MEMORANDUM OF UNDERSTANDING

Between

San Bernardino County Department of Behavioral Health

And

City of Ontario Police Department

And

City of Ontario Fire Department

For

Community Outreach and Support Team Program

August 4, 2026 – July 31, 2031

This Memorandum of Understanding is entered into this 4th day of August 2026, by and between the San Bernardino County ("County") Department of Behavioral Health ("DBH"), the City of Ontario Police Department ("OPD"), and the City of Ontario Fire Department ("OFD"). The parties may be individually referred to herein each as an "Agency" and collectively as the "Agencies."

RECITALS

WHEREAS, DBH, in collaboration with OPD and OFD, desires to expand rapid access to behavioral health crisis care through the Community Outreach and Support Team (COAST), and work as a multidisciplinary team in the field to serve the behavioral health needs of residents who may be experiencing a behavioral health crisis; and

WHEREAS, DBH will do so by collaborating with the agencies that have the highest contact in the field with individuals experiencing a psychiatric emergency; and

WHEREAS, these agencies are called "points of access" and include law enforcement, fire departments, hospital emergency rooms, schools, and court related agencies; and

WHEREAS, these agencies typically provide DBH with office space at their respective headquarters at no cost, for the operation of the COAST program; and

WHEREAS, DBH has been allocated funds by the Behavioral Health Services Act (BHSA) to provide behavioral health crisis services; and

WHEREAS, OPD is willing and able to provide the necessary office space located within OPD, specifically for DBH services provided by co-located DBH staff, to assist /link individuals; and

WHEREAS, OFD has highly trained and certified Firefighter Emergency Medical Technicians and therapy canines qualified to render support services as part of the COAST program.

NOW THEREFORE, DBH, OPD and OFD mutually agree to the following terms and conditions:

TABLE OF CONTENTS

I. PURPOSE

This MOU serves to identify areas of agreement and responsibility between the OPD, OFD, and DBH, regarding participation in the COAST Program. OPD will provide office space within its facility for co-located DBH and OFD staff to assist/link individuals with community services. OFD will provide a Firefighter Emergency Medical Technician and a therapy canine qualified to render support services to serve as part of the COAST team.

DBH and OFD co-located staff will utilize office space within OPD located at:

Ontario Police Department
2500 S. Archibald Ave.
Ontario, CA 91761
(909) 395-2001

This collaboration between DBH, OPD, and OFD is a joint effort to bring responsive access to mental health crisis services to the residents of the City of Ontario, at no cost. DBH will provide crisis assessments, intervention, and intensive case management with linkages to community resources as outlined in Exhibit I, Description of DBH Staff Services for Participating Agencies.

II. DEFINITIONS

The terms “consumer”, “resident”, “individual”, “client” or “participant” are used interchangeably throughout this document referring to the individual inquiring, accessing and/or receiving services.

A. **Authorization for Release of Protected Health Information (PHI):** A HIPAA compliant authorization signed by the client or client’s legal representative, authorizing DBH to release the client’s information to a designated recipient. This form must be completed thoroughly, identifying the specified records to be shared, a designated time frame and expiration date, as well as a signature by the DBH client or his/her legal representative. If the form is signed by a legal representative, proof from the court system designating legal representation must accompany the request.

B. **Behavioral Health Services Act (BHSA):** The BHSA, passed in 2024, replaces the Mental Health Services Act (MHSA) of 2004. The MHSA imposed a 1 percent tax on personal income over $1 million to serve individuals with serious mental illness (SMI) and individuals that may be at risk of developing serious mental health conditions. The BHSA reforms funding to prioritize services for people with the most significant mental health needs, while adding the treatment of substance use disorders (SUD), expanding housing interventions, and increasing the behavioral health workforce. It also enhances oversight, transparency, and accountability at the state and local levels.

C. **Department of Behavioral Health (DBH**): The San Bernardino County Department of Behavioral Health, under state law, provides mental health and substance use disorder treatment services to County residents. In order to maintain a continuum of care, DBH operates or contracts for the provision of prevention and early intervention services, 24-hour care, day treatment outpatient services, case management, and crisis and referral services. Community services are provided in all major County metropolitan areas and are readily accessible to County residents.

