




COMMUNITY WELL-BEING PROJECT UPDATES

**City Council Meeting
February 4, 2025
Agenda Item #15.1**



COMMUNITY WELL-BEING INITIATIVES

Mobile Community Response
Team (CMC)

SUD Services at Existing
Respite Center (CMC)

Mental and Behavioral Health
Care Coordination
(Care Solace)

Related Links

City Manager's Review Board

Office Of Performance & Data Analytics

Office Of Violence Prevention

Environment & Sustainability

American Rescue Plan Act

Mental Health Assistance

Measure N - Binding Arbitration

Measure M - Public Information Office

Measure A


Strong Communities

Measure W

City Manager's Staff Directory

Stockton GovTV

Mental Health Assistance

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Finding Mental Health Care and Services

Finding mental health care can add stress to an already stressful situation. That is why the City of Stockton has partnered with Care Solace, a new central hub of care for all of your mental health needs. With a network of over 660,000 licensed mental health providers and substance use treatment services, Care Solace will help you find the right help at the right time, regardless of insurance coverage. No matter what you are experiencing, there is hope and help.

Care Solace's coordination services are free, confidential, and accessible:

- Call 888-515-7881 at any time. Support is available in 200+ languages.
- Visit www.caresolace.com/ca-Stockton
 - Search anonymously, and
 - Answer a few quick screening questions.



Funding for this program made possible under the Opioid Settlement Agreement.

Mobile Community Response Team

In partnership with the City of Stockton, Community Medical Centers offers an alternative to 9-1-1 for Stockton community members in need of behavioral health services, Mobile Community Response Team.

- If you or someone you know is experiencing mental distress, please call 833-311-2273, 7 days a week, 8:00 am to 11:00 pm.
 - This helpline is for non-violent individuals with mild to moderate symptoms.

Funding for this program made possible through the American Rescue Plan Act.

Last Update : 11/22/2024, 11:45:54 AM



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MOBILE COMMUNITY RESPONSE DATA

February 4, 2025

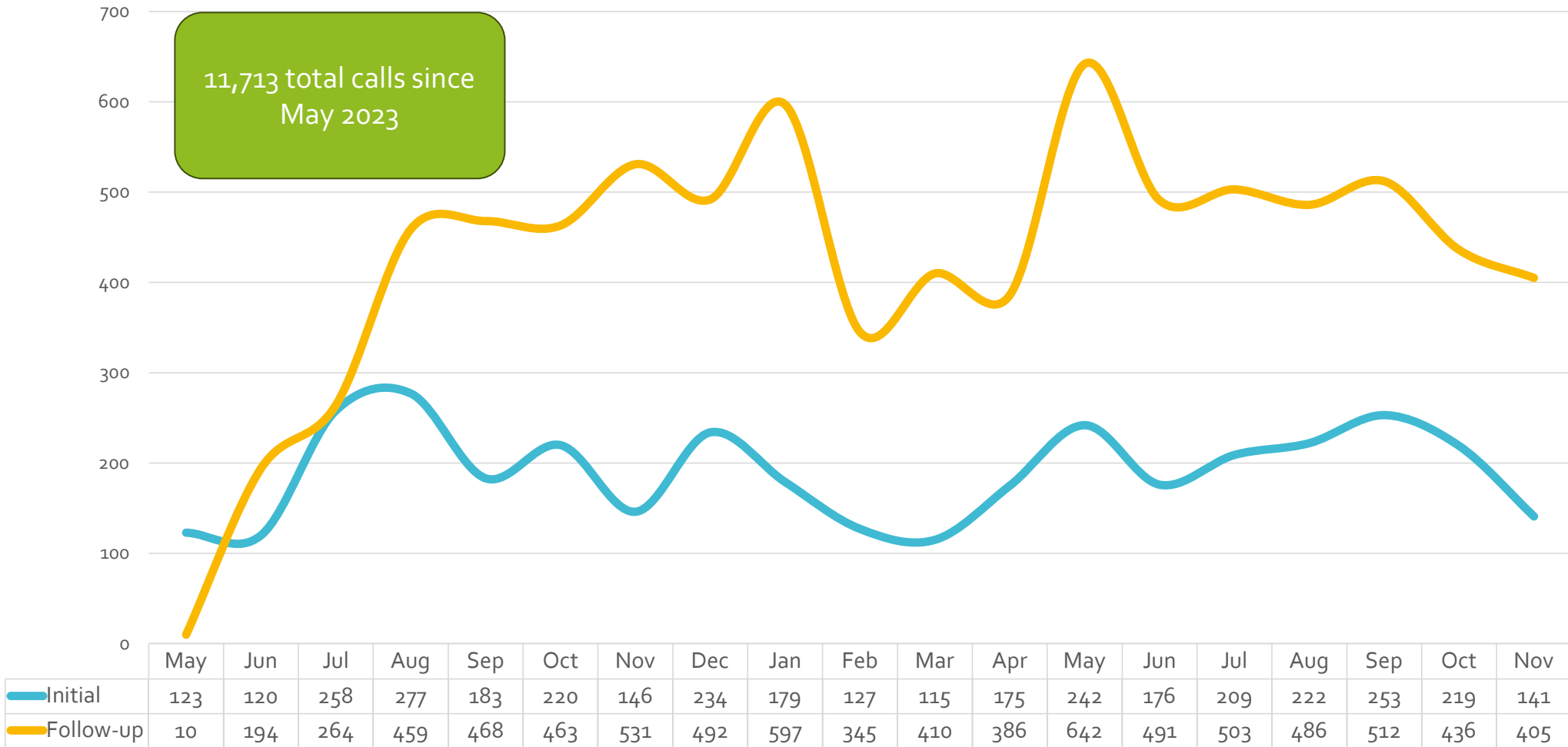
Item #15.1

MOBILE COMMUNITY RESPONSE

AGENDA

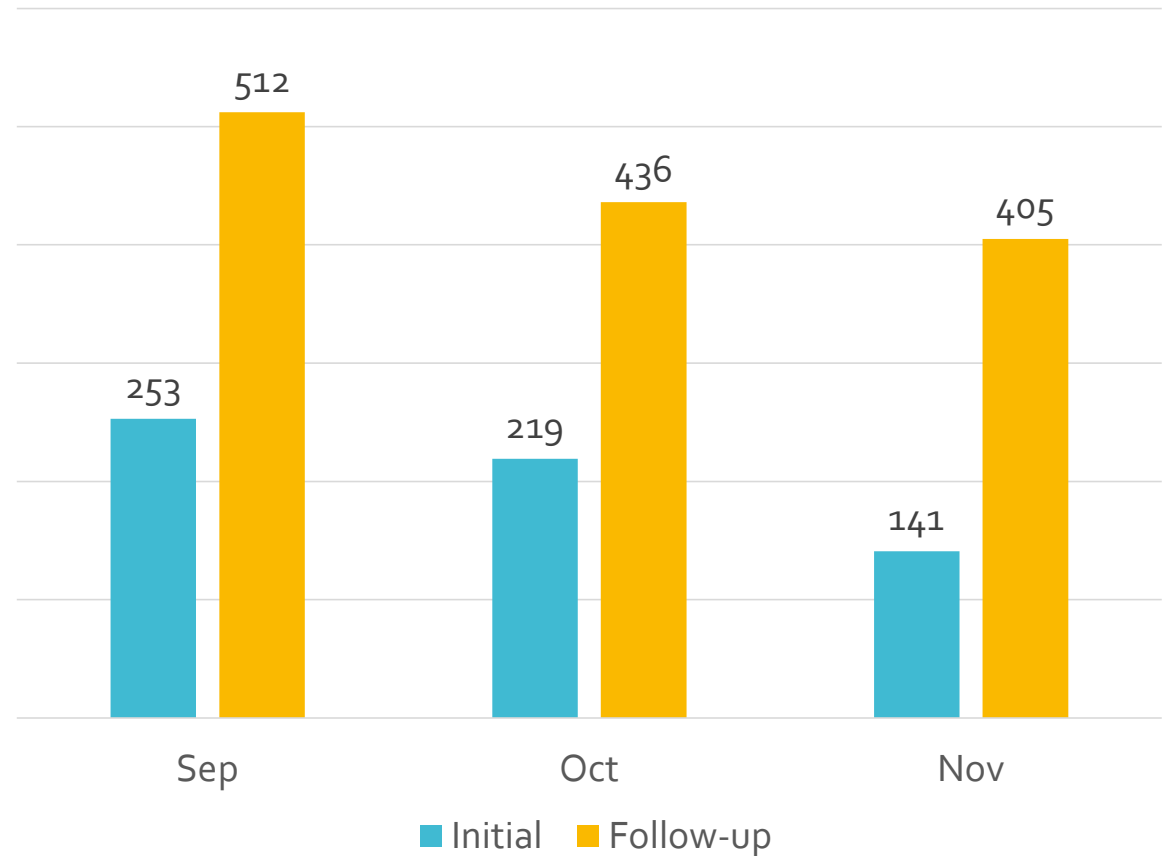
- Calls over time
- Origin of calls
- Demographics of persons in need
- MCRT response to calls
- Clinical resolutions and outcomes

Program Calls Over Time



Program Calls September – November 2024

- During this period:
 - 613 initial calls
 - 1,353 follow up calls
- Of known reason for call:
 - **68%** for welfare/wellness checks
 - **17%** emotional disturbance
 - **9%** mild to moderate BH intervention
 - **3%** suicidal/homicidal Ideations
 - **3%** community concern



