



# July 2022 Update

A3 is Contra Costa County's innovative approach to providing timely and appropriate behavioral health crisis services to *anyone, anywhere at anytime* in the county.

## WHERE WE STAND TODAY

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- **Hours of Operation:**  
Monday – Friday, 8 a.m. – 6:30 p.m.
- **Response:** Two response teams with an average talk & in-person response time of about 60 minutes
- **Staffing:** Four candidates in the pipeline to increase staffing
- **Evaluation:** Launched research collaboration with UC Berkeley to assess work, improve response & measure outcomes
- **Technology:** Working on ESRI dispatch system & EPIC *(supported by Measure X, state & federal funds)*
- **Training:** Collaborating on training curriculum with law enforcement *(supported by Measure X, state & federal funds)*
- **Communications:** New promotional tools available online at [bit.ly/32kd8yy](https://bit.ly/32kd8yy)



## UPCOMING ACTIVITIES

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- **Evaluation:** UC Berkeley beginning qualitative data collection
- **Campus Construction in Concord:** conceptual renderings will be shared in August *(supported by Measure X, state & federal funds)*
- Design sprint to determine how to operationalize A3 level 1 teams

## CHALLENGES

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- **Hiring:** National behavioral health worker shortage is a significant barrier to hiring qualified, interested candidates for the A3 team. Additional staff members are needed before hours of operation can be increased, the number of response teams increased and response times for field visits improved.

## Estimated Timeline & Goals

By Dec. 2023: 34 response teams, 10 min. response time, enhanced technology & A3 campus open

The timing of these milestones is estimated & may change. Last updated 7/1/2022.

July 2022 Happening Now	Aug – Sept 2022	Oct – Dec 2022	Jan – Apr 2023	May – Aug 2023	Sept – Dec 2023
A3 Miles Hall Crisis Call Center open	Workflow enhancements & training with law enforcement	Workflow, training & tech enhancements 30% of patrol officers & dispatchers trained	A3 campus construction 50% of patrol officers & dispatchers trained	A3 campus construction 75% of patrol officers & dispatchers trained	A3 campus open 100% of patrol officers & dispatchers trained
Hours of operation: Mon – Fri, 8 a.m. – 6:30 p.m.	Expand hours: Saturday (8 hours)	Expand hours: Sunday (8 hours)	Expand hours: weekdays: 8 – 12 a.m. weekends: + 8 hours	Expand hours: weekends: + 4 hours	Operating 24/7
3 response teams	8 response teams	16 response teams	23 response teams	30 response teams	34 response teams
Average response time for field visits: 60+ minutes	Average response time for field visits: 50 minutes	Average response time for field visits: 40 minutes	Average response time for field visits: 30 minutes	Average response time for field visits: 20 minutes	Average response time for field visits: 10 minutes

## WORKSTREAM REPORTS

### COMMUNICATIONS

- Communications tools, including presentation templates, fact sheet, recruitment material and newsletter articles publicly distributed and available online at [bit.ly/32kd8yy](https://bit.ly/32kd8yy)
- Initiated rebranding effort
- Identified spokespersons and subject matter experts for presentations and media

### CONSTRUCTION & DESTINATIONS

- Campus design & construction on track with original plans & timeline

### CURRICULUM DEVELOPMENT & TRAINING

- Discussing options, content, audience, costs & train-the-trainer approach
- Adding community team members
- Identifying an agency to take lead and get the course POST-certified
- Developing proposal for police chiefs and PMA group

### DESIGN IMPLEMENTATION PARTNERS

- Actively engaged in various community events to share A3 progress and ascertain customer input/feedback (e.g.,

Behavioral Health Care Partnership, NAMI Contra Costa)

- Community partners participating in many workstreams

### FINANCE & BUDGETING

- Tracking & monitoring all costs associated with A3 to include Measure X & other grant sources

### HUB & DISPATCH OPERATIONS

- Operating Monday – Friday, 8 a.m. – 6:30 p.m. & some weekend hours
- Continuing to provide crisis support with limited resources

### TALENT ACQUISITION & ONBOARDING

- Created recruitment flyers so candidates can apply at: [cchealth.org/a3/apply.php](https://cchealth.org/a3/apply.php)
- Goal: 34 response teams & 70+ response staff
- Received four applications in June 2022
- Bringing on a dedicated recruiter

### TECHNOLOGY

- Working on ESRI dispatch system & EPIC
- Exploring contracting with voice answering service for after-hours calls

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