D. **Health Insurance Portability and Accountability Act (HIPAA):** A federal law designed to improve portability and continuity of health insurance coverage in the group and

individual markets, to combat waste, fraud, and abuse in health insurance and health care delivery, to promote the use of medical savings accounts, to improve access to long-term care services and coverage, to simplify the administration of health insurance, and for other purposes.

E. **Personally Identifiable Information (PII)**: PII is information that can be used alone or in conjunction with other personal or identifying information, which is linked or linkable to a specific individual. This includes: name, social security number, date of birth, address, driver's license, photo identification, other identifying number (case number, client index number, MyAvatar or SIMON number/medical record number, etc.)

F. **Protected Health Information (PHI)**: PHI is individually identifiable health information held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper or oral. Individually identifiable information is information, including demographic data, that relates to the individual's past, present or future physical or mental health or condition; the provision of health care to the individual; or the past, present, or future payment for the provision of health care to the individual, and identifies the individual or for which there is reasonable basis to believe it can be used to identify the individual. PHI excludes individually identifiable health information in education records covered by the Family Educational Rights and Privacy Act, as amended, 20 U.S.C. 1232g; in records described at 20 U.S.C.1232g(a)(4)(B)(iv); in employment records held by a covered entity in its role as employer; and regarding a person who has been deceased for more than fifty (50) years.

G. **Triage, Engagement and Support Teams (TEST):** Triage teams specializing in crisis intervention, continuum of care, and intensive case management for individuals experiencing an urgent psychiatric health condition with up to fifty-nine (59) days of individualized linkage and follow up services. The goal is to improve consumer experience by improving access to mental health services with local staff and rapid response times, allowing the consumer to possibly stay within their own community and strengthening their opportunity for recovery and wellness, while reducing involvement with the criminal justice system, reducing frequencies of emergency room visits, and/or unnecessary hospitalization.

H. **Community Outreach and Support Team (COAST):** Consists of a crisis response mobile unit, which includes a DBH TEST behavioral health professional, a firefighter Emergency Medical Technician Paramedic (EMT-P), a therapy canine (service dog), and a plain-clothed specially trained police officer. The team will directly respond to various types of behavioral health related crisis calls in the field.

III. ONTARIO FIRE DEPARTMENT REQUIREMENTS

Agency will:

A. Provide an OFD EMT-P and a therapy canine to assist in behavioral health crisis encounters in the field.

B. Assign OFD EMT-P staff and therapy canine up to forty (40) hours a week to COAST, Monday through Thursday, excluding County holidays, for the purpose of providing support response services in the field.

IV. ONTARIO POLICE DEPARTMENT FACILITY REQUIREMENTS

Agency will:

A. Provide adequate workspace for DBH and OFD staff. Adequate workspace shall include a personal work area with a desk, chairs, and secure document storage, as well as a designated area for the canine.

B. Provide a designated area for consultation of consumers as required, ensuring maximum privacy.

C. Provide a parking space for DBH and OFD staff vehicles.

D. Provide access to a desk phone, fax machine, and photocopier.

E. Provide DBH and OFD access to staff restrooms and breakroom.

F. Maintain and relay OPD safety/security procedures to DBH and OFD staff assigned to COAST.

G. Assign building passes and office keys as needed to DBH and OFD staff, and/or DBH/OFD employees regularly assigned to Agency.

V. ONTARIO POLICE DEPARTMENT AND ONTARIO FIRE DEPARTMENT GENERAL RESPONSIBILITIES

A. OPD and OFD shall not assign this MOU, either in whole or in part, without the prior written consent of DBH.

B. OPD and OFD shall make available to the DBH Program Manager (PM) copies of all administrative policies and procedures utilized and developed for this service location(s) and shall maintain ongoing communication with the DBH PM regarding those policies and procedures.

C. OPD and OFD are aware that DBH is required by regulation to safeguard Personally Identifiable Information (PII) and Protected Health Information (PHI) such as names and other identifying information concerning persons receiving services from unauthorized use or disclosure pursuant to this MOU.

D. Information obtained by DBH for participants is PHI and any DBH documents stored at OPD are highly sensitive and confidential; therefore, OPD shall provide DBH with secure document storage and use the same physical safeguards related to such document storage that OPD uses to safeguard their own lawfully protected information.

