




Agenda Item No: 7.a
Meeting Date: March 4, 2024

SAN RAFAEL CITY COUNCIL AGENDA REPORT

Department: Police Department

Prepared by: Todd Berringer, Lieutenant **City Manager Approval:** 

TOPIC: SPECIALIZED ASSISTANCE FOR EVERYONE (SAFE) TEAM 2023 ANNUAL REPORT

SUBJECT: ACCEPT THE SPECIALIZED ASSISTANCE FOR EVERYONE (SAFE) ANNUAL REPORT FOR THE 3-YEAR PILOT ALTERNATIVE RESPONSE TEAM PROGRAM

RECOMMENDATION:
Accept the Specialized Assistance for Everyone (SAFE) Team 2023 Annual Report.

BACKGROUND:
Over the past several years, there has been an emerging practice of replacing traditional law enforcement responders to 911 calls involving people in crisis with social workers, mental health counselors, or medical staff. The City Council directed staff to release a Request for Proposals (RFP) to implement an Alternative Response Team (ART) to meet the needs and support those in our community who need additional services. Alternative response teams can deal with a wide range of mental health-related crises, including conflict resolution, welfare checks, substance abuse, and potential suicide threats, and they rely on trauma-informed de-escalation and harm reduction techniques.

On January 17, 2023, the City Council authorized the City Manager to negotiate and enter into a professional services agreement with Petaluma People Services Center (PPSC) for a 3-year pilot alternative response program, not to exceed \$775,000 per year with an additional \$100,000 in start-up costs in the first year. PPSC utilized their existing model in Sonoma County for an alternative response team called the Specialized Assistance for Everyone (SAFE) Team. To provide these services to the City, PPSC hired ten (10) Crisis Counselors and Emergency Medical Technicians, a part-time Navigator, a Supervisor, and a part-time Director. On March 27, 2023, the City of San Rafael SAFE Team responded to their first calls for service. The SAFE Team operates 12 hours per day (8 AM – 8 PM), seven (7) days per week, 365 days per year.

The SAFE Team partners with other community-based organizations in San Rafael and the County, such as Ritter Center, Jonathan’s Place, Helen Vine, St. Vincent’s De Paul, and many others, to provide outreach, follow-up care, housing assistance, counseling, and other services. The public can access the SAFE Team through the dedicated non-emergency telephone number, 415-458-7233(SAFE), or the San Rafael Police Department’s non-emergency telephone number, 415-485-3000.

FOR CITY CLERK ONLY

Council Meeting: _____

Disposition: _____

SAN RAFAEL CITY COUNCIL AGENDA REPORT / Page: 2

The SAFE Team is dispatched to the call for service through the San Rafael Police Department’s dispatch center.

ANALYSIS:

The SAFE Team has handled 2,693 calls for service since their inception on March 27, 2023. Refer to Attachment 1.

The SAFE Team’s two most commonly requested uses are for “public assists” and “welfare checks.” A public assist is a call for service or “flag down” by a community member or reporting party indicating someone needs assistance. This is typically for an unhoused individual. The assistance can include connecting someone to services, providing food/water/clothing, harm reduction, assessing someone acting unusual, or for subjects blocking walkways or entrances. Public assists are the most common call for service; the second most common call is for welfare checks. Welfare checks are initiated by community members, social workers such as Adult Protective Services (APS) or Child Protective Services (CPS), hospital staff, family members, or other parties requesting the SAFE Team check up on a member in the San Rafael community. The reason for the welfare checks could be because the person has not heard from the community member for some time and they suffer from a medical, psychiatric, or physical condition, missed scheduled appointments, walked away from the hospital against medical advice following a crisis, trauma, or serious accident. A summary of call types is provided in the following table.

This section has been left blank intentionally.

Call Types	# of Calls Year to Date (March 27, 2023 – January 31, 2024)	Percentage
Counseling Request	208	7%
Death Notifications	1	>1%
Public Assists	1,343	50%
Suicidal Subjects	67	2%
Welfare Checks	840	31%
First Aid/Bandage Care	11	>1%
Police/EMS Assist	217	8%
Community Engagement/ Outreach	6	>1%
TOTAL	2,693	100%

Depending on the severity of the calls for service, whether weapons are believed to be present, or the severity of the medical complaint, officers or firefighters/paramedics may be dispatched as a co-response with the SAFE Team. Additionally, if an officer or firefighter/paramedic is initially dispatched, but the first

responders determine the SAFE Team may be better suited to handle the call for service, the SAFE Team may be requested to respond.

The SAFE Team has had many successful outcomes with connecting community members to psychiatric services, de-escalating crises, assisting the unhoused community members to secure housing at local shelters, and providing drug/alcohol addiction resources. The SAFE Team has assisted with medical aid, drug/alcohol counseling, mental health assessments, and diversions of patients from regional Emergency Departments. Furthermore, the SAFE Team has diverted our at-risk population from the justice system through jail diversions and early interventions. An example of when a subject would be diverted from the justice system could be from a trespass situation, simple possession or being under the influence of a controlled substance, or other low-level criminal offenses. If a law enforcement officer had been dispatched to the call for service, there is the likelihood that the subject would be arrested and booked into jail or issued a citation. These types of examples would be considered jail diversions. It is difficult to assess the diversion rate because an officer on scene does not always indicate the potential for a jail diversion. For example, officers may be present during an involuntary mental health commitment.

