



Sonoma County Mobile Crisis Services Continuum Update

October 7th, 2025



sonoma county
DEPARTMENT OF HEALTH SERVICES

Agenda

- . Introduction
- . Mobile Support Team - 24/7 Launch
- . Mobile Crisis Services Outcomes
- . Medi-Cal Mandate Implementation Update
- . Medi-Cal Billing and Claiming Projections
- . Future of Mobile Crisis Services Continuum
- . Q&A



Introduction

- Mobile Support Team (MST) launched in 2012, Specialized Assistance for Everyone (SAFE) in 2021 and inRESPONSE in 2022
- Department of Health Care Services (DHCS) mandate - by 2024 all counties provide mobile crisis response countywide 24/7/365
- 3 separate teams exist currently in Sonoma County
- Building a 4th system of emergency response
- All teams agreed to adopt DHCS requirements

Medi-Cal Mandate Requirements

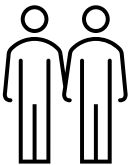


- **Crisis Service Hotline – 24/7/365** - One number to serve as hotline for the dispatch of mobile crisis teams

1-800-746-8181



- **Standardized dispatch tool** and procedures to triage crisis, determine dispatch needs, level of intervention.
- Service must be provided at **an individual's location**



- Teams must consist of **two providers** with access to an LPHA or licensed MH Professional. One must be trained to conduct crisis assessment. One must carry/be trained to administer Naloxone

Mobile Support Team Medi-Cal Response Launch

New service model soft launch on April 16, 2024

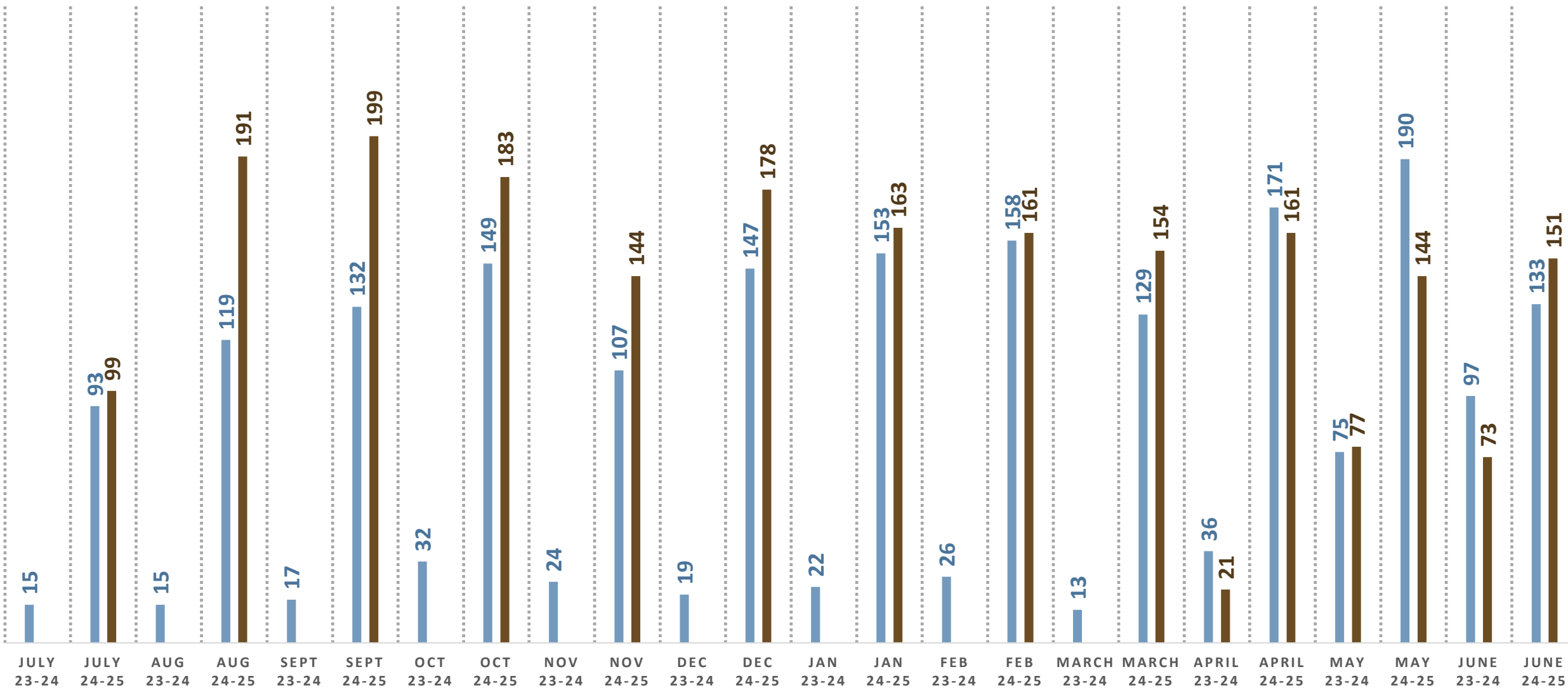
24/7 on June 2, 2024

Initial successes:

