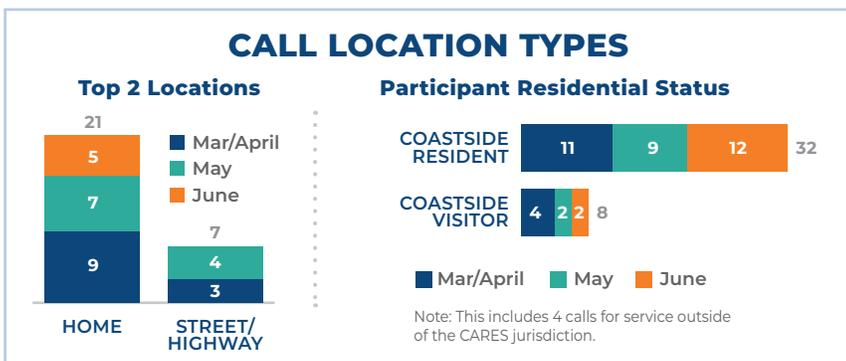
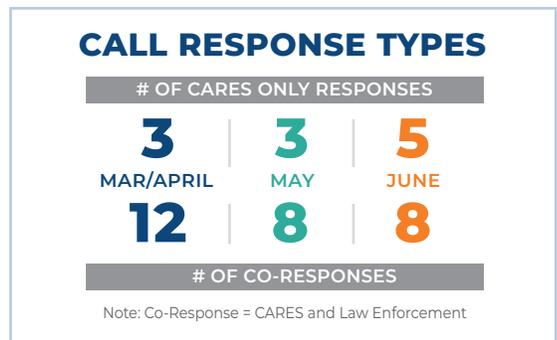
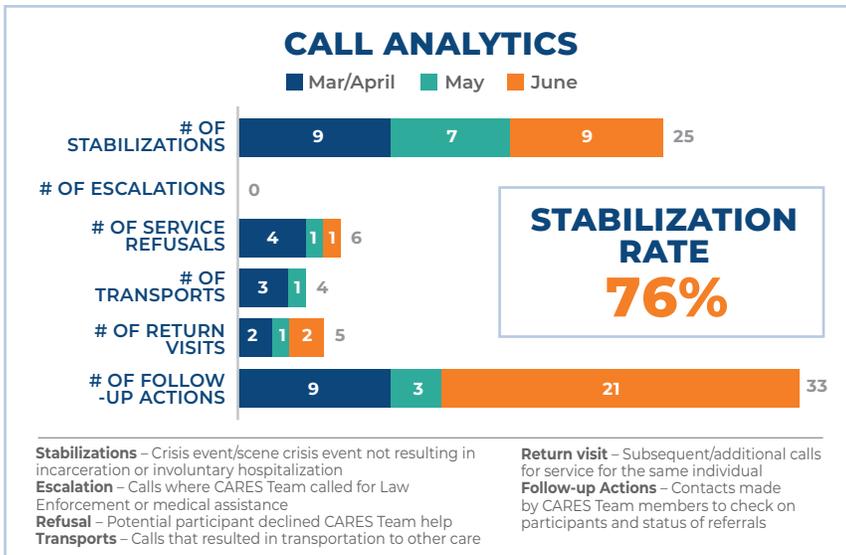
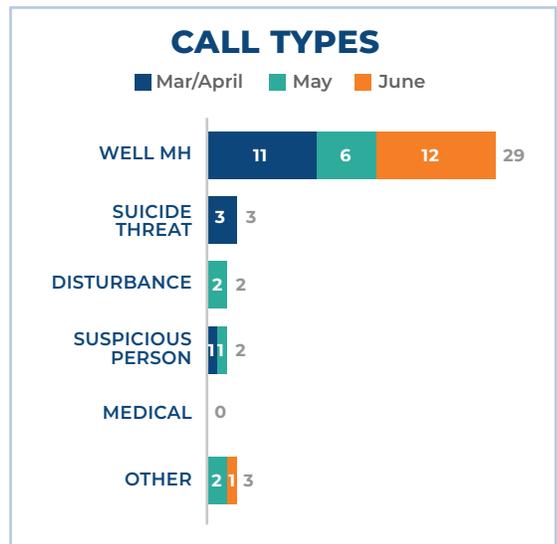
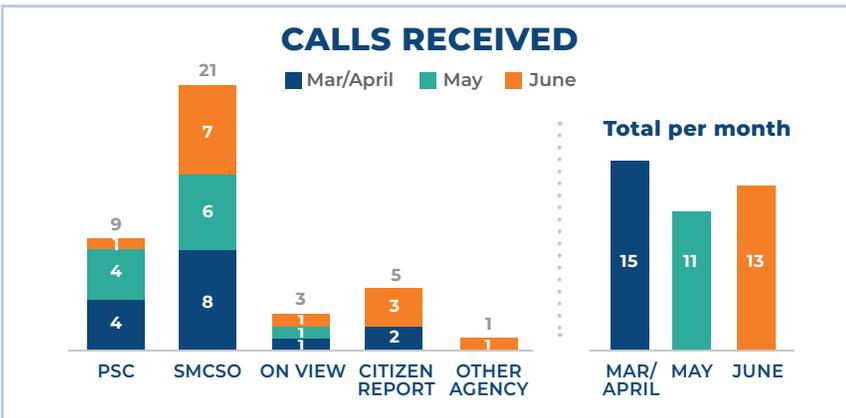


