



May 26, 2021

**Los Angeles County
Board of Supervisors**

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Kathryn Barger
Fifth District

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Christina R. Ghaly, M.D. 
Director, Department of Health Services

Jonathan E. Sherin, M.D., Ph.D. 
Director, Department of Mental Health

SUBJECT: **EXPANDING THE ALTERNATE DESTINATION
PROGRAM (ITEM NO. 21, AGENDA OF NOVEMBER 24,
2020)**

Christina R. Ghaly, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Deputy Director, Clinical Affairs

Nina J. Park, M.D.
Chief Deputy Director, Population Health

Elizabeth M. Jacobi, J.D.
Administrative Deputy

On November 24, 2020, the Board of Supervisors (Board) directed the Department of Health Services' (DHS) Emergency Medical Services (EMS) Agency to work with the Director of the Department of Mental Health (DMH) to report back to the Board in 180 days with the progress made on the Alternate Destination Program (ADP) and stated directives mentioned below:

1. Ensure that all Mental Health Urgent Care Center's (MHUCC) are appropriately approved, as receiving sites for the ADP;
2. Direct DMH, in collaboration with the Alternative Crisis Response Steering Committee, to continue to work on expansion of MHUCC, working closely with the EMS Agency to ensure all possible service areas can be connected; and
3. Direct the EMS Agency to reach out to all independent Fire Districts to invite them to participate in the ADP and educate on the process and training requirements.

In 2018, the EMS Agency began developing policies and procedures to allow emergency medical service providers (fire department and ambulance companies) to triage and transport patients with behavioral and/or psychiatric complaints to designated Psychiatric Urgent Care Centers (PUCC) and patients who have no medical complaint, but are intoxicated, to a designated Sobering Center (SC).

¹ The terms MHUCC and PUCC are used interchangeably.

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In parallel, standards were also developed to outline the designation requirements for PUC and SCs to receive patients transported via the 9-1-1 system. As of 2020, all of the required policies and procedures have been approved.

Receiving Sites for ADP

In early 2019, the EMS Agency began designating PUCs and approving EMS providers, who meet criteria, to transport patients these facilities. The EMS Agency has approved one (1) SC located in downtown Los Angeles (LA) and the following six (6) PUCs (Attachments):

Exodus Harbor-UCLA PUC

1000 Carson St.
Torrance, California

Exodus MLK PUC

12021 Wilmington Ave.
Los Angeles, California

Exodus Eastside PUC

1920 Marengo St.
Los Angeles, California

David L. Murphy Sobering Center

640 Maple St.
Los Angeles, California

Star View Behavioral Health PUC

3210 Long Beach Blvd.
Long Beach, California

Star View Behavioral Health PUC

18501 Gale Avenue
City of Industry, California

Future designations include a third, Star View Behavioral Health PUC, expected to open in the Lancaster/Palmdale area this year and a SC expected to open at the Mark Ridley-Thomas Behavioral Health Center Restorative Care Village, by the end of the calendar year 2021.

Alternate Crisis Response Steering Committee and MHUC Expansion

In 2020, the Board directed DMH to create the Alternative Crisis Response Steering Committee, which is composed of various health, fire, law enforcement, legal, and social services agencies who are driving the development, expansion, coordination, and update of the health and human services crisis response system throughout LA County.

To date, three subcommittees have been formed: 1) the crisis call center network; 2) crisis mobile response teams; and 3) crisis stabilization and receiving facilities. To support MHU CC expansion efforts and ensure all possible service areas can be connected, Crisis Receiving Center subcommittee goals include standardizing procedures across the network consistent with Substance Abuse and Mental Health Services Administration's National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit. This work dovetails with that of the EMS Agency and the Community Paramedicine and Alternate Transportation motion.

Countywide implementation of standardized Behavioral/Psychiatric and Intoxicated Patient Destination policies is an area of opportunity, as is access to the very few numbers of PUCCs and SCs. The Alternative Crisis Response Steering Committee and EMS Agency anticipate greater participation as more PUCCs and SCs are developed (in addition to other stabilizing facilities such as crisis residential programs and peer respite).

ADP: Education and Training

The EMS Agency has approved certain paramedic squads of the LA City Fire Department to assess the patients and, if appropriate, transport to these designated SC and PUCCs. The Santa Monica Fire Department has requested approval to participate in the ADP and is in the process of meeting the education requirements for its personnel. The LA County Fire District is participating in this program through a pilot Telemedicine program and has begun to develop the training program for paramedics to participate in the ADP later this year.