E. Except as otherwise required by law, should OPD and OFD find the need to obtain from DBH PHI about a consumer, OPD and OFD shall request that the consumer complete the DBH Authorization for Release of Protected Health Information (COM001) form prior to any DBH discussion or release regarding consumer PHI, including, but not limited to, diagnosis treatment, and/or outcomes. The form must state DBH can share consumer's PHI with OPD and OFD, with specified time frames including expiration date. This provision will remain in force even after the termination of the MOU.

F. OPD and OFD acknowledge DBH must track/report specified data required by Behavioral Health Services Act (BHSA) in a format approved by DBH. Part of the necessary information measures the referrals and linkage to appropriate services designed to address the particular

behavioral health issues being presented to law enforcement (justice system); reduction of the time individuals needing mental health services spend within the justice system; reduced number of visits to assist the same consumer for behavioral health-related concerns post DBH staff involvement, and to facilitate assessments of individuals experiencing a mental health crisis that could result in inpatient hospitalization. OPD and OFD further acknowledge that these tracking/reporting requirements may change per the County and/or the State.

VI. DBH GENERAL RESPONSIBILITIES

DBH will:

A. In the least restrictive environment possible, provide crisis intervention designed to divert seriously mentally ill consumers from law enforcement encounters. The primary usage of this office space is to:

1. Provide crisis intervention services for consumers in the surrounding community.
2. Provide intensive case management for local consumers for up to 59 days to link consumers to the appropriate public and/or private community resources.
3. Be an in-house asset to OPD and OFD in improving outcomes for consumers with behavioral health issues.

B. Assign staff up to forty (40) hours a week to COAST. This may include any combination of the following: Social Worker II, Mental Health Specialist, and Alcohol and Drug Counselor, for the purpose of providing crisis response services within the office space and in the field (exact service hours will be agreed upon between DBH Program Manager, OPD, and OFD).

C. Adhere to OPD's required clearance protocols for assigned DBH staff prior to staff utilizing office space.

D. Monitor and coordinate staff work schedules, as staff work hours may vary.

E. Assign computers and cell phones to DBH staff. All correspondence with DBH staff must be sent through the DBH email system. DBH staff shall adhere to the DBH Electronic Mail Policy.

F. Provide administrative supervision to all DBH staff located at or utilizing the OPD office. Any concerns or suggestions regarding any type of matter shall be taken to the DBH Program Manager, supervisory staff, or his/her designee.

G. Communicate with the appropriate COAST supervisory staff or his/her designee with any concerns and/or suggestions for overcoming problem areas and/or changing procedures related to facility usage or supervision.

H. Maintain authority and responsibility for the assignment and/or reassignment of all DBH staff.

I. Address the BHSA goals, measure, and report outcomes in collaboration with OPD and OFD by increasing access to mental health services, reducing criminal and juvenile justice involvement while also reducing frequency of emergency room visits and unnecessary hospitalizations within the local community.

J. Maintain consumer records in compliance with all laws and regulations set forth by the State and Federal government and provide access to clinical records by DBH staff.

K. Pursuant to HIPAA, DBH has implemented administrative, physical, and technical safeguards to protect the confidentiality, integrity, and availability of PHI transmitted or maintained in any form or medium.

L. Obtain a valid Authorization for Release of PHI from DBH client prior to sharing any PHI with OPD and OFD and in the performance of required services.

VII. MUTUAL RESPONSIBILITIES

A. DBH staff will coordinate with OPD and OFD staff for the purpose of providing crisis intervention services and intensive case management and linkage for referred consumers.

B. OPD, OFD, and DBH agree to develop a program unique to the COAST team's needs and internal procedures for optimal utilization of COAST services and fulfillment of consumer needs as outlined in Exhibit I of this MOU.

C. OPD, OFD, and DBH must comply with all applicable regulations for any release of information. The Agencies agree they will establish mutually satisfactory methods for the exchange of such information as may be necessary in order that each Agency may perform its duties and functions under this MOU. The Agencies will develop appropriate procedures to ensure all information is safeguarded from unauthorized disclosure in accordance with applicable State and Federal laws and regulations, and as referenced herein.

