3/30/16: "Divert to What?" and Data Exchange
Presenters:
- Michael Reid, Fresno, Captain, Fresno Police Department, Michael.Reid@fresno.gov,
- Gilbert Gonzales, Director, Mental Health Department, Bexar County, grgonzales@bexar.org
- Susan Bower, Assistant Director, HHSA Integrative Services, San Diego County, Susan.Bower@sdcounty.ca.gov

First Steps to Get Started with Diversion

Fresno
Mike from Fresno explained that his community conducted a "Community Conversation" that allowed the community to vent their frustrations and then shifted the conversation to building an algorithm for what the level of services were. They then conducted a gap analysis wherein they identified what type of services they had and what type of needs were identified through the community conversations. They also toured communities that had best practices in place and tried to replicate them, and emphasized the importance of having a high-profile champion at the table.

Bexar County
Gilbert suggested that new onboarding jurisdictions should identify what the most pressing priorities/demands are for the community. He noted the challenges of poor mental health/criminal justice integration and the awareness that the community (especially the CJ system) largely did not have an awareness of how the mental illness manifested itself. Bexar ended up focusing on Crisis Intervention Training (CIT) for law enforcement. They worked to implement enough treatment options to support people both pre- and post-incarceration. Gilbert stressed that having a continual focus on community diversion is critical.

Data Exchange to Identify Super Utilizers

San Diego
Susan from San Diego noted that one of the first steps during onboarding was dealing with privacy/data-sharing and the governing regulations. To address this, they worked with Project 25; the service provider gathered data from entities and then looked at the associated cost and compiled the super utilizers in that way.

Bexar County
Gilbert Gonzales from Bexar County explained that Bexar County asked everyone to list what their top questions were, put those into an excel spreadsheet, and identified growth metrics from that (e.g., how many people were treated at the crisis center; how many times does law enforcement brings them to a crisis center, and where they are referred). With this information, they began to populate data. Bexar County also worked with EMS ambulance providers to develop training for anyone who might have first-contact with a person in need.