

Update on San Antonio Community Outreach and Resiliency Effort

Jessie Higgins, Chief Mental Health Officer
Public Safety Committee, 5/21/24

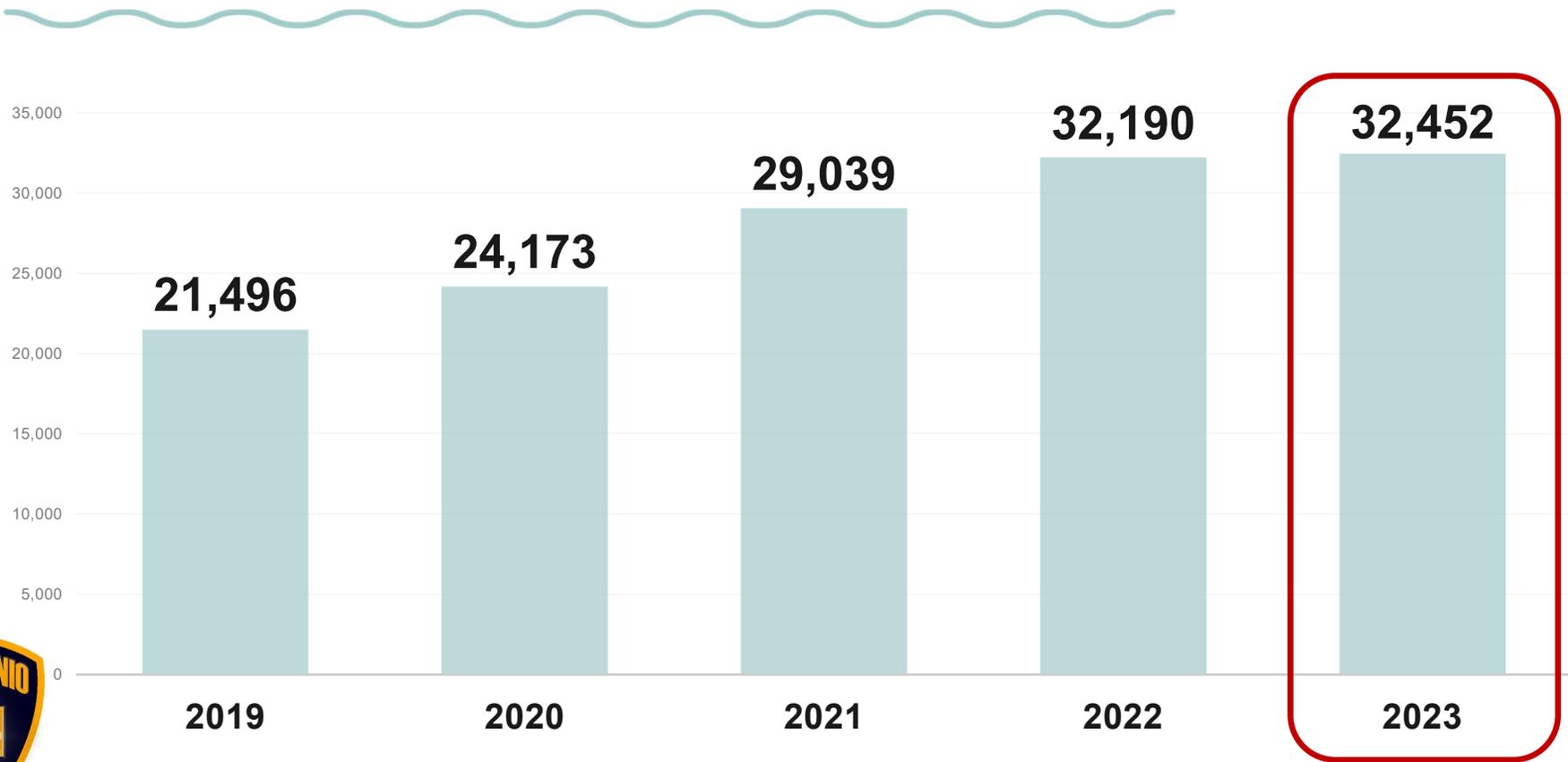




