



**California  
Interagency Council  
on Homelessness**

## ERF-3-R, Application

### Part 1 (A): ADMINISTRATIVE INFORMATION

#### Application Window

- ☐ Window #1, 11/3/2023 - 1/31/2024  
☐ Window #2, 2/1/2024 - 4/30/2024  
☒ Window #3, 5/1/2024 - 6/30/2024

*Applications received after 5:00 p.m. on the last day of the application window will be reviewed and evaluated during the following application window. **Note, applications submitted after 5:00 p.m. on 6/30/2024 will not be reviewed.***

#### Eligible Applicant

Select the eligible applicant's jurisdiction type.

- ☒ CoC ☐ City ☐ County

Select from the list of continuums of care.

Lake County CoC

### Part 1 (B) Contracting Information

Complete all elements of the below section. This information is required for contracting should this application be chosen for award.

#### Contractor Information

Contractor Name (the legal entity entering into contract with the State)

County of Lake

What is the Federal Employer Identification Number (FEIN # or tax id number) for the contractor?

94-6000825

#### Tax ID Form

Lake Co govt taxpayer ID form.pdf

Governmental entities will need to submit a GovTIN Tax Form, and Non-governmental entities will need to submit a STD 204 Tax Form. Links to each are below:

GovTIN: [Taxpayer ID Form \(ca.gov\)](#)

STD 204: [STD 204 - Payee Data Record \(ca.gov\)](#)

## Who is the best contact person for this contract?

### Primary Contact

<input type="text" value="Scott"/>	<input type="text" value="Abbott"/>
First	Last

*This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)*

### Job title

<input type="text" value="MHSA &amp; Housing Program Manager"/>
job title

### Email

<input type="text" value="scott.abbott@lakecountycal.gov"/>
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### Phone

<input type="text" value="(707) 274-9101"/>
---

*This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)*

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### Secondary Contact

<input type="text" value="Elise"/>	<input type="text" value="Jones"/>
First	Last

### Job title

<input type="text" value="Behavioral Health Services Director"/>
job title

### Email

<input type="text" value="elise.jones@lakecountycal.gov"/>
--

### Phone

<input type="text" value="(707) 274-9101"/>
---

*This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)*

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### Contact Person for Reporting

<input type="text" value="Scott"/>	<input type="text" value="Abbott"/>
First	Last

### Job title

MHSA & Housing Program Manager

job title

**Email**

scott.abbott@lakecountycal.gov

**Phone**

(707) 274-9101

*This contact will ONLY receive grant reporting correspondence (inclusive of guidance, report releases/reminders, report follow-ups).*

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**Authorized Representative**

Scott

First

Abbott

Last

**Job title**

MHSA & Housing Program Manager

job title

**Email**

scott.abbott@lakecountycal.gov

**Phone**

(707) 274-9101

*The Authorized Representative has authority to contract on behalf of the eligible applicant*

**If this application is funded, what address should the check be mailed to?**

**Address**

County of LAKE

Address Line 1

255 N. Forbes St.

Address Line 2

Lakeport

City

California

State

95453-4747

Zip Code

**Attention to (if applicable):**

Scott Abbott, Lake County Behavioral Health Services Dept.

 **This Application uses character limits** 

**Reaching these limits is not required, however competitive responses will address all parts of each**

# question asked.

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## Part 2: PROPOSAL OVERVIEW

### Guidance:

In completing this application, applicants must identify the specific encampment that will be prioritized for resolution.

If an applicant proposes to prioritize a large, noncontiguous, or multiple site(s), the encampments may only be addressed through a single application if: (a) the justification for prioritizing the encampments is the same, **and** (b) the demographics and service needs of the residents of the encampments is sufficiently the same that, (c) the same set of services, and service providers, including outreach, interim and permanent housing programs, will be used to resolve the identified people's experience of homelessness in encampments.

*Applicant must prepare a separate application for each encampment that does not meet the requirements of (a) – (c).*

### Proposal Summary

**Summarize the proposed Encampment Resolution Fund (ERF) project, including an overview of all key components and/or phases of the project that will be funded in whole or in part with ERF-3-R resources. (1500-character limit)**

The Lake County Continuum of Care (CoC) proposes to utilize ERF-3-R resources over the project period to engage with the residents of every single identified encampment within Lake County. All components are intended to provide immediate & temporary housing opportunities (with health & safety as an immediate need), with a goal towards permanent & stable housing; they will be guided by these key principles: 1) individual engagement; 2) voluntary, client-centered & trauma-informed care; 3) provision of adequate, appropriate & low-barrier resources; 4) utilization of experienced service providers with deep community ties; & 5) strong team coordination with accurate data collection & reporting. A total of \$1,514,618 in ERF funding is requested.

### People Served

**Number of people currently residing in prioritized encampment site**

420

**Potential inflow of people into the prioritized encampment site during the grant term.**

40

#

Of people currently residing in prioritized encampment site, how many will be served by this proposal?

275

#

Given the potential for inflow of people into the prioritized encampment site, how many people are projected to be served across the entire grant period?

300

#

Of people projected to be served across the entire grant period, number of people projected to transition into interim housing.

210

#

Of people projected to be served across the entire grant period, number of people projected to transition into permanent housing

105

#

*This should include both people who transition directly into permanent housing **and** people who may first transition into interim housing.*

Is the prioritized encampment site part of a larger encampment area?

☐ Yes ☒ No

## Encampment Information

**1. Briefly describe the characteristics of the people residing within the prioritized encampment site, including demographics, household compositions, disabilities, and projected service and housing needs. Include how this information was gathered. (1500-character limit)**

Approx. 420 encampments residents were noted in the CoC's January 2024 HUD Point-in-Time count. The majority self-identified as chronically homeless unaccompanied males with mental & physical health concerns. Some couples & households with minor children also were counted. The CoC anticipates that most encampment residents will required emergency or interim housing with supportive services, although the goal remains to place every individual possible into stable, permanent housing. Some individuals may further need attorney assistance towards dealing with issues such as legal work status or citizenship, fair housing violations or past criminal history.

