

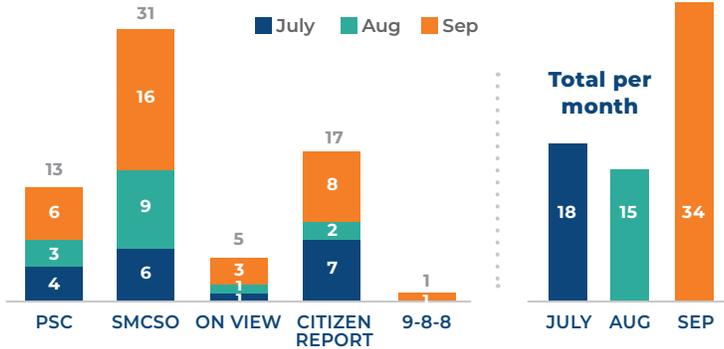
HALF MOON BAY CARES PROGRAM

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 2 (JULY 1 - SEPTEMBER 30): 67 CALLS FOR SERVICE

CALLS RECEIVED

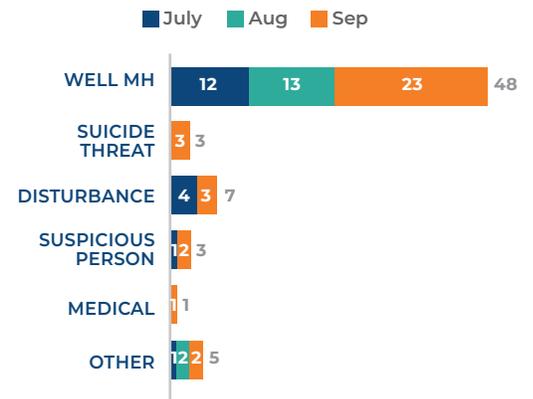


AVERAGE RESPONSE TIME (In Minutes)

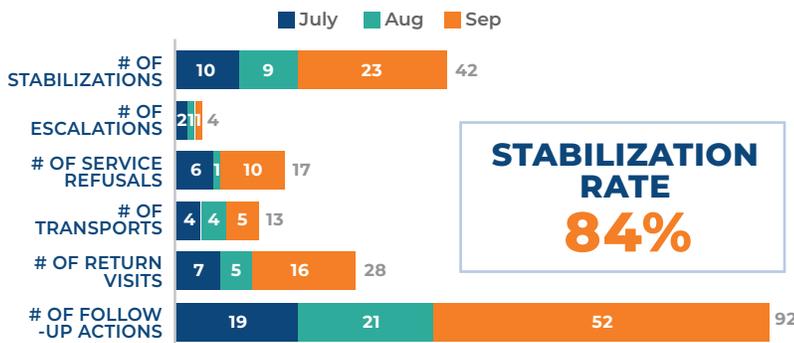
9.5 JULY | **7** AUG | **5** SEP

Note: Regular calls to areas outside of the HMB City limits have increased the Average Response Time (ART). For example, CARES, at the request of SMCSO responded to a call in La Florida, well outside the expanded service area. This was an extended response time. Removing this call from the ART calculations for July 2022 brings the ART to 6.43 minutes, more in line with expectations.

CALL TYPES



CALL ANALYTICS



STABILIZATION RATE
84%

Stabilizations – Crisis event/scene crisis event not resulting in incarceration or involuntary hospitalization
Escalation – Calls where CARES Team called for Law Enforcement or medical assistance
Refusal – Potential participant declined CARES Team help
Transports – Calls that resulted in transportation to other care

Return visit – Subsequent/additional calls for service for the same individual
Follow-up Actions – Contacts made by CARES Team members to check on participants and status of referrals

CALL RESPONSE TYPES

OF CARES ONLY RESPONSES

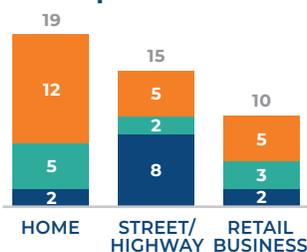
12 JULY | **7** AUG | **16** SEP
6 | **8** | **18**

OF CO-RESPONSES

Note: Co-Response = CARES and Law Enforcement

CALL LOCATION TYPES

Top 3 Locations



Participant Residential Status



Note: This includes 3 calls for service outside of the CARES jurisdiction.

NUMBER OF SUCCESSFUL REFERRALS

0 JULY | **3** AUG | **10** SEP

Note: A successful referral is when a client is able to connect to services that the CARE Team recommends.

DEMOGRAPHIC DATA

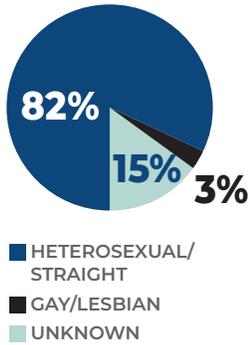
GENDER ASSIGNED AT BIRTH



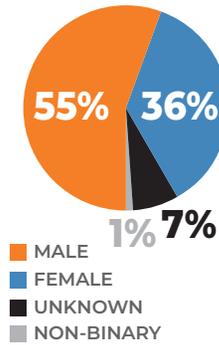
RACE



SEXUAL ORIENTATION



GENDER IDENTITY



AGE



OF NON-ENGLISH SPEAKING CALLS



IF EXPERIENCING HOMELESSNESS, LOCATION



INSURANCE STATUS



KNOWN DISABILITIES



LESSONS LEARNED THIS QUARTER:

- More progress is needed in shifting how the PSC dispatches calls.** While communication with PSC continues, there has been some minimal and organic improvement in the way calls are being dispatched. This organic, case-by-case basis is encouraging but systematic and procedural change is the desired goal.
- Release of calls by fire/medical providers to the CARES Team requires SMCSO to be onsite.** This procedural rule goes against one of the CARES program's primary goals of limiting SMCSO involvement in calls not requiring an armed response.
- Difficulty in maintaining a reasonable pool of EMT's for the CARES Team.** After extensive consultation, it was determined that certified EMTs are not needed on the CARES Teams. Instead, all staff will receive Basic Life Support Training from the American Red Cross; this certification is good for two years and is the equivalent of the training received by law enforcement officers.

KEY SUCCESSES THIS QUARTER:

Expansion of the CARES service area provides more opportunities for crisis response. The CARES Program expanded to the entire mid coast region (Tom Lantos Tunnels, to HMB Southern City Limits, including Moonridge).

The new 9-8-8 Call Center began dispatching to the CARES Team on September 1, 2022.

All pieces are in place for expansion to a second CARES Team. San Mateo County, with the help of Don Horsley's Office, granted \$30,000 to El Centro de Libertad to facilitate the purchase of a second van. Two new staff have been on boarded and are working on their basic training, as well as shadowing in the CARES Van.