- . Removed barriers to crisis services
- . Can directly call MST rather than wait for law enforcement
- . Expanded service times and locations leading to an immediate increase in utilization

MST CALLS BY MONTH: FY 2023-2024 VERSUS FY 2024-2025

■ Dispatched ■ Not Dispatched



Mobile Support Team Service to Sebastopol

Sebastopol MST calls FY 2024-2025

- Total 278 calls
 - 142 calls without Law Enforcement
 - 60 calls with Law Enforcement
- Sebastopol makes up 12% of Mobile Support Team's in-person response call volume.
- Who is calling?
 - Criminal Justice
 - Health Care Providers
 - Family and Friends
 - Individuals in Crisis
 - Schools
 - Social Services
 - Other

MST In-Person Responses: Total County Compared to Sebastopol by Quarter		
FY 24-25 Quarter	County Responses	Sebastopol Responses
First	344	45
Second	403	39
Third	440	54
Fourth	494	64
Total	1681	202

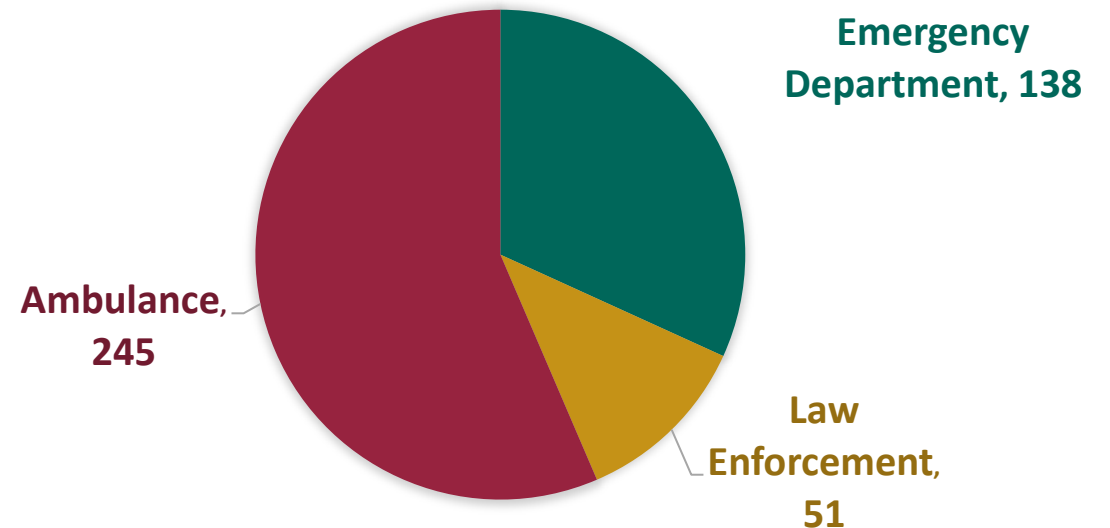
SAFE Impacts May 2024 - May 2025

10,049 Calls for Service, 80% did not require Law Enforcement Involvement

Next steps

- Medi-Cal Site Certification
- SmartCare Credentialing for all staff
- Continue seeking sustainable funding

SAFE DIVERSIONS MAY 2024 - MAY 2025



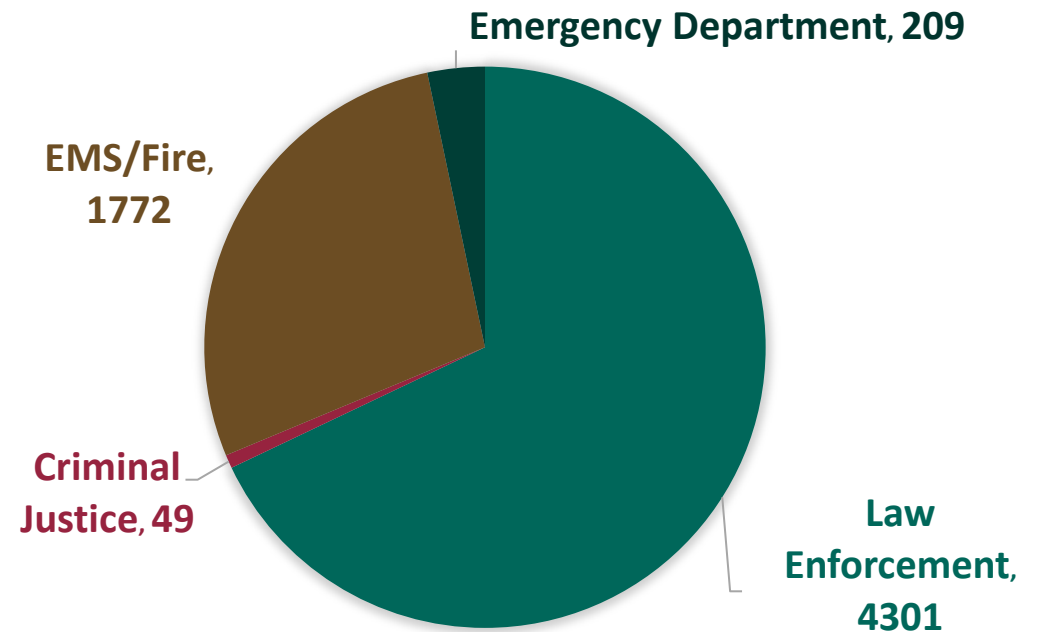
inRESPONSE Impacts January 2024-December 2024

