



WAIVER OF COMPETITIVE BID AND  
APPROVAL OF TWO AGREEMENTS FOR THE  
CITY'S INRESPONSE PROGRAM WITH  
CATHOLIC CHARITIES AND BUCKELEW  
PROGRAMS

City Council Meeting  
October 12, 2021

John Cregan  
Captain, Police Department

# Reimagining Our Response to Mental Health Crisis

- We are continuing to work toward our city-wide goal of transforming our response to those experiencing a mental health crisis.
- The Santa Rosa Police Department entered into a consulting agreement with the White Bird Clinic. This is the non-profit organization that runs the CAHOOTS Program in Eugene, Oregon.
- CAHOOTS (Crisis Assistance Helping Out on the Streets) is a mobile crisis intervention team which was established in 1989. This team has grown into a national model for other cities and counties to follow.
- The team focuses on trauma informed de-escalation and harm reduction techniques with the goal of diverting calls from the police and fire departments.

# Reimagining Our Response to Mental Health Crisis

- CAHOOTS PLUS Model:
  - Licensed Mental Health Clinician
  - Paramedic versus EMT
  - Homeless Outreach Specialist
  - Wrap around support services
- Key partners in development of response team:
  - Santa Rosa Fire Department (Medical Response)
  - County of Sonoma Behavior Health Mobile Support Team (Mental Health Services)
  - Catholic Charities (Homeless Outreach)
  - Buckelew Programs (Wrap Around Support Services for mental health and substance abuse)

# Reimagining Our Response to Mental Health Crisis

- Presented this model and updates to the Public Safety Subcommittee several times over the last year
- Council awarded \$1.1 million of one-time funding this fiscal year to launch a one-year pilot program

# Scope of Services

- Persons needing immediate care or treatment of mental illness (when no weapons or violence is involved)
- Persons who are intoxicated or under the influence of a controlled substance (when no weapons or violence is involved)
- Welfare checks (when no crime is suspected)
- Basic medical care for suicidal or self harm calls or those who are disoriented or delusional and have harmed themselves
- Delivering emergency or death notifications
- Requests for mental health evaluation and transports, including prescription drug refill transports, and transportation to doctor's appointments related to mental health support
- Assisting those struggling with mental health stability with emergency shelter resources

# Service Restrictions

- Our team members are not armed and do not perform any law enforcement duties.
- Our team members will not be sent to any service call that involves a crime, a potentially hostile person, a potentially dangerous situation, or an emergency medical problem.
- All calls must be within the city limits of the City of Santa Rosa.

# Calls Received through Police Dispatch Center

- All calls received for the team will be evaluated by the Santa Rosa Police Department's dispatch team. Our dispatch team will carefully evaluate each call and work to deploy the appropriate resources, for the safety of our team.
- Our mental health team will carry radios and be dispatched to calls for service by the police dispatch team. This is modeling the same procedures as in Eugene, Oregon.
- We are taking extensive steps to train our dispatchers on how to properly evaluate each unique call for service.

# New Team Name

**inRESPONSE**  
MENTAL HEALTH SUPPORT TEAM

# Team Vehicle



# Team Uniform / No Weapons



# What Does Success Look Like?

- A better response model for those in crisis in our community
- More complete and holistic wrap around services focused on an upstream approach
- Calls diverted from the police and fire departments
- An increase in those in need calling for the services they so critically need to support themselves
- A diversion from our local emergency rooms so our emergency physicians can focus on critical care patients
- A decrease in jail bookings for mentally ill community members
- An improvement in the number of emergency shelter placements for those in need of mental health support or substance abuse care

