

Council Investments in Health and Crisis Response

Public Safety and Human Services Committee

June 22, 2021

Human Services Department



City of Seattle

Overview

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Health One



Health One

\$223K

for Health One expansion

Summary. Health One is a multi-disciplinary team comprised of Seattle Fire Department firefighters and Human Services Department (HSD) Aging and Disability Services (ADS) case managers. The team responds to 911 calls with the goals of reducing the impact of non-emergent calls and connecting individuals in need with appropriate care and services.

Status Update. A second Health One team started in second quarter and a third team is expected to begin in fourth quarter

Impact. In the last 8 months Health One units have responded to nearly 540 alarms and enrolled over 800 clients for follow-up, outreach, service connections, and referrals.

Health One (Continued)

Case Study (impact):

Health One responded to a supportive housing residence for an elderly man who fell. The client was a terminal cancer patient who was out of pain medication and had few services in place. The Mobile Integrated Health (MIH) team worked to refill and pick up his prescriptions and coordinate with his doctor to have him placed on hospice care, with the outcome of fewer 911 calls and an improvement in his quality of life.

Mental Health Crisis Response

- Mental Health Professionals
- Mobile Crisis Team



Mental Health Professionals

\$450K

for contracted mental health professionals

Summary. The Seattle Police Department's (SPD) Crisis Response Team (CRT) pairs specially trained police officers and mental health professionals (MHP) in a co-responder model. The model takes a holistic approach to law enforcement encounters with persons experiencing behavioral health issues, diverting individuals from the traditional criminal justice system and redirecting them to the most appropriate resources.

Status Update. In 2021, management of the MHP contract was transferred from SPD to HSD and the Downtown Emergency Services Center (DESC) holds the contract.

Impact. The program was expanded shortly before the COVID-19 pandemic. The goal is to reduce the number of times that police officers respond to crisis calls and help disproportionate utilizers of the 911 system connect with resources outside the criminal justice system.

\$1M

*to increase funding for
mobile crisis teams*

Mobile Crisis Team

Summary. The Mobile Crisis Team (MCT) is a 39-member team of Mental Health Professionals and Substance Use Disorder Professionals. The MCT accepts referrals from first responders (police and fire), the [King County Crisis Connections Line](#) and Designated Crisis Responders (DCRs) for any individual who is experiencing a behavioral health crisis including mental health and/or substance use crisis.

Status Update. City funds are supporting a pilot, the Behavioral Health Response Team (BHRT), which is made up of a Mental Health Profession (MHP) Supervisor and two Peer Navigators providing additional follow-up case management in Seattle.

Impact. The MCT is a county-wide resource. In 2020, referrals from Seattle agencies made up 40% (1,670 referrals) of the total referrals to the MCT (4,167 referrals).



Mental Health Crisis Response (Continued)

Case Study (impact):

SPD Crisis Response Team responded to a client who recently became homeless and was a missing endangered person. The SPD officer and Mental Health Professional were able to locate the client and connect them to the Crisis Solutions Center where he is getting support and connecting with his new guardian to get a long-term hotel stay and additional supports.

Question and Answer

