



EMERGENCY OUTREACH & TRIAGE DIVISION

THERAPEUTIC TRANSPORTATION

Miriam A. Brown, LCSW

Deputy Director



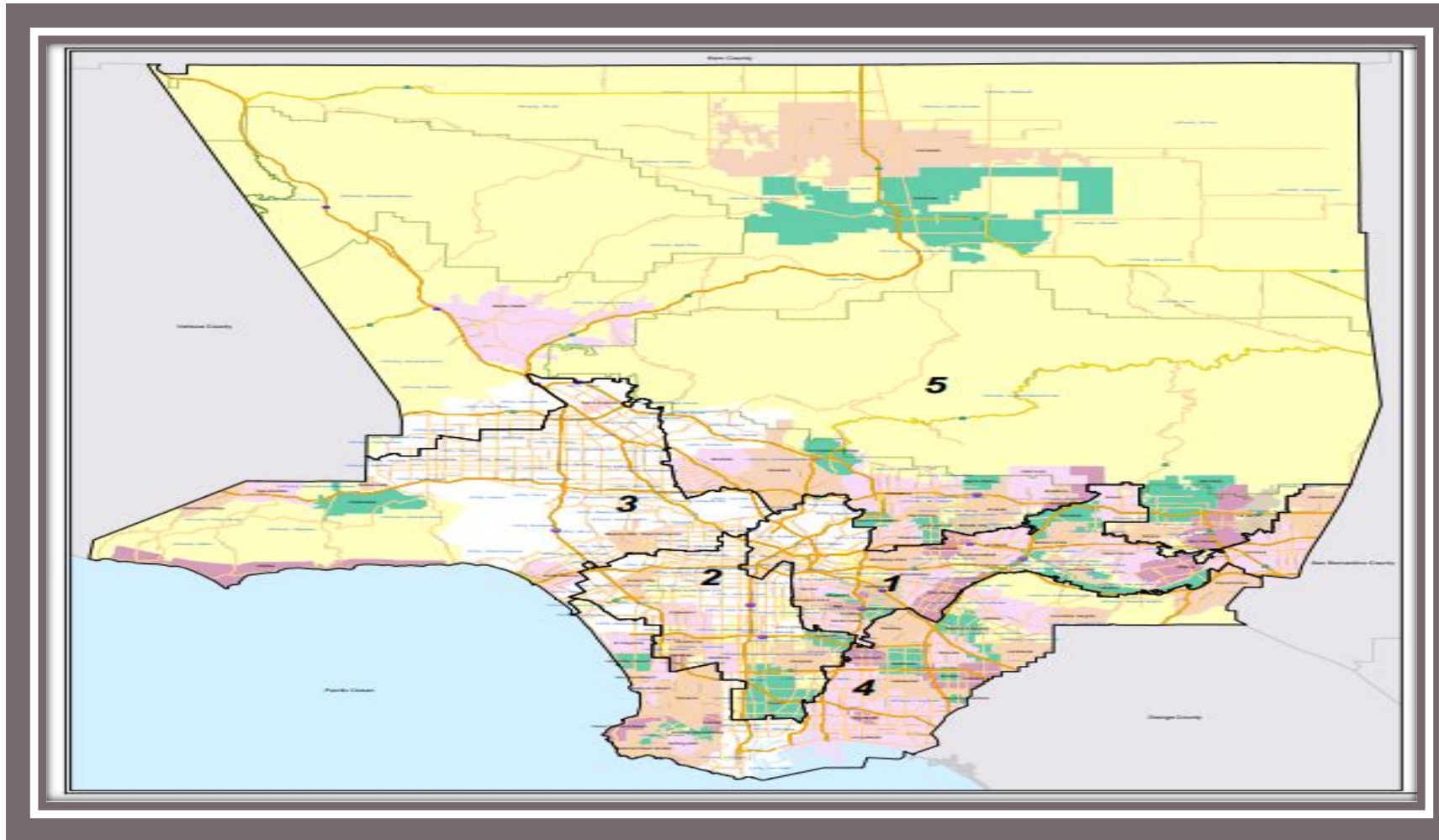
LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.



▶▶ WHAT IS THERAPEUTIC TRANSORTATION? (TT)

- Part of a Board Motion adopted by the Los Angeles County Board of Supervisors in 2017 to improve the standard of care for mentally ill individuals.
- TT is an alternative to transport individuals experiencing a mental health crisis via ambulance.
- TT encourages a more consumer friendly and private, less traumatizing and less stigmatizing approach for the involuntary hospitalization process.
- TT is collaborative with the Los Angeles City Fire and the Psychiatric Mobile Response Teams (PMRT)

▶▶ LOS ANGELES COUNTY BOARD OF SUPERVISORS DISTRICTS



▶▶ WHAT IS THE GOAL OF THERAPEUTIC TRANSPORTATION?

