

MEMORANDUM OF UNDERSTANDING

Between

San Bernardino County Department of Behavioral Health

And

San Bernardino County Sheriff/Coroner/Public Administrator

And

Rancho Cucamonga Fire Protection District

For

Community Outreach and Support Team Program

Effective September 23, 2025

WHEREAS, San Bernardino County (County), by and through its Department of Behavioral Health (DBH) and Sheriff/Coroner/Public Administrator (Sheriff), and the Rancho Cucamonga Fire Protection District (RCFPD), (collectively, the Agencies), desire to enter into this Memorandum of Understanding (MOU); and

WHEREAS, DBH desires to expand client rapid access to mental health crisis care through the Community Outreach and Support Team (COAST), in collaboration with Sheriff and RCFPD, and work as a multidisciplinary team to serve the behavioral health needs of residents in the field, specific to behavioral health crisis encounters; and

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

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

WHEREAS, these agencies provide DBH with office space, at no cost, for the COAST program; and

WHEREAS, DBH has been allocated funds by the Mental Health Services Act (MHSA) to provide such services; and

WHEREAS, Sheriff is willing and able to provide adequate, non-financial office space located in the Rancho Cucamonga Sheriff Station, specifically for behavioral health services provided by co-located DBH staff, to assist/link DBH clients with community services; and

WHEREAS, RCFPD has highly trained and certified Firefighter Emergency Medical Technicians and therapy canines qualified to render support services;

NOW THEREFORE, DBH, Sheriff, and RCFPD mutually agree to the following terms and conditions:

TABLE OF CONTENTS

I.	PURPOSE	3
II.	DEFINITIONS	3
III.	RCFPD REQUIREMENTS	4
IV.	SHERIFF REQUIREMENTS	5
V.	SHERIFF AND RCFPD GENERAL RESPONSIBILITIES.....	5
VI.	DBH GENERAL RESPONSIBILITIES	6
VII.	MUTUAL RESPONSIBILITIES.....	7
VIII.	RIGHT TO MONITOR AND AUDIT	9
IX.	TERM	9
X.	EARLY TERMINATION.....	9
XI.	GENERAL PROVISIONS.....	9
XII.	CONCLUSION	11

Attachments: Exhibit 1 – Description of DBH Staff Services for Participating Agencies

I. PURPOSE

This MOU serves to identify areas of agreement and responsibility between Sheriff, RCFPD, and DBH, regarding participation in the COAST Program. Sheriff will provide a Deputy Sheriff and office space within the Rancho Cucamonga Sheriff Station for co-located DBH staff to assist/link DBH clients with community services. RCFPD will provide a Firefighter Emergency Medical Technician (EMT) and a therapy canine qualified to render support services.

DBH co-located staff will utilize office space within the Sheriff's station located at:

**San Bernardino County Sheriff Department-
Rancho Cucamonga Station**
10510 Civic Center Drive
Rancho Cucamonga CA 91730
(909) 384-5742

The collaboration between DBH, Sheriff, and RCFPD is a joint effort to bring responsive access to mental health crisis services to the City of Rancho Cucamonga community, at no cost. DBH will provide crisis assessments, intervention, and intensive case management with linkages to community resources, as outlined in Exhibit 1.

II. DEFINITIONS

The terms 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 Health Insurance Portability and Accountability Act-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 with 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 as such must accompany the request.
- B. **Community Outreach and Support Team (COAST):** Consists of a crisis response mobile unit, which includes a DBH Triage, Engagement and Support Teams behavioral health professional, an EMT, a therapy canine (service dog), and a plain-clothed, specially trained Sheriff's Deputy. The team will directly respond to various types of behavioral health related crisis calls in the field.
- 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. **Mental Health Services Act (MHSA):** The Mental Health Services Act, also known as Proposition 63, imposes a 1% tax on adjusted annual income over \$1,000,000. In November 2004, California voters passed Proposition 63 to adopt the MHSA. According to the MHSA, the intent of the funding is to reduce the long-term adverse impact on individuals, families, and state and local budgets resulting from untreated serious mental illness.
- F. **Personal 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, and other identifying number (case number, client index number, Security Information Management Online Network number/medical record number, etc.).
- G. **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.
- H. **San Bernardino County (County):** The governing entity of DBH and the Sheriff.
- I. **San Bernardino County Sheriff/Coroner/Public Administrator (Sheriff):** The Sheriff is the primary law enforcement agency for San Bernardino County, including several contracted cities.
- J. **Triage, Engagement and Support Teams:** Triage teams specializing in crisis intervention, continuum of care, and intensive case management for individuals experiencing an urgent psychiatric health condition with up to 59 days of individualized linkage and follow up services. The goal is to improve client experience by improving access to mental health services with local staff and rapid response times, allowing the client 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.

