



County of Los Angeles Health and Mental Health Services

FESIA A. DAVENPORT
Chief Executive Officer

DATE: Wednesday, October 12, 2022
TIME: 10:30 a.m.

THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY TO ENSURE THE SAFETY OF MEMBERS OF THE PUBLIC AND EMPLOYEES AS PERMITTED UNDER STATE LAW.

TO PARTICIPATE IN THE MEETING, PLEASE CALL AS FOLLOWS:

DIAL-IN NUMBER: 1 (323) 776-6996

CONFERENCE ID: 322130288#

[MS Teams link](#) (Ctrl+Click to Follow Link)

AGENDA

Members of the Public may address the Health and Mental Health Services Meeting on any agenda item. Two (2) minutes are allowed for each item.

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

- I. Call to order
- II. **Discussion Item(s):**
 - a. **DMH:** DMH Mobile Response Teams Update
- III. Items Continued from a Previous Meeting of the Board of Supervisors or from the Previous Agenda Review Meeting
 - a. Discussion and consideration of necessary actions on issues related to the Harbor-UCLA Medical Center Replacement Program, and briefing by DPW, CEO and DHS, as needed, as requested at the Health and Mental Health Services Cluster meeting on May 18, 2022.
- IV. Items not on the posted agenda for matters requiring immediate action because of an emergency situation, or where the need to take immediate action came to the attention of the Department subsequent to the posting of the agenda

V. Public Comment

VI. Adjournment



Alternative Crisis Response (ACR): Field Intervention

▶▶ Teams

Amanda Ruiz, MD

Alternative Crisis Response Medical Director

Los Angeles County Department of Mental Health



initiatives



FEDERAL LEVEL

Congress enacted 9-8-8 and expanded National Suicide Support Lifeline to include all mental health crises.



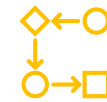
DMH

ACR Office oversees and coordinates activities of three crisis response systems



LOCAL LEVEL

L.A. County initiated ACR (Alternative Crisis Response) to develop the County's crisis response system



CRISIS RESPONSE SYSTEMS

ACR Infrastructure will include:

- 9-8-8 Crisis Call Center
- Mobile Crisis Outreach Teams
- Crisis Stabilization Facilities

▶▶ Alternative Crisis Response (ACR)

A robust, reliable and timely alternative to law enforcement response for individuals experiencing a mental health crisis.

Someone to call
Someone to respond
Somewhere to go

And
Someplace to treat



Vision for L.A. County

9-8-8

The preferred, no-wrong door place to access crisis care countywide.

MOBILE CRISIS RESPONSE

For more crisis care, 9-8-8 will dispatch mobile crisis teams to help stabilize.

IMMEDIATE SUPPORT

Divert as many calls as possible to 9-8-8 for trained professionals on the other side.

DIVERSION

Only when there is a public safety threat will 9-1-1 be engaged.

Elements of Field Intervention Teams

▶▶ “Someone to Respond”

- Services available 24/7/365
- Services provided where individual is most comfortable (e.g. home, school)
- Teams made up of a mental health clinician and peer
- Crisis intervention with the goal of remaining in the community (without need for law enforcement)
- Safety planning
- Transport individual to least restrictive setting, if applicable or arrange for ambulance

▶▶ Status of Field Intervention Teams

- Expanding mental health field response teams to be 24/7 by:
 - Expanding Psychiatric Mobile Response Teams (PMRT) by adding peers
 - Hired 15 peers for PMRT; Hiring for 1 additional peer in process
 - Contracting out for Mobile Crisis Outreach Teams (MCOT) to cover evenings and weekends
 - Contracted with Sycamores to provide MCOT services in Service Areas (SA) 1, 2, 3, 4 and 6
 - In discussion with two other providers to contract for Service Areas 5, 7 and 8
 - Goal: One team per SA, Monday through Friday, 4:00pm – 2:30 am; 8 pm – 6:30 am, and weekends 6 am – 4:30 pm; 10:00 am – 8:30 pm