*If this proposal seeks to serve a particular target population, specify and describe.*

**2. Briefly describe physical characteristics of the prioritized encampment site in which the people you are proposing to serve are residing. The description must include the specific location, physical size of the area, the types of structures people are residing in at the site, whether vehicles are present, and any other relevant or notable physical characteristics of the site. (1000-character limit)**

These 22 encampment areas are very similar in both resident types & locations near the 100-mile circumference Clear Lake. Two are located within Lakeport city limits, 2 are within Clearlake city limits, & the remaining are scattered among unincorporated communities of Upper Lake, Nice, Clearlake Oaks, Spring Valley, Lower Lake, Middletown & outlying Lakeport areas. They are small to 5 acres in area, usually wooded, on privately-owned properties with absentee owners away from public roadways. Some RVs are used but most shelters are tents or other temporary structures. A singular distinguishing feature is most are located near Clear Lake or a running creek (1 on Spring Valley Lake), raising concerns about public sanitation from human waste. Also particularly concerning is the residents' potential exposure to contaminated water & the regular appearance of blue-green algae in Clear Lake's shallow or stagnant areas, a serious threat to humans & pets. An Encampments Location Map is attached.

**3. Why is this encampment site being prioritized? Applicant should identify any distinguishing needs and/or vulnerabilities of the people living in this encampment and/or any health, safety, or other concerns that led the applicant to prioritize this site over other encampments. (1000-character limit)**

As earlier described, these encampments are home to mostly single, unaccompanied men, including US veterans, with significant mental and physical health concerns. Many have been identified as chronically homeless. Potable water & waste disposal are large concerns as well.

*ERF authorizing legislation requires funding be used for "prioritized" encampments. Applicants must, therefore, provide a justification for the prioritization of the encampment proposed to be served. Except in very small communities where it may be possible to justify prioritizing all of a small number of encampments for resolution using this fund source, ERF is not intended to be used to fund a community-wide encampment resolution program.*

**Attachment: Map**

Lake County Homeless Encampments Map.pdf

*The provided map should clearly indicate the area of the prioritized encampment. The map may also indicate the location of other key service, shelter, and housing resources described in this proposal.*

**4. Is the prioritized site on a state right-of-way?**

☐ No ☐ Yes - partially ☐ Yes - entirely

## Proposal's Outcomes

**5. What outcomes does this proposal seek to accomplish by 6/30/2027? Outcomes should be specific, measurable, attainable, relevant, and time-bound (SMART). (1000-character limit)**

This proposal seeks to reach most of the 420 encampment residents identified with the January PIT count along with the 40 new entries anticipated through June 2027. The CoC anticipates 65% or 300 adults plus any children will voluntarily engage with outreach efforts & will be served by the program in some manner. Of those 300 individuals we hope to transition 210 people, or 70% of those choosing to engage, to emergency or interim housing, & that 50% or 105 of those will enter a permanent housing situation by the ERF program's June 30, 2027 expenditure deadline.

**6. What are the primary activities the applicant will implement to achieve each of the proposal's outcomes? (1000-character limit)**

1) Complete outreach to all identified encampment residents. 2) The provision of services to all residents voluntarily participating, with client enrollment into the county's Coordinated Entry System towards meeting identified needs, including interim & permanent housing. 3)

**7. How will the applicant measure progress towards the proposal's outcomes? (1000-character limit)**

All program providers must utilize the county's HMIS for data entry. Participating encampment residents, once voluntarily engaged with the program, will be entered into the recently-launched county Pathways Hub system of coordinated care, ensuring each client receives the variety of services, housing plus supportive, that lead towards household housing stability & personal health & safety. Regular data reports with analysis will be prepared by LCBHS staff & the CoC membership for both the state funder & the Lake County community.

**8. Are there any local ordinances, resources, or other factors that may hinder achieving the proposal's outcomes? If so, how will the applicant navigate these challenges? (1000- character limit)**

Lake County is a geographically large but sparsely populated rural & remote county, with a low median income, high poverty incidence with lower education levels & substantial health problems with a dearth of medical professionals. HOWEVER, Lake County is rich with dedicated volunteers & elected plus appointed public officials who care about our community. We have developed capabilities that are impressive for a rural county. The county & its two incorporated cities have not enacted ordinances or regulations that inhibit the community's ability to reach out to those needing assistance. Further, our local & tribal government entities, nonprofit providers, faith-based organizations, two local hospitals plus tribal clinic, & loosely organized service groups all work together very well; most participate directly or indirectly with the county's CoC &/or Mental Health Services Act advisory committee towards solving our local economic problems, including homelessness.

**9. Does this proposal fund a standalone project, or is the proposed project one component of a larger initiative?**

☒ Standalone ☐ Larger initiative

## Centering People

**10. Describe how the perspectives of people with lived experience of homelessness meaningfully contributed to the content of this proposal? How will people with lived experience be part of the implementation of this ERF project? If individuals living in the encampment site were included in the development of this proposal, describe how their input was obtained and how that input shaped the proposal. (1000-character limit)**

Formerly homeless volunteered with the CoC's January 2024 HUD Point-in-Time (PIT) count and led interviews at major encampments; current homeless helped identify other encampment locations not previously known. During PIT count encampment residents were asked what they needed/wanted to exit homelessness; findings directed this application. The CoC membership, including representatives with lived experience, helped develop its Strategic Plan and Homelessness Action Plan and will monitor this program's progress.

**11. Briefly describe how the proposal exemplifies Housing First approaches as defined in Welfare**

**and Institutions Code section 8255. (1000-character limit)**

Housing First requires the use of client-driven harm reduction practices. This program proposes to utilize personnel specifically competent in trauma-informed client outreach & management. Encampment residents will be engaged but all participation in relocation & housing, both temporary & permanent, will be voluntary.

**12. Describe how each of the following service delivery practices are incorporated into the outreach, interim shelter (if applicable), and permanent housing aspects of the proposed ERF project: (a) individual participant choice and (b) trauma informed care. (1000-character limit)**

Outreach to encampment residents will be conducted by providers trained in all aspects of trauma-informed care. Those residents who voluntarily select to participate in the program will be assessed for immediate health & safety concerns then offered low-barrier interim shelter as appropriate & available. Temporary emergency shelter or motel stays are the likely choices, although some mental health facility beds might be offered as client desired & indicated. Individual barriers towards permanent housing will be addressed as part of the case management. The ultimate goal of securing permanent housing may require additional legal assistance to secure public benefits or employment; rental subsidies will be an option for some households. Those desiring family reunification will also be assisted.