D. OPD, OFD, and DBH agree they will establish mutually satisfactory methods for problem resolution at the lowest possible level as the optimum, with a procedure to mobilize problem resolution up through the OPD, OFD, and DBH mutual chain of command, as deemed necessary.

E. OPD, OFD, and DBH agree to develop and implement procedures and forms necessary to administer and document each program referral, participation, compliance, and effectiveness.

F. OPD, OFD, and DBH agree to develop internal procedures for resolving grievances including the specific steps a consumer must follow, and the time limits for resolution.

G. OPD, OFD, and DBH agree to comply with all applicable local, State, and Federal laws.

H. OPD, OFD, and DBH shall not charge each other for any of the items or services provided hereunder.

I. Indemnification and Insurance Requirements between the governing entities of OPD, OFD, and DBH, which are the City of Ontario (City) and San Bernardino County (County), are as follows:

1. County agrees to indemnify and hold harmless City and its officers, agents, and volunteers from any and all claims, actions or losses, damages and/or liability resulting from County's negligent acts or omissions in performing its obligations under this MOU.

2. City agrees to indemnify and hold harmless the County and its officers, agents, and volunteers from all claims, actions or losses, damages and/or liability resulting

from City's negligent acts or omissions in performing its obligations under this MOU.

3. In the event that the County and/or the City are determined to be comparatively at fault for any claim, action, loss or damage which results from their respective obligations under this MOU, the County and/or the City shall indemnify the other to the extent of its comparative fault.

4. The Agencies are authorized self-insured entities for purposes of General Liability, Automobile Liability, Workers' Compensation, and Professional Liability coverage and warrant that through their program of self-insurance, they have adequate coverage or resources to protect against liabilities arising out of the terms, conditions and obligations of this MOU.

J. Privacy and Security

1. OPD, OFD, and DBH shall adhere to any applicable County privacy-related policies pertaining to PII. DBH has a specific responsibility to comply with all applicable State and Federal regulations pertaining to privacy and security of client PHI and strictly maintain the confidentiality of behavioral health records, and OPD and OFD shall assist DBH in upholding said confidentiality by applying safeguards as discussed herein. Regulations have been promulgated governing the privacy and security of individually identifiable health information (IIHI), PHI, or electronic Protected Health Information (ePHI).

2. In addition to the aforementioned protection of IIHI, PHI, and ePHI, all Agencies shall adhere to the protection of personally identifiable information (PII) and Medi-Cal PII. PII includes any information that can be used to search for or identify individuals such as, but not limited to, name, social security number or date of birth. Whereas Medi-Cal PII is the information that is directly obtained in the course of performing an administrative function on behalf of Medi-Cal, such as determining eligibility that can be used alone or in conjunction with any other information to identify an individual.

3. Reporting Improper Access, Use, or Disclosure of Unsecure PHI and PII

Upon discovery of any unauthorized use, access or disclosure of PHI or any other security incident with regards to PHI or PII that is obtained in the course of the provision of services under this MOU, OPD and OFD agree to report to DBH no later than one (1) business day upon the discovery of a potential breach. OPD and OFD shall cooperate and provide information to DBH to assist with appropriate reporting requirements to the DBH Office of Compliance. DBH will share all unauthorized use, access or disclosure of PHI or any other security incident reported to the DBH Office of Compliance with OPD and OFD, so they may follow their reporting requirements within their agencies.

K. OPD, OFD, and DBH will ensure any DBH client PHI that is stored on OPD and OFD premises will be locked and secure in adherence to all applicable laws and regulations.

L. OPD, OFD, and DBH shall protect from unauthorized use or disclosure names and other identifying information concerning persons receiving services pursuant to this MOU, except

for statistical information not identifying any consumer DBH and OPD and OFD shall not use or disclose any identifying information for any other purpose other than carrying out the obligations under this MOU, except as may be otherwise permitted or required by law. This provision will remain in force even after the termination of the MOU.

M. OPD, OFD, and DBH agree they will collaborate in providing in-service training to OPD and OFD staff on the services offered under this MOU and any relevant policies/procedures, including DBH's Authorization to Release Protected Health Information Policy and Procedure.

N. Agencies shall not assign this MOU, either in whole or in part, without the prior written consent of the other Agencies.

VIII. RIGHT TO MONITOR AND AUDIT

A. OPD and OFD will collaborate with DBH in the implementation, monitoring, and evaluation of this MOU and share information as needed.

