

YOLO COUNTY
HEALTH AND HUMAN SERVICES AGENCY

CRISIS NOW 2.0 IMPLEMENTATION UPDATES

FEBRUARY 2024

COUNTY OF YOLO
HEALTH & HUMAN SERVICES AGENCY
GONZALES BUILDING

BACKGROUND

- HHSA participated in a 10-month (Sept 2020–July 2021) Crisis Now learning collaborative sponsored by the Mental Health Services Oversight and Accountability Commission (MHSOAC).
- The nationally recognized Crisis Now Model was identified as the solution to several gaps in the Yolo crisis care continuum and an ambitious project plan was created in 2021.
- In early 2023, the plan was re-imagined to be more financially sustainable and was coined “Crisis Now 2.0”.
- The following slides include updates on accomplishments in building out the Yolo County Crisis Continuum and what’s ahead in the next phases of Crisis Now implementation.

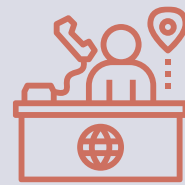
WHAT IS CRISIS NOW?



Access/Crisis Call Center
(24/7)



Co-Responder vs Crisis
Responder (24/7)



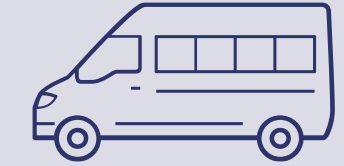
Receiving
Center/Sobering Center
and Short-Term Crisis
Residential (24/7)



Crisis
Residential
Housing



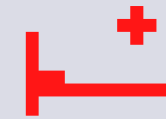
24/7
High Tech
Call Center



Mobile Crisis Team



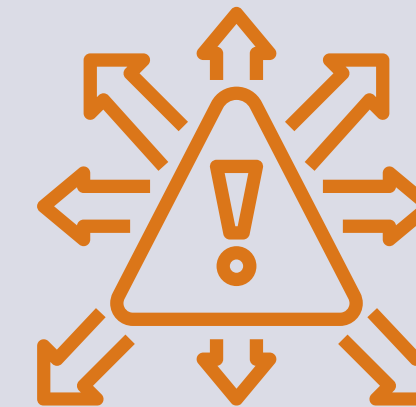
Peer
s



Inpatient
Care



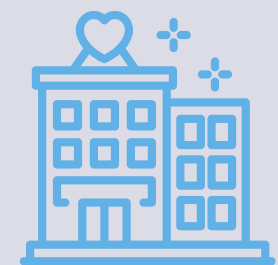
Emergency
Department



Individual in
Crisis



Co-Responder



Community Services
& Support



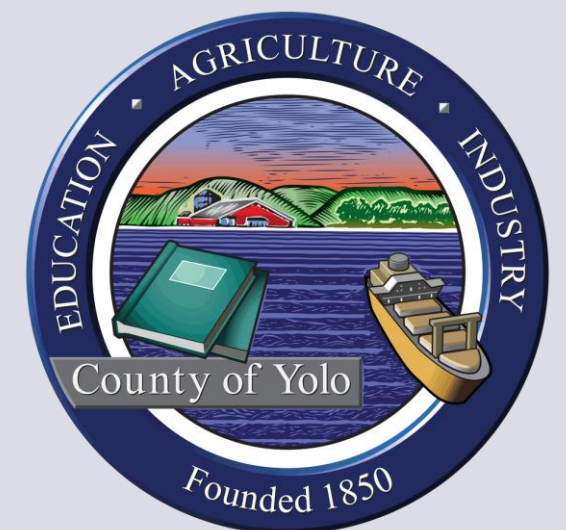
Recovery/Sobering
Center

A NUMBER TO CALL, A PERSON TO RESPOND, AND A PLACE TO GO DURING A CRISIS 24/7!

*City and Partner Funding Requests



KEY IMPLEMENTATION MILESTONES



PHASE 2-4 IMPLEMENTATION UPDATES:

- **High Tech Call Center:** The high tech call center RFP went out in October 2023 and the vendor was announced in January 2024. It is anticipated that these services will begin in March 2024.
- **Short Term Crisis Beds:** An RFP for short-term and long-term crisis beds was released in September 2023 and Safe Harbor (YCCC) was selected. This contract includes 4-day beds as well as 30-day Crisis Residential beds. HHSa is monitoring the utilization of the short-term beds as a new component of the crisis continuum.
- **24/7 Crisis Staffing and Co-Responders:** As of January 2, 2024, countywide mobile crisis response is offered 24/7/365. The system utilizes Yolo County staff and a limited term contracted provider (AMR) during the two-month pilot. Longer term planning is underway. PD Co- Responders are available Monday-Friday in all jurisdictions and Saturday/Sunday in some jurisdictions.

PHASE 5 AND 6 UPDATES:

- **Receiving Center (Chairs):** The County is working to renovate an existing County-owned building to provide an in-county, contractor operated, 24/7, Crisis Receiving Center with 6-8 receiving chairs in Woodland. This facility should open in Summer 2025. Simultaneously, HHSA staff are exploring the opportunity to contract for additional chairs in an existing location that may be available prior to 2025.
- **System Evaluation:** In addition to ensuring that Results Based Accountability Measures are created for each component of the Crisis Now 2.0 model, HHSA is working with RI International to determine what a systemwide evaluation measures may be developed and monitored when all components are operational.

FUNDING AND PARTNER REQUESTS

- **Funding Gap:** The County is has identified funding sources for the following Crisis Now components: **Short Term Beds , 24/7 High Tech Call Center** and **Mobile Crisis Responders**. The **Receiving Center** which will house the system's front door and 23-hour crisis chairs remains underfunded.
- Staff are currently working with City, Hospital and Non-Profit Partners to close this funding gap.

Funding Gap: \$ (4,550,221.02)
FY 24/25 - FY 26/27

✓ Short-Term Crisis Beds	\$5,565,871
✓ High-Tech Call Center	\$4,217,770
✓ Crisis Co-Responders	Fully Covered
Receiving Center	(\$4,550,221)

Questions?



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