



Be Well
ORANGE COUNTY

MOBILE RESPONSE OPERATIONS

DECEMBER 2023 DATA REPORT



City Partners: Anaheim
Garden Grove
Huntington Beach
Irvine
Laguna Beach
Newport Beach
University of California, Irvine (UCI)
Westminster



Be Well
ORANGE COUNTY

Be Well OC - Mobile Response

The Be Well OC Mobile Response Team is composed of two crisis intervention specialists who provide in-community assessment and crisis stabilization services to individuals experiencing mental health or substance use challenges.

The mobile response team provides information, referrals, transportation and additional follow-up support and case management. The mobile response program helps improve outcomes for those in need, while also supporting law enforcement and EMS so they can focus on calls where they are needed most urgently. The net result is improved mental health care for Orange County residents, at a lower overall cost to the community.



Data Findings

- Be Well Mobile completed 3,408 services within the contracted cities in December. Services include responding to dispatch calls, proactive outreach, client follow-up, and case management. 790 services were in response to dispatch calls. The Mobile teams provided 1,582 hours of time on scene.
- Be Well Mobile's average response time in December was 10 minutes. The average time on scene was 30 minutes.
- In December, 80% of Be Well Mobile services did not require a co-response from Police, Fire, or EMS. This demonstrates the Mobile Response team's efficiency and effectiveness in de-escalating community members in crisis. The Crisis Intervention Specialists provided clients with supplies, resources, referrals, transportation, and linkage to case management.
- Be Well Mobile provided 188 transportation services to locations such as Be Well OC's Crisis Stabilization Unit and Sobering Center, Shelters, and other local facilities. Of these, 81 were provided treatment and care at Be Well OC's Orange Campus.
- Of the 3,408 Mobile services provided in December, 964 services were provided to unique individuals, including 587 new clients served.

ACCESS Program

Be Well OC joined Anaheim Collaborative Courts: Evaluating Strategies and Solutions (ACCESS) Program at the One Year Celebration.



Pictured above: Honorable Judge Maria Hernandez, Kathryn Hamel, Ph.D.



Pictured above: Davina Serna, Diana Arbelaez, Jennifer Daniels, Jessica Foat, Kathryn Hamel, Ph.D.

"The Westminster Police Department holds several probationary training courses throughout the year. The purpose of the training is to further develop probationary employees to be successful peace officers for the city. The training courses are generally a day long and consist of classroom and tactical training. I recently asked your office to assist with the training. Although your organization is housed at WPD, several of our younger officers were unfamiliar with the totality of what the organization can assist with.

Lance Lindgren and Brianna Vazquez recently came out and gave great presentations to our officers. They were engaging and knowledgeable and made the learning environment fun and interactive for the officers. I would like to commend them for their portion of our training and for bridging the gap between the police and your organization, which provides a collaborative effort for the homeless and the mentally ill. I appreciate their knowledge and education and look forward to utilizing their skills as educators in future training courses."

- Westminster Police Department, East Area Commander, Andrew Stowers

Community Outreach & Stakeholder Engagement

As part of their mission, Be Well Mobile teams engage in robust community outreach efforts to educate key stakeholders on how and when to use the service. Mobile Response teams establish relationships and build trust with city law enforcement, emergency responders, schools, homeless services, and more. Staff are present at events in their local community to educate community members about the available services. Community outreach efforts include attending local events, participating in collaborative groups, providing community presentations, and professional training.

Collaborative Groups

- City of Anaheim Homeless Collaborative
- Laguna Beach Family Resource Center
- Inter-Faith Committee Meeting
- OC Hoarding Task Force
- Huntington Beach Homeless Task Force
- Huntington Beach Navigation Center
- Orange County Veteran & Military Family Collaborative
- CHIOC Taskforce
- Community Health Initiative OC
- Northeast of the Well
- For Families Collaboration Meeting
- Community Suicide Prevention Coalition
- Crisis Intervention Training Committee

Events

- Newport Academy Equine Therapy
- Be Well Community Connect
- Embark Coffee & Connections

Community Presentations

- Irvine Police Department Briefing
- Children's Bureau
- Melinda Hoag
- PATH Sobering Station
- HUB Center
- OC Public Defenders Office
- Church World Service

OC Sexual Abuse Response Team (SART)

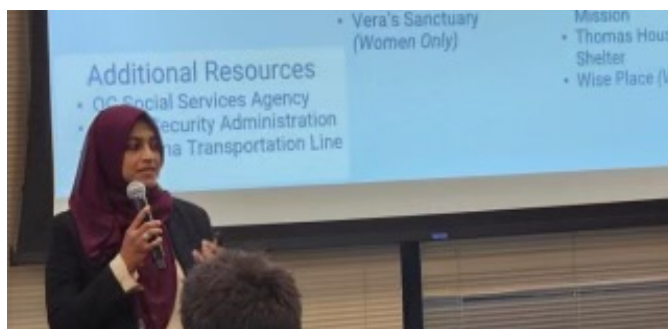
Mobile Operations Director, Jessica Foat, M.Ed., and Irvine Mobile Manager Sameeha Jabbar, MSW, LCSW, provided trauma-informed approach training to participants at Orange County Sexual Abuse Response Team (SART) monthly meeting.



Pictured above: Sameeha Jabbar, Jessica Foat

Older Adult Mental Health Training

Sameeha Jabbar, MSW, LCSW, provided trauma-informed approach training to participants at the Older Adult Mental Health Training in partnership with OCHCA.