**13. Describe how harm reduction principles will be incorporated into the outreach, interim housing (if applicable), and permanent housing aspects of this ERF project. (1000-character limit)**

All provided services & housing opportunities will be low-barrier, appropriate for the individual (& household), & culturally sensitive. Outreach & service providers are specifically trained in harm reduction; the health & dignity of the client comes first without judgmental or coercive attitudes. Spanish-speaking clients will receive services from native language speakers as available. Encampment residents will be included in all decisions & will have the final choice of provided services, including interim & permanent housing.

**14. Describe the services that will be provided to improve people's health, dignity, and safety while they continue to reside within the prioritized encampment site. (1000-character limit)**

The CoC recently signed an MOU with Partnership HealthPlan of California (PHC), a non-profit community-based healthcare organization that contracts with the State of California to provide Medi-Cal services in fourteen counties in Northern California, including Lake County. The current contract extends through December 30, 2027 & therefore covers this proposed ERF program term. It requires that PHC specifically provide health services & provider referrals to those experiencing homelessness, including encampment residents. Although some client transportation to health appointments is already provided, this ERF proposal includes a request for the purchase of an additional 8-passenger disability-accessible van to augment transportation for health & other necessary appointments. Further, the county & both cities work with together to allow encampment resident engagement & housing relocation without law enforcement intervention unless necessary for public safety.

**15. Identify what controls are or will be in place to ensure that all ERF-3-R funded parties will not penalize homelessness. The term "penalize homelessness" means to impose, by a governmental unit, criminal or civil penalties on persons who are homeless in a manner that is related to those persons' engagement in necessary human activities, including sleeping, resting, and eating. (1000-character limit)**



Neither the Lake County Sheriff's Dept. nor the police departments for the incorporated Lakeport and Clearlake criminally penalize encampment residents. Rather, all 3 jurisdictions cooperate with LCBHS & the county's CoC in offering motel stays or transportation to the county's emergency shelter outside Lakeport. Further, the Lakeport Police Dept. includes a Crisis Intervention Specialist who, along with a sworn officer, works with its homeless to provide, through LCBHS & other local providers, emergency services plus voluntary enrollment into the county's Coordinated Entry System towards housing stabilization along with other health & safety services.

**16. Describe how this proposal considers sanitation services for people residing in the prioritized encampment. This may include but is not limited to non-intrusive, curbside waste removal and access to clean and available bathrooms. (1000-character limit)**

Most encampments are located at or near public spaces such as lakeside parks with open & maintained restrooms. The scattered fire stations additionally typically allow restroom use. A mobile shower & laundry facility, partially funded by the CoC, travels on a regular schedule around the county to serve encampment residents. The cities & county also have requested its trash removal contractors to haul garbage when collected by community volunteers; encampment residents' belongings are specifically not removed, however.

## **Part 3: IMPLEMENTATION**

### **Core Service Delivery and Housing Strategies**

**17. Describe the proposed outreach and engagement strategy, case management, and / or service coordination for people while they are continuing to reside within the encampment site. Quantify units of service to be delivered including the ratio of staff to people served, frequency of engagement, and length of service periods. (2000-character limit)**

This proposal includes the hiring of a half-time LCBHS Housing Navigator & the continuing funding of Lakeport's Crisis Intervention Specialist who spends 75% of her time with encampments. They will conduct outreach & engagement activities, enter the clients seeking assistance into the county's Path Hub coordinated entry system, & will coordinate the encampment residents' needs with other providers. Frequency of engagement will be determined by residents' individual needs & the timing of interim or permanent housing availability. But both positions are proposed to at least carry through the ERF termination of June 30, 2027.

**18. Describe the role of Coordinated Entry in the context of this proposal and how Coordinated Entry policies or processes will support and / or hinder the implementation of this proposal. (1000-character limit)**

All public agencies & nonprofit service providers within Lake County interacting with CoC clients utilize HMIS & the coordinated entry system for data collection & reporting. CoC funding contracts with providers specifically mandate this, & all providers receive specific training on usage. Coordinated entry & data collection totally supports this program & is a keystone of encampment resident support.

**19. Describe each of the specific (a) interim housing and (b) permanent housing opportunities that will be used to achieve the proposed outcomes of this ERF project. Demonstrate that any ERF-3-R funded interim housing capacity is either non-congregate or clinically enhanced congregate shelter. (2000-character limit)**

Interim housing in Lake County includes its single, recently-opened, emergency shelter in the county's former Juvenile Hall facility outside Lakeport; it can be accessed via regular & free Lake County Transit bus service. It is operated under contract by Redwood Community Services, a large area nonprofit that serves a variety of special community needs, including homeless youth programs. RCS provides supportive services to the shelter residents & includes CalAIM-funded health care. Motel vouchers for temporary stays, sometimes including kitchenette units, are also available to encampment residents & may be most suitable for households with minor children or others with special needs. Permanent housing opportunities will be mostly private landlord-offered units, with subsidy as necessary through ERF, Section 8 or CalWORKS. But the under construction 39-unit Collier Avenue project in Nice, partially funded by Lake County & constructed on county-donated land, will be able to provide at least 5 permanent units to the chronically homeless mentally ill & their families, along with supportive services.

**20. Demonstrate the applicant's commitment and ability to deliver permanent housing solutions to the people residing in the prioritized encampment, including by providing examples of prior successful efforts to permanently house similarly situated individuals. (2000-character limit)**

The county's CoC has subcontracted over the past 7 years with several agencies, nonprofit entities & faith-based groups to provide hundreds of homeless or at-risk clients with emergency or permanent housing including domestic violence shelters, food supplies, shower & laundry facilities, transitional group housing with counseling & drug rehabilitation. Its annual HUD PIT count also documented the 22 encampments contained in this application. CoC's administrator, Lake Co Behavioral Health Services, additionally has been responsible for the direction of county funding towards the development of the county's first permanent supportive housing project for the chronically homeless & for developmentally disabled adults, along with establishment of the county's first year-round emergency shelter & City of Lakeport's feasibility study of its own shelter with navigation center.

