

Community Triage Response Initiative

SF Community Behavioral Health Services



2015

Current System

- 20-bed PES (adults)
- 14-bed Dore Urgent Care (adults)
- 24-hr Suicide Prevention Hotline
- Mobile Crisis Team (adults)
- Child Crisis Team (youth)

Identified Gaps

- No stabilization unit for youth
- Inadequate # teams for community and family response
- No phone triage or support systems for non-suicidal mental health crisis

Crisis Triage Overview

- 3 Mobile Treatment Teams
- Crisis Stabilization Unit (CSU)
- 2-bed Youth Stabilization Unit
- 24/7 Warmline

Investment in Staffing

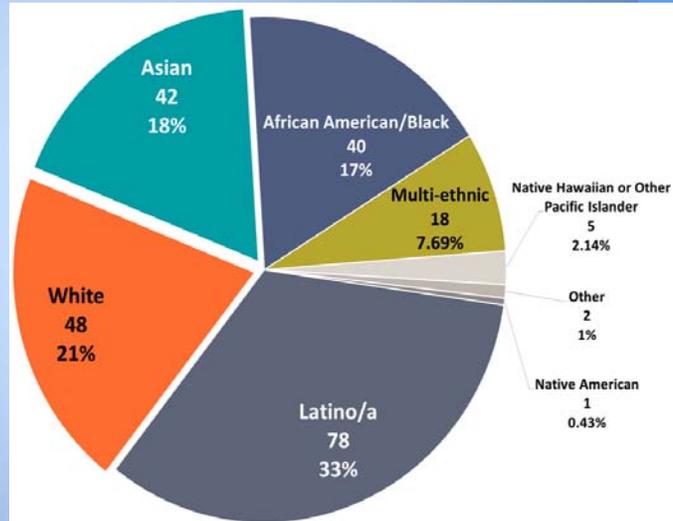
Staffing	FTEs
Crisis Triage Managers	7
Crisis Triage Specialists	4
Crisis Triage Counselors	38.60
Nurse Triage Specialists	1.75
Clinician Triage Specialists	2.80
Youth and Adult Peers	8
Total Staffing Added	62.15

Target 4-year Outcomes

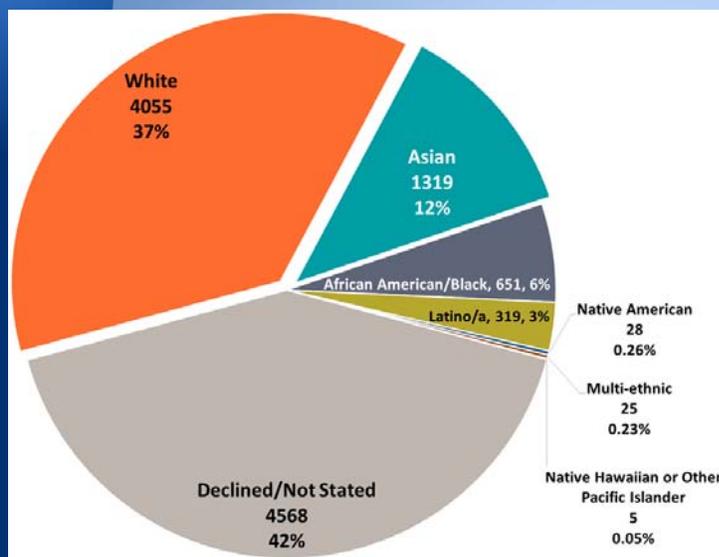
- Triage services delivered to 23,800 individuals
- Reduction of hospitalizations and length of stay
- Reduction in use of ER Rooms for crisis triage
- Reduction of PES usage for youth
- Reduction of use of high-end services
- Increased delivery of family-focused care
- Provision of culturally competent and trauma-sensitive services
- Increased level of coordination among crisis services

Current Outcomes FY 2014-2015

- Total number of clients seen by the CSU is **239**.
- 45 (19%) clients who visited the CSU two or more times.
- Total number of CSU evaluations was **314**.
- Close to a third of CSU clients are **Latino/a**.



