

Improving Performance to Better Serve Our County Residents

Board of Supervisors Presentation Crisis Services Program February 6, 2024

Commendations



Operation of Crisis Clinics and rapid access to prescribers

Utilization of Peer Support across Crisis Clinic Teams





Establishment of Co-response Teams



Revamp Mobile Crisis Services

Mobile Crisis Analysis (Q3 FY21-22 -Q3 FY22-23)

North County Average Quarterly Productivity

South County Average Quarterly Productivity West County Average Quarterly Productivity

27%

12%

24%

Productivity: Percentage of time spent by program staff in direct client care.



developing one mobile crisis team for all age groups

Establish roles and responsibilities

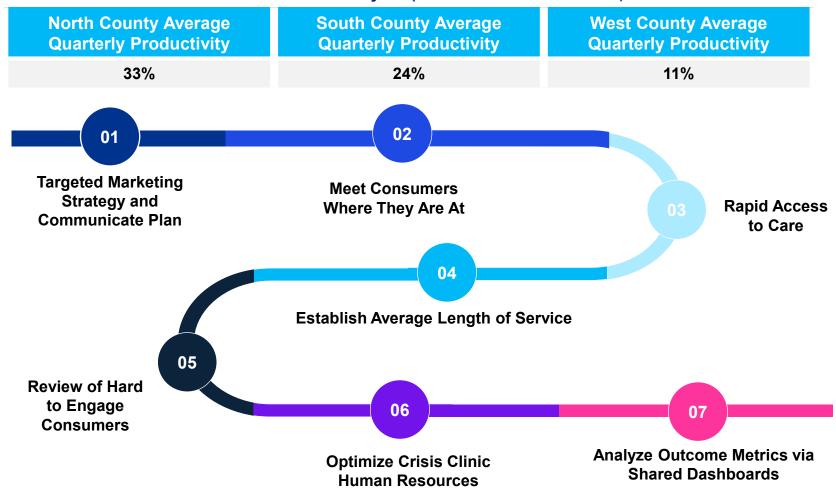
Align team personnel with Medi-Cal Crisis Benefits Establish Safety Protocols

Implement onsite crisis personnel for Emergency Departments and Jails



Optimize Crisis Clinic Capacity and Capabilities

Crisis Clinics Analysis (Q3 FY21-22 -Q3 FY22-23)





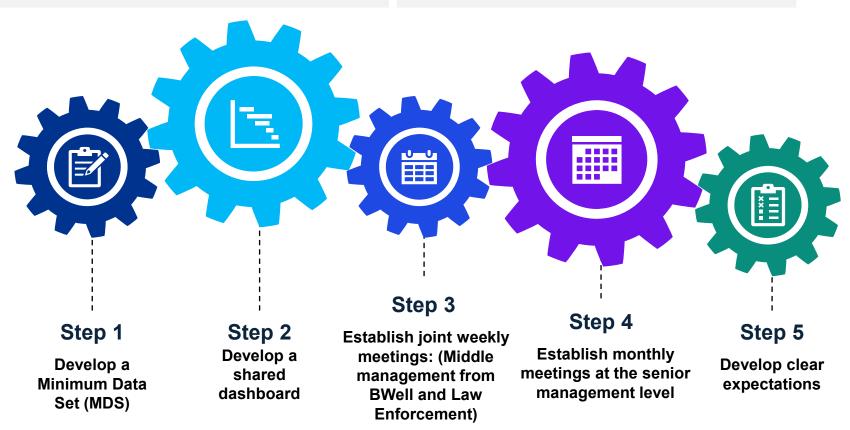
Establish joint metrics and targets for Co-response

Co-response Analysis (Q3 FY21-22 -Q3 FY22-23)

North & West County Average Quarterly Productivity

South County Average Quarterly Productivity

23% 20%





KPMG

Questions