Pictured above: Sameeha Jabbar

Anaheim

The Anaheim Mobile Team responded to a report of a client off of their medications and experiencing a mental health crisis. Upon arrival, the team engaged with the client's family to gather pertinent medical and mental health history. The client displayed heightened paranoia, delusional thoughts, anxiety, and physical manifestations of delusions. With compassion and patience, the team built a rapport with the client, and helped them to understand the importance of medication management. The client willingly agreed to meet with a psychiatrist. The Mobile Team successfully transported the client to Be Well's Crisis Stabilization Unit (CSU) for mental health services, support, and access to additional resources.

Garden Grove

The Garden Grove Mobile Team responded to a client and their family needing shelter. The father explained their two-week stay at the current location had depleted their finances. The Mobile Team coordinated with a local church for temporary accommodation. The team assisted the family in gathering belongings and transported them safely to a church to be interviewed by a program manager for additional support. The Mobile Team advocated for the family and, upon approval, safely transported the family to the approved hotel, after the church offered to cover a week-long stay for the family.

In coordination with other Mobile Team staff and Community Partner Organizations, the Case Manager worked towards securing phones and hotel vouchers for the family. The family expressed gratitude for our support during their challenging time.

Huntington Beach

The Huntington Beach Mobile team responded to a middle schooler expressing self-harm and suicidal thoughts. The team collaborated with school staff, police officers, and the family to develop a safety plan. The Mobile Team transported the adolescent to Be Well's Adolescent Crisis Stabilization Unit and worked in partnership with campus teams to ensure tailored treatment and discharge planning for the family.

Irvine

The Mobile Teams in Irvine and Laguna Beach have been dedicated to assisting a client for the past year and a half as the individual transitions between the two cities. Initially contacted by the Irvine Mobile Team, the elderly client struggled with coherent decision-making and safety planning. Despite declining services, the team, through coordinated efforts, facilitated psychiatric evaluations and 5150 placements. The team continued their efforts and conducted a recent outreach of the client in Irvine. Again, the Mobile Team engaged various resources, eventually securing a spot at a Skilled Nursing Facility in Southern California. Transported and placed on the same day, the client, after years of homelessness, now enjoys a safe environment with continuous care.

Success Stories

Laguna Beach

The Mobile Team, dispatched by the Laguna Beach Police Department, supported an unhoused client. The client informed the Mobile Team that they were actively addicted to several substances, had a history of self-harm, and were previously involuntarily admitted to an inpatient mental health facility. The client was interested in seeking help with these issues but struggled to access any facilities. The Mobile Team successfully transported the client to Be Well's Crisis Stabilization Unit (CSU) to receive care. Following treatment at the CSU, the client was successfully transferred to College Hospital's inpatient program to receive further treatment for substance abuse and mental health.

Newport Beach

Encountering a youth client experiencing homelessness and mental health struggles, the Newport Beach Mobile Team explored various options, including shelter and mental health services. Despite challenges due to a COVID outbreak at the shelter, the team prioritized the client's well-being. Follow-up efforts included transporting the client to a meal center and exploring mental health evaluation options.

The Mobile Team followed up with a youth client in crisis, ensuring they received mental health treatment after exhibiting symptoms and expressing interest in it earlier. The team transported the client to Be Well's Crisis Stabilization Unit (CSU). The Case Manager provided follow-up to connect the client to longer-term mental health or housing programs. The client shared aspirations to become a cook someday and thanked the Mobile Team for their support.

UCI

The UCI campus closed for two weeks in December, and many students left for the holidays. Although the campus was closed, the team ensured to regularly conduct patrol checks and establish an ongoing presence. The team would proactively attend events such as Basketball and Volleyball games to build relationships with those present and educate them about Be Well services.

Westminster

Responding to a verbal dispute between a client and their spouse, the Westminster Mobile Team discovered the client's struggles with Post Traumatic Stress Disorder (PTSD) and delusions. The team gathered collateral information, learned of the extent of the client's delusions stemming from an event while deployed in Iraq, and worked to get the veteran into care. The Mobile Team compassionately presented Be Well services, and the client willingly accepted. The Mobile Team successfully transported the client to Be Well's Crisis Stabilization Unit (CSU) and ensured immediate care for the client's mental health concerns.

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Services Completed
this Month