Evolution of MCRT Data Collection: Variables Added

May 2023

- Data collection began

October 2023

- Gender
- Reason unable to respond

July 2024

- Experiencing homelessness

June 2023

- Race/Ethnicity

January 2023

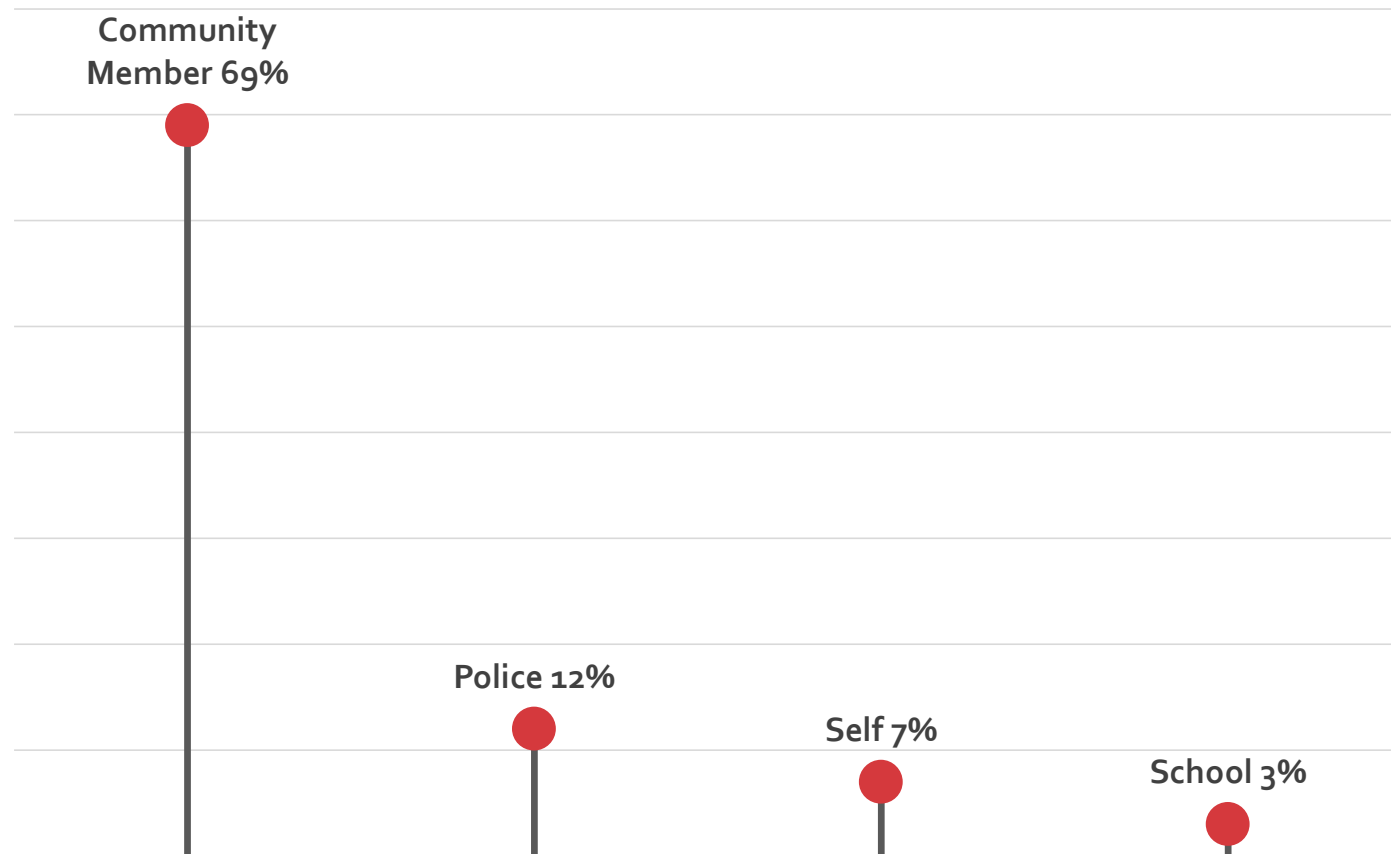
- Reason for call



Origin of Calls

Sep '24 – Nov '24

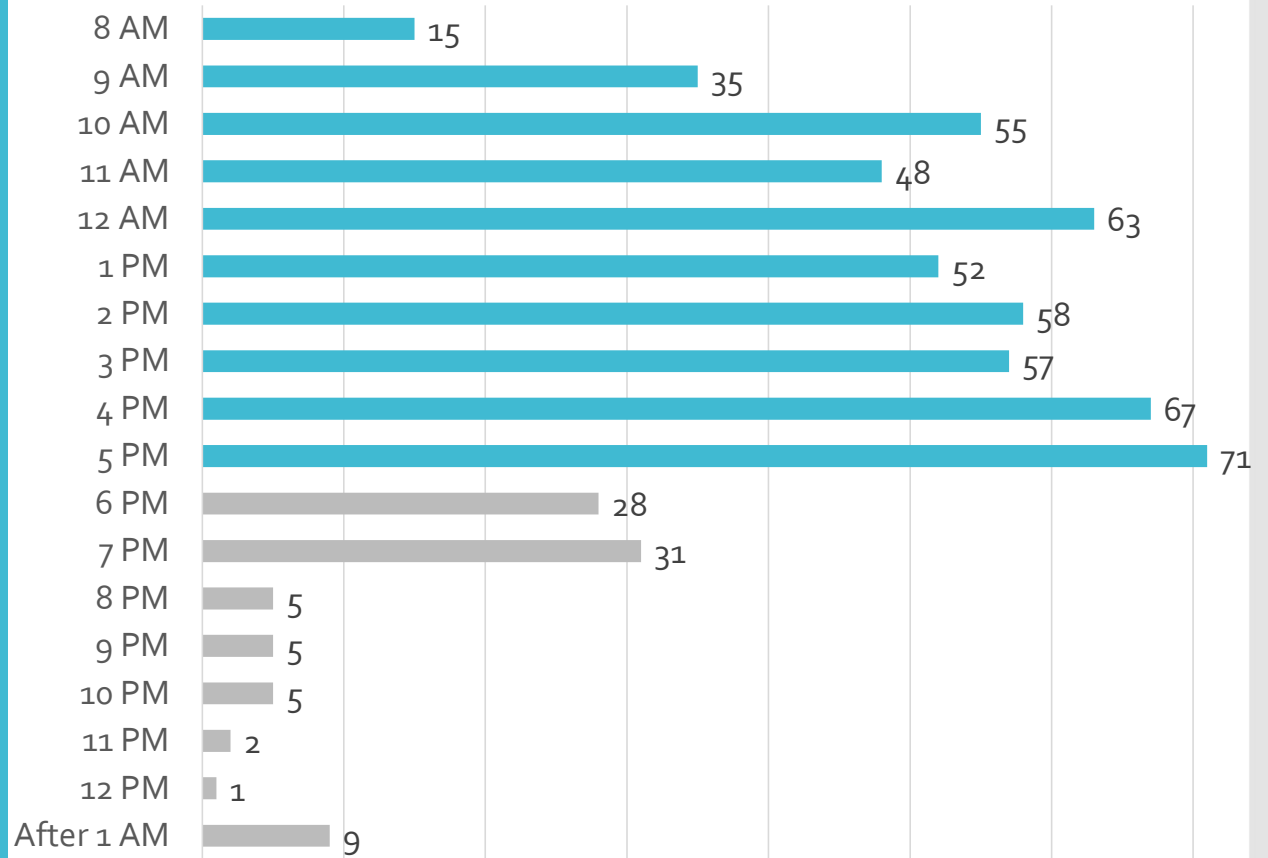
- 494 of 613 initial calls had referral type data available
- Over half of initial calls came from community members



Call Times

Sep '24 – Nov '24

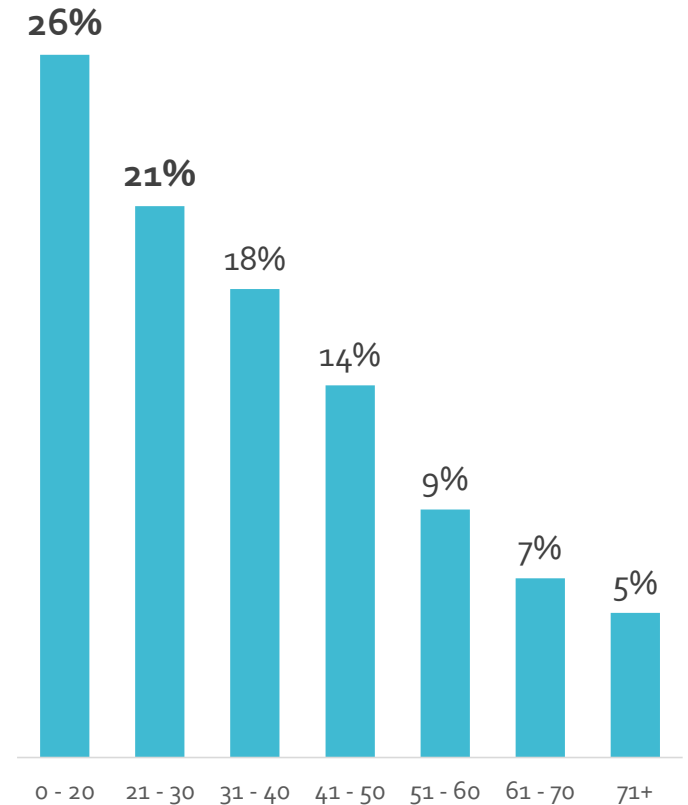
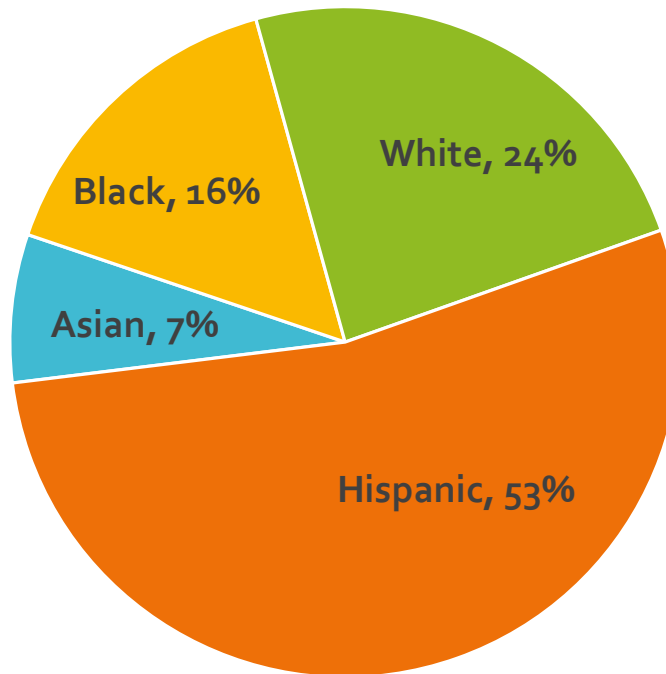
- Call time available for 607 of 613 initial calls
- 9am-5pm accounted for 83% of all calls
- Very few calls came in after 8pm



