A Story of Successful Systems Change

How Local High Schools, Law Enforcement, Peer Providers and a California County Behavioral Health Division Work Together to Reduce Stigma, Prevent Suicide and Increase Mental Health Awareness

7th International Together Against Stigma Each Mind Matters Conference
February 17-20, 2015
Hyatt Regency San Francisco, Five Embarcadero Center
San Francisco, CA
Today’s Presenters

• Mike Kennedy- Behavioral Health Division (BHD) Director
• Lt. Mark Essick- Sonoma County Sheriff’s Office
• Karin Sellite- Client Care Manager
• Cruz Cavallo- Program Manager
• Lauren Peterson- NAMI Sonoma County
• Jessie Panoski- Goodwill Industries of the Redwood Empire
Workshop Learning Objectives

• Learn how to locate resources for training and education for students, selected teachers, faculty, parents, counselors and law enforcement personnel to increase mental health awareness and to increase ability to recognize the warning signs of suicide and psychiatric illness.

• Learn ways to integrate peer-based and family services into mobile support team programming including the following activities: increasing awareness, stigma and discrimination reduction, education and training, counseling, and support groups for at-risk youth and their families.

• Learn ways to coordinate partnerships with existing school and community resources, including school resource officers, law enforcement, district crisis intervention teams, student and other youth organizations, health centers, counseling programs, and family supports.
Workshop Agenda

• History of systems change effort in Sonoma County and Accomplishments- Mike Kennedy

• Law Enforcement involvement in systems change and stigma reduction through Crisis Intervention Training (CIT) training - Lt. Mark Essick

• Crisis Assessment Prevention and Education (CAPE) and Mobile Support Team (MST)- Building Relationships with Schools and Law Enforcement- Karin Sellite

• Impact of Suicide Prevention Training-Question, Persuade, Refer (QPR)- Cruz Cavallo

• Peer and Family Support - Lauren Peterson and Jessie Panoski
History of Systems Change

• Building bridges with law enforcement
• Relationships with local high schools and colleges
• Collaboration with family members and peer providers
• Mental Health Services Act Community Planning Process
Behavioral Health Division
Prevention and Early Intervention Outreach Programs and Crisis Intervention System

**Community Intervention Program (CIP)**
Serves homeless providers, County-wide Health Centers, including Indian Health Project

**Psychiatric Emergency Services (PES) / Crisis Stabilization Unit**
(5150 Designation)
Available 24/7
Accepts referrals from local ER’s and law enforcement
Serves 4300 clients per year

**Substance Use Disorder Detox**
Available 24/7

**Crisis Residential**
Available 24/7 – 10 Beds
Clients can stay up to 30 days.

**Mobile Support Team (MST)**
Meets law enforcement in the field and provides crisis intervention and 5150 evaluations. NAMI and consumers involved with this program.
Available: 2 pm to Midnight/7 days per week

**Behavioral Health Division**
Prevention and Early Intervention Outreach Programs and Crisis Intervention System

Inpatient Hospital; Outpatient MH Services, Residential Treatment; Long Term Care; Supported Housing; Full Service Partnerships; Services to Youth and Families; Community Mental Health Centers – Petaluma, Guerneville, Sonoma, Cloverdale; Substance Use Disorder Outpatient Treatment; Substance Use Disorder Residential Treatment
MST, CIT and CAPE Accomplishments

• Awarded Steinberg Grant to expand geographically
• Board of Supervisors invested funds to support expansion of MST and CAPE Teams
• Press Coverage for CAPE, MST and CIT:
  
  *Sebastopol Police Receive Mental Health Crisis Training* - Sonoma West Times and News

  *Reaching Out to Students in Crisis* - Press Democrat

  *New Years Hope for Those Suffering* - Press Democrat- Op-Ed by Sonoma County Board of Supervisor Shirlee Zane
Crisis Intervention Training
Crisis Intervention Training (CIT) Goals

• Increase officer understanding of mental illness and substance abuse

• Improve relationships with the community, particularly with mental health professionals, people with mental illness, and family members

• Redirect those with mental illness away from the judicial system to the health care system

• Since 2008, over 350 officers in Sonoma County have participated in the CIT Academy

• Memphis Model developed in 1988 and nationally recognized as best practice
Law Enforcement Partnership

• Collaboration with Behavioral Health Division
• Stigma and Discrimination Reduction
• Mental Health Awareness and Promotion
• Building Trust and Relationships
• Shift in Law Enforcement Culture
Crisis Assessment, Prevention & Education (CAPE) Team
CAPE Team Purpose

• Educate the community about identifying youth struggling with mental health issues
• Educate the community about what to do if they find a youth who needs help
• Intervene early with identified youth
• Assess youth needs, connect them to treatment providers in the community
CAPE Team Origins

• Highly requested service through the MHSA Community Planning process
• Community members wanted mobile response to youth experiencing mental health concerns in the community
• Specific request was for high school and college age youth
CAPE Team – Staffing

• Licensed or licensed eligible clinicians with experience in youth services, school settings, crisis response, mental health

• Graduate level student interns

• Bi-lingual and bi-cultural staff

• Community partners include youth mental health services, CPS, family support services, and youth-run services
CAPE Team – Direct Services

• Meet with students screened and referred by school/site staff
• Complete a crisis assessment of needs
• Evaluate for involuntary treatment, place on hold if indicated
• Refer individual/family to community treatment resources
• Assist in successful connection
CAPE Team – Direct Services

• Facilitate groups on site if indicated, targeting depression, anxiety, skill-building, etc.