# Outcomes & Indicators of Success

## Indicators of Success

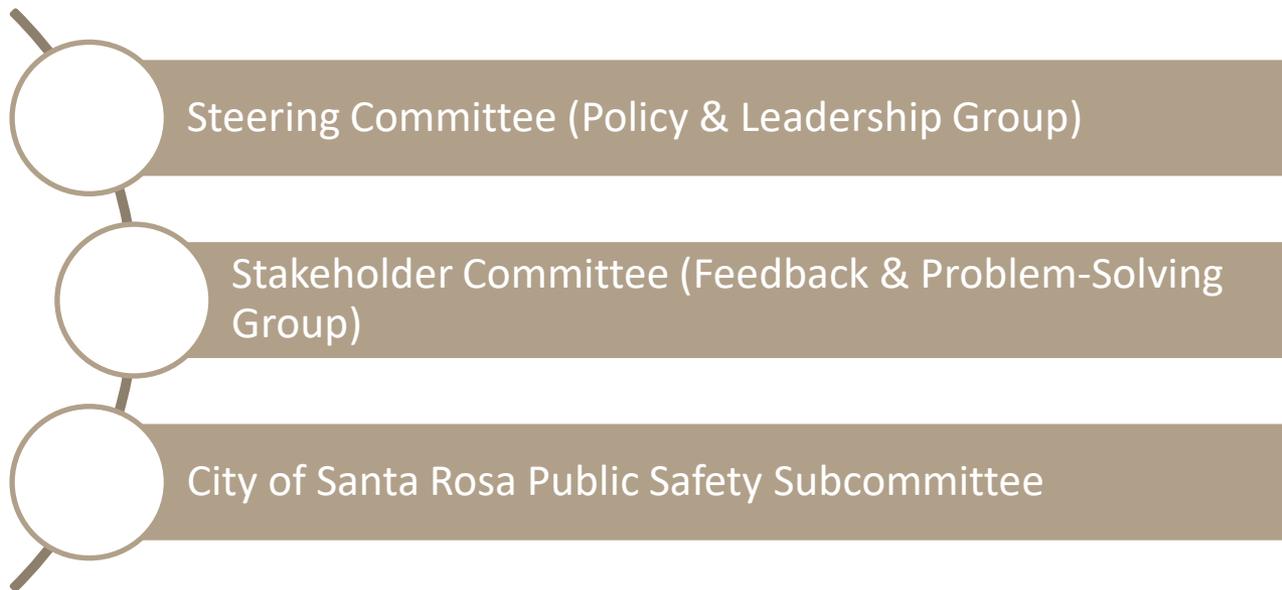
- # of police calls diverted\*
- # of EMS calls diverted\*
- # of total calls/assistance provided broken down by social issue (homelessness, behavioral health, or substance abuse)
- # of emergency shelter placements
- # of calls diverted from emergency room
- # and types of non-emergency medical care services provided (primary assessments, wound care, medication management, lift assists, number of referrals etc.)
- # and types of transportations completed (detox center, non-emergency medical care, shelter, mental health services, etc.)

## Outcomes

- Cost Savings with reduction of public safety response
- Cost Savings for reduction in hospital room visits
- % of total public safety calls diverted to the HOPE team (broken down by law enforcement and EMS)
- Increase in usage of appropriate medical care (e.g. clinic, enrollment in medical home, etc.)
- Reduction in emergency room utilization
- Reduction in calls for service among the homeless population at sheltered locations
- Shelter Placement Retention Rate

\*A call is considered a divert when all of the following is true: call is received by dispatch, in which police or EMS are normally dispatched to the call, the call is dispatched to an outside agency, and no public safety resources are dispatched

# Community Feedback and Engagement



# Next Steps

- Working closely with the Santa Rosa Fire Department, Sonoma County Behavioral Health, Petaluma Police Department, Rohnert Park Department of Public Safety, and REDCOM as we examine our county-wide needs
- Developing internal protocols to measure the success of the program, accurately accessing the police and fire diversions, and understanding the impacts on the local emergency rooms
- Waive the competitive bidding process pursuant to Section 3-08.100(D) of the City Code and approve contracts with our non-profit partners; Buckelew Programs and Catholic Charities
- Launch the team seven days a week for 10 hour shifts in November of 2021

# Next Steps

- Phased three-year plan to reach full 24/7 response model may be expedited with outside funding opportunities

<b>PROJECT TOTAL-10 hours/day at 7 days/week</b>	<b>\$ 1,149,766</b>
City of Santa Rosa contribution-year 1	\$ 1,100,000
	\$
<i>Total annual cost after year 1</i>	\$ 931,016

<b>PROJECT TOTAL-17 hours/day at 7 days/week</b>	<b>\$ 1,965,124</b>
City of Santa Rosa contribution-year 1	\$ 1,100,000
<b><i>Funding Gap-year 1</i></b>	<b>\$ 865,124</b>
<i>Total annual cost after year 1</i>	\$ 1,636,999

<b>PROJECT TOTAL-24 hours/day at 7 days/week</b>	<b>\$ 2,778,482</b>
City of Santa Rosa contribution-year 1	\$ 1,100,000
<b><i>Funding Gap-year 1</i></b>	<b>\$ 1,678,482</b>
<i>Total annual cost after year 1</i>	\$ 2,340,982

# RECOMMENDATION

- It is recommended by the Police Department that the Council, by two resolutions, waive competitive bidding pursuant to Section 3-08.100(D) of the City Code and approve authorization for the City Manager or designee to negotiate and execute two agreements, collectively with a total not-to-exceed amount of \$1,473,749, with Catholic Charities of the Diocese of Santa Rosa and Buckelew Programs, which are local non-profit agencies that will assist the City with INRESPONSE program implementation.
- Questions?