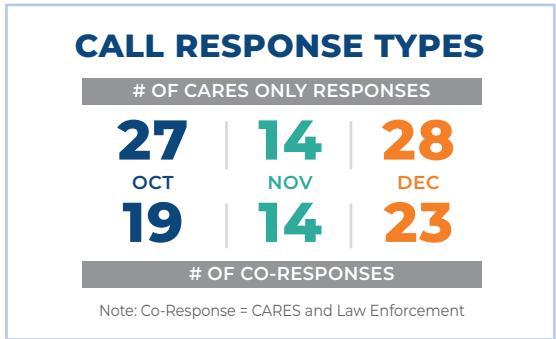
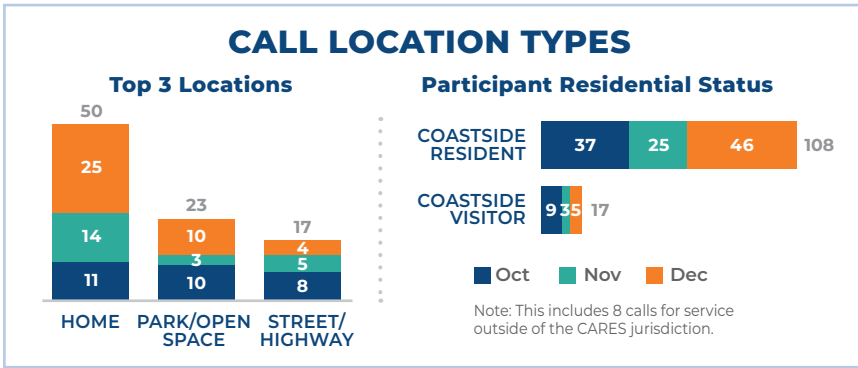
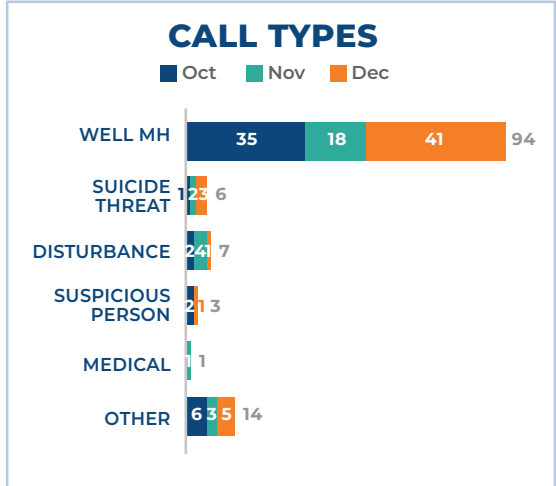
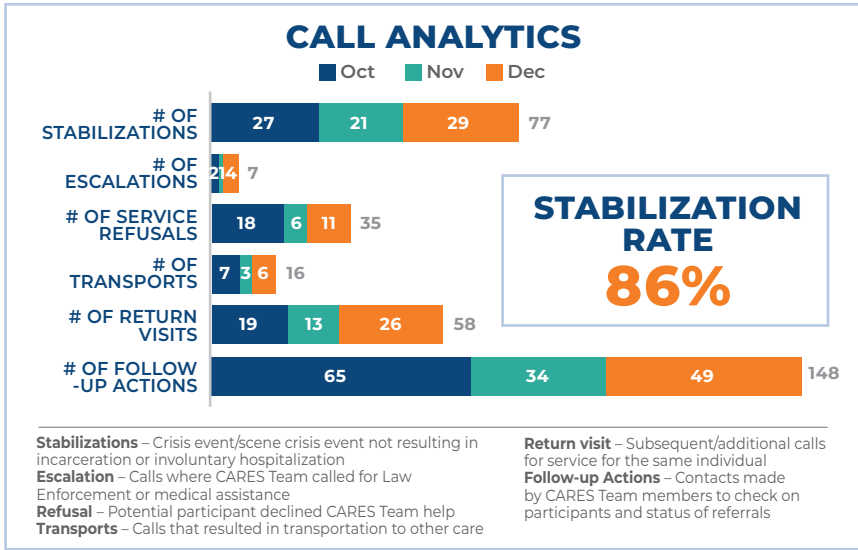
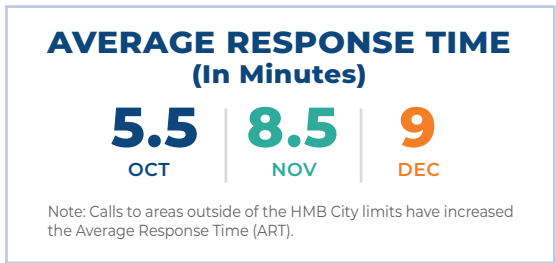
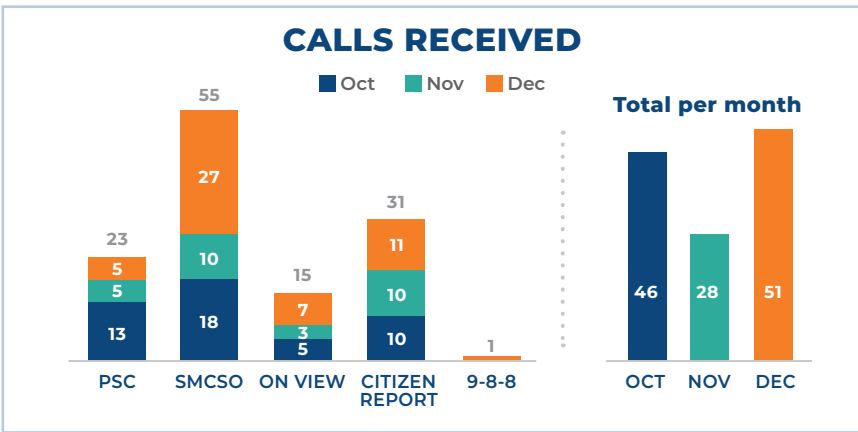