B. OPD and OFD shall provide all reasonable facilities and assistance for the safety and convenience of DBH's representative in the performance of monitoring or auditing duties. Any supervisory or administrative inspections and evaluations shall be performed in such a manner as will not unduly delay the work of OPD and OFD.

C. OPD, OFD, and DBH agree to work together to develop a tracking system of calls that COAST staff respond to for the purpose of productivity measures and staff accountability.

D. A review of productivity at the OPD and OFD location for COAST services shall be conducted after the end of each fiscal year.

E. OPD, OFD, and DBH will participate in evaluating the progress of the overall program in regard to responding to the mental health needs of local communities.

F. OPD, OFD, and DBH will work jointly to monitor outcome measures. OPD, OFD, and DBH shall comply with all local, State and Federal regulations regarding local, State and Federal performance outcome measurement requirements and participate in the outcome measurement process, as required by the State and/or DBH. For BHSA programs, OPD and OFD agree to meet the goals and intentions of the program as indicated in the related BHSA Component Plan and most recent updates.

IX. TERM

This MOU is effective August 4th, 2026 through July 31, 2031, and may be terminated earlier in accordance with provisions of the Early Termination Section of this MOU.

X. EARLY TERMINATION

A. This MOU may be terminated without cause upon thirty (30) days written notice by any one of the Agencies. Early termination by one Agency terminates the entire agreement. DBH's Director is authorized to exercise DBH's rights with respect to any termination of this MOU. The OPD's Chief of Police and OFD's Fire Chief or their appointed designee, have authority to terminate this MOU on behalf of OPD and OFD.

XI. GENERAL PROVISIONS

A. DBH staff vacancies or changes in staffing plan shall be submitted to the appropriate OPD and OFD contact person within 48 hours of DBH's knowledge of such occurrence. Such notice shall include a plan of action to address the vacancy or a justification for the staffing plan change.

B. No waiver of any of the provisions of the MOU documents shall be effective unless it is made in writing which refers to provisions so waived and which is executed by the Agencies. No course of dealing and no delay or failure of an Agency in exercising any right under any MOU document shall affect any other or future exercise of that right or any exercise of any other right. An Agency shall not be precluded from exercising a right by its having partially exercised that right or its having previously abandoned or discontinued steps to enforce that right.

C. Any alterations, variations, modifications, or waivers of provisions of the MOU, unless specifically allowed in the MOU, shall be valid only when they have been reduced to writing, duly signed and approved by the authorized representatives of all Agencies as an amendment to this MOU. No oral understanding or agreement not incorporated herein shall be binding on any of the Agencies hereto.

D. In the event of a dispute, the Agencies shall use their best efforts to settle the dispute through negotiation with each other in good faith.

E. This MOU shall be governed by and construed according to the laws of the State of California.

F. The Agencies acknowledge and agree that this MOU was entered into and intended to be performed in San Bernardino County, California. The Agencies agree that the venue of any action or claim brought by any Party to this MOU will be the Superior Court of California, San Bernardino County, San Bernardino District. Each Agency hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this MOU is brought by any third party and filed in another venue, the Agencies hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, San Bernardino County, San Bernardino District.

XII. CONCLUSION

A. This MOU, consisting of eleven (11) pages and Exhibit I, is the full and complete document describing services to be rendered by the Agencies including all covenants, conditions and benefits.

B. The signatures of the Agencies affixed to this MOU affirm that they are duly authorized to commit and bind their respective departments to the terms and conditions set forth in this document.

This MOU may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same MOU. The Agencies shall be entitled to sign and transmit an electronic signature of this MOU (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed MOU upon request.

SAN BERNARDINO COUNTY

►

Dawn Rowe, Chair, Board of Supervisors

Dated:

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

Lynna Monell
Clerk of the Board of Supervisors
San Bernardino County

By
Deputy

CITY OF ONTARIO POLICE DEPARTMENT
(Print or type name of corporation, company, contractor, etc.)

By ►
(Authorized signature - sign in blue ink)

Name Rudy Lopez
(*Print or type name of person signing contract)*

Title Police Chief
(Print or Type)

Dated:

Address 2500 S Archibald Avenue

Ontario, CA 91761

CITY OF ONTARIO FIRE DEPARTMENT
(Print or type name of corporation, company, contractor, etc.)