4,977 Calls for Service, 4,301 did not require Law Enforcement Involvement

Next steps

- Continue mandatory trainings
- Medi-Cal Site Certification
- SmartCare Credentialing for all staff

inRESPONSE DIVERSIONS JANUARY – DECEMBER 2024



Increased Funding Required for Implementation

Funding Source	FY 23/24	FY 24/25	FY 25/26
Measure O	\$150,866.60	\$1,238,600.38	\$1,045,884
MHSA	\$3,521,602.01	\$6,503,213.35	\$6,432,332
Total Expenditures	\$3,672,468.61	\$7,741,813.73	\$7,478,216
Full-Time Equivalent (FTE) Count	15.39	33.64	32.5

Growth of MST Staffing and Operations

Measure O Investment
in SAFE and
inRESPONSE

City/ Jurisdiction	FY 22-23 MO	FY 23-24 MO	FY 24-25 MO	FY 25-26 Approved
Santa Rosa	\$ 85,887	\$ 514,440	\$ 1,450,000	\$ 3,043,114
Petaluma	\$ 428,000	\$ 500,000	\$ 1,137,072	\$ 1,493,003
Cotati	\$ 68,480	\$ 60,000	\$ 136,449	\$ 188,329
Rohnert Park	\$ 359,520	\$ 410,000	\$ 921,028	\$ 1,173,436
Sonoma State	\$ -	\$ 30,000	\$ 79,595	\$ 86,921
Total	\$941,887	\$1,514,440	\$3,724,144	\$5,984,803

Where We Are Headed

Maximizing Revenues

- All teams billing – maximizing Medi-Cal Billing and FFP - tracking Federal Policy impacts
- Off-set use of Measure O

Aligning Data and Metrics

- Data standardization –accurate population-level data in SmartCare
- Standardized reporting and performance metrics

Reducing Duplication and Waste

- All teams will be following standardized practices - streamlining operations, better client outcomes
- Look for opportunities to share services and leverage resources

Collaboration Timeline with SAFE and inRESPONSE

- . Both making significant changes to infrastructure to be compliant with state requirements
- . Staff are now trained in mandatory state trainings & credentialing process to bill Medi-Cal
- . SmartCare benefits:
 - consistent data protocols
 - analysis and program evaluation
 - increased care coordination across jurisdictions

Challenges with Medi-Cal Mandate Compliance

Transition

- Credentialing
- Developing supervision plans
- Revamping call center

Staffing, billing, and service protocols

- New documentation requirements and EHR
- Overtime for staff to complete required trainings

Strategies implemented

- Stay updated
- Work through credentialing
- Meet regularly, communicate regularly

Federal Policy Landscape and potential Medi-Cal impacts

- Uncertainty around revenue stability

Next Steps

- Evaluate fiscal sustainability across all available funding sources – a focus on maximizing Medi-Cal billing.
- Continue working with regional stakeholders, city partners and CBO providers to refine model to ensure long-term fiscal sustainability
- Finalized shared performance metrics.
- Utilize SmartCare data to track trends and adapt resources
- Collaborate with partners for continuous quality improvement
- Execute long-term MOUs with all partners outlining guidelines for singular system

Q&A and Closing



Sonoma County Behavioral Health Crisis Response Teams

Call 911 for medical emergencies or to request immediate assistance.

County-Wide Mobile Support Team (MST)

24/7 Crisis Call Center:

800-746-8181

- No wrong door to seeking help.
- Phone support for people experiencing behavioral health emergencies, including mental health, substance use, and homelessness related crises.
- When needed, will coordinate a mobile crisis team response anywhere in the county. Co-responds with law enforcement if safety is an issue. Works with the teams below.

inRESPONSE Team

City of Santa Rosa

707-575-4357

24/7

inRESPONSE System Navigators:

707-204-9756 or inresponse@srcity.org
8 AM - 5 PM Mon-Fri

SAFE Team

City of Petaluma

707-781-1234

24/7

City of Rohnert Park

707-584-2612

9 AM - 3 AM Daily

City of Cotati & SSU

707-792-4611

9 AM - 3 AM Daily

Chart curated by



Sonoma County

Updated 6/9/2025
Scan the QR code to
learn more.

