



**COUNTY OF SAN MATEO
MENTAL HEALTH & SUBSTANCE ABUSE
RECOVERY COMMISSION**

**Unadopted Minutes
Wednesday, March 3, 2021
Zoom Meeting**

BOARD MEMBERS PRESENT: Sheila Brar, Chris Rasmussen, Donald Mattei, Patricia Way, Jean Perry, Kristina Bell, Yoko Ng, Leticia Bido, Cherry Leung, Jan Wonchuking, Randy Torrijos

STAFF: Karen Krahn, Chantae Rochester, Alexandra Hoppis, Jennifer Basler, Jairo Wilches

BOARD MEMBERS ABSENT:

Excused:

Un-excused:

OTHERS PRESENT (signed in): Martin Fox, Pat Willard, Brigitte Van Essen, Bruce Adams, Clara Jaeckel

CALL TO ORDER

The meeting was called to order at 3:31 p.m. by Sheila Brar

INTRODUCTIONS

Commissioners introduced themselves.

APPROVAL OF TODAY'S AGENDA

Approval of the Agenda

▶ **M/S/C** Way/Rasmussen

APPROVAL OF MINUTES

Approval of minutes from the February 3, 2021 Mental Health & Substance Abuse Recovery Commission Meeting

▶ **M/S/C** Way/Mattei

Approval of minutes from the February 17, 2021 Executive Committee Meeting

▶ **M/S/C** Way/Mattei

Correspondence, Announcements, and Public Comment

Chris Rasmussen

I reached out to the Juvenile Justice and Delinquency Prevention Program and they shared a wonderful handout “how to Help Your Child After an Arrest”. The Commission might want to do something like this.

Also met with one of their youth members and solicited some input from him to see if we could find youth who are interested in joining our commission. He has several groups that he belongs to so has put the word out to his colleagues.

Kristina Bell

Tuesday, March 9, The Sheriff’s Office PERT Team will present to the Board of Supervisors (BOS) regarding our ECIT training. ECIT is operational CIT, what we physically do. It’s a lot of de-escalation and the new laws and dis-engaging. I encourage everyone to attend.

Pat Willard

I go frequently to the website to look for the minutes, when are they posted?

Will ECIT be available to city police departments? There isn’t record of research that says CIT makes a difference at all to police officers interaction with the mentally ill. I have the impression that CIT is like book learning. I think situational training is what every police officer should go through, in a staged physical setting.

Response: The minutes are posted the Friday before we meet along with the meeting agenda and current Director’s Report.

The difference between CIT and ECIT

- CIT is the foundational concept of
 - What is a mental health crisis
 - What does it look like
 - What does it mean
 - Who are our partners?
 - Who can we reach out to for assistance
- ECIT
 - What to do in a particular situation
 - Situational training is covered on the final day of training

I encourage you to join us the presentation on Tuesday, Assistant Sheriff Mark Duri will be presenting as well. As far as offering it to cities within the county, we are working on getting the class post certified. We didn’t get the first one due to time constraints.

Sylvia Tang, ODE

We are beginning to plan May is Mental Health Monday for 2021. It will be virtual again this year. The theme this year is “Change”. We’ve gone through a lot of change during the pandemic and sheltering in place, both challenging and positive. I would like to invite you to one of our 5 planning committee meetings. If you are interested in hosting your own event, we are here to support you. We can share ideas with you.

Bruce Adams, Associate Director of Early Psychosis at Felton Institute

We have a new Program Manager, Sydney Hoff, she is Doctor of Occupational Therapy. She has four years of experience, providing early psychosis services in Santa Clara County. She will be attending future meetings.

STANDING COMMITTEES

**A. Committee for Children & Youth
Reported by Chris Rasmussen**

Next meeting will be held on March 17, 2021 at 4:00 p.m.
Via Teams

**B. Committee for Adults
Reported by Yoko Ng**

Next meeting will be held on March 17, 2021 at 10:30 a.m.
Via Teams

**C. Committee for Older Adults
Reported by Patricia Way**

The next meeting will be held on April 7, 2021, at 10:30 a.m.

**D. Mental Health Services Act Steering Committee
Reported by Jean Perry**

The next meeting will be held on May 6, 2021 at 10:30 a.m.
Via Teams

Public Comment

Randy Torrijos

In the future if there are supportive housing projects in the County and if you are inclined to be supportive of them, you might want to make that known at public meetings. We've received a lot of comments from people against supportive housing.

Martin Fox

Some of the reasons you get opposition to supportive housing at public meetings is when the subject of Mental Health Services Act funding of that supportive housing becomes an issue. Some advocates happen to believe that the MHSA funding should be devoted towards treatment services rather than real estate development.

Director's Report

Reported by Karen Krahn, Deputy Director, Adult System of Care

The link to the Director's Report is attached to the agenda for today.