The EMS Agency has informed all the fire departments in LA County of the program and has encouraged participation. Some LA City Fire Departments have also developed a process with their law enforcement to provide the transportation to the PUC.

For DHS-related questions, you may contact me or your staff may contact Cathy Chidester, Director, EMS Agency, by email at CChidester@dhs.lacounty.gov. For DMH-related questions, you may contact Dr. Jonathan Sherin or your staff may contact Amanda Ruiz, Supervising Psychiatrist, by email at amaruiz@dmh.lacounty.gov.

CRG:JES:cc:jt

Attachments

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors



**STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF LOS ANGELES HELD VIRTUALLY IN
ROOM 381B OF THE KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012**

Tuesday, November 24, 2020

9:30 AM

21. Expanding the Alternate Destination Program

Recommendation as submitted by Supervisor Hahn: Instruct the Director of the Emergency Medical Services (EMS) Agency within the Department of Health Services to work with the Director of Mental Health to ensure that all Mental Health Urgent Care Centers (MHUCCs) are appropriately approved as receiving sites for our alternate destination program; instruct the Director of Mental Health, in collaboration with the Alternative Crisis Response Steering Committee, to continue to work on expansion of MHUCC, working closely with the EMS Agency to ensure all possible service areas can be connected; instruct the Director of the Emergency Medical Services Agency to reach out to all independent Fire Districts to invite them to participate in this program and educate them on the process and training requirements; and instruct the Director of Health Services, in collaboration with the Director of Mental Health, to report back to the Board in 180 days with the progress made on this program and the above directives. (20-6364)

Interested person(s) submitted written testimony.

Daryl Osby, Fire Chief, addressed the Board.

After discussion, on motion of Supervisor Hahn, seconded by Supervisor Barger, this item was duly carried by the following vote:

Ayes: 5 - Supervisor Solis, Supervisor Ridley-Thomas, Supervisor Kuehl, Supervisor Hahn and Supervisor Barger

Attachments: [Motion by Supervisor Hahn](#)
[Report](#)
[Public Comment/Correspondence](#)
[Audio](#)

The foregoing is a fair statement of the proceedings of the regular meeting, November 24, 2020, by the Board of Supervisors of the County of Los Angeles and ex officio the governing body of all other special assessment and taxing districts, agencies and authorities for which said Board so acts.

Celia Zavala, Executive Officer
Executive Officer-Clerk
of the Board of Supervisors

By 

Celia Zavala
Executive Officer



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June 3, 2019

Jan Price Toler, RN
Program Director
Exodus Urgent Care Center @ MLK
12021 Wilmington Avenue, Bldg. 10, Lot B
Los Angeles, California 90059

CERTIFIED

Dear Ms. Price:

9-1-1 ALTERNATE TRANSPORT DESTINATION CLINIC

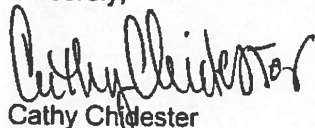
This is to report that Exodus Martin Luther King Jr. Urgent Care Center (UCC) has successfully completed its site visit for designation as a receiving clinic participating in the Paramedic Alternative Destination Pilot Program (PAD), conducted by the Emergency Medical Services (EMS) Agency on April 25, 2019.

The EMS Agency received a response from the Exodus Recovery Headquarters (ERH) regarding missing documentation in ERH's Policies and Procedures Manual. The documentation received satisfactorily addressed the issues.

UCC is approved to participate as a receiving clinic for the PAD effective June 10, 2019. This approval is valid through the end of the pilot unless terminated by the EMS Agency or voluntary withdrawal by the UCC, as outlined in the EMS Agency's policy, Transport 9-1-1 to Approved Psychiatric or Sobering Center. It is understood the UCC must maintain compliance with all aspects of the policy pertinent to UCC while being an active participant in the Pilot.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this Pilot Project. If you have any questions or concerns, please Contact John Telmos, Chief Prehospital Operations at (562) 378-1677.

Sincerely,


Cathy Chidester
Director

CC:jt:cj
05-24

- c. Medical Director, Los Angeles City Fire Department
Kathy Shoemaker, Chief Clinical Officer, Exodus Recovery Inc.,
Andrew Osorio, Program Director Exodus Recovery Inc.
Chief, Data Systems, EMS Agency



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June 3, 2019

Rex Manuel, RN
Program Director
Exodus Eastside Urgent Care Center
1920 Marengo Street
Los Angeles, California 90033

CERTIFIED

Dear Mr. Manuel:

9-1-1 ALTERNATE TRANSPORT DESTINATION CLINIC

This is to report that Exodus Eastside Urgent Care Center (UCC) has successfully completed its site visit for designation as a receiving clinic participating in the Paramedic Alternative Destination Pilot Program (PAD), conducted by the Emergency Medical Services (EMS) Agency on April 25, 2019.