**21. Describe how this proposal is tailored to meet the needs and preferences of people residing within the prioritized encampment. (1500-character limit)**

As earlier described, this proposed program was designed to meet the principles of Housing First, including harm reduction. Outreach personnel, including CoC volunteers that include former & current encampment residents, are trained, community-based, & understand that decisions are made by the individual residents. Choices on services & housing will be made by the residents, not the workers or their agencies. Program amendments or redesign will further be made with current & former encampment resident input.

*Where applicable, identify the people, data, evidence, and / or other sources of information that was relied upon for this proposal.*

## Table 1: Projected Living Situations Immediately Following the Encampment

For people served who exit the encampment, what are the projected Living Situations Immediately Following the Encampment, including but not limited to, permanent housing, interim sheltering, and unsheltered?

Please provide responses in the table below. Add a row for each projected living situation. (250-character limit for each cell)

Briefly	Is This	Quantify the	Prioritized or Set-	Is this living	% of
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Describe Each Projected Living Situation Immediately Following the Encampment	Permanent Housing?	Capacity (e.g., number of beds/units, frequency of bed/unit availability)	Aside for ERF-3-R?	situation funded by ERF-3-R and / or Leveraged Funds?	Served Persons Projected to Fall Within This Living Situation
County of Lake emergency shelter (Lakeport	No Yes/No	35	prioritized Pri/Set-Aside/Neither	both ERF/Lev/Both	40 %
Hope Center transitional housing/drug rehab	No Yes/No	20	prioritized Pri/Set-Aside/Neither	leveraged ERF/Lev/Both	5 %
motels (LCBHS contracts with 7 around county)	No Yes/No	50 units/75 beds	prioritized Pri/Set-Aside/Neither	ERF-3-R ERF/Lev/Both	40 %
	Yes/No		Pri/Set-Aside/Neither	ERF/Lev/Both	%

## Table 2: Permanent Housing Opportunities

A permanent housing opportunity is a combination of project and/or service provided to an individual with the goal of helping the individual obtain permanent housing. Of course, applicants cannot and do not need to provide every possible scenario; Cal ICH is looking to understand the primary, expected permanent housing opportunities for people projected to be served by this proposal.

Please provide responses in the table below. Add a row for each projected opportunity. (250-character limit for each cell)

Describe the Permanent Housing Opportunity	Prioritized or Set-Aside for ERF-3-R?	Quantify the Capacity of the Housing and Service Opportunity	Is this Housing Opportunity Funded by ERF-3-R and / or Leveraged Funds?

Collier Avenue (Nice) supportive housing project	prioritized Pri/Set- Aside/Neither	39 units + mgr; on-site supportive housing for chronically homeless mentally ill, disabled	leveraged ERF/Lev/Both
move-in deposits, 12-month rental subsidy	prioritized Pri/Set- Aside/Neither	30 scattered units	ERF-3-R ERF/Lev/Both
	Pri/Set- Aside/Neither		ERF/Lev/Both
	Pri/Set- Aside/Neither		ERF/Lev/Both

**22. Describe strategies the applicant will use to ensure that people are not displaced from the prioritized encampment into another unsheltered location. Include strategies that are in addition to/complement the interim shelter and permanent housing opportunities that are part of this proposal. (1000-character limit)**

This program will not participate in assisting individuals who wish to move from one encampment to another unsheltered location. Provided services, voluntarily selected by the engaged residents, will lead towards interim &/or permanent housing. Strategies such as offering legal assistance in obtaining work visas or government benefits will further ensure future housing stability.

**23. Describe specific strategies and/or services the applicant will use to prevent returns to unsheltered homelessness among people from the prioritized encampment who are sheltered and housed through this ERF project. Include whether these strategies will be funded with ERF-3-R funds and, if not, what other resources will be leveraged. (1000-character limit)**

Once a resident is entered into the county's Coordinated Entry system he or she are followed as long as necessary until individual stability with permanent housing is achieved. Along with ERF, housing subsidies such as ESG, HUD Section 8 vouchers or CalWORKS assistance will be accesses when available to that client & household. And if necessary because of a questionable landlord practice, legal assistance will be sought through legal Services of N. CA; its local attorney is a Lake Co CoC member.

**24. Describe how this proposal considers and plans for the dynamic nature of encampments including potential inflow of people into the geographically served areas. (1000-character limit)**

The CoC understands that, for the most part, its homeless are homogenous & have lived for many years in Lake County. Because of its geographically large & rural, remote location, the homeless do not travel among outside counties or other more urban areas. Many, as noted in the recent CoC HUD PIT counts, are homeless after having lost their homes in the several devastating wildfires Lake County has endured over the past 8 years. But the county also realizes that, due to its agricultural & tourism-based economy, temporary workers such as farm laborers do come into Lake County in the spring & summer months & often live in encampments. The proposed program anticipates that seasonal inflow & therefore includes provisions for continuing encampment monitoring where these encampments are known to happen, & to provide legal assistance when migrants need that particular assistance.

**25. Describe how participants in this ERF project will be supported with continued access to, and storage of, their personal property while in the encampment, in interim housing (if applicable), and in permanent housing. (1000-character limit)**

Depending upon the personal property (considering health & safety first), items can be brought to the proposed interim housing when available & accepted. But because most encampments are located on private properties without the express permission of the owners, this program does not propose assisting with residents' encampment on-site storage. Permanent housing will include typical storage space for personal belongings, usually including RV parking.

**26. Describe how participants in this ERF project who have service animals and/or pets will be supported while in the encampment, in interim shelter (if applicable), and in permanent housing. (1000-character limit)**

Service animals are always accommodated at interim & permanent housing units. Pets are not permitted at this time at the county's emergency shelter, although boarding arrangements possibly might be arranged through the local veterinary clinics that already provide pet housing during natural disasters such as the recent wildfires. Outreach workers often include food supplies from local food banks such as the Lake County Gleaners; these supplies frequently include donated dog & cat food.