Occasionally, some community members may not be located or will not be interested in the services offered by the SAFE Team. These events will generate a call for service, which will be tracked statistically; however, the SAFE Team may be unable to locate the individual (UTL), the person may be gone on arrival (GOA), or the person may refuse services or refuse to provide information. In these incidents, SAFE Team members will be unable to collect data on the individuals served. As depicted in Attachment 1 and 2, the absence of data will be reflected in the "Data Not Collected" section.

While the SAFE Team strives to capture the types of calls accurately, demographics of those served, outcomes, diversions, and types of transports they conduct, there are limitations to the data collected. Some of these limitations occur because the client is unwilling to provide the necessary information, how the client interaction transpires, and variables in information gathering due to the complex nature of crisis intervention work.

COMMUNITY OUTREACH:

The annual SAFE Team report will be made available to the community through the City of San Rafael's website and on Petaluma People Services website. Community based organizations, Novato Community Hospital, Marin Health Medical Center, County of Marin Probation Department, Crisis Stabilization Unit, and the Marin Health and Wellness Center, will receive a copy of the annual SAFE Team report.

FISCAL IMPACT:

There is no fiscal impact associated with accepting this report. In 2024, staff will be looking into state and federal grants, community partnerships, and other funding options for program sustainability. Staff will also evaluate the viability of expansion to 18-hour or 24-hour service.

RECOMMENDED ACTION:

Accept the Specialized Assistance for Everyone (SAFE) Team 2023 Annual Report.

ATTACHMENTS:

1. San Rafael SAFE Team Report YTD Stats



San Rafael	March - May	June-August	September - November	December - January	YTD
TOTAL CALLS FOR SERVICE	581	859	782	471	2693
Call Types					
Counseling Requests	28	95	62	23	208
Death Notification	0	1	0	0	1
Public Assists	340	357	389	257	1343
Suicidal Subject	15	22	19	11	67
Welfare Checks	174	295	232	139	840
First Aid/Medical Assesment	1	8	1	1	11
Police/EMS	23	81	78	35	217
Initiated By					
Dispatch	474	736	721	442	2373
Flag Down	25	25	10	2	62
Self-initiated	79	96	39	25	239
Attached to Dispatch	3	2	12	2	19
Outcome/Disposition					
Advised	83	185	188	114	570
Assisted	261	209	183	113	766
Safety Contract/Safety Plan	0	9	7	6	22
Refused Services	43	58	39	32	172
Refused Transport	0	0	0	0	0
Transported	55	75	68	50	248
Canceled Enroute/On Arrival	20	25	30	16	91

UTL/GOA	99	183	171	92	545
Code 4(Welfare Check)	15	79	72	37	203
Transported by Police/EMS	5	33	24	11	73
Transported by Friend/Family	0	3	0	0	3
Housing					
Housed	75	252	244	144	715
Unhoused	145	442	381	251	1219
Data Not Collected	63	153	157	75	448
Gender					
Female	239	372	306	177	1094
Male	285	442	430	276	1433
Transgender	0	5	11	0	16
Data Not Collected	57	44	35	18	154
Race/Ethnicity					
Asian-American	17	11	13	7	48
Black	60	68	77	40	245
Latino/Hispanic	81	92	100	49	322
Native American	1	1	1	0	3
White	289	533	453	300	1575
Data Not Collected	130	109	114	61	414
Multi Racial	3	45	24	12	84
Primary Language					
English	0	655	650	394	1699
Spanish	0	33	33	21	87
Tagalog	0	0	1	0	1
Vietnamese	0	0	0	1	1
Other	0	0	4	0	4
Age Group					
Youth 0-24 y.o	22	32	56	17	127
Adult	94	436	355	293	1178
Senior	22	58	116	98	294
Data Not Collected	155	333	255	113	856

Responders on Scene						
Police	45	67	63	41	216	
Fire	30	37	38	24	129	
EMT	1	1	0	1	3	
MCRT	0	3	0	0	3	
Cover Request						
Police	8	21	15	3	47	
Fire/EMS	10	14	13	9	46	
Diversions						
ED Diversion	30	43	24	8	105	
Jail Diversion	30	55	25	8	118	
Ambulance Diversion	13	64	38	17	132	
Referred to Services	41	97	59	17	214	
APS/CPS Report Filed	0	6	16	4	26	
Transports						
St.Vincent	5	1	4	7	17	
CSU	5	12	12	5	34	
Transit Center	7	3	8	1	19	
Resource Center	3	0	0	0	3	
Kaiser	3	4	1	1	9	
Ritter Center	6	9	7	2	24	
Jonathan's Place	3	0	1	4	8	
Residential	4	2	1	2	9	
City Hall	1	0	0	0	1	
Library	2	6	1	1	10	
Marin Health & Wellness	2	4	0	2	8	
Marin General Hospital	4	19	14	8	45	
Novato Community Hospital	1	4	2	1	8	
Community Center	1	0	0	0	1	
PPSC	1	0	0	0	1	
Hotel	1	2	4	4	11	
Pharmacy	3	0	1	3	7	

Church	1	0	0	0	1
Metro PCS	2	0	0	0	2
Sutter	0	3	0	0	3
Civic Center	0	1	1	2	4
PD	0	0	2	0	2
Rose Shelter	0	0	2	0	2
Salvation Army	0	0	0	0	0
DMV	0	0	1	0	1
Marin Medical Center	0	0	3	0	3
Gym	0	0	1	0	1
Laundromat	0	0	1	0	1
Jail	0	0	1	0	1
County Office	0	0	2	1	3
Warming Shelter	0	0	0	3	3
Post Office	0	0	0	1	1
Redwood Gospel	0	0	0	1	1
Pet Hospital	0	0	0	1	1