

A3 Problem Analysis



Title: Community Crisis Initiative

Sponsor: Director of Contra Costa Health Services, Contra Costa Public Managers Association

Start Date: 11/9/2020

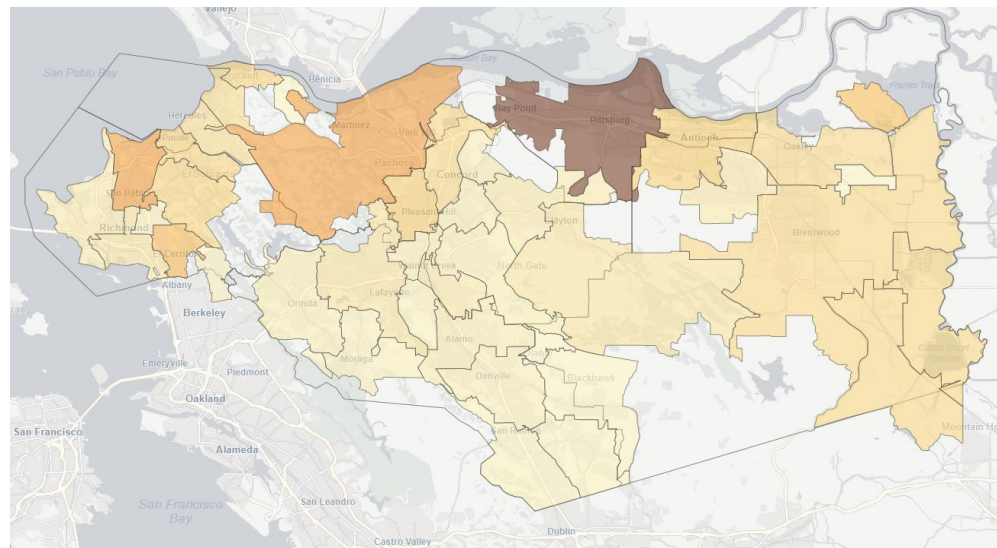
Revision Date:

Revision #: 1.0

Background/Current Condition

Working in close partnership with cities across the county, Contra Costa Health Services (CCHS) is launching a unique and comprehensive review of existing services to develop a vision for future crisis response that connects the most appropriate resources where and when they are needed.

About one in five adults in Contra Costa County are struggling with behavioral health issues. A complex and decentralized system of intervention and treatment programs can mean those suffering from acute mental illness don't get the care they need when they need it. Calling 911 can feel like the only option a family or caregiver has when behavior escalates beyond what they can manage. But police have limited options.

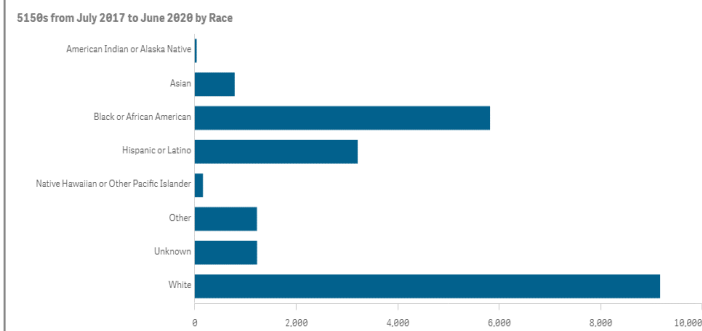
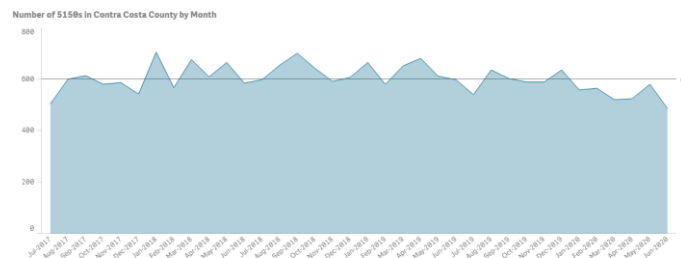


Problem Statement

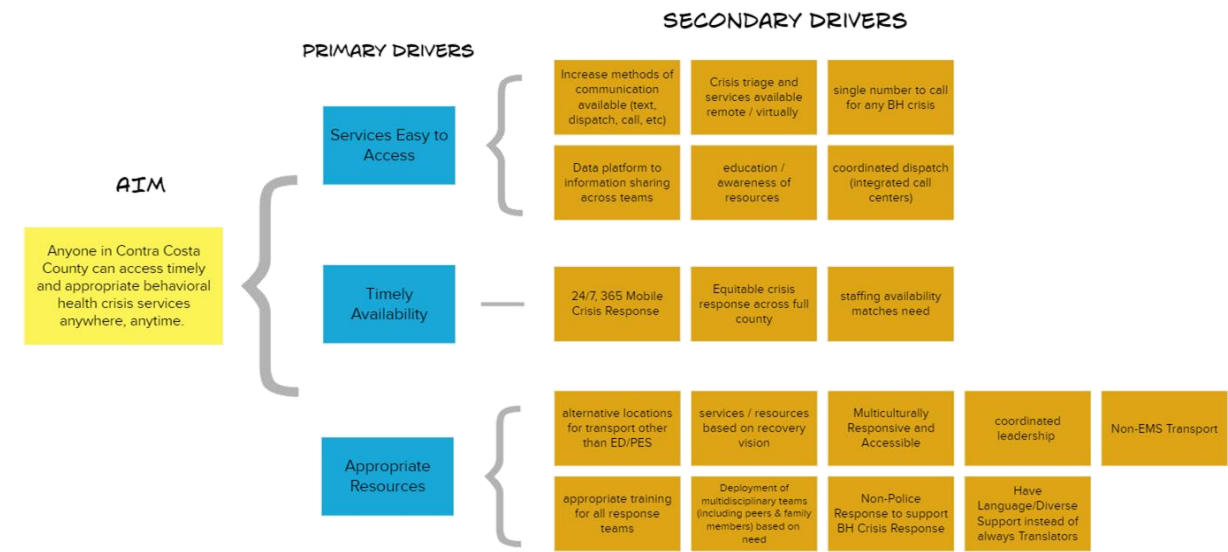
There are between 10,000 and 11,000 involuntary psychiatric holds, or 5150s, in our county each year. By law, only the police and designated health providers have the authority to place a 5150 hold on a person. A 5150 hold is not a criminal charge, yet police are called to assess and, when warranted, transport the person for emergency psychiatric care. If the situation can't be deescalated or a crime is involved, these individuals may go to jail.

AIM statement/Target Metrics/Goals

Anyone in Contra Costa County can access timely and appropriate behavioral health crisis services anywhere, anytime.



Analysis/Root Cause



Prioritized Improvement Ideas

1. Single number to call for behavioral health crisis
2. Mobile crisis 24/7 response
3. Non-police mobile crisis team composition
4. Alternate destinations

Study (Hypothesis versus Actual Results)

Act/Adapt/Follow up/Future Plans

- December/January, 2021 – Develop future strategies
- January/February, 2021 – Begin testing improvement strategies as identified at the community workshop (subject to change due to COVID pandemic)
- February 2021 – Follow Up presentation to Mayors Conferenc

PLAN

PLAN

DO

STUDY

ACT/ADAPT