The EMS Agency received a response from the Exodus Recovery Headquarters (ERH) regarding missing documentation in ERH's Policies and Procedures Manual. The documentation received satisfactorily addressed the issues.

UCC is approved to participate as a receiving clinic for the PAD effective June 10, 2019. This approval is valid through the end of the pilot unless terminated by the EMS Agency or voluntary withdrawal by the UCC, as outlined in the EMS Agency's policy, Transport 9-1-1 to Approved Psychiatric or Sobering Center. It is understood the UCC must maintain compliance with all aspects of the policy pertinent to UCC while being an active participant in the Pilot.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this Pilot Project. If you have any questions or concerns, please Contact John Telmos, Chief Prehospital Operations at (562) 378-1677.

Sincerely,

Cathy Chidester
Cathy Chidester
Director

CC:jt:cj
05-25

- c. Medical Director, Los Angeles City Fire Department
Kathy Shoemaker, Chief Clinical Officer, Exodus Recovery Inc.,
Andrew Osorio, Program Director Exodus Recovery Inc.
Chief, Data Systems, EMS Agency



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June 3, 2019

Hilary Aquino, MA
Assistant Vice President
David L. Murphy Sobering Center
640 Maple Street
Los Angeles, California 90014

CERTIFIED

Dear Ms. Aquino:

9-1-1 ALTERNATE TRANSPORT DESTINATION CLINIC

This is to report that Dr. David L. Murphy Sobering Center (SC) has successfully completed its site visit for designation as a receiving clinic participating in the Paramedic Alternative Destination Pilot Program (PAD), conducted by the Emergency Medical Services (EMS) Agency on May 1, 2019.

The EMS Agency received a response from the Exodus Recovery Headquarters (ERH) regarding missing documentation in ERH's Policies and Procedures Manual. The documentation received satisfactorily addressed the issues.

SC is approved to participate as a receiving clinic for the PAD effective June 10, 2019. This approval is valid through the end of the pilot unless terminated by the EMS Agency or voluntary withdrawal by the SC, as outlined in the EMS Agency's policy, Transport 9-1-1 to Approved Psychiatric or Sobering Center. It is understood the SC must maintain compliance with all aspects of the policy pertinent to SC while being an active participant in the Pilot.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this Pilot Project. If you have any questions or concerns, please Contact John Telmos, Chief Prehospital Operations at (562) 378-1677.

Sincerely,

Cathy Chidester
Director

CC:jtcj
05-26

- c. Medical Director, Los Angeles City Fire Department
Kathy Shoemaker, Chief Clinical Officer, Exodus Recovery Inc.,
Andrew Osorio, Program Director Exodus Recovery Inc.
Chief, Data Systems, EMS Agency



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June 3, 2019

Courtney Vance, RN
Program Director
Exodus Harbor-UCLA Urgent Care Center
1000 Carson Street, Bldg. 2 South
Torrance, California 90502-2004

CERTIFIED

Dear Ms. Vance:

9-1-1 ALTERNATE TRANSPORT DESTINATION CLINIC

This is to report that Exodus Harbor-UCLA Urgent Care Center (UCC) has successfully completed its site visit for designation as a receiving clinic participating in the Paramedic Alternative Destination Pilot Program (PAD), conducted by the Emergency Medical Services (EMS) Agency on April 25, 2019.

The EMS Agency received a response from the Exodus Recovery Headquarters (ERH) regarding missing documentation in ERH's Policies and Procedures Manual. The documentation received satisfactorily addressed the issues.

UCC is approved to participate as a receiving clinic for the PAD effective June 10, 2019. This approval is valid through the end of the pilot unless terminated by the EMS Agency or voluntary withdrawal by the UCC, as outlined in the EMS Agency's policy, Transport 9-1-1 to Approved Psychiatric or Sobering Center. It is understood the UCC must maintain compliance with all aspects of the policy pertinent to UCC while being an active participant in the Pilot.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this Pilot Project. If you have any questions or concerns, please Contact John Telmos, Chief Prehospital Operations at (562) 378-1677.