- The goal of the TT is to provide **rapid response** to those individuals who meet criteria for a 5150/5585 or may just need transportation to a clinic, urgent care or any other social service entity
- TT will be a co-response model with Los Angeles City Fire department and DMH teams consisting of a License Psychiatric Technician, Community Health Worker, and a Driver
- Specially outfitted unmarked vans
- Vans placed within 5 supervisorial districts
- Each van staffed with a mental health professional, community health worker/peer, and a clinic driver

▶▶ THERAPUTIC VAN



▶▶ THERAPUTIC VAN - INSIDE





▶▶ THERAPEUTIC TRANSPORTATION TEAM(TTT) - ROLE

- TTT/LA City Fire work together to assess clients & family members
- TTT provides a supportive and therapeutic environment to the client and/or family during the initial crisis
- TTT initiates supportive case management services
- TTT provides information, education, and advocacy during transport
- TTT will be available to share lived experience to help connect and build trust with the client
- TTT will also communicate clinical impressions



▶▶ THERAPEUTIC TRANSPORTATION PROCESS

- TT responds to requests from LA City Fire Department, Teams to transport clients who have either been placed on a hold, deemed safe, and willing to be transported to hospital, Urgent Care, and other Social Service Agencies
- During the transport, the team will explain what has transpired, answer any questions the client may have, consult and engage with supervisors as warranted and with the client consent, the team will also assist with any urgent case management matters.
- The team members will remain with the client during transport and through admission if necessary. Team members will remain with the client until appropriate services are provided.