• Respond to schools, sites, community to provide support and critical incident debriefing after a tragedy has occurred

• Sit on Santa Rosa Junior College CIRT (Crisis Intervention Resource Team) to collaborate on students of concern
CAPE Team Trainings

• QPR – Question, Persuade, Refer, a suicide prevention training geared towards the general public
• Classroom presentations on a variety of mental health topics
• Trainings for school/site staff on mental health topics as requested
• AMSR – Assessing and Managing Suicide Risk, a suicide prevention training geared towards MH professionals
• MHFA – Mental Health First Aid, an overview of mental health topics and first response
Mobile Support Team (MST)
Mobile Support Team - Origins

• Highly requested services during the public community planning process for Mental Health Services Act (MSHA) funds

• A study done with Santa Rosa Police Department indicated a high number of calls had mental health and/or substance use components

• Natural evolution out of the 4-day Crisis Intervention Training (CIT) for law enforcement
Mobile Support Team - Goals

• Promote the safety and emotional stability of community members experiencing behavioral health crises
• Minimize negative outcomes for community members experiencing behavioral health crises
• Help community members experiencing behavioral health crises obtain ongoing support and treatment
• Prevent placement in settings that are more intensive, costly, or restrictive than necessary and appropriate
Mobile Support Team – Staffing

• Licensed or license eligible clinicians with experience in crisis response, mental health, and individuals with co-occurring disorders
• Certified substance abuse counselors with experience assessing substance use treatment needs, and managing crises
• Post-graduate clinical interns
• Family members and peer providers
• Bi-lingual and bi-cultural staff
Mobile Support Team – Operations

- Respond to calls only from Santa Rosa Police Department, Sonoma County Sheriffs Office, and Santa Rosa Junior College District Police (not directly from the community)
- Meet officers in the field on calls relating to mental health and/or substance use
- Provide crisis management and assessment of individual/family needs
- Write involuntary holds if necessary
- Coordinate with Crisis Stabilization Unit, Emergency Departments, detox, and other providers in managing the crisis
Mobile Support Team – Operations

• Provide referral and linkage to community treatment providers

• Conduct phone and in-person follow-up to increase the success of referrals

• Work with family and consumer providers to offer connections to support

• Conduct follow-up phone calls to individuals who have gone to the Crisis Stabilization Unit (CSU)
Impact of Suicide Prevention Training-Question, Persuade, Refer (QPR)
What is QPR?

• QPR stands for Question, Persuade and Refer
• Three steps anyone can learn to help prevent suicide
• Just like CPR, QPR is an emergency response to someone in crisis and can save lives.
• Learn how to recognize the warning signs of a suicide crisis and
• Learn to question, persuade, and refer someone to help
Research Supporting QPR

• QPR is an evidence-based training
• 3 studies (two in the US, one in the EU) show statistically significant results
• This training positively affects knowledge, skills and attitudes of trainees
• Some studies of similar suicide prevention trainings show promising results with a reduction in suicidal ideation, attempts, and deaths by suicide
• There are 31 individuals who are certified to teach QPR in Sonoma County
• 9 trainers are employed by Behavioral Health
• 3 trainers are also Master trainers
• We have been providing QPR trainings since 2010
How Many People Do We Train?

- 3,161 Sonoma County residents trained in QPR by County Behavioral Health staff since 2010
Where Do We Train?

**High Schools**
- Analy High
- El Molino High
- Piner High
- Sonoma Academy
- Santa Rosa High
- Ridgway High
- Laguna High
- Elsie Allen High

**Community**
- Job Link
- VOICES
- NAMI
- Goodwill
- Santa Rosa Veterans Memorial Building – Suicide Network Event
- Conference for Foster Parents and Workers (in Spanish)
- Family Justice Center
- YWCA
- Catholic Charities
- Nuestra Voz/La Luz
- + 25 more agencies
QPR’s Provided From 2010 to 2014

- 64% for High Schools
- 36% for Agencies

Source: Sonoma County Department of Health Services - Behavioral Health Division
Demographics - Gender

High Schools
- Male: 53%
- Female: 46%
- Other: 1%

Community
- Male: 22%
- Female: 73%
- Other: 5%
Demographics – Sexual Orientation