3,408

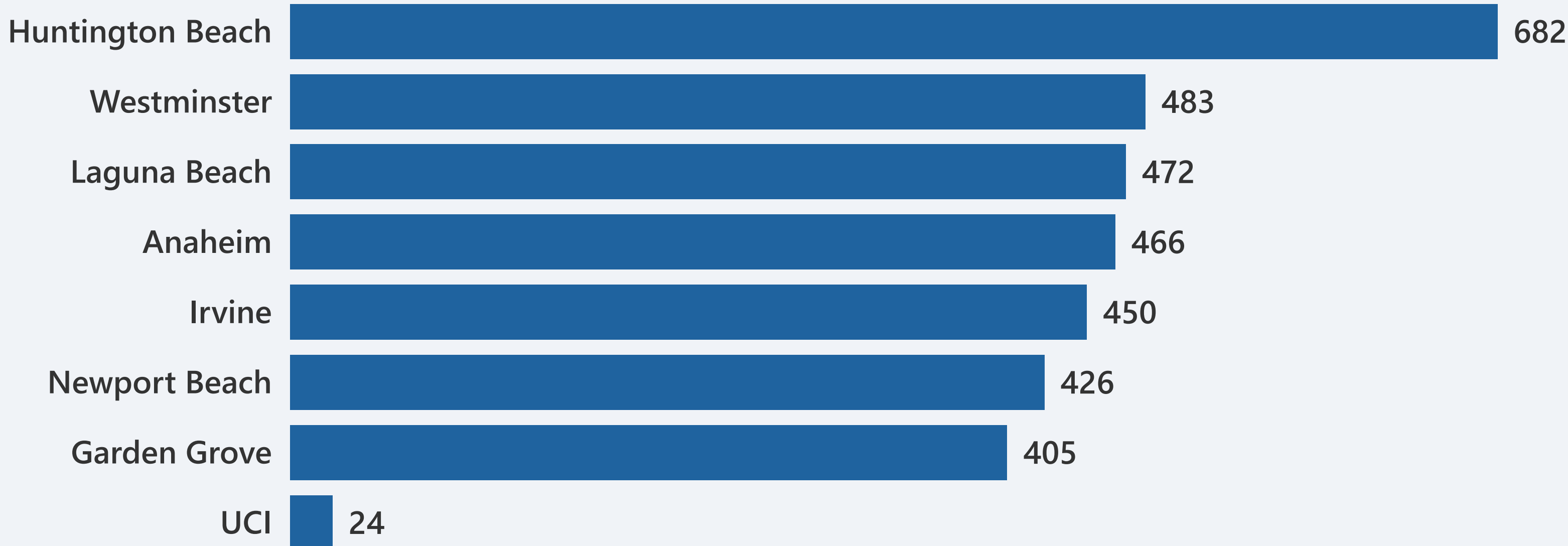
Average Time
on Scene

30 minutes

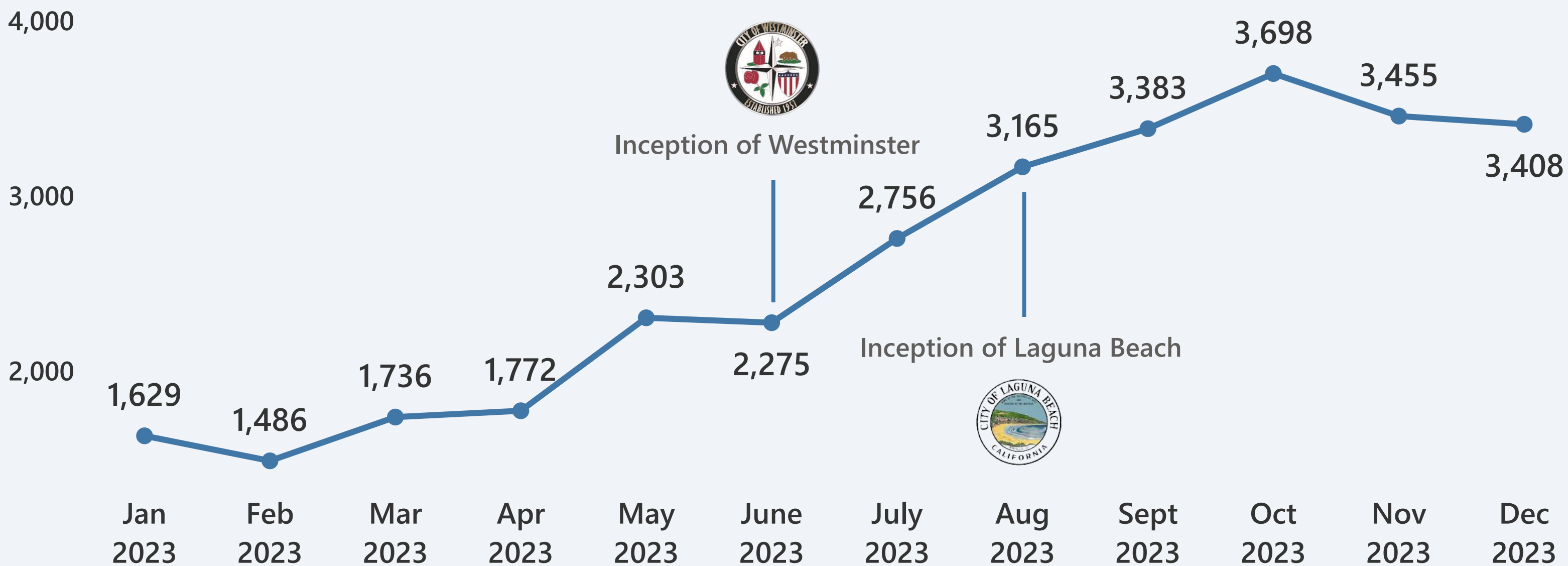
Total Time on Scene

1,582 Hours

of Services / City



Number of Services Year to Date



