team (TRUST) Program Purpose

**Mobile Crisis Response** to proactively help individuals in crisis: any behavioral-health related situation where an individual needs assistance in resolving conflicts or stressful situations.

Help individuals experiencing an increased level of stress and anxiety by conducting assessments for **medical and/or behavioral health needs**, stabilizing the person on site, or transporting for stabilization.

De-escalate the crisis and provide the individual the support they need during their time of need.

Alternative to a law enforcement response.



### TRUST





# Trusted Response Urgent Support Team (TRUST) Timeline

Summer 2020

George Floyd

Community
Calls for Action

Fall 2020/ Winter 2021

Initial INN 15: Community Mobile Response (CMR) Program Planning Meetings

13 Diverse Community Feedback Meetings Spring 2021

CMR Workgroup Committee Meetings

30-Day Public Posting

Stakeholder Meetings to Revise Plan

Plan Approved!

Summer/ Fall 2021

Vote to Rename Program to Trusted Response Urgent Support Team (TRUST)

Community-Wide Logo Design Contest

Release Requests for Proposals **Winter 2022** 

TRUST Winning Logo Revealed

Service Provider Contract Negotiations Spring 2022

Finalize Logo Design

Finish Contract Negotiations

Process Contracts Summer 2022

Contracts presented to Board

Contract Execution July 1, 2022

Soft Launch
1-3 months
from contract
execution

Community
Information Gathering

Plan Writing and Refinement

Finalize Program
Specifics

**Contract Processing** 

Program Execution

#### **TRUST Overview**





Accessed by calling 9-8-8



Available 24/7, 365 days a year



TRUST Call CenterTeam (CCT) serves all of Santa Clara County



TRUST Onsite Field Teams (OFT) available for dispatch to San Jose, Gilroy, and North County

#### TRUST TEAM COMPOSITION

**Operated by:** Momentum for Health, Pacific Clinics and HomeFirst

**Call Center Team,** Assess and de-escalate call or dispatch Onsite Field Team.

San Jose, Gilroy, & North County each have a separate **Onsite Field Team.** 

## Call Center Team (CCT)

- Program Manager
   (Behavioral Health Clinician: Licensed or Licensed Waivered)
- Peer specialists/peer family, paraprofessionals (e.g., Rehabilitation Counselor, Mental Health Community Workers, and Community Workers) and volunteers.

## Onsite Field Teams (OFT)

- First Aide Professional
- Crisis Intervention
   Specialist (similar to a Rehabilitation Counselor)
- Peer Outreach Specialist

#### On Call: Program Manager

Program Manager is a licensed clinician able to write 5150 holds. Only goes onsite when needed.





#### TRUST Implementation Timeline



#### Service provider Contract Effective July 1, 2022

Modified Service Delivery

- Service providers have 3 months from contract execution date to ramp up to full-service delivery (24 hrs/7 days a week)
- May provide services at modified hours in the first 1-3 months





#### Questions



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