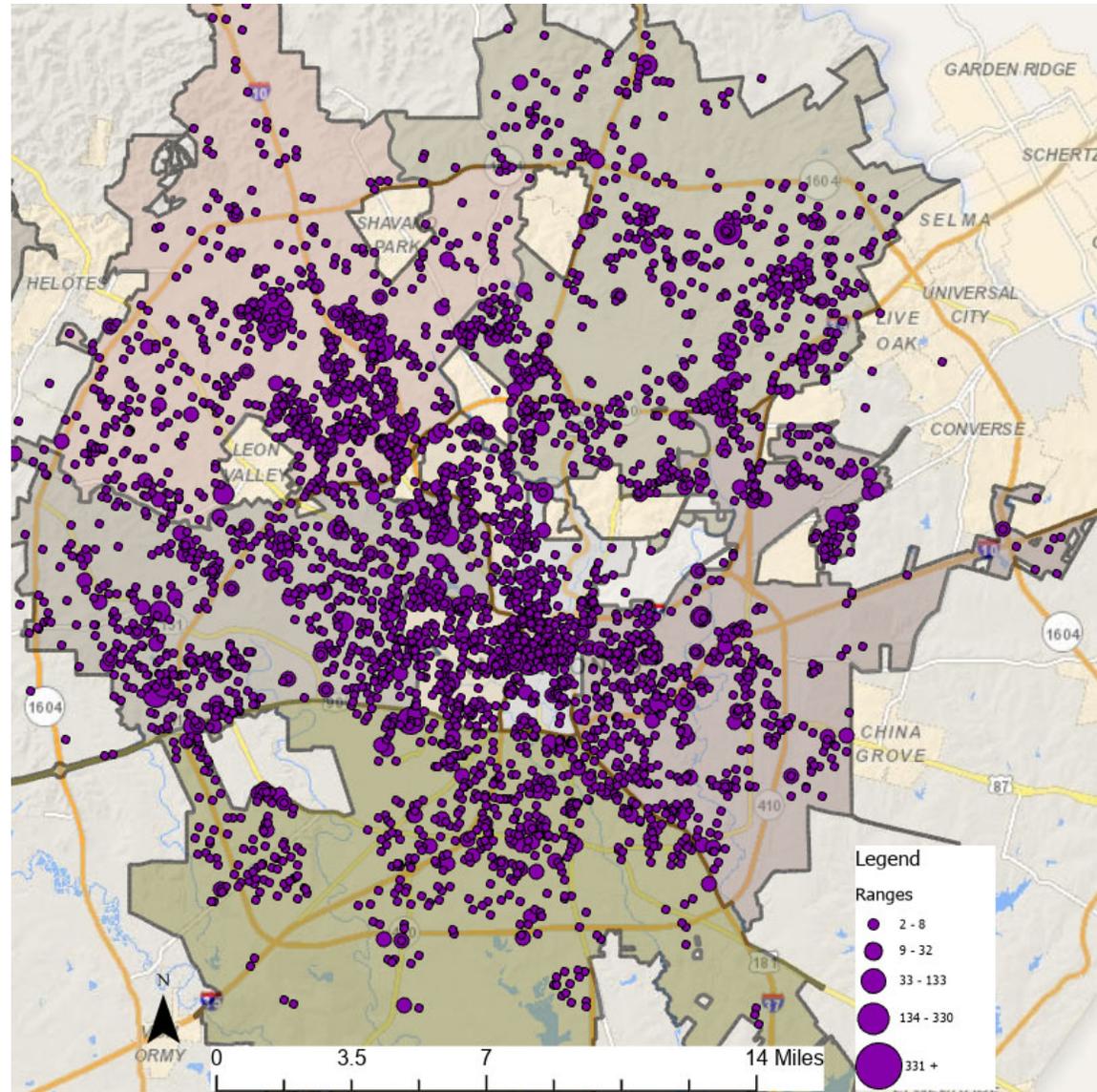
Presentation Overview

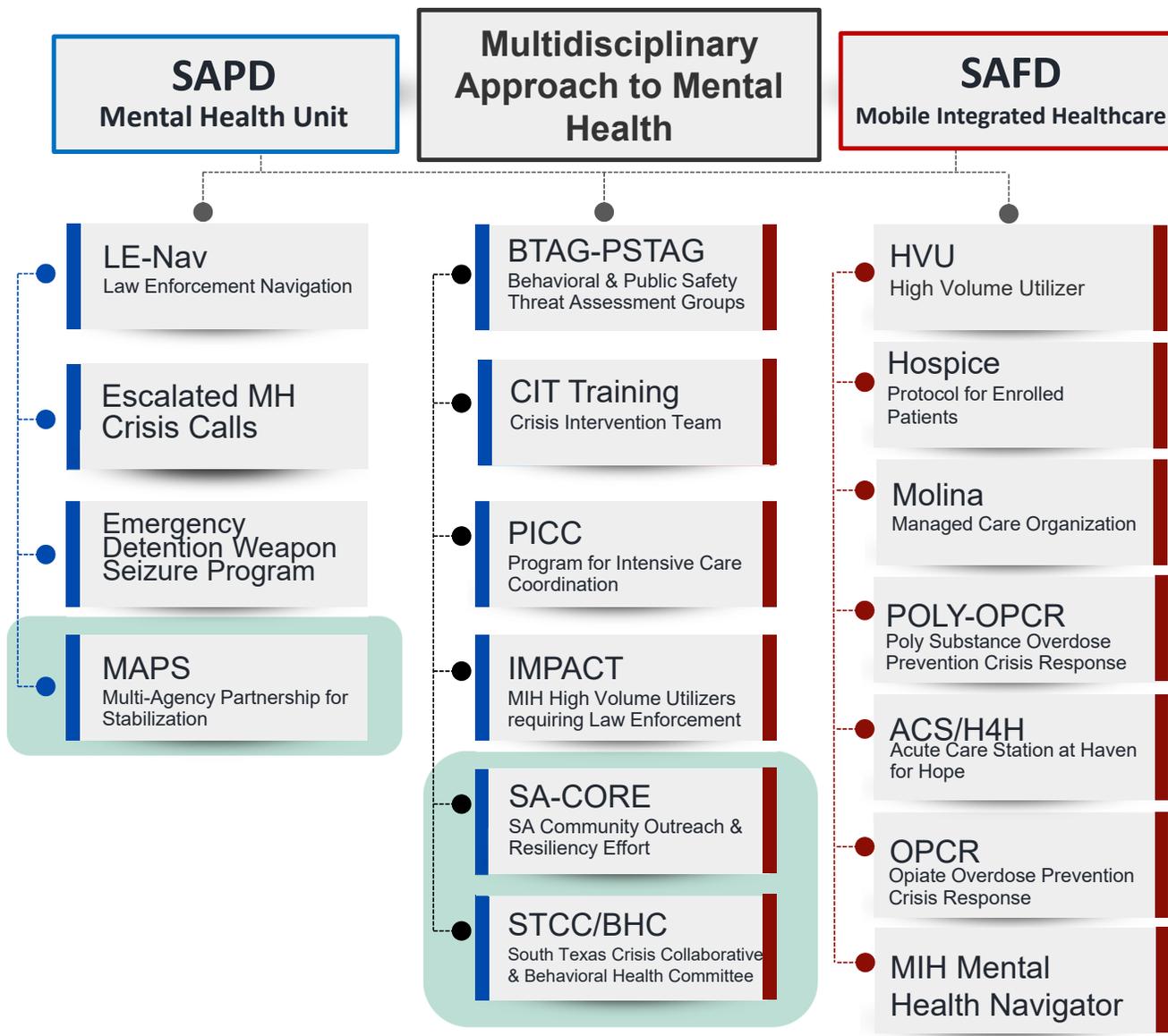
- Public Safety and Mental Health Overview
- Background of SA-CORE Team & Review of SA-CORE 1 Year Pilot
- Current State – 3 Teams
- Next Steps – 24/7 Response

SAPD Mental Health 911 Calls



SAPD CY2023 Mental Health Dispatch Response Counts by Unique Address: **2 or More**