III. RCFPD REQUIREMENTS

- A. Provide a therapy canine to be handled by Fire EMT or Paramedic personnel to assist in crisis encounters in the field.
- B. Provide a specialized van equipped for the COAST team to attend to crisis encounters in the field.

IV. SHERIFF REQUIREMENTS

- A. Provide adequate workspace for one staff member each from DBH, Sheriff, and RCFPD. Adequate workspace shall include a personal work area with a desk, chairs, secure document storage, and space for one therapy canine assigned to COAST.
- B. Provide a designated area for DBH client consultation, as required.
- C. Provide a parking space for a County or DBH staff vehicle.
- D. Provide access to a desk phone, fax machine, and photocopier.
- E. Provide DBH and RCFPD staff access to Sheriff staff restrooms and breakroom.
- F. Maintain and relay safety/security procedures related to DBH and RCFPD staff assigned to COAST.
- G. Assign building passes and office keys as needed to DBH and RCFPD staff, and/or DBH and RCFPD employees regularly assigned to COAST.
- H. Provide DBH and RCFPD with secure document storage and use the same physical safeguards related to such document storage that Sheriff uses to safeguard Sheriff's lawfully protected information. Sheriff recognizes that information obtained by DBH for clients is PHI and any DBH documents stored at Sheriff are highly sensitive and confidential.

V. SHERIFF AND RCFPD GENERAL RESPONSIBILITIES

- A. Sheriff and RCFPD shall make available to the DBH Program Manager (PM) copies of all administrative policies and procedures utilized and developed for this service location and shall maintain ongoing communication with the DBH PM regarding those policies and procedures.
- B. Sheriff and RCFPD are aware that DBH is required by regulation to safeguard PII and PHI, such as names and other identifying information, concerning persons receiving services from unauthorized use or disclosure pursuant to this MOU.
- C. Should Sheriff and RCFPD find the need to obtain PHI about a client, Sheriff and RCFPD shall, where required by law, request the client complete the DBH Authorization for Release of Protected Health Information (COM001) form prior to any discussion or release regarding client PHI, including but not limited to diagnosis, treatment, and/or outcomes. The form must state DBH can share the client's PHI with Sheriff and RCFPD, within specified time frames including an expiration date. This provision will remain in force even after the termination of the MOU.
- D. Sheriff and RCFPD acknowledge that DBH must track/report specified data required by MHSA 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 client 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. Sheriff and RCFPD further acknowledge that these tracking/reporting requirements may change per the County and/or the State.

