

# Crisis Response and 988 Implementation

Assembly Budget Subcommittee #1 on Health and Human Services  
March 7, 2022

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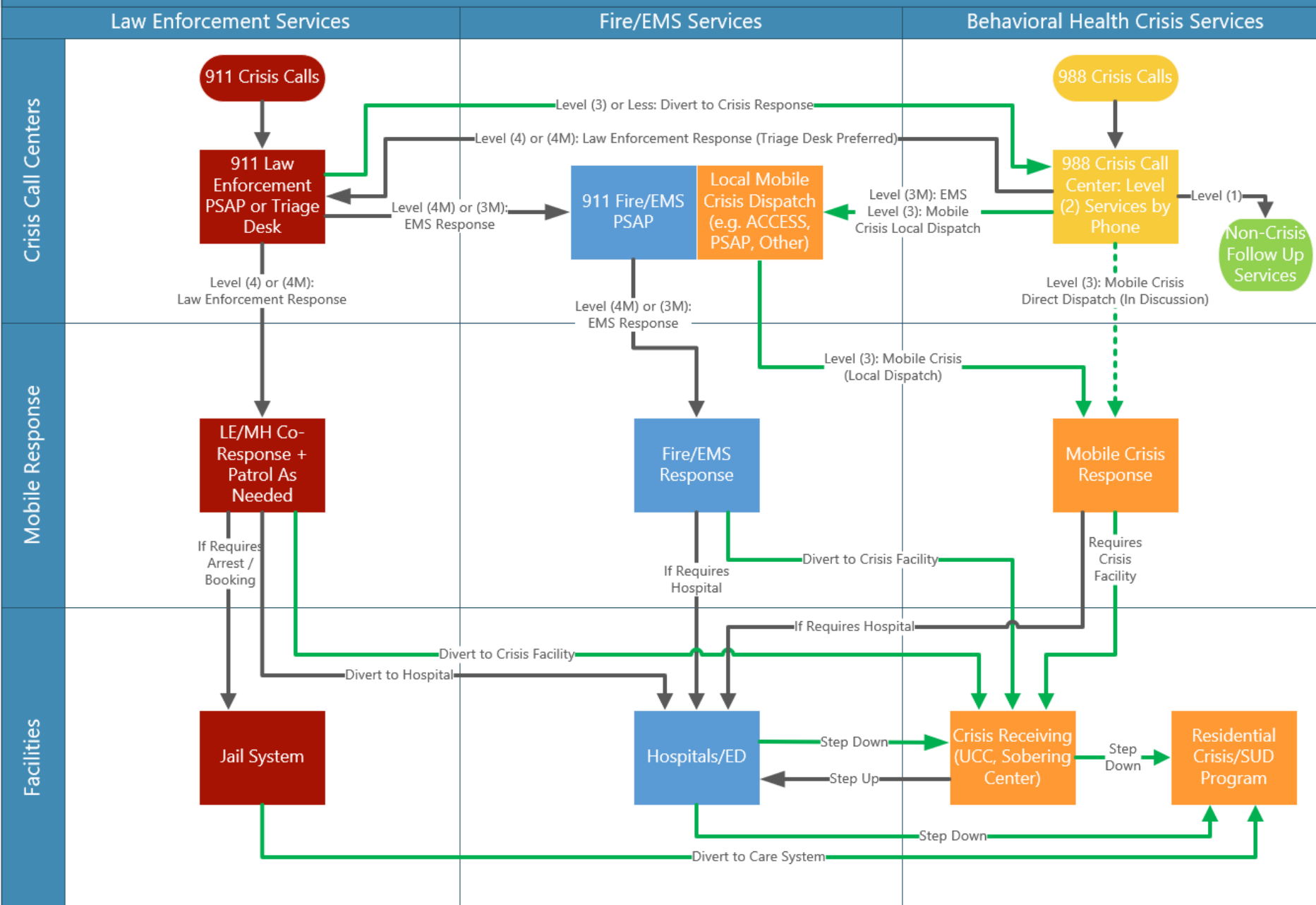
# The LA County vision

- Mental health and substance use crises are health emergencies
  - They deserve a rapid and professional response, just like physical health emergencies
  - Law enforcement shouldn't be involved unless necessary
- Preferred, no-wrong-door access to crisis care via 988
  - Intentionally address the inequitable impact of the current system on our communities
  - 9-1-1 and 988 need to coordinate seamlessly using shared standards to divert crisis calls to civilian, professional health responders as much as possible

# LA County Crisis Response System – Future State (DRAFT)



Preferred Diversion Pathways for Crises



Acronyms: ACCESS = LA County Department of Mental Health's 24hr Call Center; ED = Emergency Department; EMS = Emergency Medical Services; LE = Law Enforcement; MH = Mental Health; PSAP = Public Safety Answering Point (911 Call Center); UCC = Behavioral Health Urgent Care Center

# State leadership and support needed

- **9-1-1/988 Inter-operability:** Supporting the reliable transfer of calls not requiring law enforcement or EMS response from 9-1-1 to the 988 system (and vice versa, when needed)
- **Enhancing Medicaid Funding:** Exploring and implementing federal CMS-suggested enhancements in Medicaid funding for crisis services, including improved administrative funding for call centers and technology
- **“Value-based” Returns:** Identifying and capturing offsetting reductions in health care costs due to expanded crisis services, and reinvesting enough of these offsets to sustain ongoing crisis care