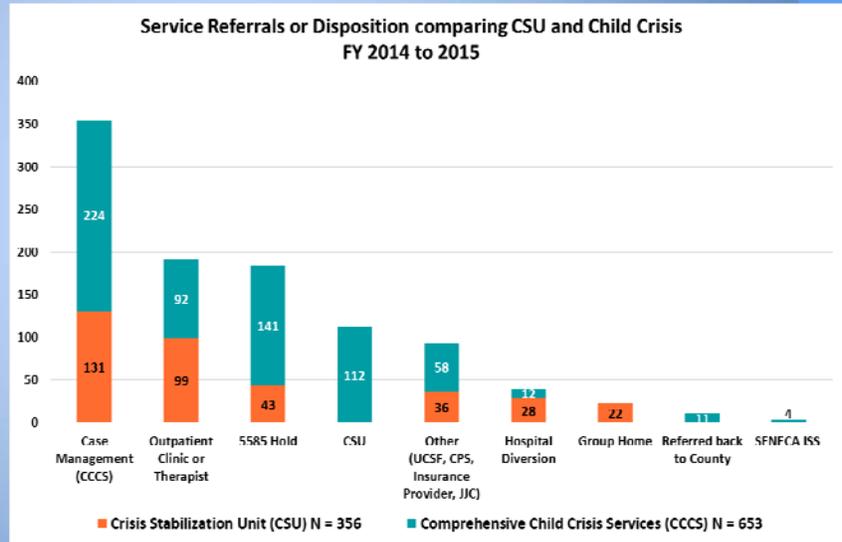
Current Outcomes FY 2014-2015



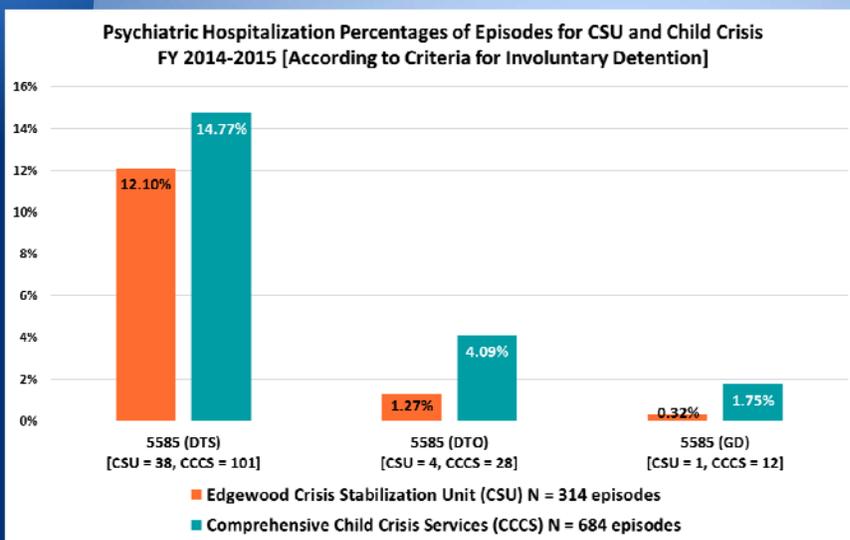
- Total number of calls is **11,614**.
- Repeat Call Volume is 9,503 (**82%**) while Non-repeat Call Volume is 2,111 (**18%**).
- More than a third of warmline calls come from **White** clients.

Current Outcomes FY 2014-2015

The rate of referring a client for psychiatric hospitalization was **lower** for CSU compared to CCCS in the context of disposition