▶▶ Field Intervention Teams: Daytime

NUMBER OF CALLS PER MONTH PER SERVICE AREA ALL PROGRAMS DAYTIME

TEAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PMRT SA 1	40	78	83	60	63	69	48	75	75	591
PMRT SA 2	90	78	113	98	79	88	86	86	69	787
PMRT SA 3	109	123	162	132	128	126	103	120	134	1,137
PMRT SA 4	109	131	145	147	134	135	111	132	127	1,171
PMRT SA 5	55	65	85	81	69	62	46	85	60	608
PMRT SA 6	117	158	162	141	160	140	116	124	127	1,245
PMRT SA 7	87	102	146	115	122	107	74	107	93	953
PMRT SA 8	110	116	124	102	104	87	61	88	110	902
LET	130	184	211	178	200	189	184	252	160	1,688
MET	149	165	205	164	199	184	146	223	125	1,560
SMART	186	181	198	182	169	156	123	163	131	1,489
TT	110	93	75	47	38	44	38	51	44	540
Total Incidents	1,292	1,474	1,709	1,447	1,465	1,387	1,136	1,506	1,255	12,671

▶▶ Field Intervention Team Data: Overtime (OT)

NUMBER OF CALLS PER MONTH PER SERVICE AREA ALL PROGRAMS OVERTIME

TEAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total Incidents
PMRT SA 1	39	48	52	40	51	39	39	49	27	384
PMRT SA 2	82	86	92	95	86	75	80	74	60	730
PMRT SA 3	75	80	86	80	86	90	118	107	91	813
PMRT SA 4	89	93	121	111	85	82	83	99	78	841
PMRT SA 5	66	61	73	83	80	58	61	72	80	634
PMRT SA 6	93	91	107	93	112	93	100	95	81	865
PMRT SA 7	109	110	117	120	108	101	93	99	111	968
PMRT SA 8	71	86	84	74	76	57	72	89	78	687
Total Incidents	624	655	732	696	684	595	646	684	606	5,922

▶▶ Field Intervention Teams: Daytime vs. OT

FISCAL YEAR	DAYTIME	PERCENTAGE	AFTER-HOURS	PERCENTAGE	TOTAL
2018-2019	10,887	53%	9,623	47%	20,517
2019-2020	10,842	52%	9,920	48%	20,765
2020-2021	11,261	53%	9,854	47%	21,118

▶▶ Field Intervention Team: All Calls

NUMBER OF ALL CALLS PER MONTH PER SERVICE AREA ALL PROGRAMS										
TEAM (Dayshift/Overtime)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PMRT SA 1 (2/1)	79	126	135	100	114	108	87	124	102	975
PMRT SA 2 (3/1)	172	164	205	193	165	163	166	160	129	1,517
PMRT SA 3 (3/1)	184	203	248	212	214	216	221	227	225	1,950
PMRT SA 4 (4/2)	198	224	266	258	219	217	194	231	205	2,012
PMRT SA 5 (3/1)	121	126	158	164	149	120	107	157	140	1,242
PMRT SA 6 (4/1)	211	249	269	234	272	234	216	219	208	2,112
PMRT SA 7 (3/1)	196	212	263	235	230	208	167	206	204	1,921
PMRT SA 8 (3/1)	181	202	208	176	180	144	133	177	188	1,589
LET	159	219	262	215	246	237	222	295	204	2,059
MET	338	342	431	356	417	374	356	422	296	3,332
SMART	413	415	458	425	429	363	324	369	349	3,545
TT	202	206	174	122	117	126	111	127	97	1,282
Total	2,454	2,688	3,077	2,690	2,752	2,510	2,304	2,714	2,347	23,536

▶▶ Field Intervention Teams: Involuntary Holds (Invol)

NUMBER OF TIMES CLIENT PLACED ON INVOLUNTARY HOLD JAN- SEPT 27 2022

TEAM	Involuntary Hold	No Hold	Total Incidents	% Invol Holds	% No Holds
PMRT SA 1	173	802	975	18%	82%
PMRT SA 2	274	1,243	1,517	18%	82%
PMRT SA 3	744	1,206	1,950	38%	62%
PMRT SA 4	502	1,510	2,012	25%	75%
PMRT SA 5	216	1,026	1,242	17%	83%
PMRT SA 6	534	1,578	2,112	25%	75%
PMRT SA 7	380	1,541	1,921	20%	80%
PMRT SA 8	442	1,147	1,589	28%	72%
LET	990	1,069	2,059	48%	52%
MET	2,005	1,327	3,332	60%	40%
SMART	2,258	1,287	3,545	64%	36%
TT	434	848	1,282	34%	66%
Total Incidents	8,952	14,584	23,536	38%	67%