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No Co-Response
Required

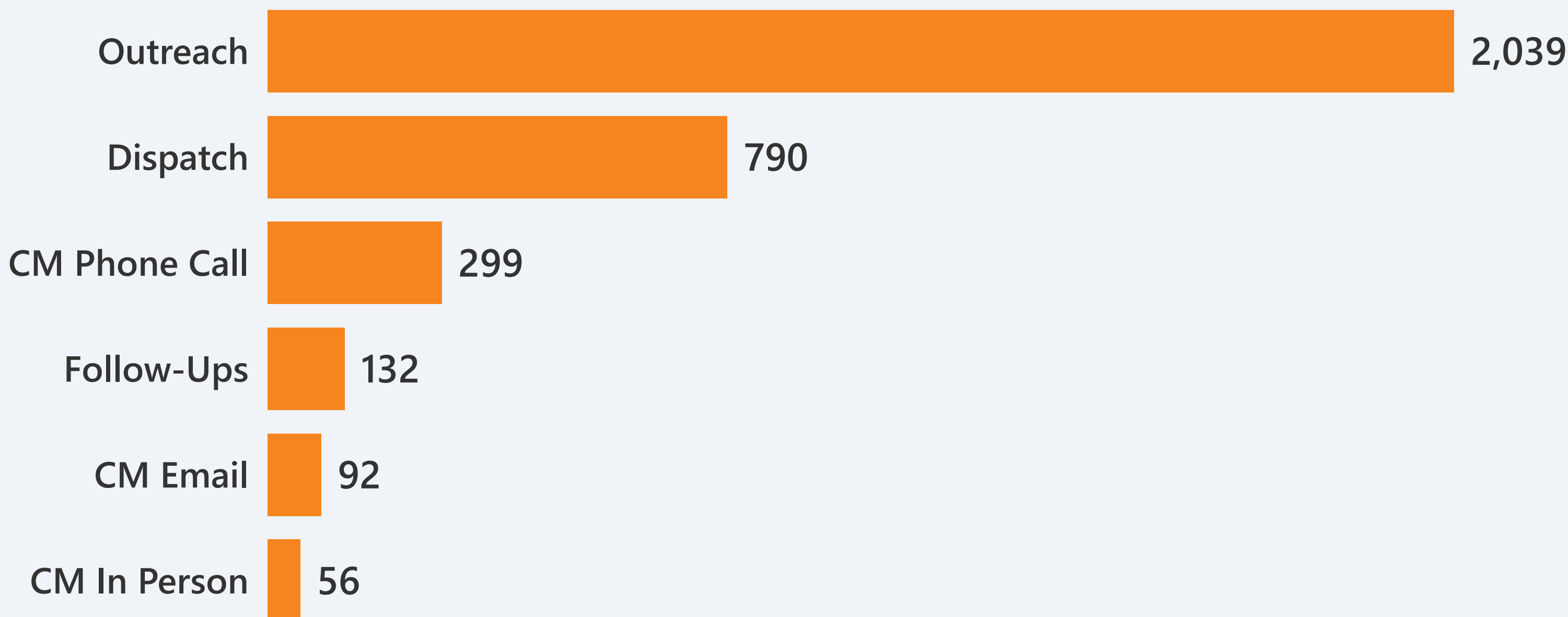
80%

Average
Response Time

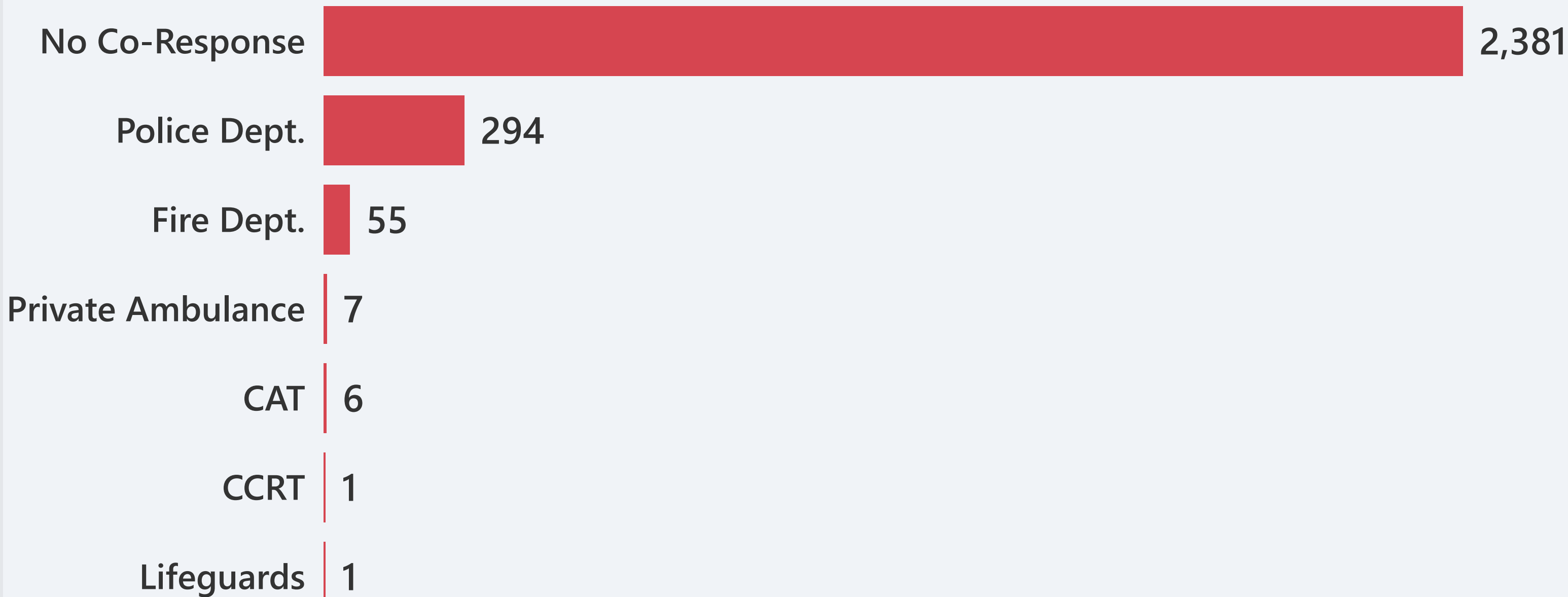