Race/Ethnicity & Age

Sep '24 – Nov '24

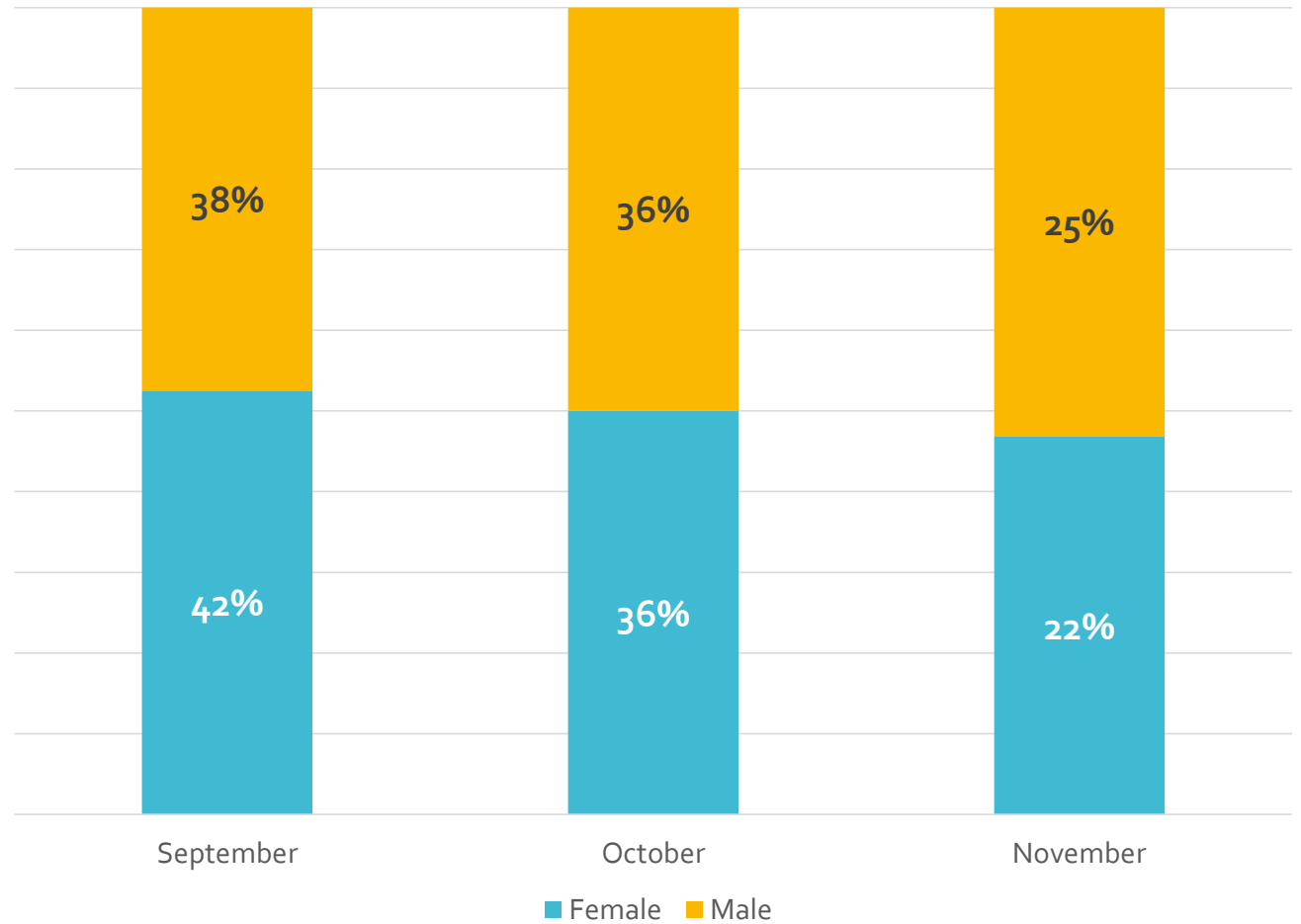
- Caller average age was 35 years old
- 47% of initial calls came from patients under 30



Gender

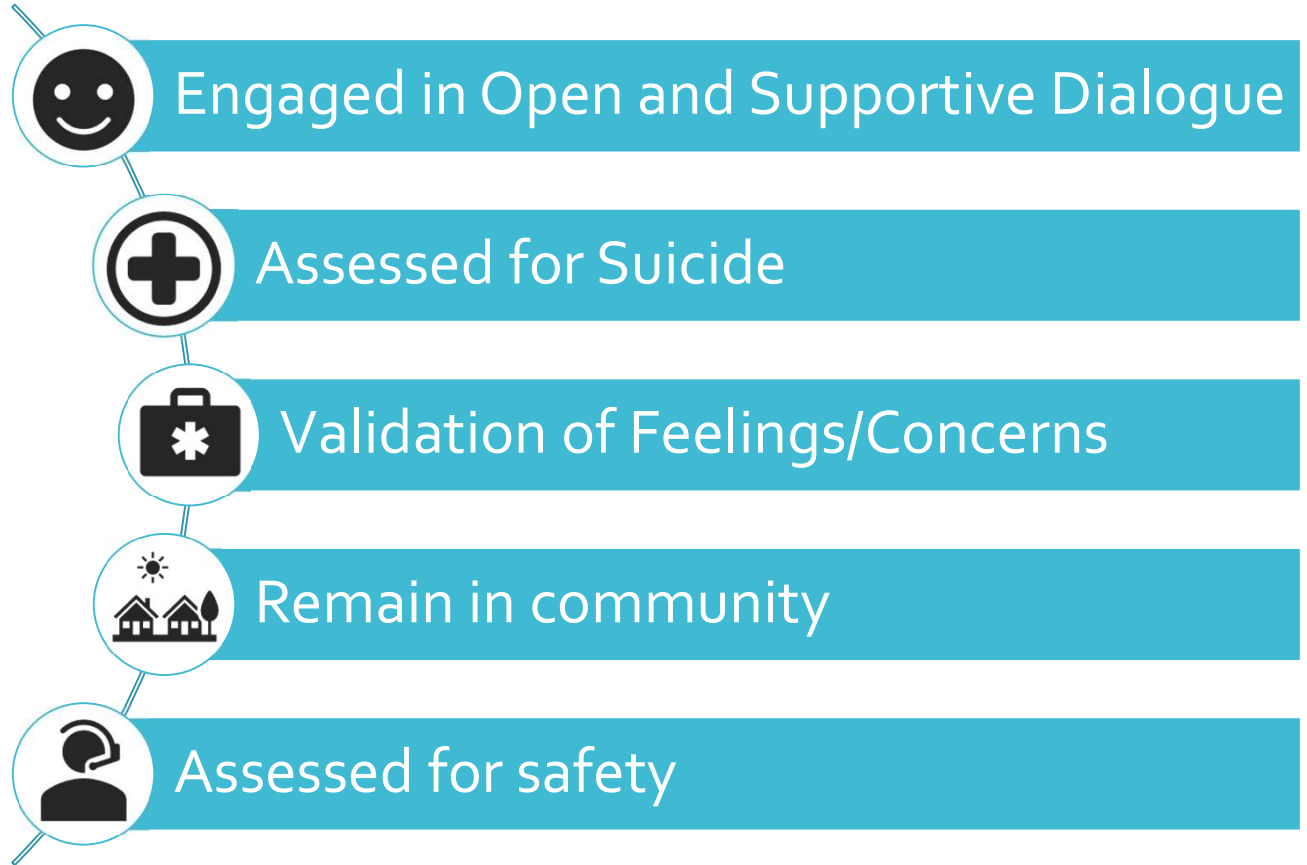
Sep '24 – Nov '24

- Available for 587 of 613 initial calls the past 3 months



Clinical Resolutions

Sep '24 – Nov '24





NATIONAL OPIOID SETTLEMENT AGREEMENTS

City Council Meeting
February 4, 2025
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FUNDING

\$43.3 Billion in National Opioid Settlement Funds

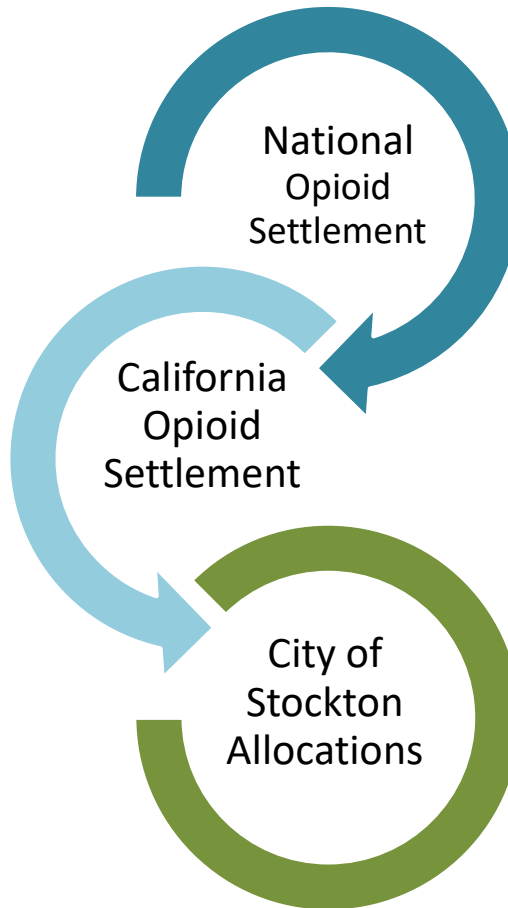
\$3.875 Billion to California

- 15% to State
- 85% to Local Jurisdictions

0.3256176%

Stockton's weighted allocation percentage of local jurisdiction portion

\$2.7 Million distributed to Stockton since inception



All funding distribution subject to availability from Opioid Settlements

Source: California Department of Health Care Services

Current Settlement Agreements

<u>ENTITY</u>	<u>DISTRIBUTION PERIOD</u>
Janssen	2022 - 2031
Distributors: <ul style="list-style-type: none">• McKesson• Cardinal Health• Cencora (formerly Amerisource Bergen)	2022 - 2038
Allergan	2024 – 2029
CVS	2024 – 2032
Walgreens	2024 - 2037
Walmart	2024 - 2028
Teva	2024 - 2035

Pending Settlement Agreement

Kroger

Bankruptcy Settlement

Mallinckrodt 2022-2023

How is the City utilizing funds from the National Opioid Settlement?