By ►
(Authorized signature - sign in blue ink)

Name Michael Gerken
(*Print or type name of person signing contract)*

Title Fire Chief
(Print or Type)

Dated:

Address 425 East B Street

Ontario, CA 91764

Description of DBH Staff Services
And Co-location Specific Considerations

FOR
Ontario Police Department
2500 S. Archibald Ave.
Ontario, CA 91761

AND
Ontario Fire Department
425 E B St.
Ontario, CA 91764

For the Community Outreach and Support Team (COAST)

A multidisciplinary team, referred to as Community Outreach and Support Team (COAST), was initiated as a pilot program in collaboration with DBH staff, Ontario Police Department (OPD), and Ontario Fire Department (OFD). The team consists of a crisis response mobile unit, which includes a DBH behavioral health crisis professional, a firefighter Emergency Medical Technician (EMT-P), a plain-clothed specially trained police officer, and a therapy canine.

Exhibit I is attached to the Memorandum of Understanding (MOU) as an overview of the COAST team. It specifies considerations unique to OPD and OFD and defines the specific services available through DBH staff. The intent is to enhance the service quality, providing a more specialized response including safety, medical, and behavioral health assets. The COAST team will directly respond to various types of behavioral health related calls based on their comprehensive make-up. DBH staff will provide the following services as detailed in the MOU. Additional duties, responsibilities, and services to be provided are outlined in this Exhibit I.

I. Participating Agency Considerations

A. Considerations Applicable to Ontario Fire Department (OFD):

- EMT-P fire personnel will provide guidelines on how the therapy canine is handled.
- EMT-P will assess for medical concerns and provide services for minor medical concerns.
- EMT-P to receive 40-hour Crisis Intervention Training (CIT), Mental Health First Aid, and Listen-Empathize-Agree-Partner (LEAP) training to educate/acculturate/build awareness and become familiar with behavioral health approach and resources.

B. Considerations Applicable to Ontario Police Department (OPD)

- At the Station Commander's discretion and with his/her approval, provide DBH staff with a hand-held radio after the appropriate C.L.E.T.S. testing has been taken and a statement of confidentiality has been signed and received by the Agency.
- Provide training to DBH staff for radio use with provided call signs.
- Provide space in the mobile van for DBH staff to perform general job duties.
- Police Officer to receive 40-hour Crisis Intervention Training (CIT), Mental Health First Aid, and Listen-Empathize-Agree-Partner (LEAP) training to educate/acculturate/build awareness and become familiar with behavioral health approach and resources.

II. DBH Staff Service Considerations

- As part of the COAST mobile team, DBH staff may travel throughout the City of Ontario to provide community-based crisis triage services as well as referrals and linkage to community resources.
- In addition to the COAST team being directly dispatched to behavioral health related calls, COAST may also respond to field police and firefighter scenes when their expertise is needed.
- Time between calls for service may be utilized to engage members of the population that are homeless displaying signs of mental health related issues.
- Provide support and coordination of mental health training for the COAST team and other OPD and OFD personnel.

III. Detailed Description of Available Services DBH Staff May Provide

A. The behavioral health service provided comes at no cost to the Agencies and is provided by the COAST program as an expedient link to behavioral health services for the community served. Initial services shall be directed toward achieving crisis intervention, diversion, and stabilization.

B. DBH staff will assist Agency staff when a possible consumer is exhibiting symptoms of psychiatric crisis. If the consumer does not present as violent and/or a danger to staff safety and the community, COAST will immediately respond starting with triage to engage and support the consumer in crisis. COAST staff will provide crisis intervention with assessment and evaluation including collateral to help identify the needs for behavioral health services. The goal of intensive case management is to stabilize and successfully link consumers to DBH services and other community resources.