10 minutes

Types of Service

CM = Case Manager



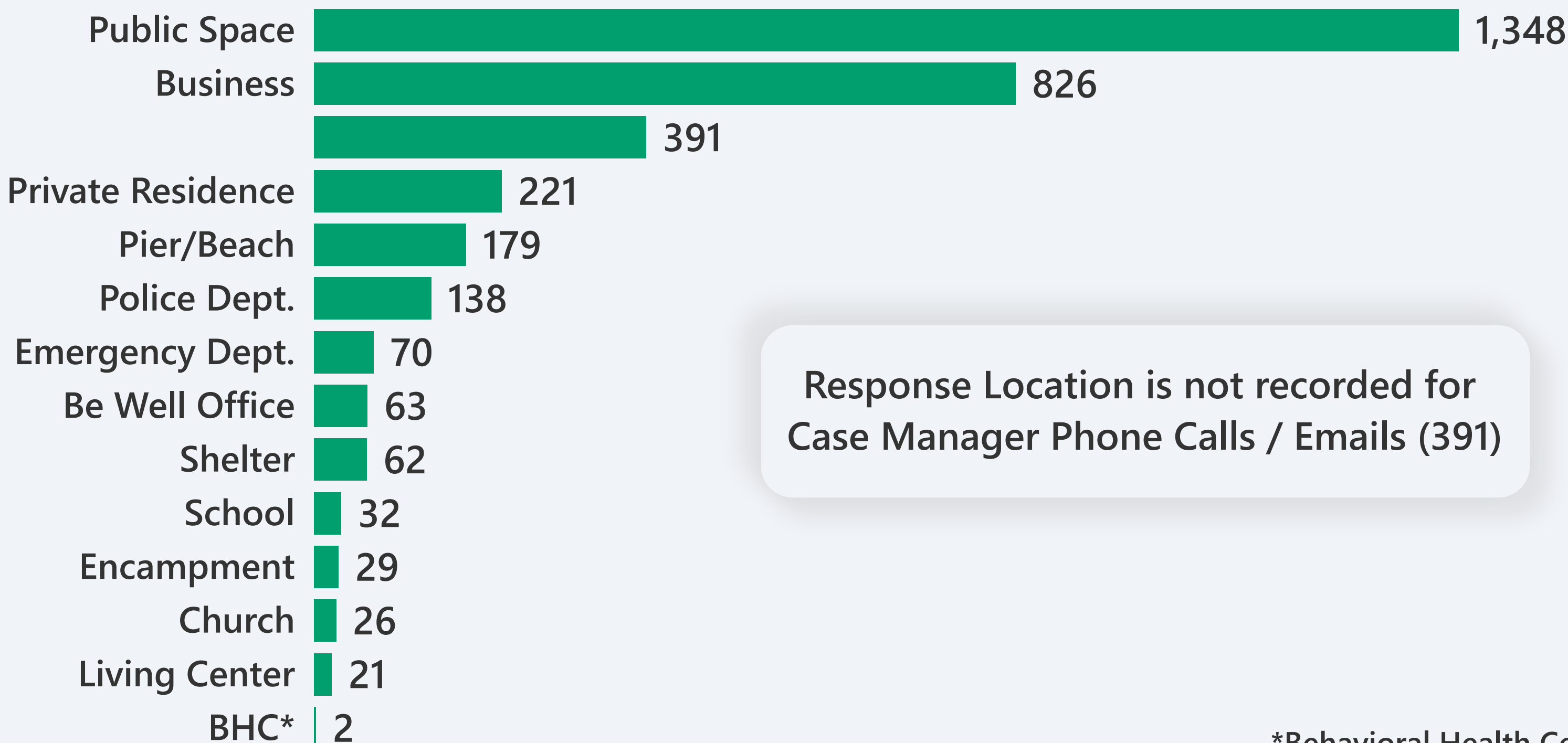
Other Responders on Scene



This visual is derived of only Mobile Services and does not include Case Management.