PROJECT	PARTNER	TERM / FUNDING
I. Expand Existing SUD Treatment @ CMC Respite Center	Community Medical Centers	3 years / Up to \$4.5M
II. Behavioral and Mental Health Care Coordination Services	Care Solace	3 years / \$855,000

USE OF OPIOID SETTLEMENT FUNDS

Community Medical Centers (CMC)

High Impact Abatement Activities (HIAA)

- ✓ Support core strategy to provide Medication-Assisted Treatment (MAT) and Other Opioid-Related Treatment.
 - ✓ Evidence-based or evidence-informed programs and strategies
 - ✓ Treatment and recovery support services
- ✓ Expand core strategy of Warm Hand-off Programs and Recovery services.
 - ✓ Expand warm hand-off services
 - ✓ Broaden scope of recovery services
 - ✓ Comprehensive wraparound services

Source: CA Department of Health Care Services, Exhibit A,
Final Settlement Agreement: List of Opioid Remediation Uses



CMC Respite Data Report

City Council Meeting
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CMC Respite Center

201 N. Stanislaus Street, Stockton
(across the street from CMC
Channel Clinic/Pharmacy)

RESIDENTIAL 24/7

Open 24 hours per day,
7 days a week

MEDICAL CLINIC

Monday–Friday, 8am–5pm





**SITTING AREA
GROUP MEETING SPACE
COVERED PATIO**



**GROUP DINING AREA
KITCHEN FACILITY
LAUNDRY**

**MEN'S DORM - 8 BEDS
WOMEN'S DORM - 5 BEDS
SPECIAL NEEDS - 1 ROOM**



CMC Respite Team + Services

COUNSELING

BH Clinician (LCSW)
Counselor (SUD Certified)

MEDICAL

X- Waiver Provider (MD/NP/PA)
Medical Assistant (MA)
Nurse (RN/LVN)

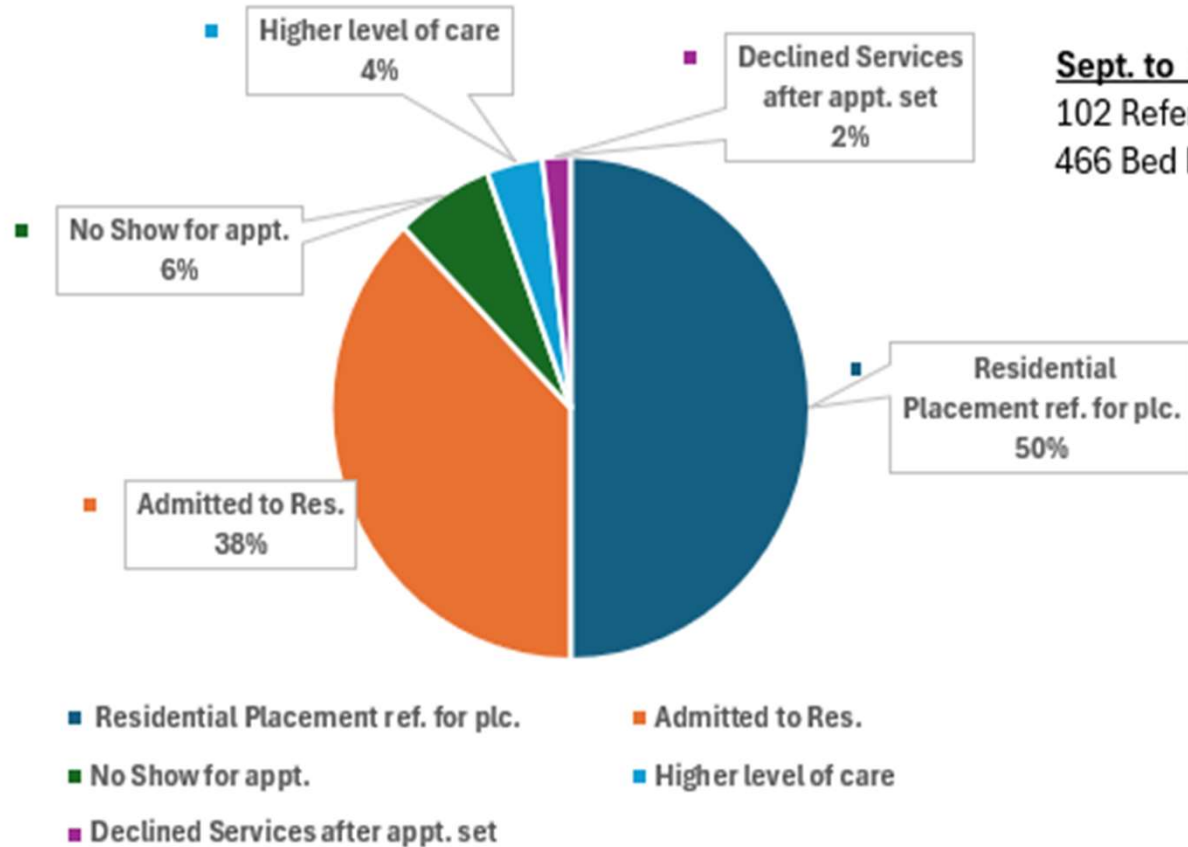
SUPPORT

Case Managers/ CHW
Patient Health Navigators
Peer Counselors

- 1-1 Behavioral and Substance Use Counseling
- Group Counseling
- Case Management
- Medication Assisted Treatment (MAT) for opioids and alcohol
- Monitored detox
- Sobering
- Connect to Primary Care Services (PC, Dental, Vision, etc.)
- Serving individuals 18 and over
- 14-Day Transitional Respite Stay
- 24-hour monitoring
- Life skills classes and activities
- Community programs
- Presentations
- Transportation & Support for necessary outside appt. (probation, medical, placement)

CMC Respite Residential Data

Residential Referral & Placement



Respite Residential

Pt. received 24 hrs. services:

- Case Management Services
- SUD Daily Programing 1-1/Groups
- Monitored Detox (as needed)
- 3 meals & Snacks/Laundry
- Wrap Around Services –Med/BH Appt.
- Life Skills Programing
- Asst. to needed appt. (Court, PO, Treatment)
- Discharge Planning & Placement
- Support System Planning

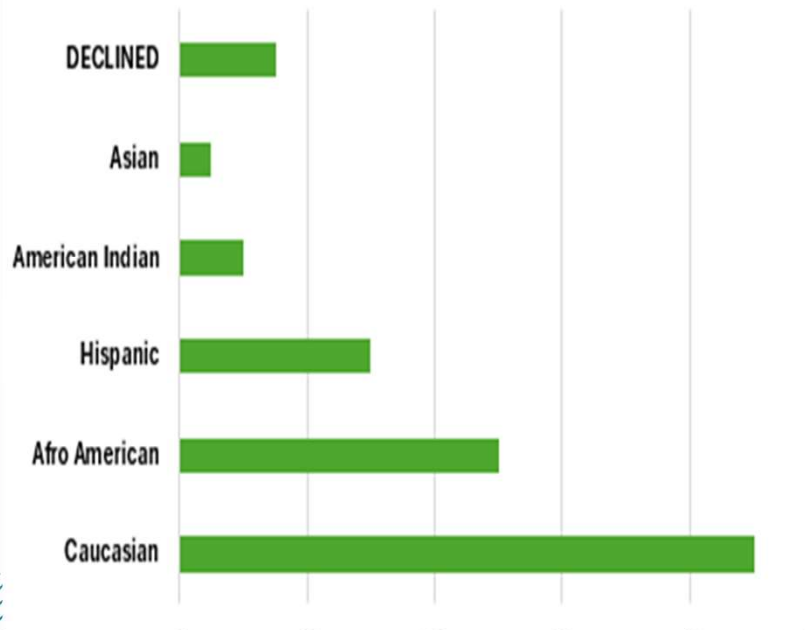
Demographic Info. Sept. to Nov. 2024

Population Data

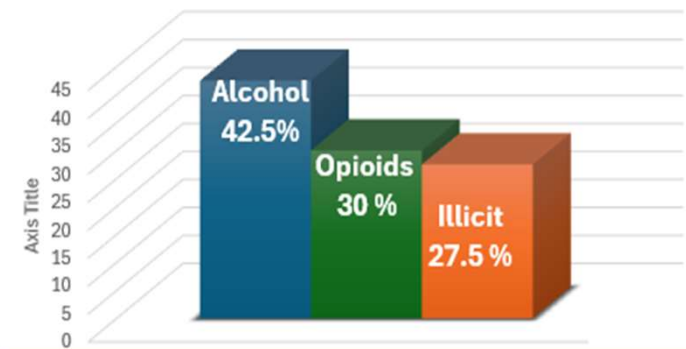
90 % Male
10% Female

Race/Ethnicity	%
Declined	7.5
Asian	2.5
American Indian	5
Hispanic	15
Afro American	25
Caucasian	45

Race/Ethnicity Percentage



Substance Choice



Treatment:

44 % received MAT (Medication Asst. Treatment)
50% Opioid & 50% Alcohol treatments

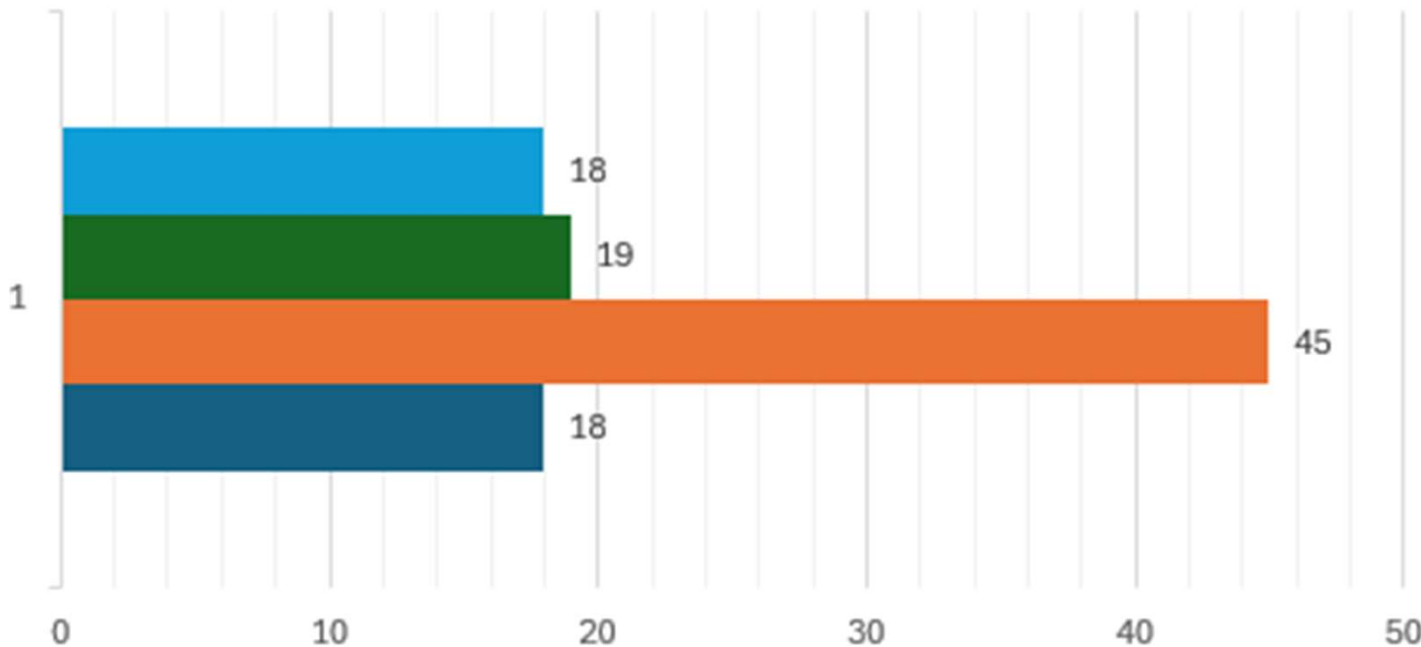
59% received Detox Monitored Services MAT
Prep and/or Other Substance (illicit drugs).

