



Mayor's Conference
August 5, 2021

Behavioral Health Community Crisis Response

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Behavioral Health – the 4th arm



Law
Enforcement

Medical

Fire

Behavioral
Health

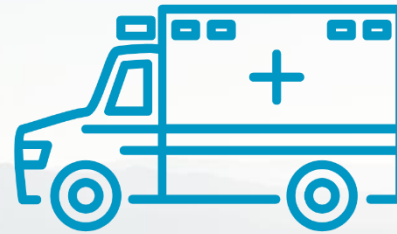
Image by unsplash.com

The Need

**Behavioral health issues
increasingly recognized as a
major area of need**



**1 in 5 adults
experiencing
behavioral health**

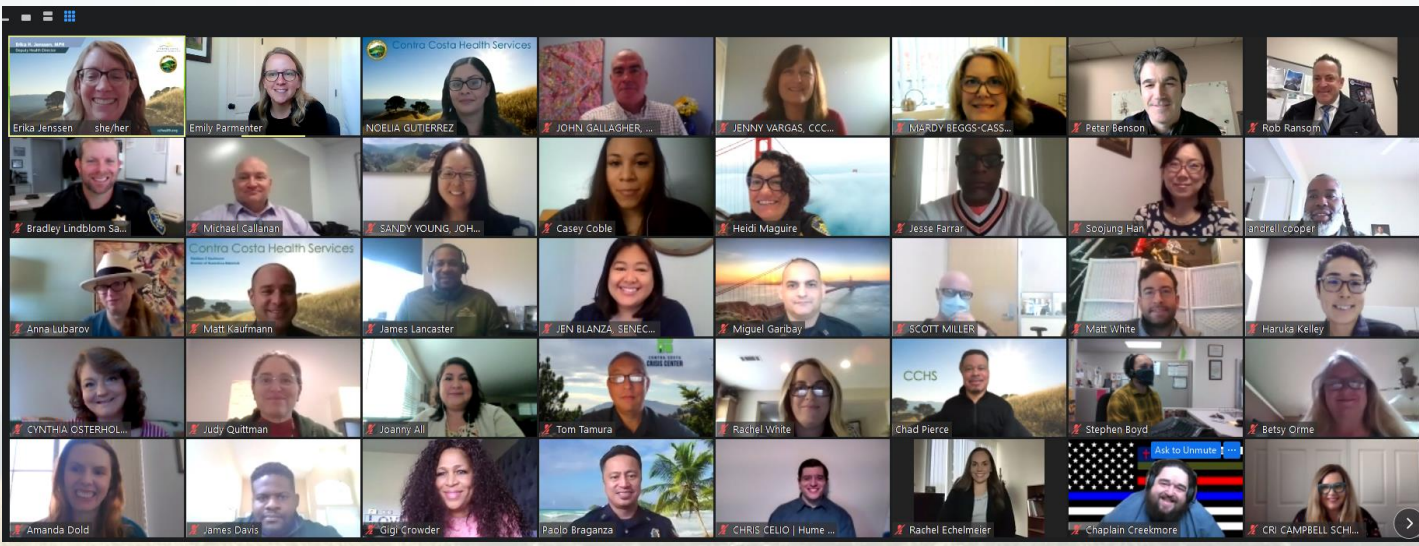
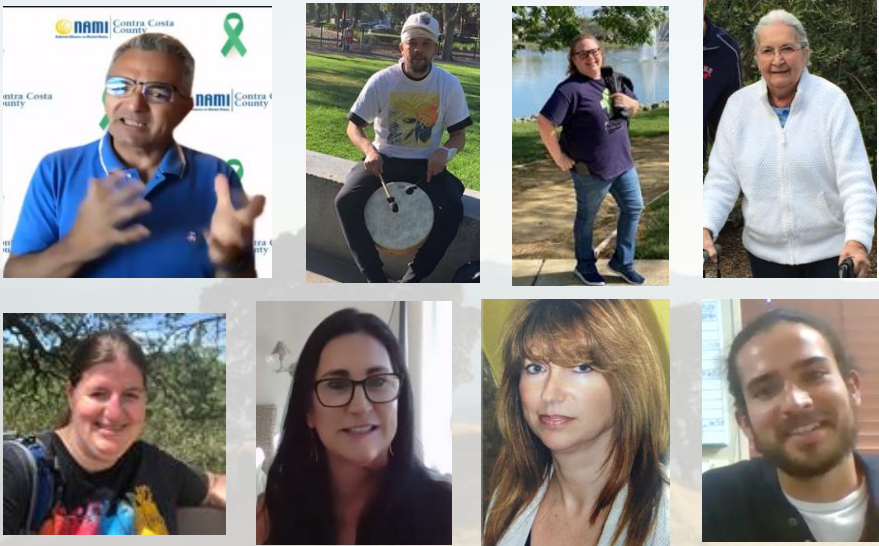
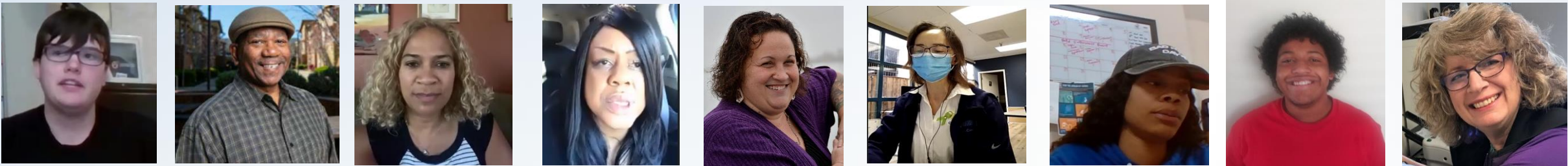


