

FRESNO METRO CRISIS INTERVENTION TEAM SERVICES

SCOPE OF WORK

CONTRACTOR: Fresno Police Department
2323 Mariposa Street
Fresno, CA 93721

CONTRACT: Fresno Metro Crisis Intervention Team

CONTRACT TERM: 9/1/2017 to 6/30/2022

CONTRACT MAXIMUM: \$1,338,585.00

<u>Fiscal Year</u>	<u>Contract Max</u>
2017 - 18	\$462,925.00
2018 - 19	\$218,915.00
2019 - 20	\$218,915.00
2020 - 21	\$218,915.00
2021 - 22	<u>\$218,915.00</u>
	\$1,338,585.00

PROJECT DESCRIPTION

The County of Fresno, on behalf of the Department of Behavioral Health (DBH), Mental Health Services Act (MHSA), initiated a partnership with the Fresno Police Department (Fresno PD) in providing behavioral health Crisis Intervention Team (CIT) Services within the Fresno metropolitan (Metro) area. The Crisis Intervention Team is a co-located, co-response unit consisting of dual response by law enforcement, Fresno PD, and County DBH clinical and program staff. This collaboration will allow the Crisis Intervention Team to respond to calls in which there is a behavioral health need to provide compassionate, client/family centered crisis interventions to persons and support systems that are experiencing behavioral health signs and symptoms. The Crisis Intervention Team based in the Fresno Metro area will assist in 911 calls from the public and will be dispatched jointly to the scene, which will allow Fresno PD patrol officers to continue on to new incoming 911 calls. The Crisis Intervention Team will jointly provide the behavioral health interventions within a secure scene. The Crisis Intervention Team will be able to respond to and handle the initial crisis, but will be able provide post-crisis contacts, referrals, and linkages. The Crisis Intervention Team services are fully-funded by the Mental Health Services Act, Prevention and Early Intervention funds.

Behavioral health services provided by County's DBH may include, but are not limited to: screening, triage, assessment, crisis intervention, community referrals and linkages, and short-term/brief case management. Services shall also include community outreach, engagement, education, and prevention to those potentially in need of

services for mental illness and/or co-occurring substance use disorders, the general public, emergency first responders, and other community agencies.

PROGRAM GOALS AND OBJECTIVES

The goals and objectives of this project include, but are not limited to:

- Response to 911 dispatched calls to ultimately be able to release the Fresno PD patrol officer on scene;
- Provision of team-based crisis intervention triage services which include evaluation of the need for a possible 5150 involuntary hold, the completion of the hold, and/or assessment and interventions that will deescalate and/or resolve the crisis, hopefully to avoid unnecessary crisis stabilization services, hospitalization or jail admission;
- Crisis interventions which may include, but are not limited to:
 - o Linkages and referrals to services, including making appointments for those in need while in the field;
 - o Communication with a current treatment provider (if applicable) and assist in safety planning and wellness plan;
 - o Engagement with client/support system resulting in resolution of the crisis, and/or the agreement for next day/short term follow up with the individual.
- “The right help the first time”: these services shall be conducted by mutual interagency coordination between mental health and law enforcement to identify, triage, assess, and connect or reconnect clients to treatment and support, and to mitigate unnecessary expenditures of law enforcement.
- Collaboration with other entities (e.g., Emergency Medical Services, Board and Care Operators) that may identify individuals that are experiencing a crisis in the community and impacting the service or agency and the individuals well-being. This collaboration could result in proactive contact being made with the individual for purposes of engagement and linkages.

Program Methods:

- 1) With the placement of behavioral health staff and law enforcement within a co-location, staff will establish data that identifies behavioral health clients who repeatedly use 911 emergency/crisis resources as well as develop crisis intervention strategies for the identified clients;
 - a. Clinical staff will be available to engage and work with clients/families on a local prevention plan using tools such as Motivational Interviewing, Wellness Recovery Action Plan, etc.
- 2) County DBH staff co-located with law enforcement will increase justice system resources for response to safety and criminal behavior calls/needs.
- 3) The Crisis Intervention Team staff will be on-site for rapid response and behavioral health triage, screening and assessment as the subject matter expert and will provide appropriate interventions and or linkages with follow up.