## **Budget and Resource Plan**

**27. State the total amount of ERF-3-R funds requested.**

\$1,514,618.00

\$

**28. State the estimated dollar value of secured, non-ERF-3-R resources that will help meet this proposal's outcomes.**

\$1,183,451.00

\$

**29. Identify and describe each leveraged non-ERF-3-R resource and how that specific resource will be used to help meet the proposal's outcomes, including the permanent housing outcomes. (1000-character limit)**

1) Originally CA HCD NPLH & PLHA funds, plus county-donated land, were provided to RCHDC to construct a 39 units + Mgr supportive housing project. But this program anticipates approx. \$240,000 in rent value over the program timeframe will be provided by RCHDC to 5 encampment households who qualify for permanent units. 2) The county's 35-bed emergency shelter near Lakeport is operated by RCS. We estimate approx. \$720,000 value in shelter nights plus meals & supportive services will be provided former encampment residents before its contract expires on June 30, 2026. 3) Lakeport Police Dept's current state-funded Crisis Intervention Specialist is funded through Sept 30, 2025 with a leveraged \$47,721 value. 4) Continuing HHAP & other funding will provide rental assistance to an estimated 30 households.

*Applicants are directed to provide a detailed description of other fund sources, and system capacity, that will be leveraged to achieve the outcomes proposed for the ERF-3-R funded project (**especially as it relates to meeting this proposal's permanent housing outcomes**) and, if applicable, to sustain the new programming beyond the end of the grant term.*

*This includes prior ERF awards, HUD unsheltered NOFO, and other federal, state, and local funding sources.*

*Applications will be evaluated with the understanding that communities vary significantly with respect to the current availability of other fund sources that can be used as leverage for their proposed projects and to sustain the projects beyond the grant term.*

*In the absence of currently available resources, Applicants are encouraged to provide a specific plan for obtaining the funding necessary to sustain their project beyond the grant term if the project is intended to continue.*

**30. Describe how the proposal is a prudent and effective use of requested funding relative to the number of people it seeks to serve, the types of services and housing to be provided, and any benefits to the community's efforts to address homelessness that will extend beyond the grant term, including ongoing expansion of interim and permanent housing capacity. Include an explanation of how the requested ERF-3-R amount was determined. (1000- character limit)**

The requested ERF funds, based on realistic time & workload estimates for these professionals. will provide direct outreach & service assistance to encampment residents. This will lead to eventual housing stability for about half the estimated encampment population, an ambitious but we believe an achievable goal for a small but determined county. Program success will further push the county & its 2 cities towards added interim & permanent housing development, in part due to community desire for eventual encampments dissolution. County government & residents will see, based on data collection & reporting, both program & individual successes. Nothing is better than seeing a (former) happy camper!

#### Attachment: Standardized Budget

ERF Standardized Budget\_Lake Co CoC\_06.24.xls

Applicants must use the [ERF-3-R Budget Template](#) available on box.com

## Key Entities and Staff

**31. First, describe the implementing organization and specific unit or office within the implementing organization that would administer ERF-3-R. Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500-character limit)**

The Lake Co Behavioral Health Services Dept. (LCBHS) contracts with the CoC for direct management, including fiscal administration. It has served in this role for the past 5 of the CoC's 8 years. Its Program Manager also directs the Mental Health Services Act, a complex coordinated entry system that includes housing services. He will directly oversee this program. His Senior Analyst manages the HMIS & provides technical assistance to CoC's service providers. The program also proposes to hire a half-time Housing Navigator (Clinical Specialist) to exclusively provide ERF encampment outreach & services. City of Lakeport has employed for the past 2 years a Crisis Intervention Responder who deals almost exclusively with its street homeless, but that position ends Sept 2025. This proposal requests continuation of that position at 75% for the remainder of the ERF contract.

## Table 3: Key Staff

Identify all staff positions (e.g. administrative, programmatic, development etc.) which are integral to this ERF project and to achieving the proposal's outcomes. For each position include the title, whether the position is filled or vacant, the approximate fulltime equivalent (FTE) of the position dedicated to the ERF project, whether the position is funded through ERF-3-R and/or Leveraged (i.e.non-ER-3-R) funds, and a brief description of the duties. Please provide responses in Table 3 below.

Title	Currently Filled Position?	FTE of Staffing for This Proposal	Funded by ERF-3-R and / or Leveraged Funds?	Brief Description of Duties

LCBHS Housing Mgr	yes Yes/No	.10 # FTE	both ERF/Lev/Both	Program oversight & management including Housing Navigator supervisor; CoC advisor; ERF reporting
LCBHS Senior Analyst	yes Yes/No	.20 # FTE	both ERF/Lev/Both	Manage HMIS & data management; provide tech assistance to providers
LCBHS Housing Navigator	No Yes/No	.5 # FTE	ERF-3-R ERF/Lev/Both	Encampments outreach & intervention; program liaison with agencies, other providers
Lakeport Crisis Responder	Yes Yes/No	.75 # FTE	both ERF/Lev/Both	Work with Police Dept to assist homeless encampment residents

**32. First, describe key partners that will be responsible for implementing this ERF project and achieving the proposal's outcomes (e.g. service providers, public agencies, development entities etc.). Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500-character limit)**

Please see the #31 response above for LCBHS's & CoC's experience & responsibility. The County Board of Supervisors provided state PLHA & NPLH funding toward the Collier Avenue supportive housing project in Nice which will be completed shortly & will house several chronically homeless mentally ill encampment clients. That developer, Rural Communities Housing Devt. of Mendocino County, already operates several affordable housing projects around the county. The BOS also provided PLHA funding towards City of Lakeport's current efforts on the feasibility of developing a Navigation Center & shelter in that city. Further, virtually all agencies & service providers within Lake County participate in the CoC & the Coordinated Entry System. Besides monthly CoC meetings those providers, including those supported with CoC federal & state pass-through funding to eliminate & prevent homelessness in Lake County, participate in regular meetings for continuing education & HMIS data discussion.

**33. Describe specific examples of how Local Jurisdiction(s) and the CoC have collaborated on the design and implementation of this proposal. (1000-character limit)**



The CoC is managed by County of Lake, & its two incorporated cities include CoC members. The cities & county have been dealing with these encampments on their own, but this proposal will provide a unified, coordinated response along with the County/CoC's newly-launched Pathways Hub, a coordinated entry system that includes virtually every agency and nonprofit provider serving Lake County. City of Lakeport further has requested ERF funding to continue its successful Crisis Intervention Specialist position that works within its Police Dept to respond to families & individuals in health & safety emergencies, almost exclusively due to the lack of housing.