Topics include:

- Youth S.O.S. Team Expands Mobile Crisis Services
- County Helps Preserve Affordable Transitional Housing
- BHRS Launches Vaccine Clinics
- New Housing Initiative Taskforce
- BHRS Cultural Competence Updates

Promotions:

Claudia Saggese was promoted to Director of Office of Consumer and Family Affairs

Jennifer Basler-Cameron was promoted to Clinical Services Manager, overseeing crisis services/outreach and engagement services.

Report

We are working on a report that will provide a brief summary of our current crisis response projects and activities that are underway in the County. We are working to integrate these services into a more cohesive/organized system of crisis response that will meet the needs of various unique situations.

We started the process with our restructuring of our managers assignments to get all the crisis and outreach programs under the same manager. That was the first step working towards better synergy between those programs. Unfortunately, the pandemic and then the retirement of our Crisis Services Manager put a wrench in our timeline for a few months. As I mentioned, we now have the Crisis Services Manager position filled by Jennifer Basler-Cameron and we are moving forward with the remainder of our efforts to develop a more organized system of services.

MHSA Update

Reported by Jean Perry and Leticia Bido

We will meet next week to fully organize our first meeting, which is scheduled for May 6, 2021. The committee met in February to review the purpose and structure of the committee. We received an overview of MHSA, a fiscal update and goal setting.

The committee is interested in looking at ways that we can flush out goals and take a look at some of the feedback regarding the frequency of meetings. We looked at the composition of the committee and feel we can upgrade the diversity of members in terms of input from the community.

Next meeting is Thursday, May 6, 2021.

Old Business

Nothing to report.

New Business

Retreat planning committee

Don Mattei will chair the committee

Sheila Brar, Leticia Bido, and Patricia Way volunteered.

Tony Hoffman Award Nominations are being accepted.

Liaison, Task Force and Ad Hoc Committees

Suicide Prevention

Reported by Yoko Ng

The committee did not meet in March

The following projects are up for consideration:

- Overdose prevention
- Culturally tailored suicide prevention and mental health training

The next meeting is Tuesday, April 6, at 1:30 p.m. via zoom

Meeting information can be found at smchealth.org/suicideprevention

Community Wellness & Crisis Response Committee
Reported by Chris Rasmussen

We are reviewing our guidelines on what to do when calling 911, which is posted on our mental health website, to see if updates are needed and to redistribute. The Advisory Board, which will oversee the mental health portion of the pilot program, is reaching out to NAMI and the ACLU.

We discussed putting up a dashboard on the website to track the progress of calls, we haven't nailed down what to track. We want something to give the public a glimpse of what is going on with the pilot program as far as calls for services and other data.

We will present today a workflow chart. Ally will go over the workflow chart and explain where the calls go and how they will be disbursed. We talked about the SMART car and reviewed the contracts with the County/AMR. In the past SMART would only be able to be dispatched by law enforcement officers. Jenn has confirmed that clinicians for the pilot program and PERT members will be able call SMART instead of having law enforcement.

We met with the Gardner Center. We reviewed data and data that we thought should be collected in this pilot program and identified what we can measure. Reporting: usually researchers take a while to report data back, Gardner Center understands the need for reporting back to the public sooner and more frequently than usual.

Presentation

Community Wellness & Crisis Response
Presented by the MHSARC Ad/Hoc Committee Members
Alexandra (Ally) Hoppis
Chris Rasmussen

Crisis Calls

Major – CWCRT, PERT

- Acts or threats of violence
- Weapon involved
- Danger to self or others
- Suicide attempt or threat
- Little to no compliance from individuals
- Higher level of expertise needed

Minor – SMART, PERT, Additional BHRS services

- Low risk
- No threat to others
- Situation is under control
- Some time available to research case
- Compliance from individual

When would I get a co-law enforcement response?

Certain situations are not appropriate for a clinician alone as they are unarmed and do not have lights/sirens. Calls that would be unsafe or outside of the clinician's scope would be referred to either the police or fire/EMS for response, including:

- A violent scene or weapons involved
- A crime in progress or dangerous situation
- Emergency medical problems
- A call outside of county limits

Sometimes agencies will respond together.

Public Comment
Chris Rasmussen

One of our long-term goals is to have a countywide crisis hotline that would replace the need to call 911.

Jean Perry

At the top of the first slide where you have the 911 call, where is Chris talking about increasing capacity to mobilize the right type of help from the top? It seems with the youth program some of that mobilization would come through Star Vista. We aren't that far off from having 988. At this point, people call 911 and then the dispatcher sorts things. That's what we've got and we're talking about what is to come in terms of that sort happenings with or without an officer needing to respond?

Is there a plan to have some degree of de-escalation, the right kind of support by phone that could circumvent the need to respond in person, as with a crisis line? What about all the choices you have once you've responded that we don't have? Serenity House is a very narrow silo in terms of a choice that a responder could offer for the individual. Is our crisis response trying to beef up to try to provide some choices other than being incarcerated or going to Psych Emergency?

