



City of
**Mountain
View**

Mental Health Crisis Response Report November 17, 2022

PSAB Subcommittee: Vice Chair Wang, Members Aiyar & Tang
City Staff: Audrey Seymour Ramberg, Parneet Dhindsa

- PSAB Work Plan item
 - Explore existing and alternative responses to persons experiencing mental health crisis
- Crisis Response Program update
 - MCRT
 - TRUST
 - MVPD BSU
- PSAB Subcommittee efforts
 - Reach out to community contacts and gather data
 - Synthesize information into “community profile” of mental health crisis needs
 - Monitor development of the TRUST, MCRT, and BSU programs
 - Develop recommendations to promote awareness of these programs

- Update on status of MCRT and TRUST
- Community Profile
 - Focus on mental health crisis response as alternatives to traditional law enforcement
 - Help inform MCRT and TRUST as new providers in our community
 - Snapshot of useful information
 - Not rigorous study for policy or program development purposes
- Outreach recommendations to the County and TRUST to raise community awareness

- North County MCRT
 - Pursuing location in Mountain View for North County MCRT team
 - Working to recruit staff
 - Has not yet deployed the new team
- North County TRUST program
 - County selected Momentum for Health as North County TRUST provider
 - Staff hired to cover 7 am – 5pm shift
 - Still recruiting for 24/7 operation
 - TRUST call center expected go to live late Nov./early Dec.
 - Momentum conducting outreach

- City government overview
 - Policies, partnerships, & projects
- Community overview
 - Geography & demographics
- Mental Health Crisis Needs and Resources
 - Data & themes

- Community for All Strategic Priority
- Communications and Outreach
- Library and Community Services
- MVPD

- Geography/points of interest
- Strong schools & community-based organizations
- Age
- Race/ethnicity
- Household income
- Housing types

Age of Mountain View Residents

| Age Range | % of Population |
|-----------|-----------------|
| <5 years | 6.5% |
| 5-19 | 15.4% |
| 20-24 | 5.2% |
| 25-34 | 22.6% |
| 35-44 | 16.8% |
| 45-54 | 12.1% |
| 55-64 | 10.2% |
| 65+ | 11.2% |

Race/Ethnicity of Mountain View Residents

| Race/Ethnicity | % of Population |
|---|-----------------|
| White | 40.1% |
| Asian | 34.9% |
| Hispanic or Latino | 17.2% |
| Black or African American | 1.4% |
| American Indian or Alaska Native | 0.1% |
| Native Hawaiian or Other Pacific Islander | 0.3% |
| Two or more races | 5.3% |
| Other race | 0.7% |

| Income Range | # of Households | % of Households |
|------------------------|-----------------|-----------------|
| Less than \$14,999 | 1,808 | 5.4% |
| \$15,000 to \$24,999 | 1,418 | 4.2% |
| \$25,000 to \$34,999 | 1,360 | 4.0% |
| \$35,000 to \$49,999 | 1,916 | 5.7% |
| \$50,000 to \$74,999 | 2,926 | 8.7% |
| \$75,000 to \$99,999 | 2,711 | 8.0% |
| \$100,000 to \$149,000 | 5,840 | 17.3% |
| \$150,000 and above | 15,777 | 46.7% |

Mountain View Housing Unit Types

| Housing Type | % of Units |
|---|------------|
| Single-Family Detached | 27.9% |
| Single-Family Attached | 12.7% |
| Small Multi-Family (2 to 4 units) | 8.2% |
| Medium or Large Multi-Family (5+ units) | 42.4% |

- MVPD calls related to mental health concerns
- MVPD calls related to drug/alcohol overdose
- Drug overdose deaths
- Suicide deaths

MVPD Calls – Mental Health Concerns

| Year | Calls Related to Possible Mental Health Concern |
|------|---|
| 2019 | 254 |
| 2020 | 319 |
| 2021 | 484 |

MVPD Calls - Drug/Alcohol Overdose

| Year | Calls Related to Drug/Alcohol Overdose |
|------|--|
| 2018 | 41 |
| 2019 | 56 |
| 2020 | 58 |
| 2021 | 66 |