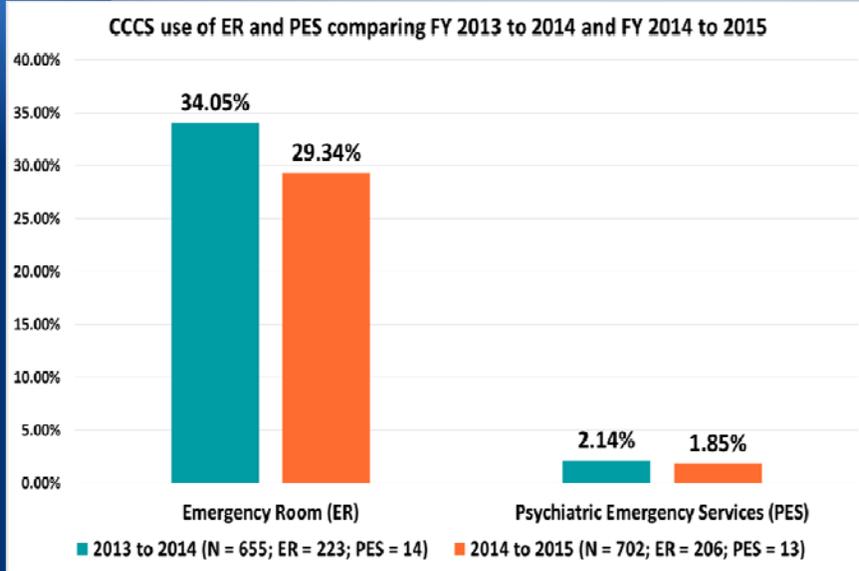


Current Outcomes FY 2014-2015



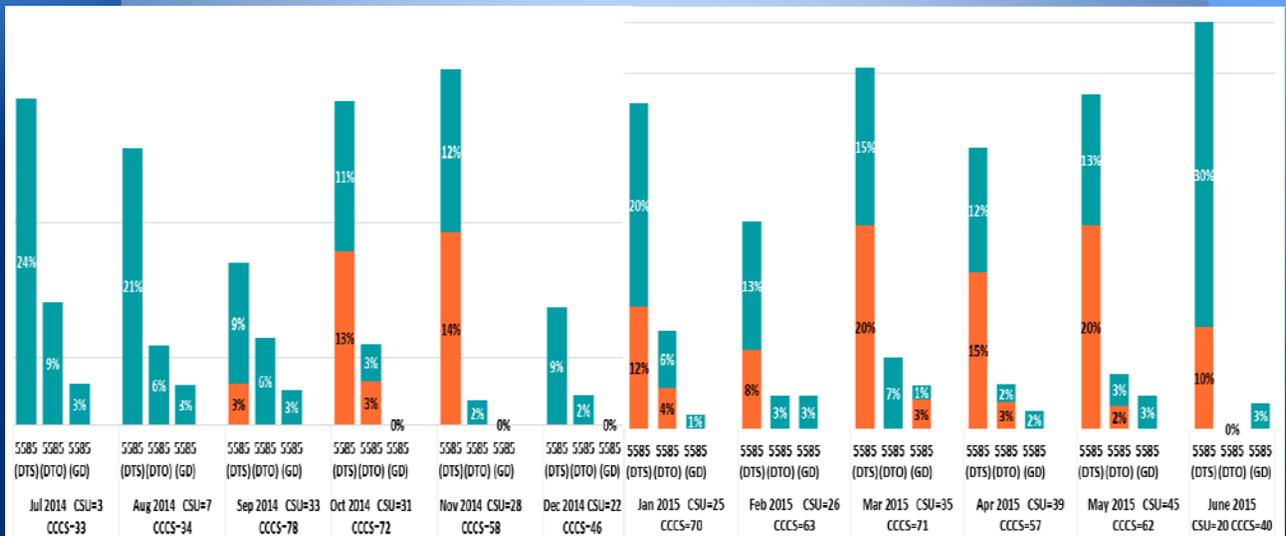
The number of CSU evaluations that resulted in a 5585 hold were often **less** compared to the number for the CCCS

Current Outcomes FY 2014-2015



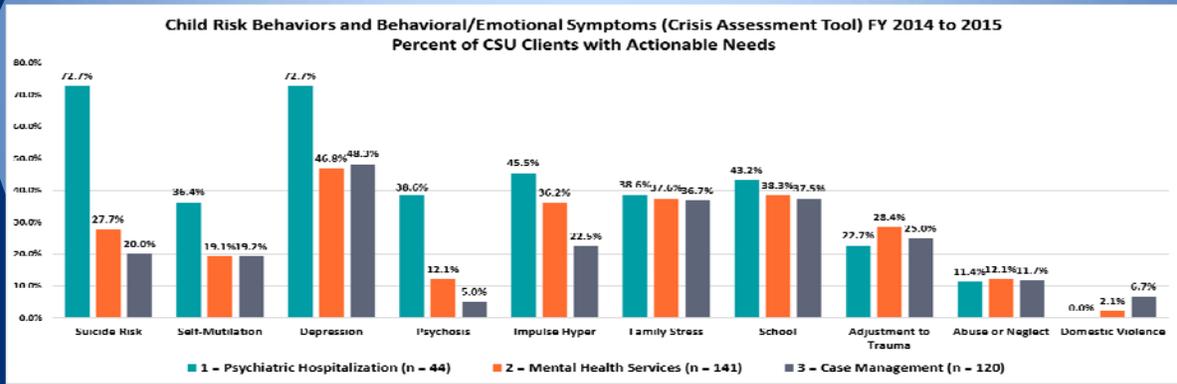
For the CCCS, there was a slight reduction in the use of ER (4.71%) and PES (0.29%). However, there was an increase in the number of CCCS clients referred to ER.