▶▶ Field Intervention Teams (PMRT): Disposition

FISCAL YEAR	HOSPITAL	% HOSPITAL	URGENT CARE	% URGENT CARE	NOT TRANSPORTED	% NOT TRANSPORTED
2018-2019	3,736	18%	4,429	22%	12,352	60%
2019-2020	3,623	17%	3,896	19%	13,246	64%
2020-2021	2,669	13%	3,185	15%	15,264	72%

Field Intervention Teams (PMRT): Insurance

FISCAL YEAR	INDIGENT	MEDI-CAL	MEDICARE	MEDI-MEDI	PRIVATE INSURANCE	UNKNOWN	TOTAL
2018-2019	1,702	11,060	289	725	1,648	5,093	20,517
2019-2020	1,700	11,171	354	772	1,637	5,131	20,765
2020-2021	1,533(7%)	11,432 (54%)	347	684	1,894(9%)	5,228	21,118

Field Intervention Teams (PMRT): Gender

FISCAL YEAR	FEMALE	TRANSGENDER FEMALE TO MALE	MALE	TRANSGENDER MALE TO FEMALE	UNKNOWN	BLANK	TOTAL
2018-2019	9,256	36	11,201	16	8	n/a	20,517
2019-2020	8,314	57	10,278	38	5	2,073	20,765
2020-2021	5,997	9	7,901	13	6	7,192	21,118

Field Intervention Teams (PMRT): Referral Source

REFERRAL SOURCE	2018-2019	2019-2020	2020-2021
FAMILY MEMBER	6,981	7,705	9,589
MEDICAL ER	5,065	4,669	3,923
OTHER	2,365	2,866	3,264
MENTAL HEALTH CLINIC	503	597	822
SCHOOL	3,139	2,294	649
GROUP HOME/FOSTER FAMILY AGENCY	577	573	467
FRIEND	269	318	442
CONSUMER	283	352	427
LANDLORD/NEIGHBOR	99	194	383
FOSTER PARENT	267	312	293
DEPARTMENT OF CHILDREN & FAMILY SERVICES	322	269	262
BOARD AND CARE	346	318	246
OTHER*	301	298	351
Total	20,517	20,765	21,118

Field Intervention Teams (PMRT): Dispatch Time

DISPATCH TIME CATEGORY	FY 18-19	FY 19-20	FY 20-21
UP TO 1 HOUR	11,673	11,966	11,422
61 TO 90 MINUTES	3,519	3,170	2,590
91 TO 120 MINUTES	959	809	657
OVER 2 HOURS	585	550	430
N/A	3,781	4,270	6,019
TOTAL	20,517	20,765	21,118

Field Intervention Teams (PMRT): Call Duration

CALL DURATION	FY 18-19	FY 19-20	FY 20-21
UP TO 4 HOURS	6,673	7,058	5,499
OVER 4 HOURS	13,392	13,226	15,197
UNKNOWN	452	481	422
TOTAL	20,517	20,765	21,118

▶▶ Therapeutic Transportation

STATION	SD	IMPLEMENTATION DATE	HOURS OF OPERATION
4	1	January 30,2022	24/7
59	3	March 6, 2022	24/7
77	5	May 16, 2022	12/7
94	2	August 8, 2022	12/7
40	4	September 26, 2022	12/7

▶▶ Therapeutic Transportation: Successes

- **Fire Station 59 – SD 3**
- TV-59's overnight shift received a call at 6:45am from a man that needed assistance. He was upset and distraught over the fact that he was homeless. The team assessed the client and determined that he did not meet criteria for an involuntary hold. However, they felt that he could receive more assistance from the Department of Public Social Services (DPSS). The team transported him to the DPSS office and helped him get checked in.
- **Fire Station 94 – SD 2**
- TV-94 received a request from Los Angeles Fire Department (LAFD) to respond to a residence where a family was concerned for the safety of their adult son/grandson. Upon arrival to the scene, the team introduced themselves to the family and gathered information from them regarding the situation. The team then spoke with the young man and determined that he did not meet criteria for a hold, but they felt that he and his family would benefit from additional resources. The team went to the van to get referrals and when they turned around the grandfather came out and started swinging a machete at the young man. The team put out a help call and summoned additional resources to maintain the safety of the family. The police arrived and were able to take the grandfather into custody without incident. No one was hurt thanks to the quick actions of the team.

▶▶ For Additional Information

- 988 Information & Toolkit
- Jennifer Hallman
- Amanda Ruiz