Answer: That is the goal. To see if we can connect them to something or somewhere else other than jail or Psych Emergency. The goal for the clinician is to see if there are other alternatives. As far as just having a clinician response to this program, I have heard this being talked about as something down the line.

Randy Torrijos

On the first slide, are there currently instances where 911 would contact SMART without law enforcement?

Answer: I believe the officer would be on the scene and then they would contact SMART.

Yoko Ng

Do you have any training for team to serve other populations within our county who are non-English speaking?

Answer: We have requested that our clinician have a second language preferred.

Pat Willard

There are so many bits and pieces of services provided by the County with various numbers and ways to contact them that people don't know what number to call when. I understand Santa Clara County and their mobile response program that will begin soon

without an armed officer, they specified that there will be another 3-digit number. Until recent police events, I didn't think it was physically dangerous to call 911 but now days I understand. Santa Clara decided there would be an additional 3-digit number, one would be for people who are afraid of 911. Mental health issues that are observed by the public, they see someone among the homeless population, they do what most people do and call 911. My understanding from Chief Mulholland is that the Redwood City employees at the 911 Call Center are CIT trained. In Santa Clara County the call center person recognizes that the person has mental illness the call is transferred to a mental health line where a mental health professional can assist the individual or call SMART.

It is very important that data be specified in such a way to ask the questions that people want to know. The dashboard may want to have some of this data on it. City of San Mateo has a fantastic looking dashboard, I'm recommending as a resident of Redwood City that they get such as dashboard as well. The cities in San Mateo County are very attuned to the racial equity implications of this pilot program. Many communities believe this is an embarrassing event for them to have a family member being walked out and put into an official looking vehicle to be taken to mental health services. Hopefully, you are aware of these things and seek to gather that data so that we can test hypothesis.

Evaluation Planning

Presented by Jaymes Pyne, Research Associate, Gardner Center

Our Approach to Research

We partner with practitioners, communities, and researchers to produce actionable knowledge via Tri-Level Research Framework and Continuous Improvement Strategies.

Our Role in This Project

- Evaluate implementation of the co-response model in practice
- Conduct a quantitative study to document changes resulting from implementation
- Define and describe key elements and strategies to inform program improvement and potential replication

Data Requested for Evaluation

- Understanding data availability across agencies
- Data elements we are considering
 - Incident type, outcome
 - Cost effectiveness
- Establish a Data Use Agreement (DUA) with each city and the County of San Mateo
 - Cities and the county approve use of the data, provide comments and clarifications on findings
- We store data securely

Evaluation Process

- Baseline evaluation, data collection and analysis
- Ongoing data collection and analysis
- Report interim and final results to stakeholders and the public
 - Reporting will be at the aggressive level
 - Incident-level data owned by cities

Jean Perry

I wasn't clear if you said it was practical to do data collection in the run up to starting the program so there is some basis of comparison for each community or is there a possibility of having a fifth community be the control that doesn't have this intervention to see how things go using the same variables?

Answer: We absolutely want to collect baseline data. Hopefully, with a few years of data before the program starts. It would be incident level data just like we' be collecting after the program starts. We have plans to do panel data before and after the program starts.

Chris Rasmussen

You touched on the hiring of the clinician for the four cities. Could you explain the interview process and the panel that will be conducting the interviews?

Answer: We can't discuss the interview process for staff. We can't discuss the panel or questions that will be asked.

Martin Fox

I've talked to the District Attorney about this and we both came to a common agreement that whatever changes need to be made, we need to track closely the dispatchers' script and how those scripts are developed and the questions that they contain. We need that to evaluate what's gone on in the past and what will go on in the future. Make sure that the data collected is associated directly with those 911 dispatchers' scripts.

Clara Jaeckel

In the discussions leading up to the vote on the pilot program, Director Gilman and some of the Police Chiefs mentioned that they were not willing to consider a program with no law enforcement involved now, but they would consider it in the future based on the results of the pilot. What are the criteria that would need to be met to move to a non-law enforcement program?

Answer: We can't answer that question specifically because there are city partners and their input will be part of that evaluation.

Is there an opportunity for members of the public to be involved in the interview process?

Answer: yes, there will be individuals who are not employees of the County or law enforcement on the panel.

Meeting Adjourned:

The meeting was adjourned at 5:10 p.m. by Sheila Brar

Next MHSARC Meeting:

April 7, 2021 from **3:30-5:00 p.m.**
Virtual Meeting

Next Executive Committee Meeting:

Wednesday, April 21, 2021 at 3:00 p.m.
Virtual Meeting

PLEASE BE SURE TO CONTACT CHANTAE ROCHESTER AT 650.573.2544 IF YOU ARE UNABLE TO ATTEND EITHER THE MHSARC OR EXECUTIVE COMMITTEE MEETING.

In compliance with the American with Disabilities Act (ADA), auxiliary aids and services for this meeting will be provided upon request when given three-day notice. Please call 650.573.2544.