VI. DBH GENERAL RESPONSIBILITIES

- A. Provide crisis intervention designed to divert seriously mentally ill clients from law enforcement encounters in the least restrictive environment possible. The primary use of this office space is to:
 - 1. Provide crisis intervention services for clients in the surrounding community.
 - 2. Provide intensive case management services for local clients.
 - 3. Be the central location for DBH staff to link clients to the appropriate public and/or private community resources for up to 59 days.
 - 4. Be an in-house asset to Sheriff and RCFPD in improving outcomes for clients with behavioral health issues.
- B. Assign staff to COAST up to 40 hours a week. This may include any combination of the following: Social Worker II, Mental Health Specialist, Alcohol and Drug Counselor, and Clinical Therapist, for the purpose of providing crisis response services within the dedicated office space and in the field (exact service hours will be agreed upon between DBH PM, Sheriff, and RCFPD).
 - 1. Provide Sheriff, or designee, at the Rancho Cucamonga Sheriff station, with a roster of individuals that will be assigned and render services to COAST under this MOU. The roster shall be kept current and updated by DBH as required.
 - 2. COAST assigned staff must wear photo identification while onsite at the Rancho Cucamonga Sheriff station.
 - 3. DBH will immediately collect and return any Sheriff-issued identification, building pass, and office keys from staff reassigned from COAST.
- C. Adhere to Sheriff's required clearance protocols for assigned DBH staff prior to staff person utilizing dedicated 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 or utilizing the Sheriff's station. Any concerns or suggestions regarding any type of matters shall be taken to the DBH PM, supervisory staff, or designee.
- G. Communicate any concerns and/or suggestions for overcoming problem areas and/or changing procedures related to facility usage or supervision with the appropriate COAST supervisory staff, or designee.
- H. Maintain authority and responsibility for the assignment and/or reassignment of all DBH staff.
- I. Address the MHSA goals, measure, and report outcomes in collaboration with Sheriff and RCFPD 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 client records in compliance with all regulations set forth by the State of California and provide access to clinical records by DBH staff.
- K. Pursuant to HIPAA, implement 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 DBH Authorization for Release of PHI (COM001) from DBH client, where required by law, prior to sharing any PHI with Sheriff and RCFPD and in the performance of required services.

VII. MUTUAL RESPONSIBILITIES

- A. DBH staff will coordinate with Sheriff and RCFPD staff for the purpose of providing crisis intervention services and intensive case management and linkage for referred clients.
- B. Sheriff, RCFPD, and DBH agree to develop a program unique to COAST's needs and internal procedures for optimal utilization of COAST's services and fulfillment of client needs as outlined in Exhibit 1 of this MOU.
- C. Sheriff, RCFPD, and DBH must comply with relevant regulations for any release of PHI. The Agencies agree they will establish mutually satisfactory methods for the exchange of such PHI 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 PHI is safeguarded from unauthorized disclosure in accordance with applicable state and federal laws and regulations, and as referred to herein.
- D. Sheriff, RCFPD, 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 Sheriff, RCFPD, and DBH mutual chain of command, as deemed necessary.
- E. Sheriff, RCFPD, and DBH agree to develop and implement procedures and forms necessary to administer and document each program referral, participation, compliance, and effectiveness.
- F. Sheriff, RCFPD, and DBH agree to develop internal procedures for resolving client grievances, including the specific steps a client must follow, and the time limits for resolution.
- G. Sheriff, RCFPD, and DBH agree to comply with all applicable local, state, and federal laws.
- H. Sheriff, RCFPD, and DBH shall not charge each other for any of the items or services provided hereunder.
- I. Indemnification and Insurance Requirements between the County (governing DBH and Sheriff) and RCFPD are as follows:
 - 1. RCFPD agrees to defend, indemnify, and hold harmless the County, its officers, staff, agents, and volunteers for any and all claims, losses, actions, damages and/or liability resulting from this MOU from any cause whatsoever, including any costs or expenses incurred by County, except as prohibited by law, arising out of RCFPD's negligent or wrongful acts or omissions in connection with its performance of this MOU.
 - 2. The County agrees to defend, indemnify, and hold harmless RCFPD, its officers, staff, agents, and volunteers for any and all claims, losses, actions, damages and/or liability arising out of this MOU from any cause whatsoever, including any costs or expenses

incurred by RCFPD, except as prohibited by law, arising out of County's or DBH's and/or Sheriff's negligent or wrongful acts or omissions in connection with its performance of this MOU.

3. In the event that the County and/or RCFPD 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 or RCFPD shall indemnify the other to the extent of its comparative fault.
4. The County and RCFPD are authorized self-insured entities for purposes of General Liability, Automobile Liability, Workers' Compensation, and Professional Liability coverage and warrant that through their respective programs 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. Sheriff, RCFPD, and DBH shall adhere to any County applicable 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; Sheriff and RCFPD 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 e-PHI, all parties shall adhere to the protection of 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. 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 access, use, or disclosure of PHI or any other security incident with regards to PHI or PII, Sheriff and RCFPD agree to report to DBH no later than one (1) business day upon the discovery of a potential breach. Sheriff and RCFPD shall cooperate and provide information to DBH to assist with appropriate reporting requirements to the DBH Office of Compliance.