# HALF MOON BAY CARES PROGRAM

## CRISIS ASSISTANCE RESPONSE & EVALUATION SERVICES (CARES) QUARTERLY SUMMARY

In March 2022, The City of Half Moon Bay launched the pilot program, Crisis Assistance Response and Evaluation Services (CARES). The CARES program is a community-based response team for low-level mental health crisis calls placed to San Mateo County Public Safety Communications (PSC). The City has contracted with a local nonprofit service provider, El Centro de Libertad, to pilot an alternative response to mental health-related 911 calls traditionally answered by fire, ambulance, or law enforcement. Service calls appropriate for the CARES team include welfare checks, suicidal ideation and other mental health distress, substance abuse, and low-level, nonviolent concerns related to behavioral health. The type of calls that would be targeted are those where there is no immediate threat of violence, or medical emergency. Included here is a quarterly summary of data related to this pilot program.

### QUARTER 3 (OCTOBER 1 - DECEMBER 31): 125 CALLS FOR SERVICE



## DEMOGRAPHIC DATA

### GENDER ASSIGNED AT BIRTH

61%



MALE



39%

FEMALE

### RACE



4%

API/  
ASIAN

15%

HISPANIC/  
LATINO/A/X

78%

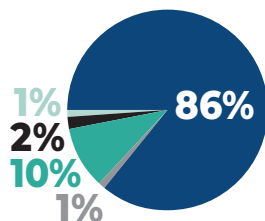
WHITE/  
CAUCASIAN

3%

ANOTHER  
RACE

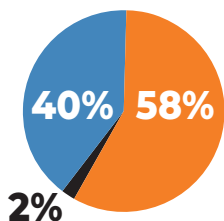
### SEXUAL ORIENTATION

- HETEROSEXUAL/STRAIGHT
- BISEXUAL
- GAY/LESBIAN
- OTHER
- UNKNOWN



### GENDER IDENTITY

- MALE
- FEMALE
- UNKNOWN



### AGE



10%

19 AND UNDER

6%

20-25 YEARS

38%

26-44 YEARS

28%

45-64 YEARS

11%

65 YEARS+

7%

UNKNOWN

### # OF NON-ENGLISH SPEAKING CALLS

10

SPANISH

1

OTHER

2

UNKNOWN

### IF EXPERIENCING HOMELESSNESS, LOCATION

STREET



25  
people

SHELTER



3  
people

CAR



5  
people

CAMP



10  
people

### INSURANCE STATUS



68%

YES

10%

NO

22%

UNKNOWN

### KNOWN DISABILITIES

1

DEVELOPMENTAL

11

MOBILITY

60

MENTAL HEALTH

## LESSONS LEARNED THIS QUARTER:

- Seeing incremental movement in the processes being used at PSC for call dispatch. **While PSC processes are shifting, full implementation of the Behavioral Health Commission's recommendations to the Board of Supervisors would complement the CARES Program.** This will be essential as the CARES Program expands to cover areas on the Bayside of SMC.
- **Increased in average response times are directly attributed to requests for service by the SMCSO in areas outside the normal jurisdiction.** These calls for assistance in other areas only strengthen our relationship with law enforcement.
- **CARES took off the major holidays recognized by most municipalities, and there was no indication of an adverse effect** by SMCSO. These kinds of schedule modifications will continue to be monitored and are subject to revision.

## KEY SUCCESSES THIS QUARTER:

Staffing remains consistent, and every Wednesday both teams continue training activities, receive clinical supervision, and engage in extensive case review.

This quarter saw a significant increase in calls for service, referrals, and follow up activities.

The CARES Program increasingly has become the "go to" agency for community members. There have been numerous requests for direct contact information by our partner agencies and schools.