SUD 1-1 & Group Counseling utilizing evidence
base curriculum along with CBT & Motivational Interviewing.

After Care Services

Discharge Placement

■ SLE ■ Declined Placement ■ Private Home ■ Long Term Recovery Program



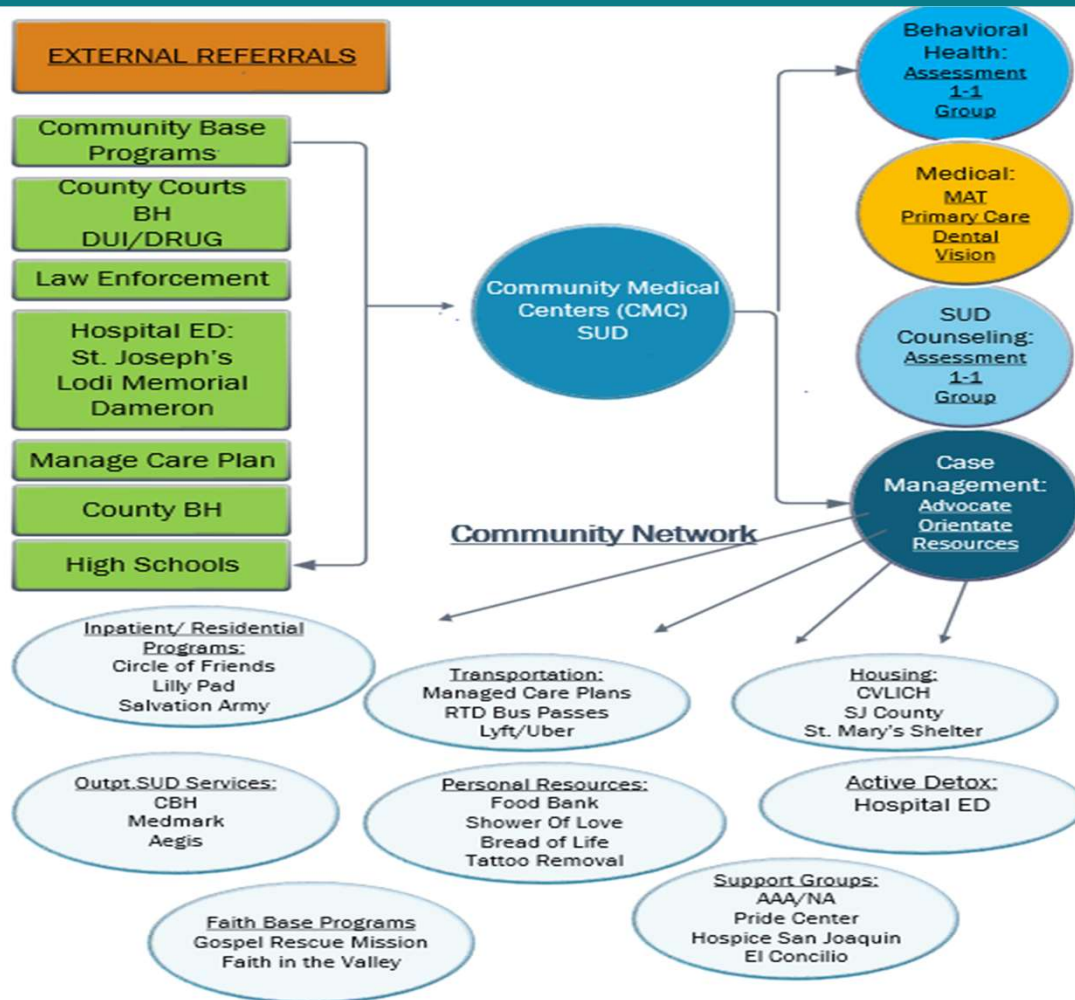
After Care Services:

- Case Manager Services
- Followed -After D/C 30+ Days
- Assisted w/Placement
- Connected to Outpatient
*SUD*MAT*BH*PCP
- Transportation- Lyft/Bus Passes
- Resources
- Community Partnership Connect

Residential Stories:

- Successes
- Challenges
- Lessons Learned

Community Collaboration



Networking Partnerships

CVLIHC
 Catholic Charities
 Gospel Rescue Mission
 El Concilio
 St. Mary's Shelter
 Hospital ED
 Manage Care Plan (HPSJ)
 CBH
 SUSD
 County Collaborative Courts
 Lily Pad
 Salvation Army
 Circle of Friends
 Recovery House
 MedMark
 Aegis
 Food Bank
 Shower of Love
 Bread of Life

THANK YOU

LeiHua (Lei) McMiller, LMFT
Director of SUD Services
lmcmiller@cmcenters.org



USE OF OPIOID SETTLEMENT FUNDS

Care Solace

High Impact Abatement Activities (HIAA)

- ✓ Support centralized call centers that provide information and connections to appropriate services and supports for persons with Opioid Use Disorder (OUD) and any co-occurring Substance Use Disorder/Mental Health (SUD/MH) conditions.
- ✓ Purchase automated versions of Screening, Brief Intervention, and Referral to Treatment (SBIRT) services, and support ongoing costs of the technology.
- ✓ Expand warm hand-off services to transition to recovery.

Source: CA Department of Health Care Services, Exhibit A,
Final Settlement Agreement: List of Opioid Remediation Uses



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Calming the Chaos of Mental Health Care Together

February 4, 2025
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Care Solace is providing care coordination to all city departments, agencies and social services.

- All city departments
- Mayor and City Council
- Employees and HR
- County resources
- Community Medical Centers



Care Solace is the hub to all mental and social health supports for communities **connecting agencies, departments, services, and residents** to the support they need and navigate the associated chaos of eligibility and availability.