Sincerely,

Cathy Chidester
Director

CC:jt:cj
05-23

- c. Medical Director, Los Angeles City Fire Department
Kathy Shoemaker, Chief Clinical Officer, Exodus Recovery Inc.,
Andrew Osorio, Program Director Exodus Recovery Inc.
Chief, Data Systems, EMS Agency



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February 22, 2021

Stephen Albrecht
Regional Administrator
Star Behavioral Health Urgent Care Center
3210 Long Beach Blvd.
Long Beach, CA 90807

CERTIFIED

Dear Mr. Albrecht:

**PSYCHIATRIC URGENT CARE CENTER DESIGNATION
(LONG BEACH)**

This is to report that Star Behavior Health Urgent Care Center (SBH-LB), Long Beach, has successfully completed its site visit conducted by the Emergency Medical Services (EMS) Agency on February 4, 2021 for designation as a Psychiatric Urgent Care Center (PUCC). The EMS Agency received SBH-LB's response to the EMS Agency's review of its Policies and Procedures manual and has determined that SBH-LB has satisfactorily addressed the missing documentation; therefore, meets the requirements of Reference No. 326, Psychiatric Urgent Care Center (PUCC).

Effective February 22, 2021, SBH-LB is a designated PUCC. This approval is valid indefinitely, unless terminated by the EMS Agency or voluntarily withdrawn by SBH-LB.

SBH-LB may start receiving patients transported via 9-1-1 who meet the patient inclusion criteria as outlined in Ref.No.526, Behavioral/Psychiatric Crisis Patient Destination.

As a reminder, participation in this program requires SBH-LB submit/report data to the EMS Agency in accordance to Reference No. 326. This report is due to the EMS Agency 30 days after the end of each quarter; therefore, SBH-LB's first data submission must be received by April 30, 2021.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this new



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February 22, 2021

Stephen Albrecht
Regional Administrator
Star Behavioral Health Urgent Care Center
3210 Long Beach Blvd.
Long Beach, CA 90807

CERTIFIED

Dear Mr. Albrecht:

**PSYCHIATRIC URGENT CARE CENTER DESIGNATION
(CITY OF INDUSTRY)**

This is to report that Star Behavior Health Urgent Care Center (SBH-COI), City of Industry, has successfully completed its site visit conducted by the Emergency Medical Services (EMS) Agency on February 4, 2021 for designation as a Psychiatric Urgent Care Center (PUCC). The EMS Agency received SBH-COI's response to the EMS Agency's review of its Policies and Procedures manual and has determined that SBH-COI has satisfactorily addressed the missing documentation; therefore, meets the requirements of Reference No. 326, Psychiatric Urgent Care Center (PUCC).

Effective February 22, 2021, SBH-COI is a designated PUCC. This approval is valid indefinitely, unless terminated by the EMS Agency or voluntarily withdrawn by SBH-COI.

SBH-COI may start receiving patients transported via 9-1-1 who meet the patient inclusion criteria as outlined in Ref.No.526, Behavioral/Psychiatric Crisis Patient Destination.

As a reminder, participation in this program requires SBH-COI submit/report data to the EMS Agency in accordance to Reference No. 326. This report is due to the EMS Agency 30 days after the end of each quarter; therefore, SBH-COI's first data submission must be received by April 30, 2021.

Thank you for any commitment to the Los Angeles County EMS System and your voluntary participation in this new



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June 24, 2019

Marc Eckstein, MD
EMS Bureau Commander/Medical Director
Los Angeles Fire Department
200 North Main Street
Los Angeles, California 90012

CERTIFIED MAIL

Dear Dr. Eckstein:

**APPROVAL OF ALTERNATE DESTINATION SOBERING AND
BEHAVIORAL HEALTH COMMUNITY PARAMEDICINE PILOT
PROJECT'S 018 AND 019**

This is to advise you that the Los Angeles Fire Department (CI) is approved to participate in the Alternate Destination (ALTrans) Community Paramedicine Pilot Project's 018 and 019 as of Monday, June 24, 2019.

The Emergency Medical Services Authority (EMSA) approved the pilot project on June 10, 2019 and the office of Statewide Health Planning and Development (OSHDP) approved both pilots to commence as of Monday, June 24, 2019.

On April 25, 2019, the Emergency Medical Services (EMS) Agency conducted site visits at the three psychiatric urgent care centers and the sobering center that are slated to participate in the ALTrans Program. All four facilities are in compliance with EMS Agency policy/procedures for the ALTrans Pilot Project.