*Applicants may upload evidence of cross-jurisdictional collaboration such as MOUs, letters of support, or interagency agreements etc. in the field immediately below.*

**Optional Upload: Evidence of Cross-Jurisdictional Collaboration**

2021-031 MOU - Lake Family Resource Center - Crisis Responder Program.pdf

**34. Identify any entities that have a right to and/or control of the property upon which the encampment site resides. Describe how applicant has engaged with these entities and confirm that each of these entities has committed to allowing the implementation of this proposal. (1000-character limit)**

Most encampments are on rural residential properties with absentee owners. Several may be on private easements; one area consists of several RVs parked along dirt access roads. Another encampment is at the edge of county-owned property where the Social Services Dept is located; another is at the edge of the county-owned emergency shelter outside Lakeport, site of the former Juvenile Hall. The county & both cities actively support LCBHS & CoC efforts to address immediate health & safety needs of the encampment residents, as well as relocating them to safe & sanitary housing. As previously discussed, this CoC ERF proposal includes a Lakeport request to continue its Crisis Intervention position. Lake County also is financially assisting Lakeport in its planned development of a shelter & navigation center. Clearlake code enforcement & police department also refer encampment residents to LCBHS for motel vouchers; the county contracts with a motel within Clearlake for emergency placements.

## **Accelerated Timeline**

**35. How is your community currently supporting and / or engaging with people residing within the prioritized encampment? (1000-character limit)**

The CoC's January 2024 HUD PIT count utilized homeless & formerly homeless volunteers to help identify the locations of these encampments & quantify the residents who were also directed towards services. Additionally, the Lakeport Crisis Responder program described above continues to engage with that city's encampment residents. This ERF proposal seeks to expand the capacity for & capabilities of these current efforts by providing an additional half-time Housing Navigator to work exclusively with the encampment residents & to continue the successful efforts of City of Lakeport.

**36. If this proposal is selected, in advance of receiving funding, what steps will your community take to support the people living in the encampment and swift implementation of this proposal? (1000-character limit)**

As described above, existing efforts will continue. But LCBHS will immediately upon funding approval move towards the hiring of that Housing Navigator. Through the CoC all involved agencies & nonprofit entities, including tribal & faith-based groups, will be provided information on the ERF efforts so everyone will be ready & onboard as encampment assistance ramps up.

## Table 4: Project Timeline

Cal ICH should be able to use the project timeline to understand the general parameters of the project and how it will be implemented.

This Standardized Project Timeline Template will not perfectly capture every nuance - that's Ok. However, applicants are strongly encouraged to provide incremental milestones for achieving the interim shelter and permanent housing goals set out in the proposal. For projects that include interim shelter and/or permanent housing development, the timeline should include major development milestones.

Where there is ambiguity, conflict, or silence, use your judgment.

Date	Milestone	Category	Additional Detail for Milestone
9/5/2024	ERF award announced	Project Management	Details provided to CoC membership; posted on county & cities websites; disseminated through media sources
1/1/2025	LCBHS hires Housing Navigator; purchases transport van	Project Management	Lake Co hiring & procurement procedures take place over 1st quarter; part-time Housing Navigator currently under recruitment for another LCBHS program so can be ready to start almost immediately.
1/1/2025	First encampment residents have been relocated to interim housing; several are referred to Collier Avenue supportive housing project for units consideration	People	First quarter will show push to provide housing for encampment residents, particularly those most vulnerable to winter weather
1/23/2025	Potential 2025 CoC PIT count	People	PIT count volunteers will assess current numbers of residents in encampments, refer new clients to services

4/3/2025	First major ERF program report to CoC general membership	Project Management	Data from HMIS entry along with providers' experiences will be discussed with adjustments made as necessary; reports to continue periodically but no less frequently than quarterly
7/1/2025	Summer encampments sought out with outreach to residents	People	Encampments of seasonal residents, including agricultural workers, are approached to determine immediate needs, referral to legal services as desired
8/25/2025	City of Lakeport extends contract with Lake Family Resource Center for police dept's Crisis Intervention Responder position	Project Management	Current position funding expires Sept 30, 2025
10/1/2025	20 households have been relocated from encampments to permanent housing before winter & the holidays	People	Continuing program efforts
6/30/2027	Program funding ends. Goals of 300 encampment residents served with 210 provided interim housing, 105 permanently housed reached.	Project Management	Program successfully conducted September 2024-June 2027

8/5/2027	Final ERF report prepared for state & reviewed by CoC prior to submittal	Project Management	CoC discusses lessons learned
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# Table 5: Projected Milestones

Answer the following questions in relationship to June 30, 2024. Cal ICH assumes disbursement will occur approximately 3-6 months after June 30, 2024.

Please provide responses in the table below including the month and year. (15-character limit for each cell)

Outreach to the people residing in the prioritized encampment site began / will begin in mm/yyyy.	This proposal will reach full operating capacity in mm/yyyy.	The first planned exit of a person or household from the prioritized encampment will occur in mm/yyyy.	The last planned exit of a person or household from the prioritized encampment will occur in mm/yyyy.
September 2024	January 2025	October 2024	June 2027

# CERTIFICATION

Before certifying, applicants are strongly encouraged to review the NOFA.

*I certify that all information included in this Application is true and accurate to the best of my knowledge.*

## Name

Soott

Abbott

First

Last

*This does not have to be an authorized representative or signatory.*

## Title

MHSA and Housing Program Manager

## Email

scott.abbott@lakecountycalifornia.gov



**LAKE COUNTY CONTINUUM OF CARE**  
**Administrative Agency: Lake County Behavioral Health Services**

PO Box 1024  
6302 Thirteenth Ave,  
Lucerne, CA 95458-1024  
(707) 274-9101; Fax: (707) 274-9192



Thank you for the opportunity to clarify information in our ERF-3-R application. As recently requested by HCD, we are providing the following:

*Section: Proposal Outcomes*

*1. For individuals who are not interested in the program (as mentioned in the proposal), what strategies will you employ to understand their reasons for declining? Will you offer alternative support or resources?*

All contacts with encampment residents will be made by trained outreach people, either working with the county or one of its several partners. But no residents will be forced to accept alternative housing at time of outreach. Other resources such as food and blankets, clothing, medical attention, etc. will additionally be offered. Individual reasons to decline alternative housing will be ascertained as possible and documented. Regular program results review protocols will include discussion of residents' reticence to leave the encampments or decline other offered services; strategies will be developed as possible to increase relocation and outreach successes.