SA-CORE Beginnings



In 2021, the Meadows Mental Health Policy Institute conducted an analysis of the San Antonio First Response System

- Key finding: An existing system of collaboration, both internally and externally
- Recommendations: Expansion of policing and community approaches to mental health emergency response to give more response options to support SAPD

Objectives of SA-CORE



Respond

Respond to 911 mental health call to assist person experiencing behavioral health crisis using the least restrictive approach with clinical team at the forefront

Reduce

Reduce unnecessary arrests by routing person to correct level of care

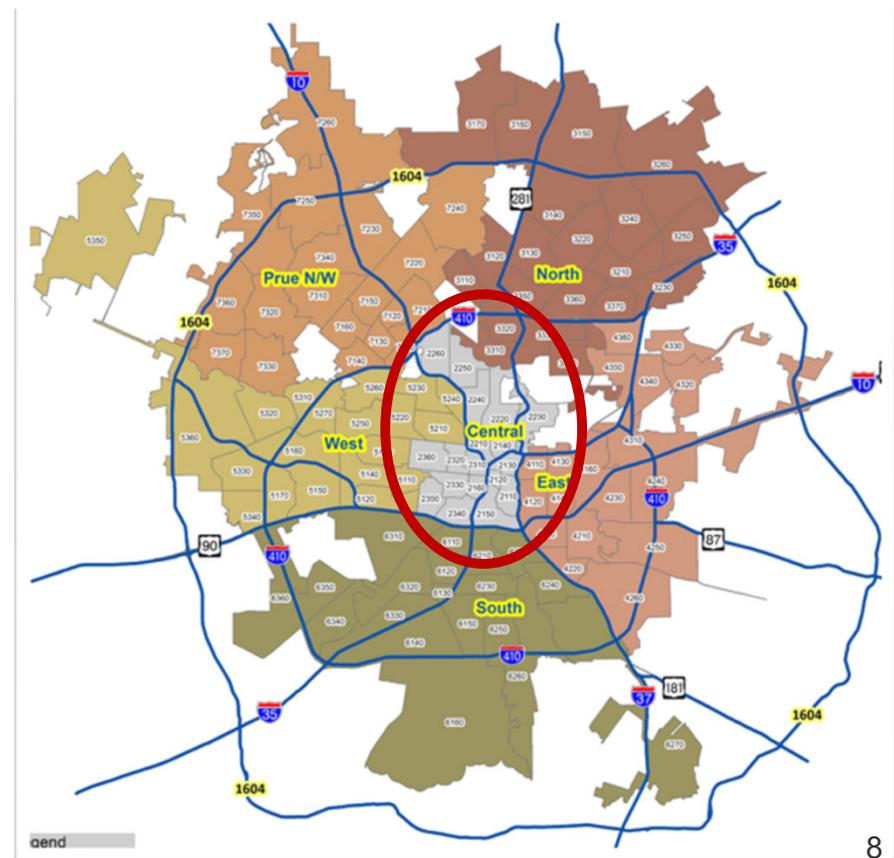
Increase

Increase access to outpatient services

SA-CORE Pilot Program

One team added in FY 2022
Budget

- Central Substation
- 7-days per week, 7am-11pm (16-hours)
- Soft launch April 4, 2022 & formal launch April 18, 2022



Composition of the SA-CORE Team



Team made up of three members

- CHCS Mental Health Clinician
- SAFD Mobile Integrated Healthcare Paramedic
- SAPD Mental Health Unit Officer

Clinicians follow up with individuals after first contact



THE CENTER
FOR HEALTH CARE SERVICES
Mental Health & Substance Use Solutions

Where hope and healing begin.