**issues
Third most
common EMS call**



**10,000+ involuntary
psychiatric holds**

Finding a Better Way, Together



Anyone
in Contra Costa County
can access timely and
appropriate behavioral health
crisis service

***Anywhere,
Anytime.***

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A³ *anyone
anywhere
anytime*

C O N T R A C O S T A

A³ Model

anyone, anywhere, anytime

**A Need
for Help**



**Someone
to Talk To**



**Someone
to Respond**

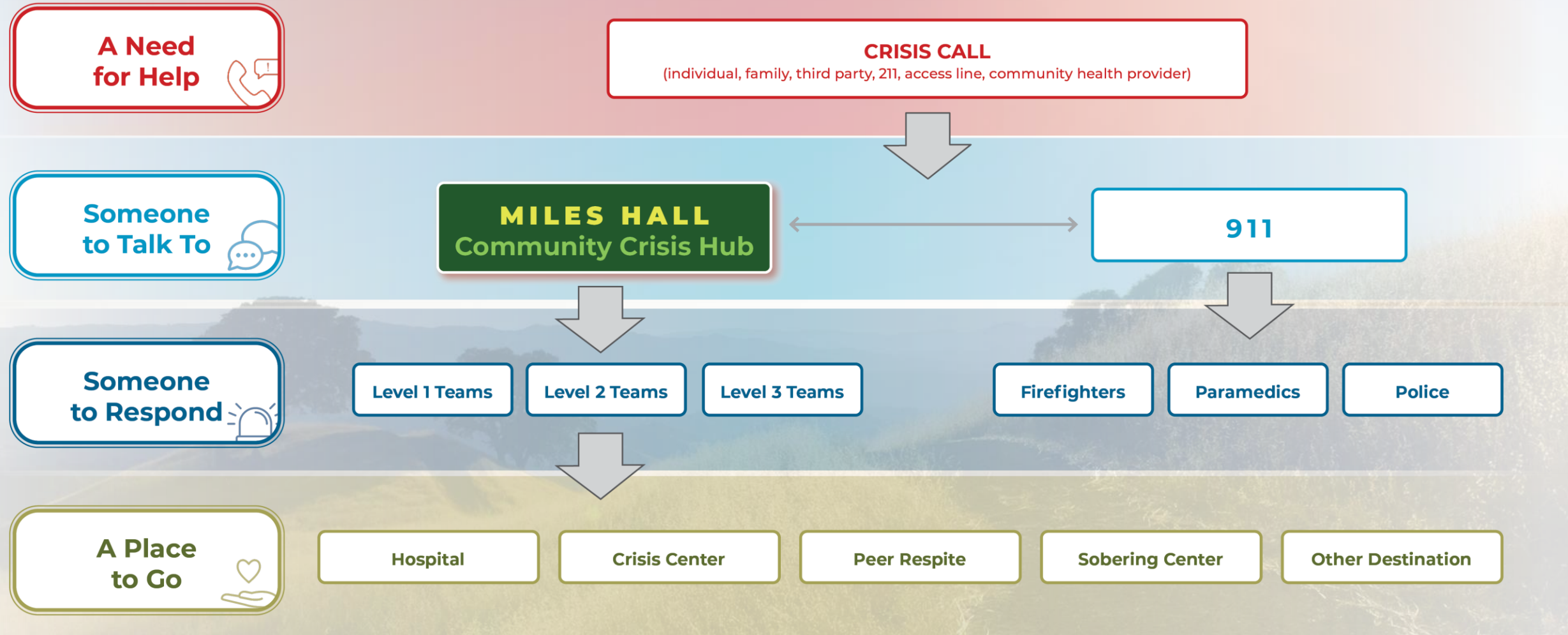


**A Place
to Go**



A³ Model

anyone, anywhere, anytime



MILES HALL

Community Crisis Hub

- Staffed 24/7 by clinicians
- Triage behavioral health calls
- Communicate with response teams



Design & Implementation Phases

**NOVEMBER 2020
- MARCH 2021**

Refine AIMS and
Priority Areas

Final Aims and Prioritization
Finalize plan for Rapid
Improvement Event (RIE)
Learning Collaborative
Data Collection
Identify RIE Participants
Prepare RIE Teams

**MARCH – JUNE
2021**

Rapid
Improvement
Learning
Collaborative

Learning Session RIE #1
Week of March 22nd
(4 Days)
Learning Session RIE #2
Week of April 26th
(4 Days)
Learning Session RIE #3
Week of June 7th (4 Days)