Data Overview: October through December



845 Service requests
URL, QR, phone



2,718 Services Provided
Calls, emails, text messages

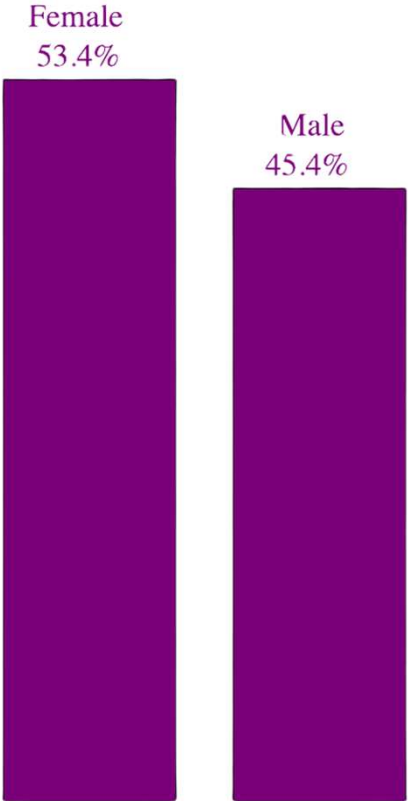


3 days
Time to match

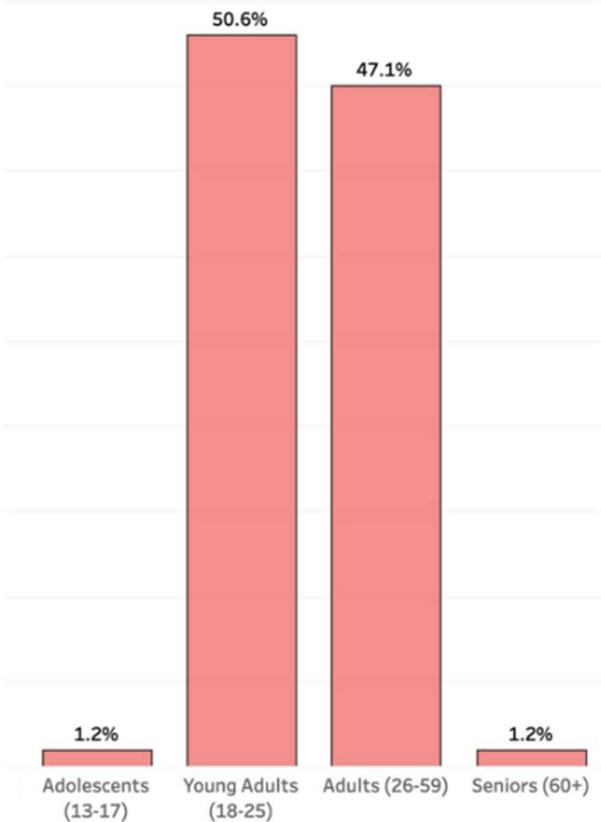


8 days to booking
16 days to appointment

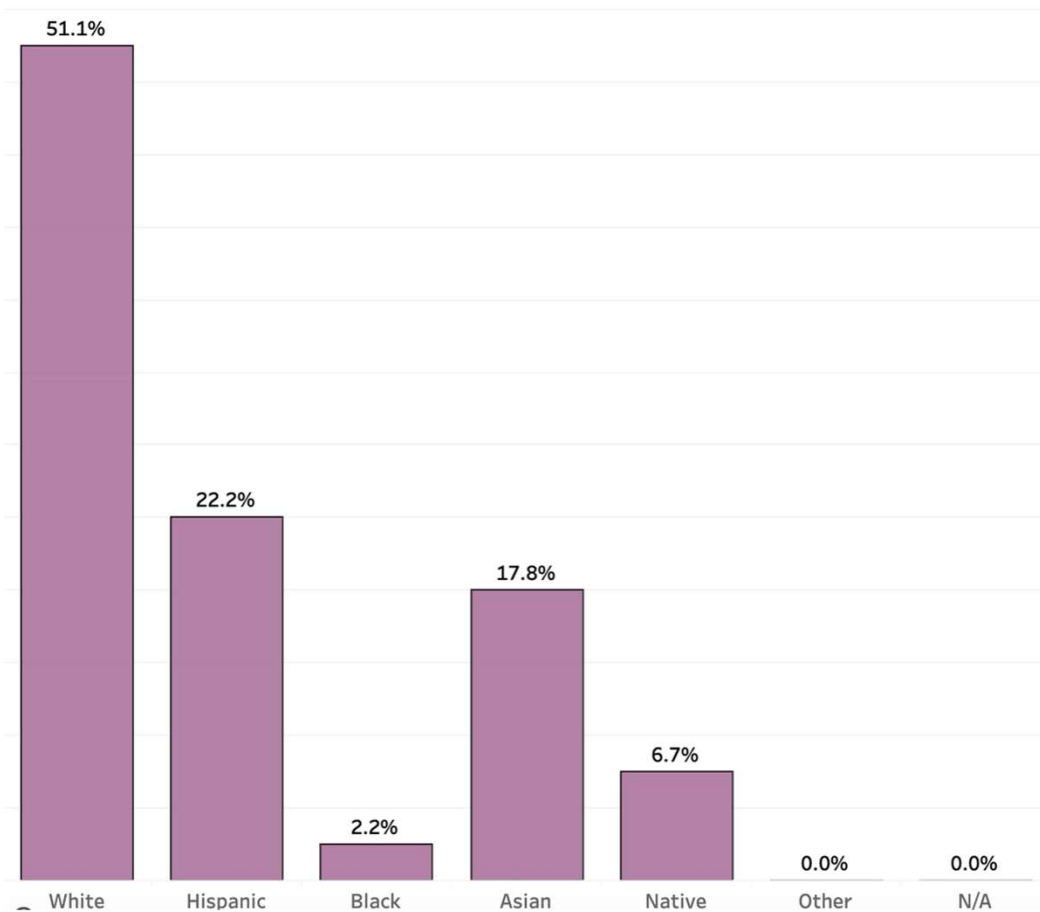
Gender



Age



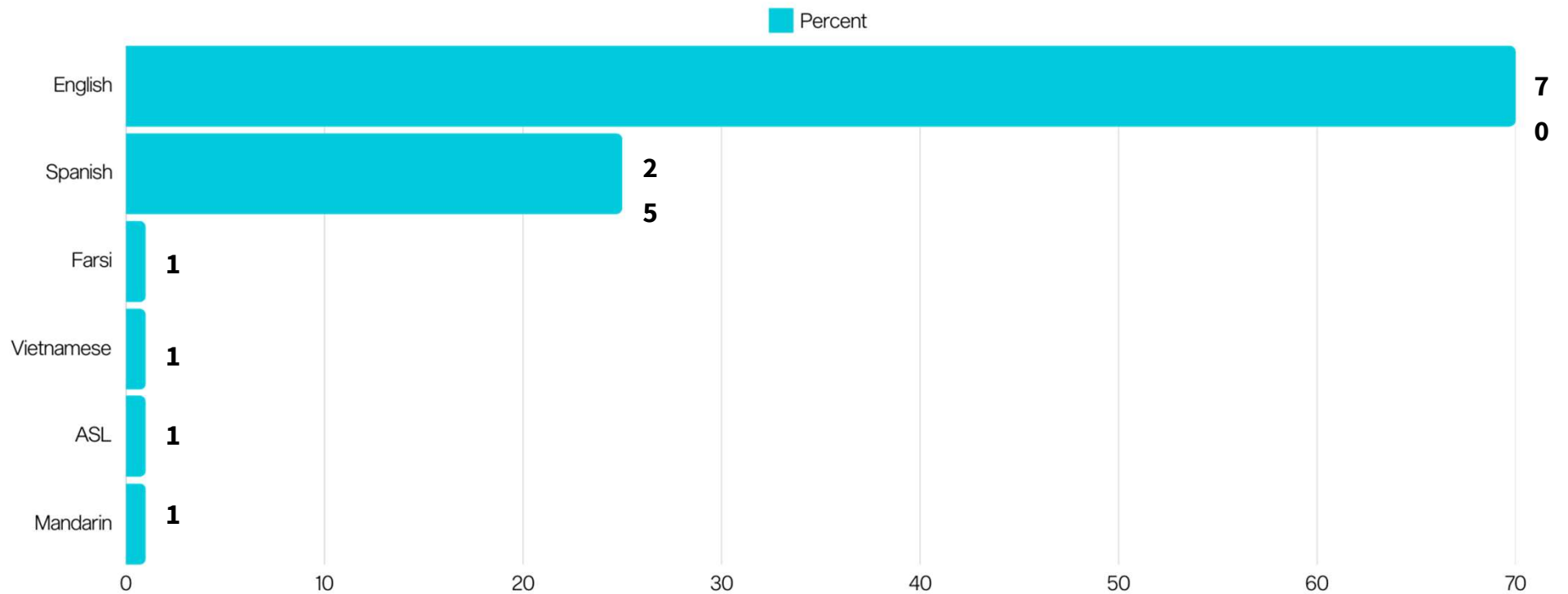
Demographics Served: Ethnicity & Language



Examples of Outreach Strategies

- AFRICAN AMERICAN CHURCHES
- CHAMBER
- RESIDENTS
- NAACP
- URBAN LEAGUE

Demographics Served: Ethnicity & Language



Examples: Flyers and Signage



Esta bien pedir ayuda

Care Solace está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para conectarlo con proveedores de tratamiento de salud mental y uso de sustancias, independientemente de su cobertura de seguro. También podemos conectarlo con servicios sociales como vivienda, atención médica y alimentación, así como con organizaciones comunitarias que brindan asistencia social.

Cómo funciona:

Llámanos o visita nuestra web

Nuestro equipo multilingüe está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para ayudarlo a conectarse con los proveedores disponibles. También puede buscar en el sitio web Care Match™ por su cuenta.

Completar una breve proyección

Una vez que se conecte con nosotros, le haremos algunas preguntas rápidas para que podamos comprender mejor lo que está buscando.

Consiga una cita y reserve una cita

Nuestro equipo trabajará para encontrar proveedores que se adapten a sus necesidades. Una vez identificado, le presentaremos opciones y podremos ayudarlo a reservar su cita.

Tenga en cuenta: Care Solace no es un servicio de respuesta a emergencias ni un proveedor de servicios de salud mental. En caso de una emergencia que ponga en peligro la vida, llame al 9-1-1 o a la Línea Nacional de Suicidio al 9-8-8.

Llame al (888) 515-7881 o escanee el código QR para conectarse con atención hoy



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کمک خواستن اشکالی ندارد.

ارتباط دانش‌آموزان، کارکنان و خانواده‌ها را با خانواده‌ها را با Care Solace، مراکز مراقبت برقرار می‌کند. به صورت رایگان، Care Solace، امکان جستجوی ارائه‌دهندگان خدمات سلامت روان و سوء مصرف مواد مخدر را، بر اساس نیازهای شما، فراهم می‌کند.

خدمات مناسب را در زمان مناسب دریافت کنید.

24/7/365 پشتیبانی چندزبانه

گروه Care Companion™ به صورت 24/7/365 آماده کمک‌رسانی به شما در زمینه شناخت گزینه‌ها، تماس با ارائه‌دهندگان از طرف شما و گرفتن نوبت است.

مراقبت مستقل از بیمه

با هر نوع پوششی از جمله Medicare، Medicaid و گزینه‌های مقیاس-متغیر ویژه افراد فاقد بیمه، می‌توانید از خدمات مراقبت بهره‌مند شوید.

دسترسی آسان به مراقبت

برای جستجوی ارائه‌دهندگان، از Care Match، وبسایت دارای قابلیت راهنمایی، استفاده کنید.

سرویس واکنش اضطراری یا ارائه‌دهنده Care Solace وجه خدمات سلامت روان نیست. در صورت بروز موقعیت اضطراری خطرناک، با 1-1-9 یا خط شماره‌روزی ملی مقابله با خودکشی به شماره 1-800-273-8255 تماس بگیرید.

همین امروز با مراکز مراقبت تماس بگیرید

Call (888) 515-7881



care-solace



Encuentra la ayuda que necesitas.

- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Médica



Llame o escanee el código (888) 515-7881



Encuentra la ayuda que necesitas.

Care Solace es un servicio anónimo disponible las 24 horas del día, los 7 días de la semana, los 365 días del año, para encontrar rápidamente proveedores que necesitas.

(888) 515-7881



Encuentre rápidamente ayuda para los siguientes servicios:

- Asistencia Médica, Comida y Vivienda
- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias



Encuentra la ayuda que necesitas.

- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Médica

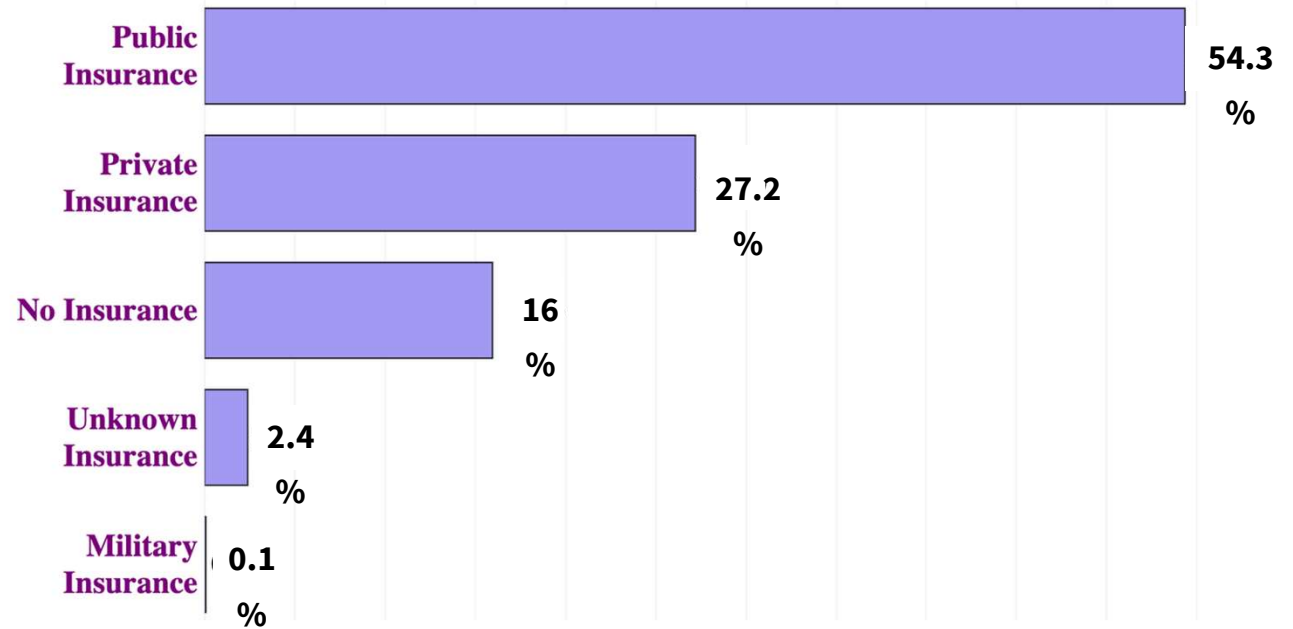


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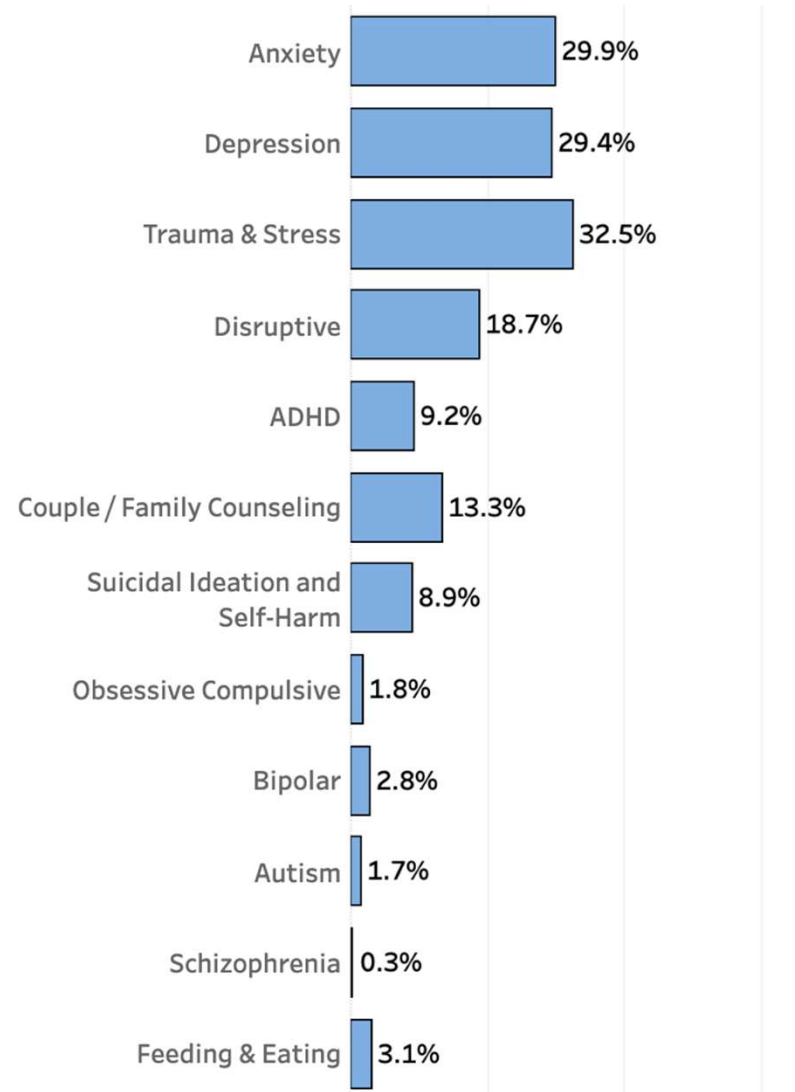


Insurance Types

Health Plan of San Joaquin (Medi-Cal) (Medicaid)
Medi-cal
No Insurance - Sliding Scale
Self Pay
Kaiser Permanente
Kaiser Permanente (HMO)
Medicaid
Kaiser Permanente (Medicaid)
I Don't Know
Health Net (Medicaid)
Anthem Blue Cross