*Section: Core Service Delivery and Housing Strategies*

*2. Could you elaborate on the types of legal assistance that will be provided? Will there be dedicated legal aid services for issues related to immigration status, housing discrimination, or criminal justice involvement?*

Legal Services of Northern California (Legal Services) staffs an office in adjacent Mendocino County and is an active member of the Lake County CoC. The bulk of its work within Lake County deals with landlord/tenant issues. This proposed program, will certainly involve housing and racial discrimination issues, including for the provision (or not) of the legally required labor contractor provided housing that is supposed to be safe and decent that is a constant Lake County problem. Invariably the county annually sees several encampments of migrant workers who either arrived without labor contractor involvement, or the contractor has failed to provide the required temporary housing. US work status is another problem that we anticipate may require legal services.

Another Lake County partner is a local office of the statewide California Human Development (CHD). CHD has local workers specifically trained to assist with

*LCCoC Vision Statement: The Lake County Continuum of Care is a coordinating group that aligns resources to facilitate solutions to end homelessness in our community.*

immigration and citizenship issues, among other things like temporary work status. This organization will be utilized as needed. We anticipate it will be particularly helpful when encampment residents speak a language other than Spanish; it is common for groups of migrant workers from small indigenous towns to travel together through the migrant stream, including to Lake County for the annual pear and grape harvests, and their isolation is often due to this language barrier. CHD has access to other native translators sometimes needed for communication.

Other than the legal issues mentioned above regarding work status and encampment residency, we do not anticipate becoming involved in other criminal justice issues. Migrant workers seldom engage with local law enforcement, choosing instead to keep a low profile. However, Lake County's law enforcement agencies participate as well with the county's CoC and they will be engaged as necessary by this program.

*3. Given the seasonal nature of migrant work, how will you adapt your housing and support services to accommodate their specific needs? Will you consider flexible lease terms or temporary housing options?*

Lake County's economy is primarily agricultural-based. Our services are often arranged around the influx of migrant workers for either employment in agriculture or, to a lesser extent, around the seasonal recreational tourism. County government services and nonprofits like CHD work and staff its operations to accommodate our seasonal residents.

Lake County has a year-round affordable housing shortage, worsened over the past several years by our devastating wildfires. HCD-licensed migrant housing accommodations are scarce and usually taken by the reliable workforce that annually travels here to harvest the same crops for the ranchers. The unhoused workers find themselves in makeshift encampments (we've identified regular locations, usually out of sight in agricultural areas), crowding into regular housing or motels, or living in licensed RV and tent camp locations.

Until a few years ago a local agricultural packing shed operated the only HCD-licensed RV park and campground. It was adjacent to the packing shed and included a large, maintained restroom and shower facility with coin-operated laundry. The migrant workers parked their vans or set up their tents there, often leaving minor children unsupervised while the parents worked shifts in the packing shed. It should be noted women comprise up to one-third of migrant workers and families often travel together. Although that packing shed with innovative housing model no longer is in operation, it may be that the temporary housing could be resurrected in that or another similar location.

A few years ago adjacent Napa County found itself with a huge migrant housing shortage due to an unanticipated influx of workers. CHD, in cooperation with HCD, set up a temporary camp on local public property. The camp included a number of yurts on raised platforms and included an on-site manager and cook. Further, CHD is developing

a trailer, again with HCD cooperation, that can be pulled by the Caltrans-provided vans used by migrant workers to travel through California during harvest seasons. The trailer, a prototype constructed with a grant from the Federal Home Loan Bank of San Francisco, will be able to house 6 migrants and will be totally self-contained with solar power. These trailers, can be temporarily leased by ranches and, with county and HCD permission, be used to house the workers as needed. Other innovative temporary housing solutions could be available.

*4. How will you measure the long-term impact of the program on both the housed and unhoused populations, especially in terms of housing stability, employment, and overall well-being, considering the seasonal nature of migrant work and the potential for them to return to their home countries?*

The relocation of migrant workers from encampments to safe and decent housing is intended with this program to be a solution while those workers live in Lake County. Although any innovative housing solutions can be shared with other similarly affected jurisdictions, we do not intend to track them as they return to their permanent housing outside Lake County and likely in another country. But while these unhoused people are in Lake County we take our responsibility seriously to ensure they are treated with the same dignity, and offered the support services for that, as any other county resident.