K. Sheriff, RCFPD, and DBH will ensure any DBH client PHI that is stored on Sheriff and RCFPD premises will be locked and secure in adherence to IIHI and PHI privacy requirements.

L. Sheriff, RCFPD, 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 client. DBH, Sheriff, and RCFPD 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 this MOU.

- M. Sheriff, RCFPD, and DBH agree they will collaborate in providing in-service training to Sheriff and RCFPD staff on the services offered under this MOU and any relevant policies/procedures, including the Authorization to Release Protected Health Information Policy and Procedure.
- N. No party to this MOU will assign this MOU, either in whole or in part, without the prior written consent of the other parties.

VIII. RIGHT TO MONITOR AND AUDIT

- A. Sheriff and RCFPD will collaborate with DBH in the implementation, monitoring, and evaluation of this MOU and will share information related to these goals as needed.
- B. Sheriff and RCFPD shall provide 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 impact the work of Sheriff and RCFPD.
- C. Sheriff, RCFPD, and DBH agree to work together to develop a tracking system for calls that DBH COAST staff respond to for the purpose of productivity measures and staff accountability.
- D. A review of productivity at the Sheriff and RCFPD location for COAST services shall be conducted after the end of each fiscal year.
- E. Sheriff, RCFPD, and DBH will participate in evaluating the progress of the overall program in responding to the mental health needs of local communities.
- F. Sheriff, RCFPD, and DBH will work jointly to monitor outcome measures. Sheriff, RCFPD, and DBH shall comply with all local, state and federal regulations regarding local, state, and federal performance outcomes measurements requirements and participate in the outcome measurement process, as required by the State of California and/or DBH. For MHSA programs, Sheriff and RCFPD agree to help meet the goals and intention of the program as indicated in the related MHSA Component Plan and its most recent updates.

IX. TERM

This MOU is effective September 23, 2025 through September 30, 2029, and may be terminated earlier in accordance with provisions of the Early Termination Section of this MOU.

X. EARLY TERMINATION

This MOU may be terminated without cause upon thirty (30) days written notice by any Agency. DBH's Director is authorized to exercise DBH's rights with respect to any termination of this MOU. The Sheriff and RCFPD's Fire Chief, or their respective designees, have authority to terminate this MOU on behalf of Sheriff or RCFPD, respectively.

XI. GENERAL PROVISIONS

- A. DBH staff vacancies or changes in staffing plan shall be submitted to the appropriate Sheriff and RCFPD 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 made in writing which refers to provisions so waived and executed by the parties. No course of dealing and no delay or failure of any 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. The Agencies shall not be precluded from exercising a right by having partially exercised that right or having previously abandoned or discontinued steps to enforce that right.

- C. Any alterations, variations, modifications, or waivers of provisions of this MOU, unless specifically allowed in this MOU, shall be valid only when they have been reduced to writing, duly signed and approved by the authorized representatives of all parties as an amendment to this MOU. No oral understanding or agreement not incorporated herein shall be binding on any of the parties 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 Agency 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 pages (11) and Exhibit 1, is the full and complete document describing the services to be rendered by Sheriff, RCFPD, and DBH including all covenants, conditions, and benefits.
- B. The signatures of the representatives of the Agencies affixed to this MOU affirm that they are duly authorized to commit and bind their respective Agencies to the terms and conditions set forth in this document.
- C. 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 parties 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.

RANCHO CUCAMONGA FIRE PROTECTION DISTRICT

Name: Mike McCliman
Title: Fire Chief
Address: 10500 Civic Center Dr.
Rancho Cucamonga, CA 91730

Dated: _____

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
of San Bernardino County

By _____

Deputy

Description of Department of Behavioral Health Staff Services
and Co-Location Specific Considerations

FOR

San Bernardino County Sheriff/Coroner/Public Administrator
10510 Civic Center Drive
Rancho Cucamonga, CA 91730

AND

Rancho Cucamonga Fire Protection District
10500 Civic Center Drive
Rancho Cucamonga, CA 91730

for the Community Outreach and Support Team (COAST)

A multidisciplinary team, referred to as Community Outreach and Support Team (COAST), has been initiated as a pilot program in collaboration with Department of Behavioral Health (DBH) staff, the San Bernardino County Sheriff/Coroner/Public Administrator (Sheriff), and the Rancho Cucamonga Fire Protection District (RCFPD), effective upon the date of execution. The team consists of a crisis response mobile unit, which includes a DBH behavioral health crisis expert, a plain-clothed, specially trained Sheriff Deputy, a firefighter Emergency Medical Technician (EMT) and/or a firefighter Paramedic, and a therapy canine.