- 4) Individuals with mental illness who engage with law enforcement will have more efficient access to crisis services, receive treatment more sensitive to their mental condition, experience fewer legal concerns and costs related to the encounter with law enforcement, have improved safety and experience less discrimination.

CONTRACTOR RESPONSIBILITIES:

FRESNO PD SHALL:

- 1) Co-respond in the same vehicle with behavioral health clinical staff to potential mental health related calls and assist in providing Crisis Intervention Team services as indicated herein.
- 2) Be flexible and adaptable to meet the evolving needs of the community, in particular the increased volume of mental health related calls received and services required.
- 3) Assist in providing culturally, ethnically, and linguistically relevant mental health triage services.
- 4) Collect data regarding call volume, which may include, but not be limited to: demographics/outcome of call(er), date/time of call, recidivism of calls/access to justice system and other parts of the crisis system, hours saved for patrol, homelessness and prevention/outreach activities.
- 5) Dress in appropriate specialized Fresno PD Crisis Intervention Team “casual wear” (i.e., polo shirt) to minimize the intimidation factor felt by clients when approached by fully uniformed PD officers.
- 6) Lease and utilize specialized, non-standard PD patrol vehicles that are less intimidating to clients than typical fully outfitted, standard, patrol vehicles.
- 7) Attend annual and other on-going trainings, as necessary, related to crisis intervention and de-escalation tactics.

STAFFING REQUIREMENTS:

Fresno PD initial staffing shall include:

- 1) One (1) Fresno PD Sergeant to provide oversight over four (4) PD Officers.
 - a. If/when funding allows for and data indicates need for project expansion, expansions could include (1) Fresno PD Sergeant to provide oversight over eight (8) PD Officers and/or other supports [e.g., Detective(s)].

- 2) Adequate shift schedules of PD Officers to cover Crisis Intervention Team services provided five (5) days a week, fourteen (14) hours a day (6:30 am - 10:00 pm).

COUNTY RESPONSIBILITIES:

COUNTY shall:

- 1) Provide behavioral health staff that is available to co-locate and co-respond with the Crisis Intervention Team.
- 2) Work with Fresno PD to create linkages within the County's DBH system.
- 2) Provide oversight, support, coordination, and ongoing monitoring of the Crisis Intervention Team services through the County's DBH Contracted Services Division. Oversight shall include, but not be limited to, coordination with the State Department of Health Care Services as it may pertain to program administration and outcomes.
- 3) Notify Fresno PD staff of their responsibilities through letters and other written communications, conferences, formal and informal trainings and individual consultation.
- 4) Provide consultation on a regular basis by facilitating monthly meetings to include the County DBH Staff Analyst, DBH's clinical staff, and Fresno PD's staff.
- 5) Receive and analyze statistical performance data throughout the term of the contract on a monthly basis.
- 6) Recognize that cultural competence is a goal toward which professionals, agencies, and systems should strive. Becoming culturally competent is a developmental process and incorporates at all levels the importance of culture, the assessment of cross-cultural relations, vigilance towards the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally-unique needs. Offering those services in a manner that fails to achieve its intended result due to cultural and linguistic barriers is not cost effective. To assist the vendor efforts towards cultural and linguistic competency, DBH shall provide the following at no cost to contractor(s):
 - A. Technical assistance to Fresno PD regarding cultural competency requirements and sexual orientation training; and
 - B. Mandatory cultural competency training including sexual orientation and sensitivity training for DBH and Fresno PD staff, at minimum once per year. COUNTY will provide mandatory training regarding the special needs of this diverse population and will be included in the cultural competence training(s). Sexual orientation and sensitivity to gender differences is a basic cultural competence principle and shall be included in the cultural competency training. Literature suggests that the mental health needs of lesbian, gay,

bisexual, transgender (LGBT) individuals may be at increased risk for mental disorders and mental health problems due to exposure to societal stressors such as stigmatization, prejudice and anti-gay violence. Social support may be critical for this population. Access to care may be limited due to concerns about providers' sensitivity to differences in sexual orientation.

- 7) Assist Fresno PD in establishing and maintaining working relationships with emergency first responders, including co-location and co-response needs that may arise.