STRAC
Southwest Texas Regional Advisory Council



METROPOLITAN
HEALTH DISTRICT

SA-CORE 1 Year Pilot Results

April 2022-March 2023

Response Outcomes		
Resolved on Scene	512	35%
Emergency Detention	411	28%
Transported ^a	191	13%
Arrest	6	0.4%
Other ^b	172	12%
Cancelled ^c	173	12%
Total	1,465	

- a) Transported to Behavioral Hospital, Outpatient Clinic, Social Needs, EMS Transport
- b) Unable to locate individual
- c) Cancelled in route

SA-CORE Follow Up Outcomes

CHCS Data from April 2022-December 2022 – 740 Unique Clients



SA-CORE Follow Up Clinician makes contact

SA-CORE Follow Up Clinician either transitions or discharges the person



When people transitioned to CHCS:

- 15% were already connected to CHCS
- 56% started CHCS services
- 29% refused services

SA-CORE Responses

April 2023-December 2023

Response Outcomes		
Resolved on Scene	333	36%
Emergency Detention	223	24%
Transported ^a	125	14%
Arrest	1	0%
Other ^b	155	17%
Cancelled ^c	85	9%
Total	922	

- a) Transported to Behavioral Hospital, Outpatient Clinic, Social Needs, EMS Transport
- b) Unable to locate individual
- c) Cancelled in route

SA-CORE Expansion Timeline

May 2023

- Council approves 2 additional teams



September 2023

- Council approves 3 teams for 24/7 coverage



January 1, 2024

- Began citywide coverage with 3 teams (16 hours/day)