This Exhibit 1 is attached to the Memorandum of Understanding (MOU) as an overview of COAST. It specifies considerations unique to Sheriff and RCFPD and defines the specific services available through DBH staff. The intent is to enhance service quality, providing a more specialized response including safety, medical, and behavioral health assets. COAST will directly respond to various types of behavioral health related calls based on its members' 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 1.

I. Participating Agency Considerations

A. Considerations applicable to RCFPD:

- EMT/Paramedic fire personnel will provide guidelines on how the therapy canine is handled.
- EMT/Paramedic fire personnel will assess medical concerns and provide services for minor medical concerns.
- EMT/Paramedic fire personnel will 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.
- Provide space in the mobile van for DBH and Sheriff staff to perform general job duties.

B. Considerations applicable to Sheriff:

- At the Station Commander's discretion and with his/her approval, provide DBH staff with a hand-held radio after the appropriate California Law Enforcement Telecommunications System (CLETS) training has been successfully completed and a statement of confidentiality has been signed and received by the Sheriff.
- Provide training to DBH staff on radio use with provided call signs.
- Deputy Sheriff will receive 40-hour Crisis Intervention Training (CIT), Mental Health First Aid, and Listen-Empathize-Agree-Partner (LEAP) training to educate/acclurate/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 Rancho Cucamonga 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's scenes when their expertise is needed.
- Time between calls for service may be utilized to engage members of the homeless population displaying signs of mental health related issues.
- Provide support and coordination of mental health training for the COAST team and other Sheriff and RCFPD 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 RCFPD and Sheriff staff when a possible client is exhibiting symptoms of psychiatric crisis. If the client 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 client in crisis. COAST staff will provide crisis intervention with assessment and evaluation, including collateral, as defined below, to help identify the needs for behavioral health services. The goal of intensive case management is to stabilize and successfully link clients 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 client'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, defined as:

- 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 client 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 client in crisis as quickly as possible.
2. Intensive Case Management provided by COAST staff for up to fifty-nine (59) days to link the client with appropriate DBH and community resources for continued stability.
- C. Client interventions conclude following completion of services or client 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 (FTE's) and perform the job functions specified. Clinical staff providing COAST services shall be licensed or waived by viable internship by the State of California, 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 to service within the dedicated 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 clients, 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 Service (SUDRS) needs and refer to community SUDRS services.

5. Provide short-term follow-up case management services (up to 59 days) while clients are appropriately linked to DBH services and/or other community services.
6. Collaborate with RCFPD and Sheriff staff, community agencies, family, and other support persons to avoid psychiatric hospitalizations or law enforcement escalations and to improve clients 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) sections 5150 Adults and 5585 Children – Involuntary Psychiatric Hold:

- Most DBH paraprofessional staff are not able to write WIC sections 5150 or 5585 holds but can assist law enforcement during WIC sections 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 sections 5150 or 5585 evaluation. After an evaluation, if appropriate, a DBH Clinical Therapist will write the needed hold.
- DBH staff is able to transport clients who do not present as violent or a flight risk with an appropriate Agency vehicle without a law enforcement officer. This method frees up law enforcement to return to the community instead of transporting the client and waiting at the hospital.
- DBH staff can support law enforcement at the hospital and sit with clients who 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 MHSA goals and outcome measures to the MHSA Coordinator, as appropriate.

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

GOALS	KEY OUTCOMES
Reduce unnecessary psychiatric hospitalizations	<ul style="list-style-type: none"> • Increased use of alternative crisis interventions (e.g., Crisis Walk-in Clinic (CWIC), Community Crisis Response Team (CCRT), Crisis Stabilization Unit (CSU), and Crisis Residential Treatment (CRT). • 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 of California 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). 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 Agencies, shall collect data in a timely manner and submit it to the DBH MHSA Coordinator.