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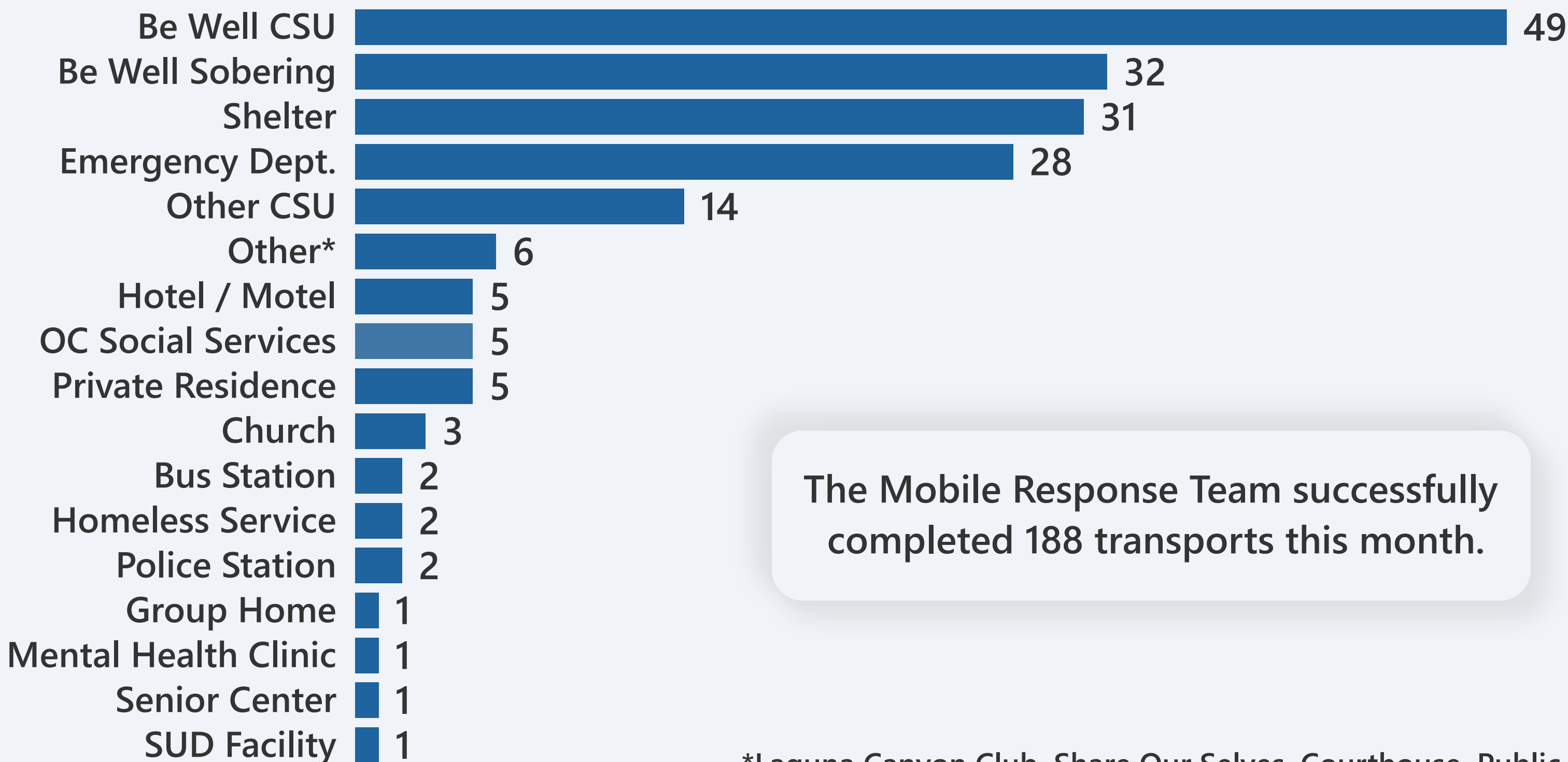
Service Response Locations



"Public Space" includes parks, public restrooms, bus / train stations, sidewalks, and other public facilities.

Transport Locations

CSU = Crisis Stabilization Unit



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Data on this page is derived from Mobile Services only