July 2024

- Will begin 24/7 Coverage with 3 teams



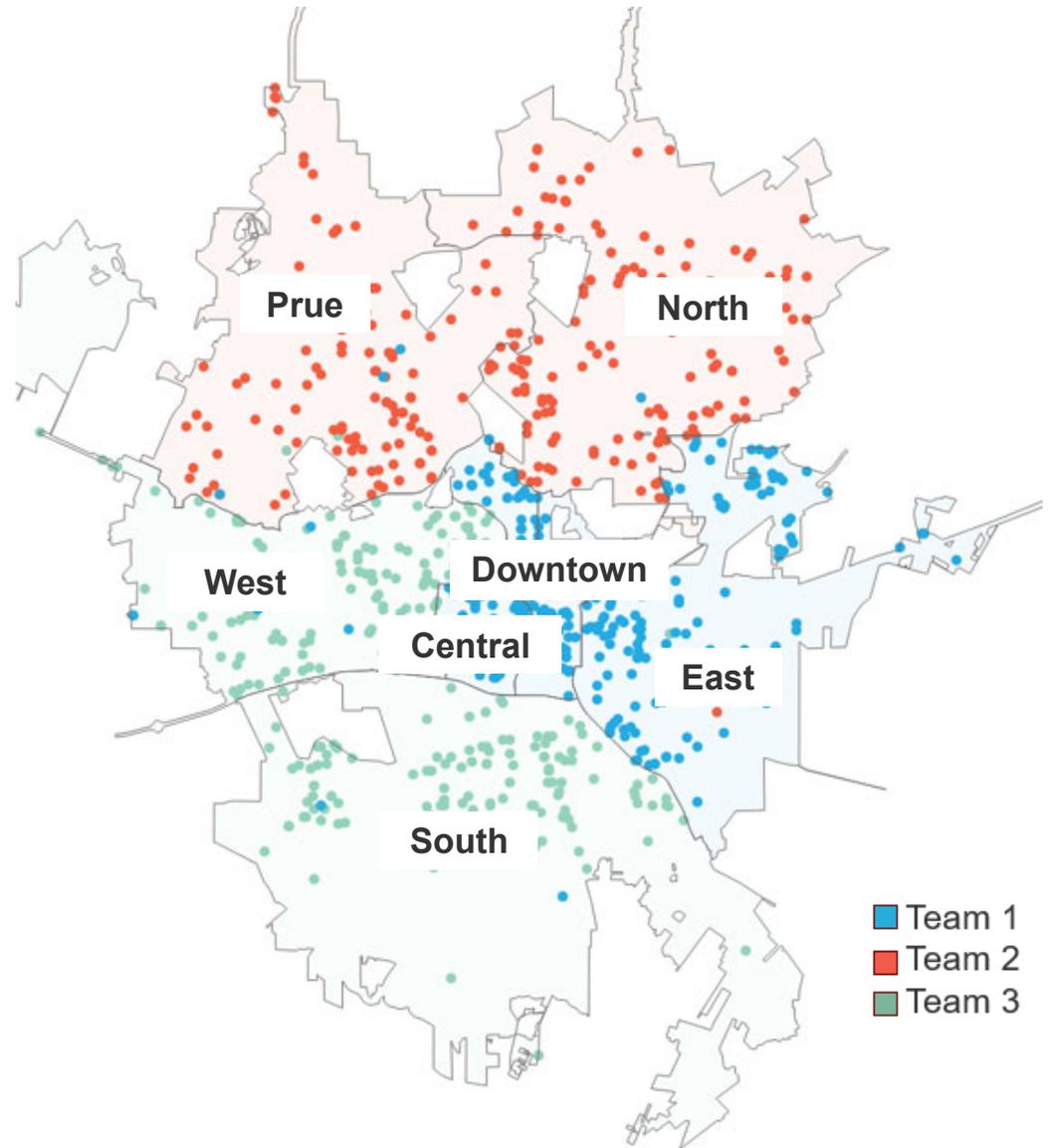
Citywide Coverage

*Two teams added January 1st
for total of 3 Teams*

*16 hours per day, 7 days a
week*

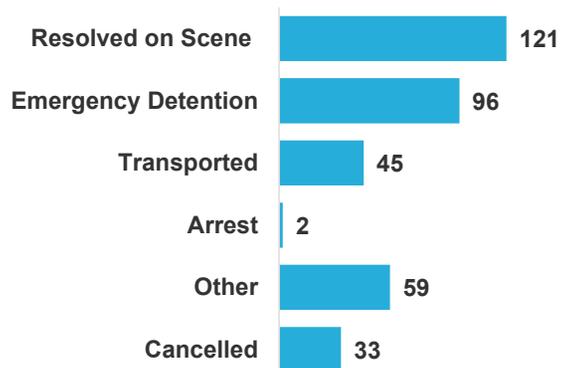
January-March 2024:

- Team 1 – 356 Responses
- Team 2 – 268 Responses
- Team 3 – 315 Responses



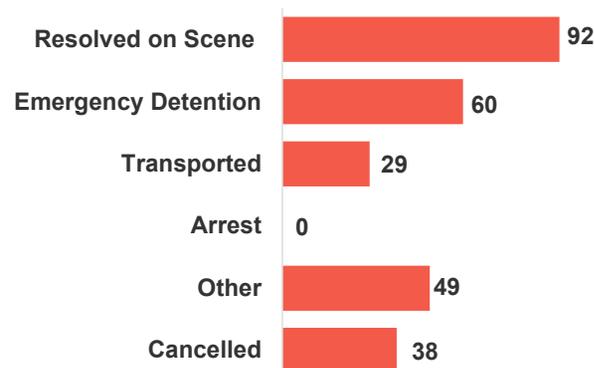
Responses - 3 Teams

Jan 24-March 24



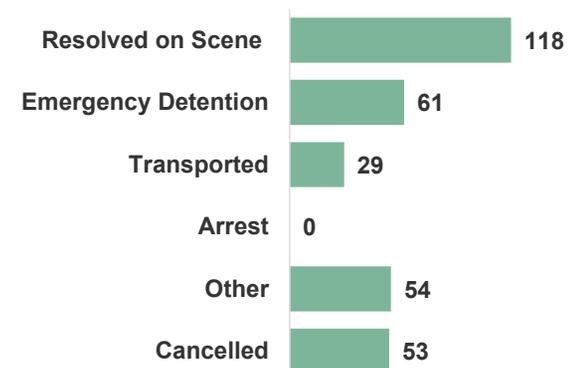
Team 1

- Central & East
- 356 Responses



Team 2

- Prue & North
- 268 Responses



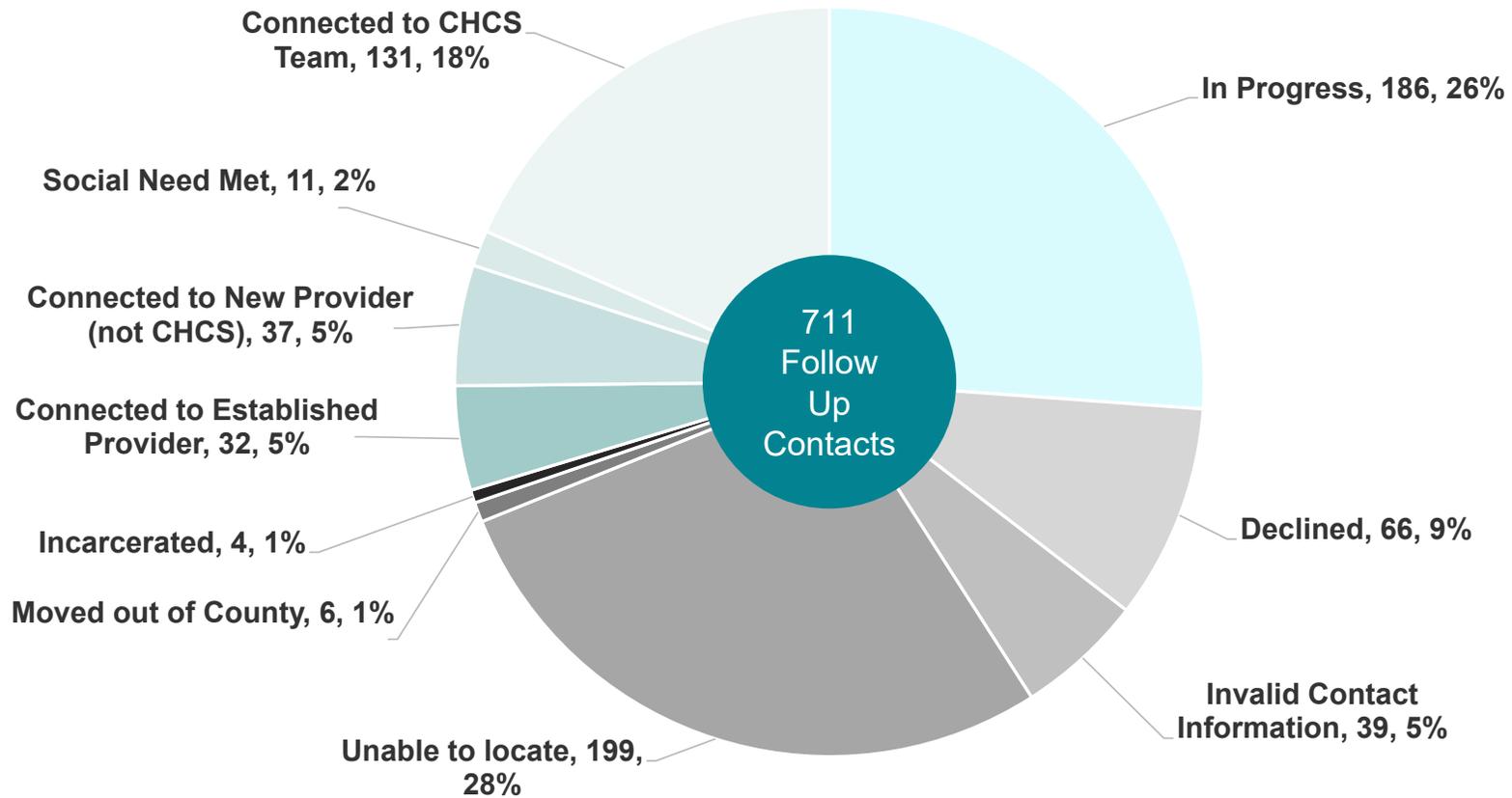
Team 3

- South & West
- 315 Responses

Transported- Behavioral Hospital, Outpatient Clinic, Social Needs, EMS Transport
Other - Assists, Unable to locate individual
Cancelled in route

SA-CORE Follow Up

Jan-March 2024



Next Steps

On track to expand to
24-hour, citywide
coverage, July 1, 2024



THANK YOU!

Jessie Higgins
Chief Mental Health Officer
San Antonio Metropolitan Health District