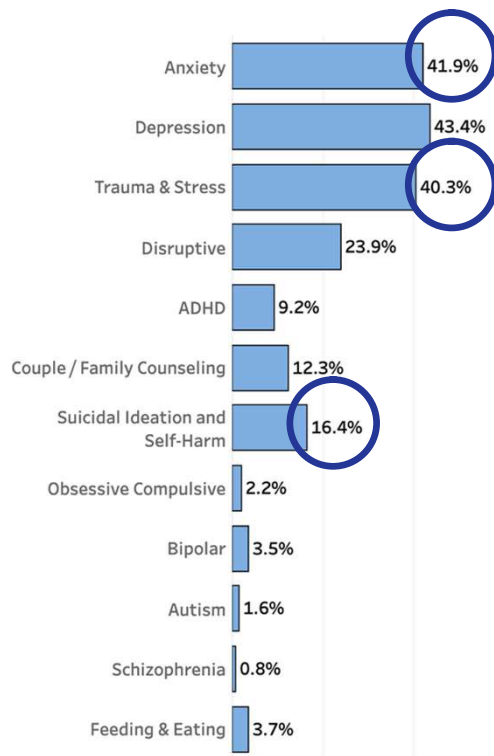


Mental Health Categories Observations by Age

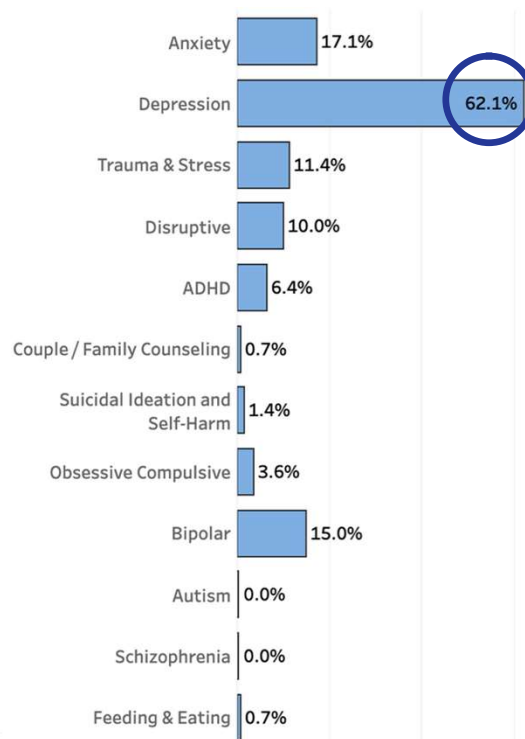


Mental Health Category by Age

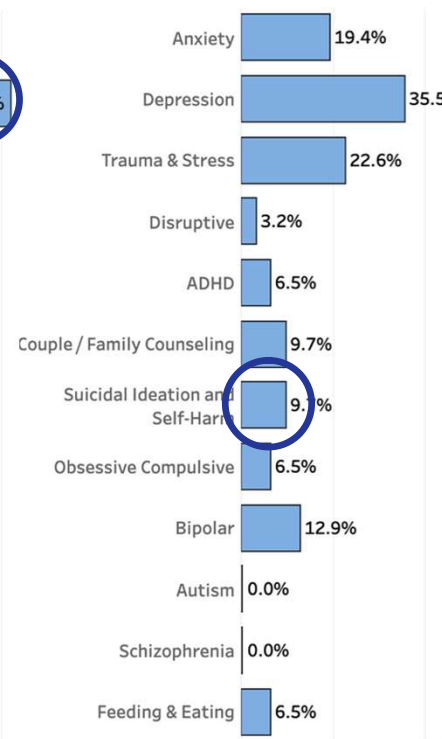
Youth/Adolescents



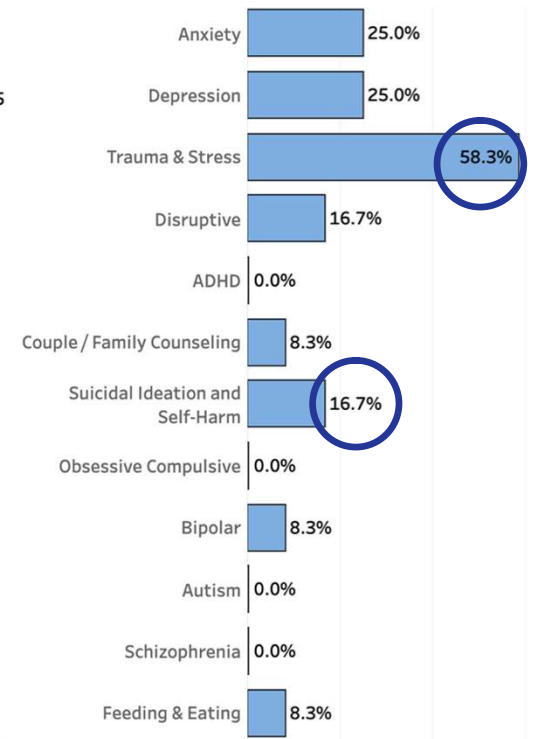
Gen Alpha & Gen Z



Millennial

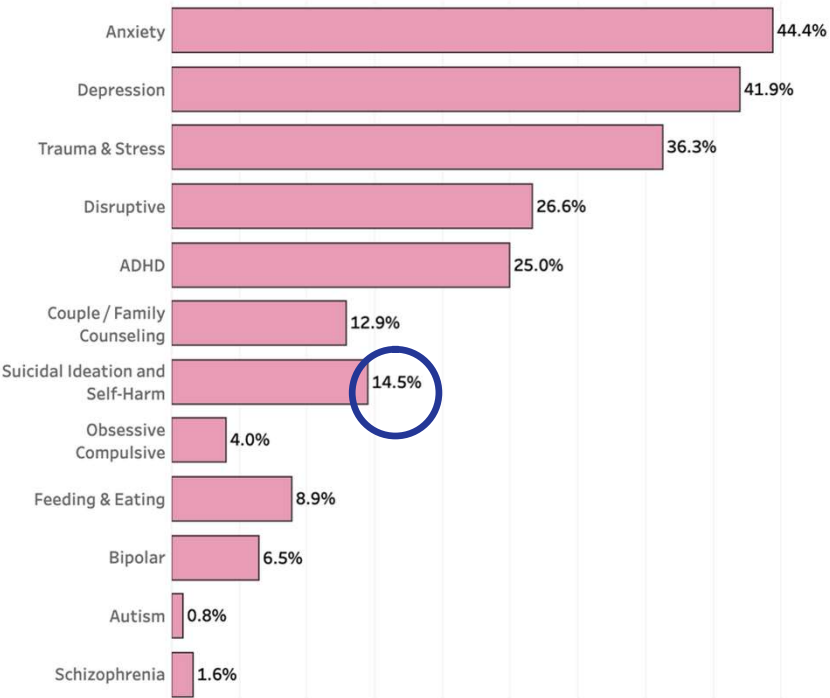


Gen X

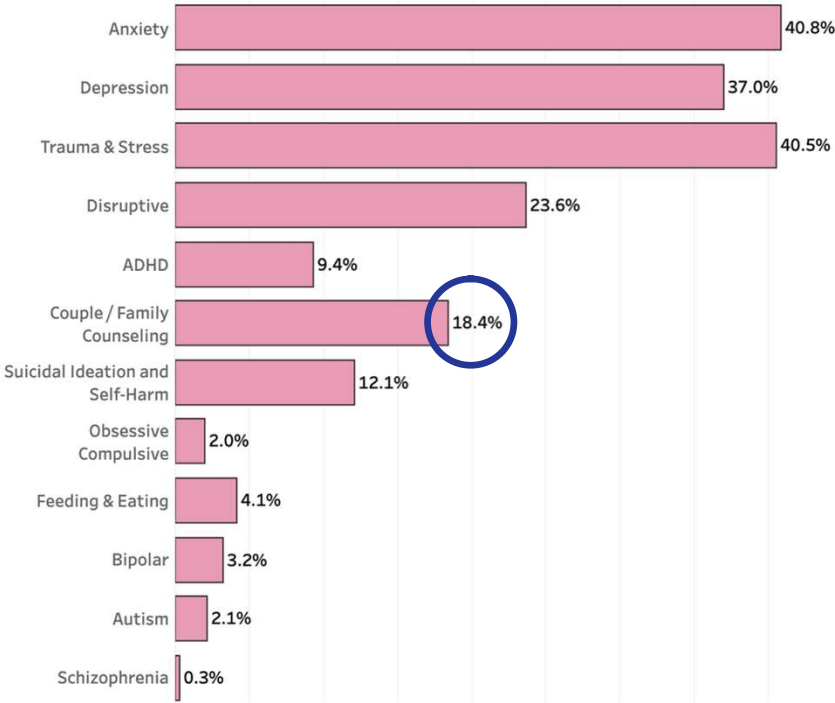


Mental Health Category by Ethnicity

White

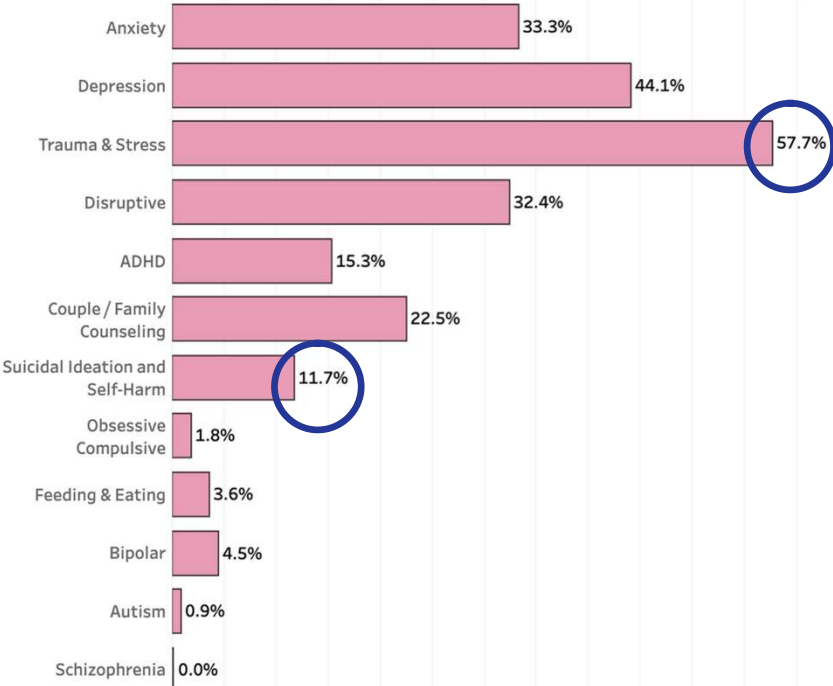


Hispanic

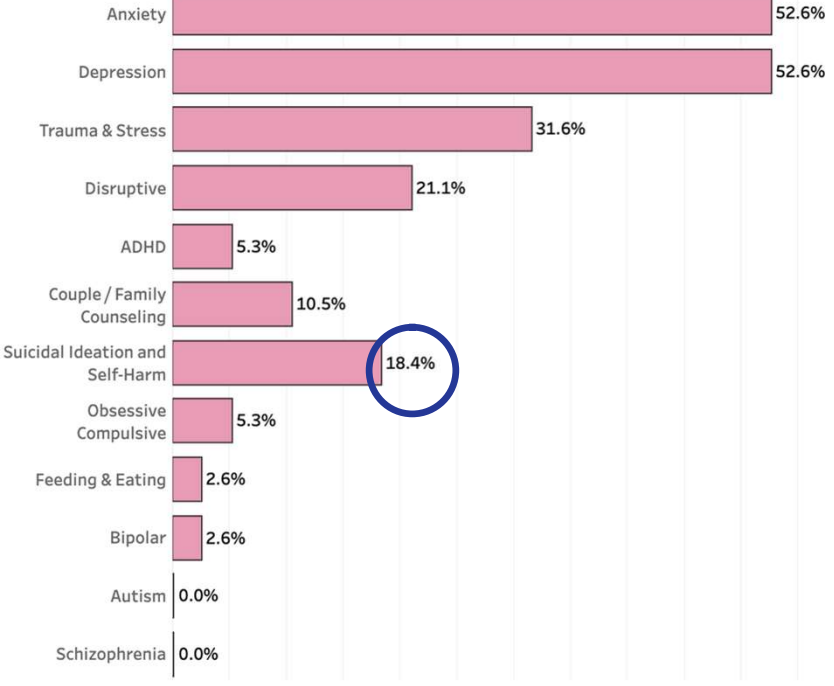


Mental Health Category by Ethnicity

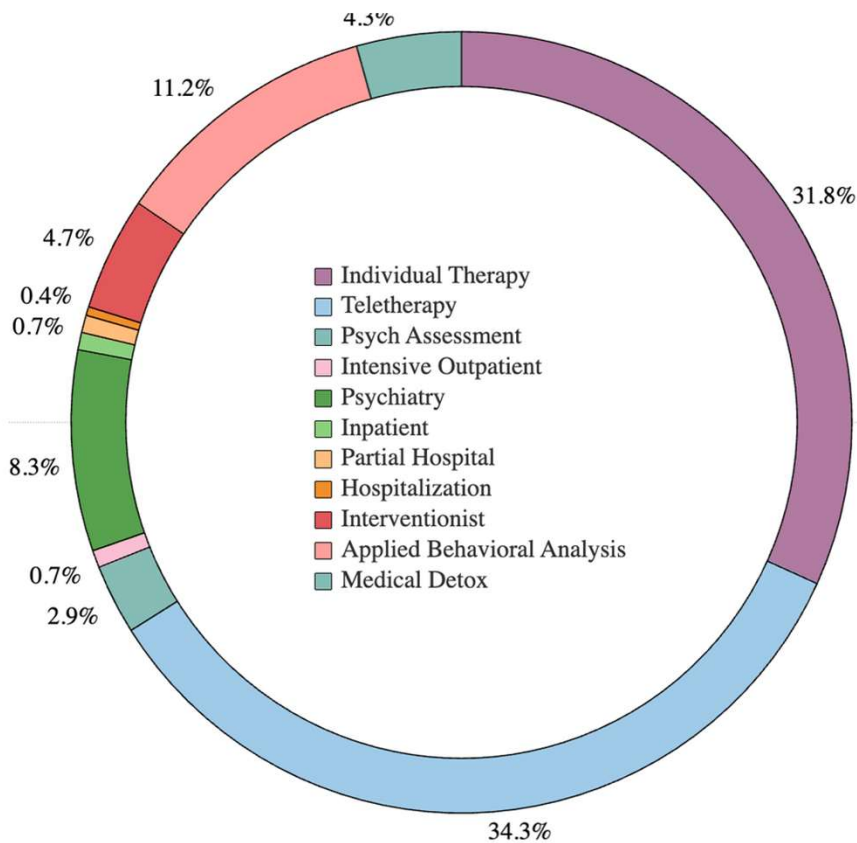
African American



Asian



Total Treatment Types



Individual Therapy: 269 + 290
teletherapy

Assessment: 25

Intensive Outpatient: 8

Psychiatry: 73

Inpatient Care: 8

Partial Hospitalization: 2

Hospitalization: 1

Interventionists: 4

Applied Behavioral Analysis: 92

Medical Detox: 41

Suicidal ideation/self-harm: 67

Example cases

45-year-old female

City resident

Caucasian

Zip code: 95207

Anxiety, Trauma & Stress

Aetna Insurance

Living in difficult situation with emotional abuse. Long term trauma and stress because of the relationship. Tried finding therapist on her own, (57 calls) but was unsuccessful. Care Solace matched her with 12 available providers. Appointment was booked within 7 days.

37-year-old female

City resident

Hispanic

Zip code: 95210

Alcohol Abuse, Anxiety, Depression

Blue Cross

Client experiencing anxiety, stress, and was in search of assistance with substance abuse. Care Solace matched resident with therapy and a treatment center.

Client booked appointment on her own.

54-year-old male

City resident

Native American

Zip code: 95207

Depression, Trauma & Stress

No insurance

Client experiencing depression, trauma and stress. Lost his job. Didn't think it was possible to obtain care without insurance. Care Solace matched him same day with therapist willing to assist with sliding scale. Appointment was booked 8 days later.

Continue to Maximize Our Partnership



Promote Care Solace

Share the partnership on all platforms. Use flyers, videos and social media resources provided.

Care Solace will host a series of webinars and make them available to everyone via social media and employers.



Training

Training is complete for first responders. City departments are scheduled.



Community Outreach

Care Solace is working with the city on community outreach.

Care Solace has contacted nonprofits and agencies to make them aware of the services. Grassroots outreach is ongoing. Care Solace is delivering QR cards and flyers to community organizations, chambers and churches.



Data Support

The data can be mined for trends over time. Special requests can be fulfilled at the request of the city.

Thank you!

Anita Ward

Anita.Ward@caresolace.org

Related Links

City Manager's Review Board

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Office Of Violence Prevention

Environment & Sustainability

American Rescue Plan Act

Mental Health Assistance

Measure N - Binding Arbitration

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