**SUMMER/FALL
2021**

Begin Phased
Implementation

Testing in simulated workspace
(e.g., space, networks, limited
technology, staffing for Hub
pilot) June 14 – July 29

Initiate Hub pilot
August 3

2022-23

Continue
Implementation
Refine, Spread and
Scale

Initial Phase

- Launch Hub pilot with existing calls to mobile crisis answered in centralized location and triaged
- Hire project manager to develop structure including governance body, project staff, and dedicated workstreams
- Plan for Hub expansion including acquisition of facility, staffing, technology
- Determine future demand for predicting resource requirements
- Pursue federal, state and local funding sources

Suffering is Unacceptable

- People are suffering
- Racism and Stigma
- Loss of life, criminalization and incarceration
- No comprehensive system in place



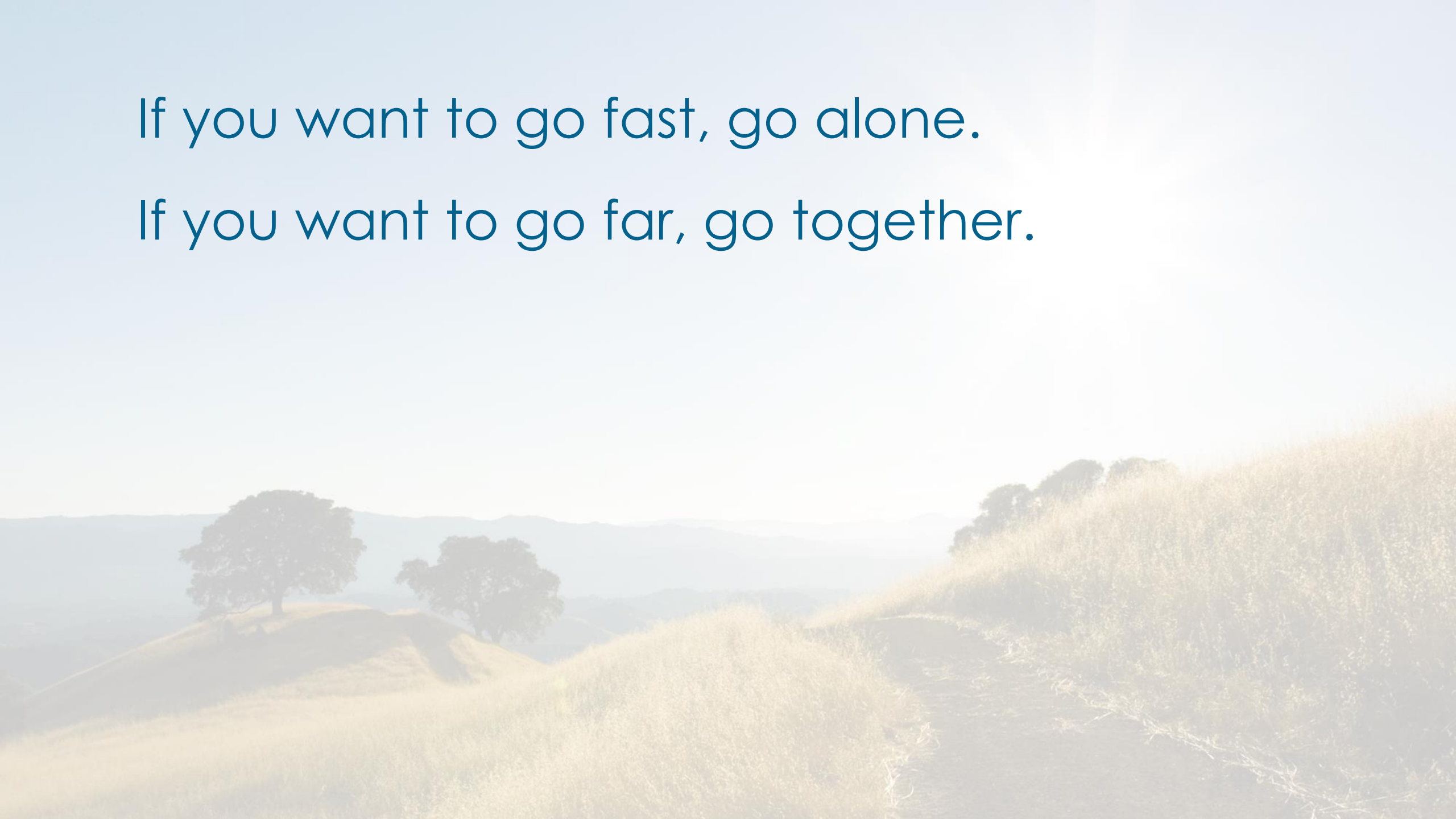
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A³ *anyone
anywhere
anytime*

- Innovative approach based on community's needs, vision
- Delivering a timely, flexible, culturally & clinically appropriate response
- Offering hope to a community suffering

If you want to go fast, go alone.

If you want to go far, go together.



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A³ *anyone
anywhere
anytime*

For more information:

cchealth.org/bhs/crisis-response