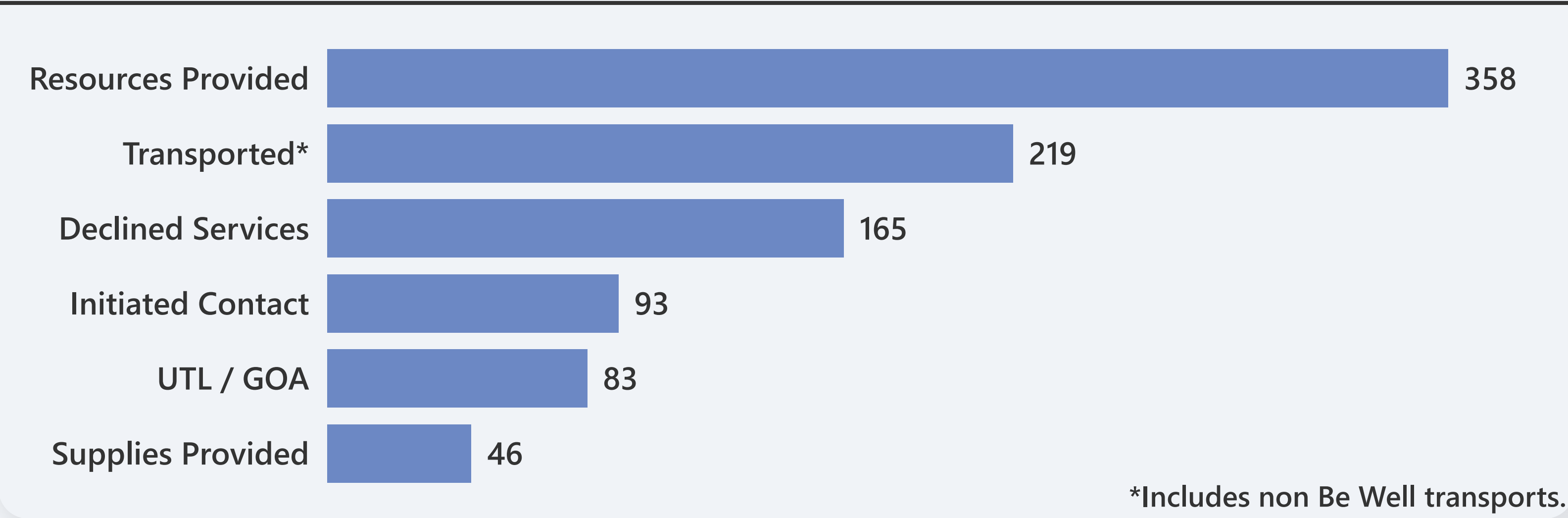
of Unique Clients Assisted

964

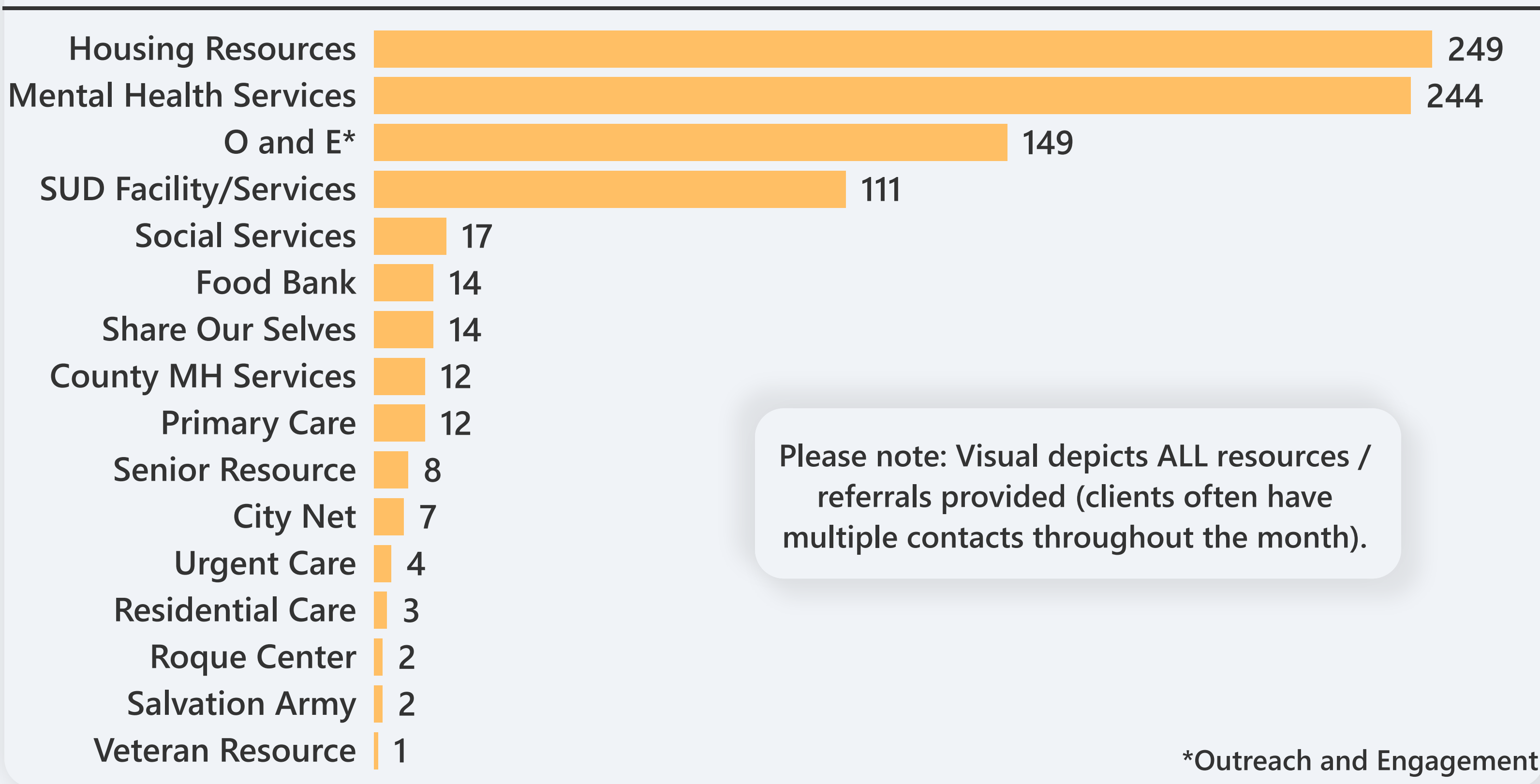
New Clients Assisted

587

Outcome of Service to Each Client



Resources / Referrals Provided to Clients



Please note: Visual depicts ALL resources / referrals provided (clients often have multiple contacts throughout the month).

*Outreach and Engagement

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Data on this page is derived from Case Management Services only