Deaths by Drug Overdose & Suicide

- Overdose: 8 per year average 2018-21
- Suicide: 4.6 per year average 2015-19

- Community Services Agency
- Community Health Awareness Council
- County Behavioral Health Services
- El Camino Hospital
- Project Safety Net
- Reach Potential Movement
- Mountain View Los Altos High School District (Wellness Coordinator, Support Services Specialist, ELAC members)
- Mountain View Community Services Department
- Mountain View Library
- Mountain View Multicultural Engagement Program
- Mountain View Police Department

- **Overarching Themes**

- Increased levels of anxiety and depression: more referrals and more acute needs
- Needs present before COVID-19 pandemic and exacerbated since
- Increased suicidality among youth
- Mental health needs at younger ages
- Lack of sufficient resources to address magnitude of need

- **COVID-19 pandemic effects**
 - Increased levels of emotional distress and feelings of anxiety related to potential impact on job and living situations
 - More acute diagnoses, perhaps related to a delay in receiving care
 - Need for rebuilding social skills and creating a sense of community and belonging
- **Anxiety and depression among all age groups**
 - Consistently living with an activated fight or flight response
 - Increasing among children transitioning into middle school and high school

- **Concerns among high schoolers**

- Substance use
- Other crisis, including housing instability and threat of violence
- Need for safety plans for suicidal ideation

- **Parents**

- Feelings of stress from responsibilities of parenting
- Work- or unemployment-related stress
- Possible impacts of parent distress on children/youth feeling of isolation
- Emotional tiredness

- **Observations of behavior related to mental health concerns among unsheltered residents**
 - Expressions of fears or beliefs perceived as paranoia
 - Verbal and physical aggressions and irate behavior (including racial undertones)
 - Suspicions of possible substance use based on behavior or surrounding paraphernalia
 - Fear and pressure related to uncertainty faces by residents living in vehicles
- **Lack of special-needs resources**
 - Increase in children exhibiting characteristics of special needs without formal diagnosis
 - Delayed identification or uncertainty of special needs for children who missed early childhood learning in preschool/Kindergarten
 - Parents not feeling they have access to sufficient resources
 - Challenge among bilingual Spanish-speaking children and monolingual Spanish-speaking parents

- **Newcomers**
 - Social anxiety
 - Depression due to loss of connection with their country of origin
- **Persons in crisis who do not meet level of involuntary hold/do not want assistance**
 - Stress of waiting for person in crisis to either meet involuntary hold criteria or make decision to seek assistance
- **People are willing to obtain help**
 - Not as afraid to obtain the mental help health they may needed
 - More open and willing
 - Understand help may be needed and would like to receive care

- Inability to pay for services
- Inability to obtain services due to financial impact from missing work to receive care
- Increased costs for therapy
- Lack of insurance
- Time to find and participate in services
- Distant location of services
- Increased wait times for appointments

- Cultural competency and language proficiency among therapists and other licensed providers
- Lack of pediatric psychologists
- General lack of awareness of available resources
- Being unstably housed
- Need for child-care for parents seeking care or experiencing crisis
- Fear of reprisal due to documentation status
- While stigma has decreased over the past years, it continues to be a prominent barrier

- Conduct robust outreach and engage in continued collaboration with Mountain View partners
 - Scheduled locations for van
 - Resource fairs
 - High schools and continuation schools (ELAC, etc.)
 - Mental health providers
 - Emergency assistance providers
 - Health care organizations
 - City programs (Library, Community Services, MEP, MVPD, YAC)
- Develop and disseminate information to reach general public through trusted partners and established communication channels
 - Handouts
 - Bulletin boards
 - Websites

- Provide de-escalation/mental health first aid trainings for front-line staff
- Provide ongoing input to County Behavioral Health Services and Momentum for Health
 - City CBO network
 - TRUST Community Advisory Board
- Use diverse communication methods, including language and cultural competence
 - Leadership Academy Ambassadors
 - WeChat, What'sApp
 - In-person networks
- Link with Pacific Clinics to identify any opportunities to coordinate with high schools on case management following 5150 placements

- Finalize and format the community profile and outreach recommendations as a stand-alone document
- Share profile and recommendations with Santa Clara County Behavioral Health and Momentum for Health
- Implement outreach recommendations noted above that involve City Departments
- Continue to monitor program development and participate in TRUST CAB
- Gather and provide ongoing community feedback about TRUST to the CAB