HALF MOON BAY CARES PROGRAM

CRISIS ASSISTANCE RESPONSE & EVALUATION SERVICES (CARES) QUARTERLY SUMMARY

In March 2022, The City of Half Moon Bay launched the pilot program, Crisis Assistance Response and Evaluation Services (CARES). The CARES program is a community-based response team for low-level mental health crisis calls placed to San Mateo County Public Safety Communications (PSC). The City has contracted with a local nonprofit service provider, El Centro de Libertad, to pilot an alternative response to mental health-related 911 calls traditionally answered by fire, ambulance, or law enforcement. Service calls appropriate for the CARES team include welfare checks, suicidal ideation and other mental health distress, substance abuse, and low-level, nonviolent concerns related to behavioral health. The type of calls that would be targeted are those where there is no immediate threat of violence, or medical emergency. Included here is a quarterly summary of data related to this pilot program.

QUARTER 1 (MARCH 15-JUNE 30): 39 CALLS FOR SERVICE



DEMOGRAPHIC DATA

GENDER ASSIGNED AT BIRTH

59%
MALE



41%
FEMALE

RACE

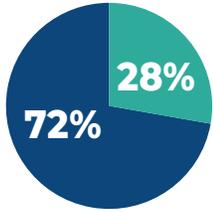


3%
BLACK/AFRICAN
AMERICAN

38%
HISPANIC/
LATINO/A/X

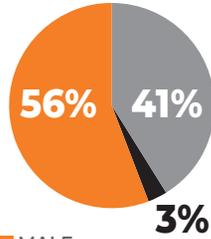
59%
WHITE/
CAUCASIAN

SEXUAL ORIENTATION



■ HETEROSEXUAL/
STRAIGHT
■ UNKNOWN

GENDER IDENTITY



■ MALE
■ FEMALE
■ UNKNOWN

AGE



20%
19 AND UNDER

7%
20-25 YEARS

18%
26-44 YEARS

28%
45-64 YEARS

7%
65 YEARS+

18%
UNKNOWN

OF NON-ENGLISH SPEAKING CALLS

2
SPANISH

2
UNKNOWN

1
NOT
ANSWERED

IF EXPERIENCING HOMELESSNESS, LOCATION

STREET



2
people

SHELTER



5
people

CAR



1
person

CAMP



0
people

INSURANCE STATUS



41%
YES

3%
NO

56%
UNKNOWN

KNOWN DISABILITIES | 2 MOBILITY

LESSONS LEARNED THIS QUARTER:

- **Shifting call dispatch to a civilian only response, when appropriate, is not happening.** Since program launch, there have not been any true "CARES calls", i.e., calls that are dispatched only to the CARES Team; a civilian only response. Calls coming from PSC have been either dispatched as a co-responder model, or with SMCSO attaching CARES to a call they alone received. While communication with PSC continues, there has been no improvement in the way calls are being dispatched. More work must be done in this area.
- **Development and utilization of the CARES Database is an iterative process.**
- **Decisions should be data-driven, but need to be flexible to make changes as more is learned in the field,** e.g., shifting hours of operation, staff titles, service areas.

KEY SUCCESSES THIS QUARTER:

A strong relationship between SMCSO and CARES Team helps foster trust for those providing first responder services in Half Moon Bay, and potential expansion to more service areas in the county.

Having consistent, knowledgeable, and dedicated staff is critical.

Effective outreach to stakeholders including CBOs and community leads to direct requests for their services, although more outreach is needed.