Community

- **STRAIGHT**: 79%
- **LESBIAN**: 21%
- **GAY**: 7%
- **DECLINE TO STATE**: 3%
- **BISEXUAL**: 4%
- **OTHER**: 5%
Demographics – Sexual Orientation

High School

87% STRAIGHT
13% BISEXUAL
2% LESBIAN
3% GAY
2% TRANSGENDER
1% DECLINE TO STATE
0% OTHER
0% BLANK
Demographics - Ethnicity

High School

- CAUCASIAN: 49%
- LATINO/A: 25%
- MULTI-ETHNIC: 12%
- AFRICAN AMERICAN: 3%
- NATIVE AMERICAN: 2%
- OTHER: 9%

Community

- CAUCASIAN: 57%
- LATINO/A: 27%
- MULTI-ETHNIC: 3%
- NATIVE AMERICAN: 0%
Impact of Training: Knowledge

“Facts Concerning Suicide Prevention”

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“Suicide Warning Signs”

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Impact of Training: Knowledge

“How to Ask Someone about Suicide”

“Local Resources related to Suicide”

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“Do you feel that asking someone about suicide is appropriate?”

“Do you feel likely to ask someone if they are thinking about suicide?”
I knew a lot about suicide but not a lot about how to prevent it so this has really helped me expand my knowledge.

It was important for me to hear that not everybody is alone.

I wish I had called the suicide hotline before I attempted suicide. Luckily I am still here and I hope many people decide not to do the same thing.

I have a couple of friends that are suicidal and I know how to make them better. The whole time I was thinking about them.

I have a friend who uses many of these suicidal warning signs. This helps a lot.

It’s excellent because a lot of people don’t know to confront people. Now that we know and have a procedure, it’s easy.

This was very helpful and brought lots of awareness. Thank you!
Peer and Family Partnership with Mobile Support Team
Peer Providers

• Share how lived experience impacts change
• Story from peers working with the Mobile Support Team
• Peer and family member services available
• Navigation of the Behavioral Health System of Care
Family Member Provider

- Family members share how their lived experience impacts change
- Stories from family members working with the Mobile Support Team
- Family members navigate consumers to available services
- Provide support navigating Behavioral Health System of Care
CalMHSA Campaign Promotion

- Each Mind Matters and Know the Signs
- Mental Health Services Act Newsletter
- North Bay Suicide Prevention Hotline
- New Peer Warmline Connection of Sonoma County
An Example of How Sonoma County incorporates the Each Mind Matters Campaign in the MHSA Newsletter
Links to CalMHSA Resources

- Know the Signs: [www.suicideispreventable.org](http://www.suicideispreventable.org)
- Reconozca Las Senales: [www.elsuicidioesprevenible.org](http://www.elsuicidioesprevenible.org)
- My3: [www.my3app.org](http://www.my3app.org)
- Reach Out: [us.reachout.com/reachouthere](http://us.reachout.com/reachouthere)
- North Bay Suicide Prevention Hotline: [www.sonoma-county.org/health/topics/suicideprevention.asp](http://www.sonoma-county.org/health/topics/suicideprevention.asp)
- Each Mind Matters: [www.eachmindmatters.org](http://www.eachmindmatters.org)
- SanaMente: [www.eachmindmatters.org/get-informed/sobre-sanamente](http://www.eachmindmatters.org/get-informed/sobre-sanamente)
- Peer Warmline Connection of Sonoma County: [www.gire.org/menus/Programs.html](http://www.gire.org/menus/Programs.html)
Thank you!

• Questions?

• Please fill out Post Survey
Other Resources

• Sonoma County Behavioral Health Division: [www.sonoma-county.org/health/about/behavioralhealth.asp](http://www.sonoma-county.org/health/about/behavioralhealth.asp)


• Question, Persuade Refer: [www.qprinstitute.com/index.html](http://www.qprinstitute.com/index.html)

• National Alliance on Mental Illness of Sonoma County: [www.namisonomacounty.org/](http://www.namisonomacounty.org/)

• Goodwill Redwood Empire: [www.gire.org/menus/programs.html](http://www.gire.org/menus/programs.html)

• Applied Managed Suicide Risk: [www.sprc.org/news-events/events/amsr-training](http://www.sprc.org/news-events/events/amsr-training)

• Mental Health First Aid: [www.mentalhealthfirstaid.org/cs/](http://www.mentalhealthfirstaid.org/cs/)

• Sonoma County Sheriff’s Office: [www.sonomashерiff.org](http://www.sonomashерiff.org)
Follow Up Questions?

For more information contact:
Karin Sellite, Client Care Manager
Karin.Sellite@sonoma-county.org, (707)565-3542

For more information about Crisis Response Services in Sonoma County go to: www.sonoma-county.org/health/about/behavioralhealth_mh.asp

To learn more about Sonoma County’s MHSA funded programs or to request a copy of this PowerPoint contact:
Amy Faulstich, MHSA Coordinator
Amy.Faulstich@sonoma-county.org, (707)565-4823