Current Outcomes FY 2014-2015



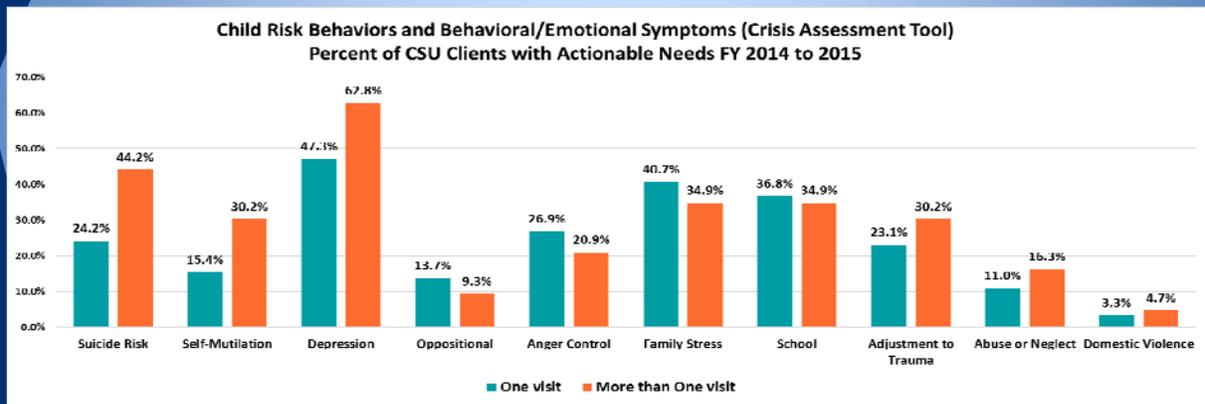
Current Outcomes FY 2014-2015

CSU Clients who were referred for psychiatric hospitalization have higher actionable needs in Suicide Risk, Self-Mutilation, Psychosis, and Depression.

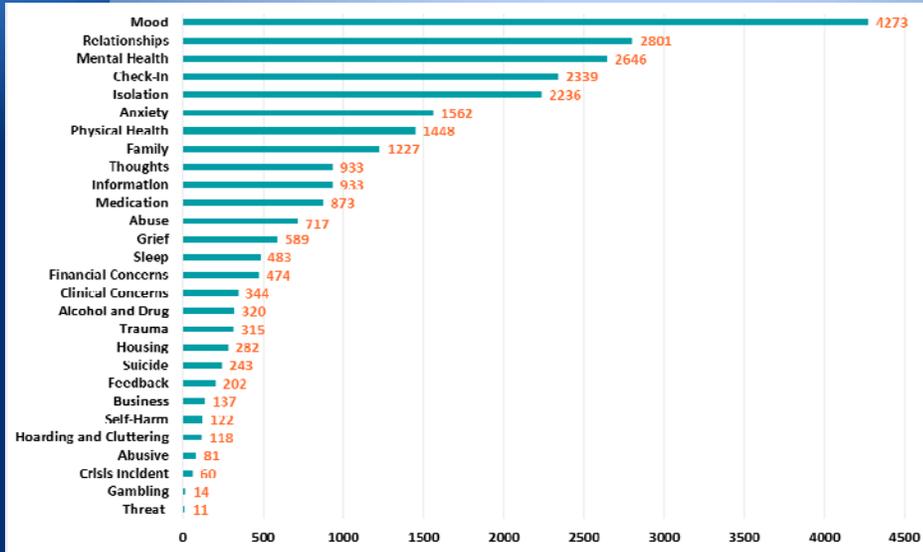


Current Outcomes FY 2014-2015

Suicide Risk, Self-Mutilation, and Depression significantly increase the likelihood by which clients visit the CSU more than once.



Current Outcomes FY 2014-2015



Warmline clients primarily have problems or concerns around Mood, Relationships, and Mental Health

Client Impact

Current System

Proposed System

Youth admitted to PES or ER

Youth seen at SF family friendly unit

Youth hospitalized out-of-county

Reduction of hospitalizations

Response to community event

Response, prevention and follow-up

Presentation at ER for services

Phone triage and intervention