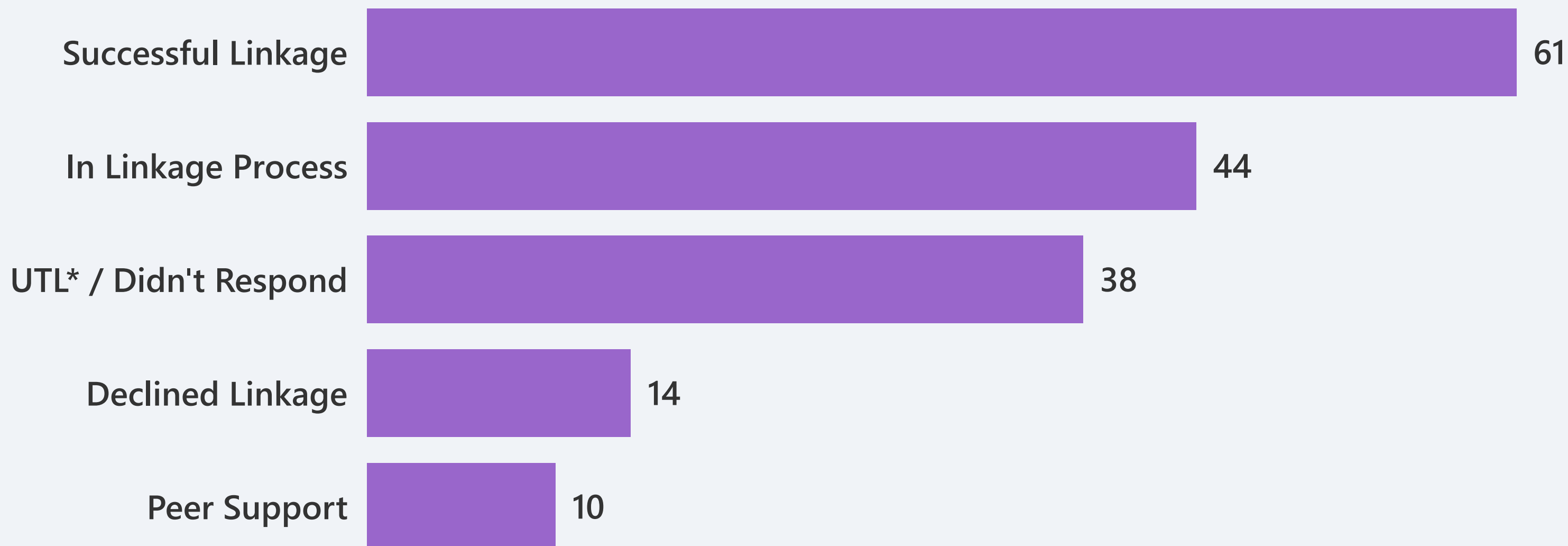
of Unique Clients Assisted

167

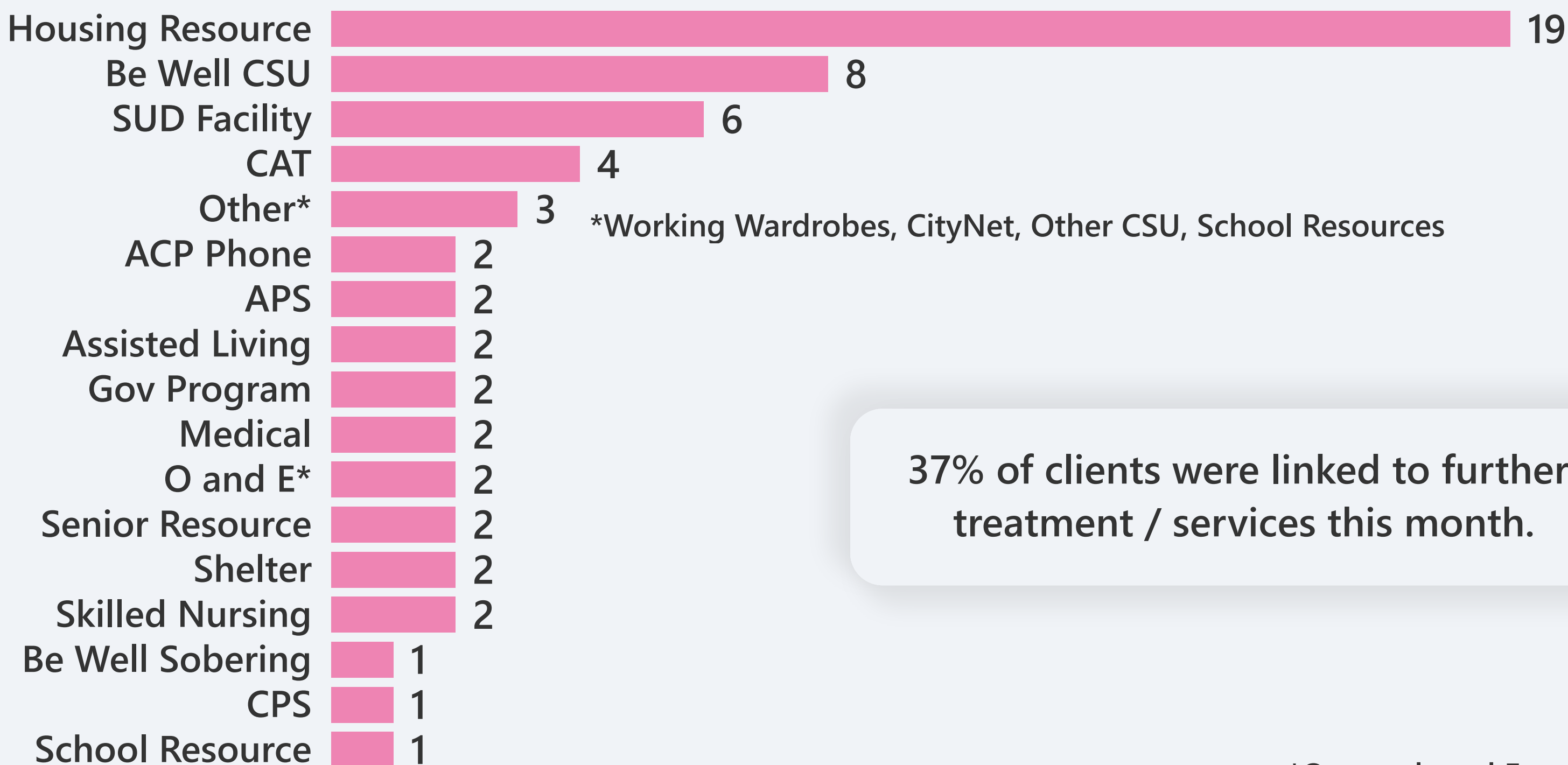
New Clients Assisted

79

Linkage Status of Each Client



Successful Linkage Details



*Working Wardrobes, CityNet, Other CSU, School Resources

37% of clients were linked to further treatment / services this month.

*Outreach and Engagement