The following are services provided by DBH staff:

1. Crisis Intervention is a quick emergency response service enabling the individual to cope with a crisis, while maintaining his/her status as a functioning community member to the greatest extent possible. A crisis is an unplanned event that results in the individual's need for immediate service intervention. The response modality must allow for the resolution of the consumer's crisis. Crisis Intervention services are limited to stabilization of the presenting emergency. Service activities include but are not limited to assessment, evaluation, and collateral.

   a. Assessment is an analysis of the history and current status of the individual's mental, emotional, or behavioral disorder. Relevant cultural factors and history may be included where appropriate. Assessments will include consumer level of acuity and risk.

   b. Evaluation is an appraisal of the individual's community functioning in several areas including living situation, daily activities, social support systems and health status. Cultural issues may be addressed where appropriate.

   c. Collateral is contact with one or more significant support persons in the life of the individual to assist the consumer in crisis as quickly as possible.

2. Intensive Case Management provided by COAST staff for up to fifty-nine (59) days to link the consumer with appropriate DBH and community resources for continued stability.

C. Consumer interventions conclude following completion of services or consumer is at an acceptable level of stability and/or linkage with supportive resources.

IV. DBH Staff

All DBH staff shall be employed by DBH. The staff described will work the designated number of hours per week in full-time equivalents (FTEs), and perform the job functions specified. Clinical staff providing COAST services shall be licensed or waived by viable internship by the State, if applicable.

A. The staffing will consist of the following:

An intensive case management treatment model will be used and will employ staff members that may include any combination of the following: Social Worker II, Alcohol and Drug Counselor, Mental Health Specialist, and Clinical Therapist, for the purpose of providing crisis intervention services, intensive case management and linkage within the office space, and in the field.

B. Staff Responsibilities:

1. Provide crisis triage/response/intervention.
2. Provide interagency coordination of crisis services.
3. Conduct case management needs assessment for possible intensive case management for consumers, identified and referred by the Agency, for referrals/linkage to DBH services and/or other community services.
4. Identify individuals with potential Substance Use Disorder and Recovery Services (SUDRS) needs and refer to community SUDRS services.
5. Provide short-term follow-up case management services (up to 59 days) while consumers are appropriately linked to DBH services and/or other community services.
6. Collaborate with Agency staff, community agencies, family, and other support persons to avoid psychiatric hospitalizations or law enforcement escalations and to improve consumers' daily functioning.
7. Maintain appropriate and timely documentation, according to DBH policies and standards.
8. Attend co-location meetings such as briefings, staff meetings, and/or other team/community meetings, as appropriate.

V. Other DBH Considerations related to Welfare and Institutions Code (WIC) 5150 Adults 5585 Children- Involuntary Psychiatric Hold:

- Most DBH Paraprofessional staff are not able to write WIC 5150 or 5585 holds but can assist law enforcement during WIC 5150 or 5585 evaluations by providing support to the officers writing the holds.

- The exception occurs when a DBH Clinical Therapist is available and law enforcement is NOT available to do the WIC 5150/5585 evaluations. After an evaluation, if appropriate, DBH Clinical Therapist will write the needed hold.
- DBH staff is able to transport consumers that do not present as violent or a flight risk with appropriate Agency vehicle without a law enforcement officer. This method frees up law enforcement to return to the community instead of transporting the consumer and waiting at the hospital.
- DBH staff can support law enforcement ~~to/~~at the hospital and sit with the consumer that do not present as violent or a flight risk.

VI. Data Reporting and Outcome Measures Requirements:

A. The assigned DBH Program Manager is responsible for reporting BHSA goals and outcome measures to the BHSA Coordinator, as appropriate.

The outcomes-based criteria which shall be measured are as follows:

GOALS	KEY OUTCOMES
Reduce unnecessary psychiatric hospitalizations	• Increased use of alternative crisis intervention facilities (e.g., CWIC, CCRT, CSUs, CRTs). • Increase in number of individuals diverted from hospitalization. • Increase access to and use of existing community resources (e.g., housing, mental health services, alcohol and drug services, medical treatment, education services, etc.)

B. DBH shall be responsible for collecting and entering data via the data collection instrument developed by the County and the State on all clients referred by the agency. DBH shall ensure the data is entered electronically at encrypted network sites and downloaded at the County centralized database (Integrated System). In addition to the below performance-based criteria, data collection shall include demographic data, the number of case openings, the number of case closings, and the services provided. DBH may base future extensions of this program upon positive performance outcomes, which DBH will monitor throughout the year. DBH staff, in collaboration with host Agency, shall collect data in a timely manner and submit it to the DBH BHSA coordinator.