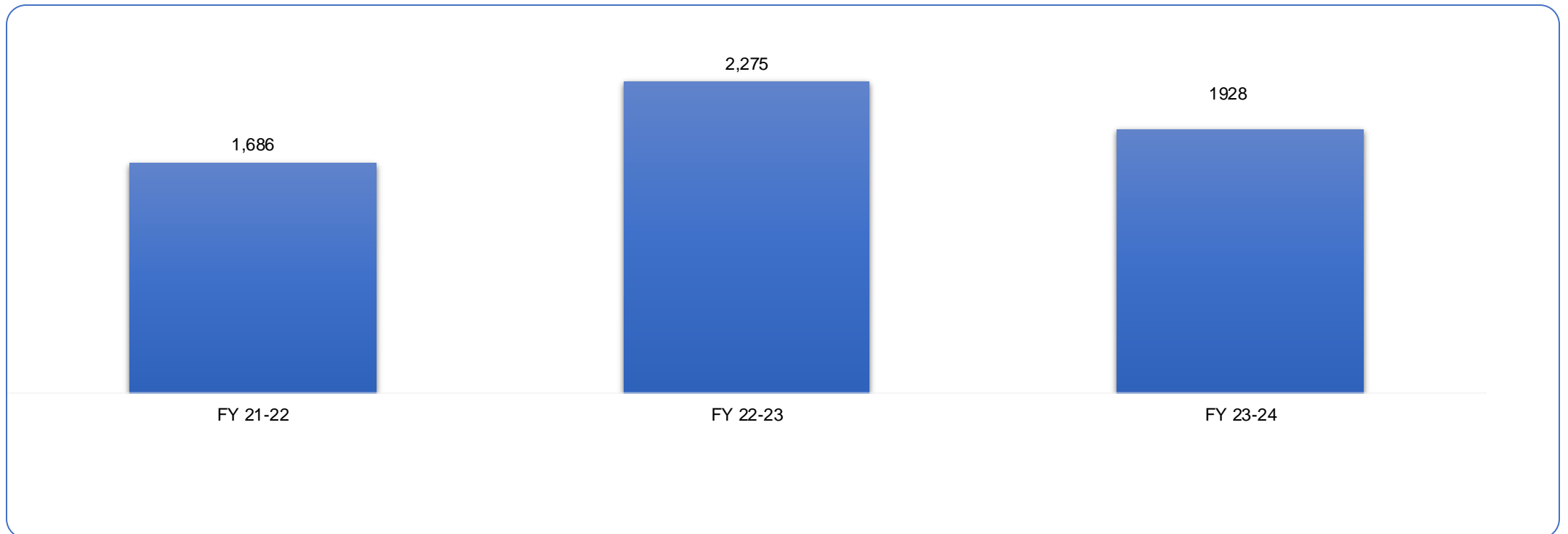


▶▶ THERAPEUTIC TRANSPORTATION CONSIDERATIONS

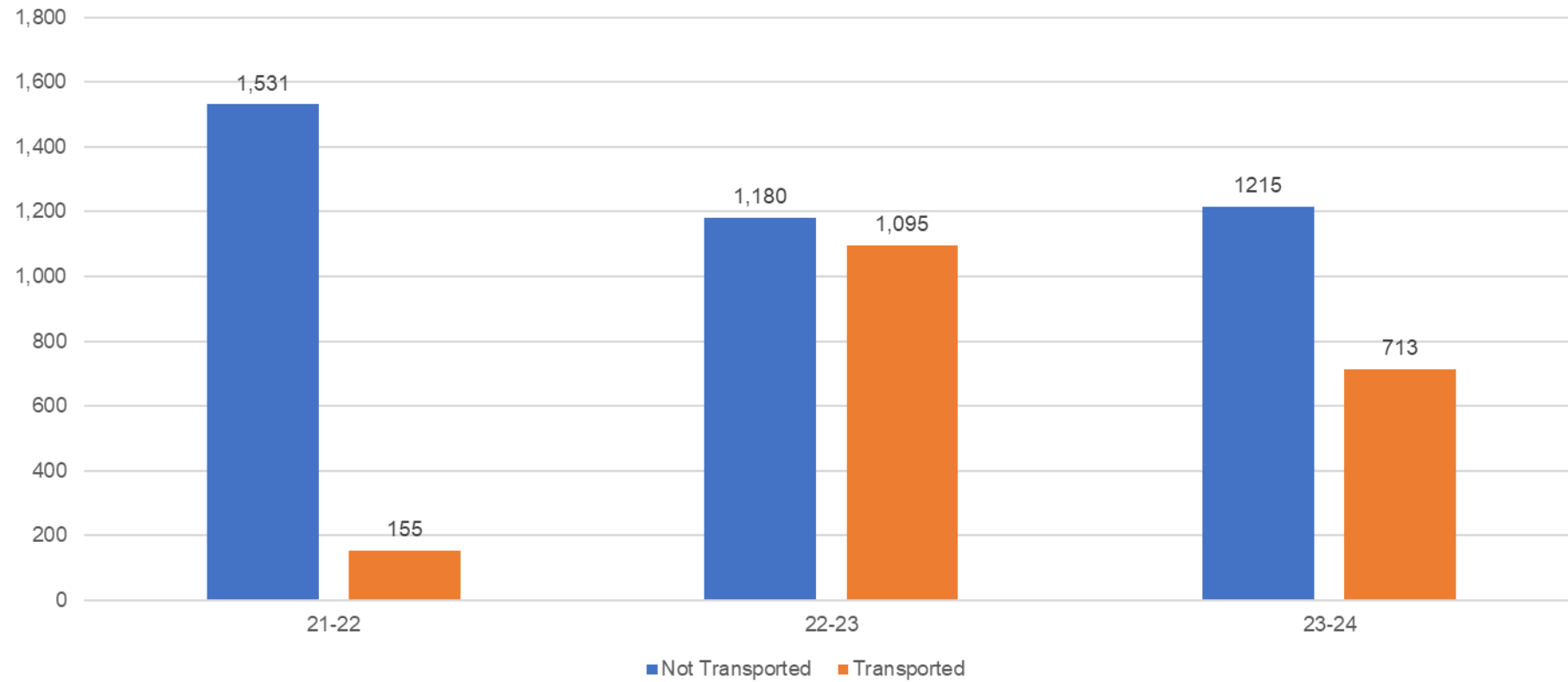
- TT will transport from the point of origin to a specific destination without any unrelated stops
- If at any time the client's behavior becomes uncontrollable or the client decides he/she does not want to be transported, the TT van will stop in a safe area, allow the client to leave and immediately call 911.
- Transportation of the client will be consistent with the DMH Illness and Injury Prevention Plan for field safety and the California Vehicle Code.

▶▶ THERAPEUTIC TRANSPORTATION

Therapeutic Transportation Program (TTP) incidents from June 2021 through June 30, 2024. During this period, (TTP) responded to a total of **5,889** calls.



▶▶ THERAPEUTIC TRANSPORTATION Disposition by FY





▶▶ LESSONS LEARNED

- DMH changed policy that allows to transport clients who are placed on hold/application for further evaluation
- TT – Team transported clients without incident
- Team were able to de-escalate crisis and transport clients on a voluntary basis
- TT – Team demonstrated that transportation is possible and provides clients the opportunity to engage with clients during transportation



▶▶ CHALLENGES

- Calls from the LAFD were higher in the Downtown and South LA areas compared to West LA, San Pedro and Sunland
- Most clients needed medical clearance, LAFD was not able to transfer care to TT due to medical necessity
- Ranged increased from 10 miles to 17 miles to increase calls, it impacted response time
- Collaborative with LAFD ended on 06/30/24

▶▶ Therapeutic Transportation to Therapeutic Transportation – PMRT

- TT staff transitioned to PMRT –TT on 07/01/24
- Goal to transport clients whenever possible to avoid delays while waiting for an ambulance
- Continue to provide transportation when client is safe to transport as it is proven to be efficient and effective
- Teams housed centrally and at am shifts and mid shifts

Questions?



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.