



## Behavioral Health Administration

**Dr. Veronica Kelley, DSW, LCSW**  
Director

**Michael Knight, MPA**  
Assistant Director

July 16, 2020

Re: Community Crisis Response Team COVID Response to Emergency Departments for 5150/5585

With the recent surge of COVID 19 (C19) cases presenting in Emergency Departments (EDs) throughout the county, there are a number of these cases in which an individual is also in need of immediate psychiatric stabilization care. In response to this noted priority concern from Emergency Department (ED) administrators, the San Bernardino County, Department of Behavioral Health (DBH), Community Crisis Response Teams (CCRT) Program will be providing crisis intervention supportive services to EDs in the County, effective 7/27/20, as outlined below:

Program Service Delivery & Population - COVID 19 Patients (PUI or Positive) In ED Settings Experiencing A Psychiatric Crisis:

- DBH CCRT responders will be deployed to EDs to assist onsite medical personnel by conducting screenings for risk factors that align to the WIC 5150/5585 criteria (Danger to Self, Danger to Others, or Grave Disability). Population that will be specifically served by the DBH CCRT program will be **patients who are on a quarantine status in the ED or on a Med Surge Unit in the hospital either awaiting C19 test results (Person Under Investigation [PUI]) or are a confirmed positive C19 case.**
- The DBH CCRT program will provide services via Webex (virtual platform) as a first option, as will be based on EDs' availability for telehealth resources. When DBH CCRT responders go to an ED setting to complete the screening process with individuals (PUI and positive C19), full PPE will be required to be worn by them to ensure the overall safety of the medical personnel, the DBH CCRT responder, and the patient. All PPE for the DBH CCRT responders will be provided by the county.

Program Locations & Staffing Availability:

- The DBH CCRT program will serve these three (3) regions in the county: East Valley, West Valley and High Desert (Please note: Webex option will be used specifically for the Mountain, Morongo Basin and Needles areas).
- Staffing for each region will be three (3) DBH CCRT responders per shift, 7-days a week. There are two (2) shifts per day.

Program Contact Options by Region:

Phone numbers per region (phone and/or text/page options) are as follows:

- East Valley: 909-421-9233 (phone) or 909-420-0560 (text/pager)
- West Valley: 909-458-1517 (phone) or 909-535-1316 (text/pager)
- High Desert: 760-956-2345 (phone) or 760-734-8093 (text/pager)

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- General Email Box – Coming soon. EDs will be able to email referrals directly to the DBH CCRT program only. PLEASE NOTE: Continual correspondences will not be an option through this established one-way communication platform.

### Services to Be Provided:

- DBH CCRT responders will provide crisis intervention supportive services to the patient within his/her current designated quarantined location in the ED or hospital setting who are either COVID positive or PUI through the two (2) noted options listed below.
- Community resources will be provided to the medical personnel treating the patient, patient, and loved ones for continuity of behavioral health care post hospitalization.
- DBH CCRT crisis responder will provide community resources to the medical personnel treating the patient, patient, and loved ones for continuity of behavioral health care post hospitalization.
- Patient and loved ones will also be provided the contact information for the DBH CCRT program for obtaining at any time any additional guidance/support.

### Process to Access CCRT Team:

1. EDs will call the CCRT program to request a crisis responder to see a patient who is either in the ED or on a Medical Unit who meet the above criteria.
2. DBH CCRT crisis responders will be available 7 days a week, 7:00 am to 10:00 pm
3. Screenings for risk factors that align to the WIC 5150/5585 criteria (Danger to Self, Danger to Others, or Grave Disability) will be done through the following options:
  - a) Via Webex (EDs to provide their own device) for ALL EDs in this county.
  - b) In person for hospitals all regions (Please note: Webex option will be used specifically for the Mountain, Morongo Basin and Needles areas).
4. Upon completion of the screening, the DBH CCRT crisis responder will:
  - I. Make recommendations to the ED on whether the patient meets the criteria for a WIC 5150/5585 hold.
  - II. ED personnel that are designated hold writers through the DBH, will author the WIC 5150/5585 application, at their discretion.
  - III. Upon completion of the screening, (person was already on a WIC 5150/5585 hold), the DBH CCRT crisis responder will:
  - IV. Make recommendations to the ED on whether the patient continues to meet the criteria for a WIC 5150/5585 hold.
  - V. ED personnel that are designated hold writers through the DBH, may exercise the option to interrupt the WIC 5150/5585 hold, at their discretion.
5. DBH CCRT responders will provide community resources to the medical personnel treating the patient, patient, and loved ones for continuity of behavioral health care post hospitalization. This can include:
  - a) Referral and linkage to crisis centers in the county (i.e. Crisis Walk-In Centers, Crisis Stabilization Units, Crisis Residential Treatment) as well referrals to behavioral health outpatient programs.
  - b) Patients needing Substance Use Disorder (SUD) services, coordination with the DBH Screening Assessment and Referral Center will provided.
  - c) Patient and loved ones will also be provided the contact information for the DBH CCRT program for obtaining at any time any additional guidance/support.

The DBH CCRT program has a Supervisor on Call (SOC) 7-days a week, 365 days a year during program's regular operating hours (7:00 am – 10:00 pm). This SOC is available to assist hospital personnel regarding referrals submitted for support from

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a DBH CCRT responder/s and/or also available for consultation on the management of a case/s in progress at a ED setting in the county.

For any additional information regarding the above outlined delivery of supportive services to EDs in the county, please feel free to contact the following persons who provide direct oversight to the DBH CCRT program:

- Erin Zamora, PMII, 909-453-9068 - (ezamora@dbh.sbcounty.gov)
- Metra Jaber, PMI, 909-454-4401 - (Metra.Jaber@dbh.sbcounty.gov)

Also, please feel free to contact Dr. Georgina Yoshioka, DBH Deputy Director, 24 Hour and Emergency Services Division for any further assistance at 909-388-0804, or at [Georgina.yoshioka@dbh.sbcounty.gov](mailto:Georgina.yoshioka@dbh.sbcounty.gov).

Sincerely,



Veronica Kelley, DSW  
Director

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- c: CaSonya Thomas, Assistant Executive Officer, Human Services  
William Gilbert, Hospital Director, Arrowhead Regional Medical Center  
Michael Knight, Assistant Director, Behavioral Health  
Tan Suphavarodom, Deputy Director, Behavioral Health  
Georgina Yoshioka, Deputy Director, Behavioral Health