On May 30, 2019, CI's Alternate Destination Response Unit (AD-15) was inventoried and approved as an advanced life support unit (ALS) and will operate Monday through Thursday 6:30 AM through 4:30 PM. AD - 15 is also approved to respond to ALS calls not affiliated with the ALTrans Pilot, at the normal ALS response level.

It is understood that pilot project data collection will be conducted by CI and the participating urgent care centers and sobering center. This data shall be made available to the EMS Agency, at minimum, monthly. Additionally, periodic meetings shall be established with the participating centers, CI, and the EMS Agency to review progress of the pilot and to discuss any adverse incidences.



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October 1, 2019

Clayton Kazan, MD
Medical Director
Los Angeles County Fire Department
Emergency Medical Services Bureau
1255 Corporate Center, Suite 212
Monterey Park, California 91754

CERTIFIED

Dear Dr. Kazan:

APPROVAL TO IMPLEMENT AN ADVANCE PROVIDER RESPONSE PILOT PROJECT

The Emergency Medical Services (EMS) Agency has reviewed the protocols for the new assessment resource, Advanced Provider Response Unit (APRU), and are in support of the 12-month pilot project. Los Angeles County (CF) Fire Department (CF) is approved to implement the Pilot as of Monday, October 7, 2019.

The two APRU vehicles (AP - 11 and AP - 17) were inspected on September 26, 2019 and both units met the requirements as outlined in Ref. No. 704, Assessment Unit Inventory. Any additional supplies or medications out of the paramedic scope of practice and not included on Ref No. 704, are under the direct control/oversight of the advanced practice provider.

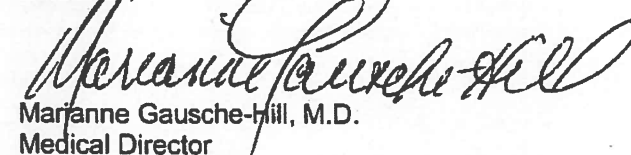
As part of the approval process, CF is required to submit quarterly Pilot project reports to the EMS Agency containing at minimum, the following items:

- o Number of patient contacts including diagnosis
- o Number of patients where an upgrade to an acute care facility was necessary
- o Adverse reactions or complications
- o Appropriate statistical evaluation
- o Summary of the 48-hour patient follow-up, to include any patients requiring emergency department follow-up or hospital admission

In addition to the above requirements, please report all Sentinel event within 24 hours of occurrence.

Quarterly reports should be addressed to me and are due 30 days after the end of each quarter, with the first report being due January 31, 2020.

Sincerely,


Marianne Gausche-Hill, M.D.
Medical Director

MGH:jt
09-35

- c. Fire Chief, Los Angeles County Fire Department
Director, EMS Agency
Deputy Chief, EMS Bureau, Los County Fire Department



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February 28, 2020

Clayton Kazan, MD
Medical Director
Los Angeles County Fire Department
Emergency Medical Services Bureau
1255 Corporate Center, Suite 212
Monterey Park, California 91754

CERTIFIED

Dear Dr. Kazan:

TELEMEDICINE for ALTERNATE DESTINATION PILOT PROJECT APPROVAL

This letter is to confirm that Los Angeles County Fire Department (CF) has been approved by the Emergency Medical Services (EMS) Agency for the Telemedicine for Alternate Destination pilot project. The project is approved for 12 months at which time the pilot will be re-evaluated for efficacy and feasibility.

The quality improvement plan required for implementation and evaluation of the pilot requires CF to submit quarterly reports to the EMS Agency containing at minimum, the following items:

- Number of contacts for telemedicine consult
- Number of patients meeting inclusion criteria when physician was unavailable
- Number of patient contacts meeting inclusion criteria and transported to Exodus Recovery Services (EXM)
- Number of patient contacts meeting exclusion criteria transported to EXM or not transported
- Adverse reactions or complications
- Outcome data for patients transported to EXM to include the following:
 - Secondary transport to an emergency department or mental health facility
 - Treated at EXM and discharged or left against medical advice
- Appropriate statistical evaluation

In addition to the above requirements, please report all sentinel events within 24 hours of occurrence.

Quarterly reports should be addressed to me and are due 30 days after the end of each quarter, with the first report being due March 31, 2020.

Sincerely,

Marianne Gausche-Hill, M.D.
Medical Director

MGH:JT:sm
02-16

- c. Fire Chief, Los Angeles County Fire Department
Director, EMS Agency
Deputy Chief, EMS Bureau, Los County Fire Department



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