		ELIGIBLE USE CATEGORY	~5 WORD DESCRIPTION	NAME OF ENTITY OR PART OF PROPOSAL				ERF-3-R PROPOSED BUDGET	LEVERAGED FISCAL SUPPORT	~2 SENTENCE DESCRIPTION	
Guidance and Intended Use	This budget template may be slightly modified to meet local needs. If awarded funding, this budget, once approved, will serve as your communitys official project budget. Any future changes to this budget must be authorized through the change request proce	Use dropdowns. See NOFA, III. A.	Enables Cal ICH to immediately understand the line item.	Enables Cal ICH to associate the line item with specific entities or parts of a proposal.				Only ERF-3-R Funds	Non ERF-3-R Funds That WILL be Used to Support this Proposal	Enables Cal ICH to better understand the line item, context, and / or other pertinent information related to the proposed line item.	
PERSONNEL COSTS					SALARY	FTE	MONTHS				
	Services Coordination	Housing Program Manager	Lake Co Behavioral Health	165,267.00	0.10	33	45,448.00			county & CoC program oversight, direct program mgt..	
	Systems Support	Services Senior Analyst	Lake Co Behavioral Health	129,170.00	0.20	33	71,043.00			direct assistance with HMIS use, training, data mgt.	
	Street Outreach	Crisis Intervention Specialist/Responder	Lakeport Police Dept.	63,629.00	0.75	21	83,513.00	47,721.00		current Lakeport PD intervention responder position funding ends 9-30-25	
	Street Outreach	Housing Navigator (Clinical Specialist descr)	Lake Co Behavioral Health	110,628.00	0.50	33	152,114.00			encampments outreach & intervention; liaison w/agencies	
							352,118.00				
Subtotal - Personnel Costs							\$	352,118.00	\$	47,721.00	
NON-PERSONNEL COSTS					UNIT	RATE	TIME				
	Interim Sheltering	motel/hotel (stays + damages allowance)	various around Lake Co	150 households	\$150/night	7 nights each	157,500.00			LCBHS contracts w/7 motels around county for emergency stays	
	Services Coordination	legal assistance	Legal Services of N. CA	20 persons	\$300/hr	100 hours	30,000.00			legal assistance with US work status, VA benefits, fair housing problems	
	Interim Sheltering	emergency shelter	Redwood Community Services	100 persons	\$300/night/perso	30 nights each	180,000.00	\$720,000.00		RCS emergency shelter mgt contract with Lake County expires 6/30/26	
	Delivery of Permanent Housing	rental deposits + mo. subsidies	TBD	30 households	\$2000/household	12 mos. each	720,000.00	100,000.00		N. Coast Opportunities operates current HHAP Rapid Rehousing program	
	Street Outreach	transport van + 22 mos. insurance	LCBHS to purchase by bid	1.00	\$65,000	N/A	75,000.00			accessible van for med appts, benefits office, etc. client transport + ins.	
	Delivery of Permanent Housing	Collier Ave. supp. hsg. project placements	RCHDC	5 units	\$2000/unit/mo	24 months	-	240,000.00		5 chronically homeless mentally ill persons w/families to be housed	
Subtotal - Non-Personnel Costs							\$	1,162,500.00	\$	1,060,000.00	
ADMINISTRATIVE COSTS											
	Administrative Costs	Director supervision, supplies, overhead, etc.	Lake Co Behavioral Health				75,730.00	75,730.00		5% of requested ERF-3-R funding; extra 5% Lake Co admin cost (audit etc)	
Subtotal - Administrative Costs											
TOTAL BUDGET							\$	1,514,618.00	\$	1,183,451.00	



**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE CITY OF LAKEPORT AND  
LAKE FAMILY RESOURCE CENTER  
FOR  
CO-RESPONDER CRISIS INTERVENTION SUPPORT PROGRAM**

This Memorandum of Understanding is dated this 5<sup>th</sup> day of November, 2021, between the City of Lakeport, Lakeport Police Department (“LPD” or “City”), and Lake Family Resource Center (“Lake FRC”), a California non-profit corporation. The LPD and Lake FRC may be referred to herein individually as “Party” and collectively as the “Parties.”

**WHEREAS**, Lake FRC and LPD intend to work in collaboration to ensure trained mental health professionals are available to support law enforcement officers when responding to behavioral health crises in the community and to follow up with residents who have encountered law enforcement because of behavioral health conditions; and

**WHEREAS** the Parties desire to establish the Co-Responder Crisis Intervention Support Program (“CCISP”) to pair law enforcement and crisis responders to respond to behavioral health-related calls for police service and provide follow up services for these individuals as appropriate to link to appropriate care; and

**WHEREAS**, the Parties believe this approach will minimize the costly placement of individuals in hospitals and jails when less restrictive interventions and treatments are available; and

**WHEREAS**, the Parties desire to further define the responsibilities and obligations of each party this agreement outlines the collaborative work and programmatic execution of the Scope of Work found below.

**1. SCOPE OF SERVICE**

A. Lake RFC shall designate a crisis responder (the “Crisis Responder”), whose position meets the description attached hereto as Exhibit “A” and incorporated herein by this reference.

B. LPD shall provide a dedicated sworn police officer (the “Dedicated Officer”) to work alongside the Crisis Responder to complete the Scope of Work, as defined below.

C. Each Party agrees to perform scope of work as provided in Exhibit “B” titled Procedures/Protocols: Crisis Responder, attached hereto and incorporated herein by this reference (the “Scope of Work”).

D. The Parties shall agree to a work schedule for the Crisis Responder and Dedicated Officer so each is scheduled to work the same hours.

E. LPD shall provide all equipment necessary for the Crisis Responder to perform the Scope of Work.

F. Lake FRC will cooperate reasonably with LPD to provide information in its possession that is necessary to assist LPD in meeting all reporting requirements.

## **2. TERM OF AGREEMENT**

The term of the Agreement shall commence November 1, 2021, and conclude on December 31, 2022, unless extended by mutual written consent. Unless otherwise provided herein, either Party may terminate its participation in this Agreement without cause by giving at least 30 days' advance written notice to the other Party prior to the termination date.

## **3. COLLABORATION AND CONFIDENTIALITY**

A. The Crisis Responder shall comply with all federal, state, and local laws, including confidentiality laws, while performing the Scope of Work.

B. The HIPAA Privacy Rule allows covered entities to disclose protected health information to law enforcement officials in order to prevent, or lessen, a serious and imminent threat to the health and/or safety of a person or the public. (45 CFR 164.512(j)(1)(i).)

C. Except when otherwise required by law, the Crisis Responder may only disclose the "minimum necessary" information in the context of the specific crisis incident to provide an appropriate assessment of, and related services to the individual (45 CFR 164.502(b), 164.514(d).) Moreover, if the law enforcement official making the request for information is not known to the Crisis Responder, the Crisis Responder must verify the identity and authority of such person prior to disclosing the information (45 CFR 164.514(h).)

D. Following the resolution of an individual's crisis, Crisis Responder shall not share protected health information with LPD unless the Crisis Responder has a HIPAA-compliant authorization, or is otherwise permitted to do so under law. A "crisis" for purposes of this agreement, is any situation in which a person's behaviors put them at risk of hurting themselves or others and/or when due to a grave mental health disability or trauma the person is not able to resolve the situation with the skills and resources available. As defined by California law, a mental health crisis is an incident when an individual due to a mental disorder, is a danger to self or others, or immediately unable to provide for or utilize, food, shelter, or clothing, and requires psychiatric inpatient hospital or psychiatric health facility services.

#### **4. STATUS OF PERSONNEL UTILIZED**

A. All Lake FRC employees working in conjunction with LPD, its employees or other City of Lakeport ("City") offices, employees, agents or volunteers under this Agreement shall remain Lake FRC employees, shall be compensated by Lake FRC, and shall not have any claim or right to employment, civil service protection, salary, benefits, compensation, or claims of any kind or nature from LPD or the City as a result of this Agreement.

B. All LPD employees working in conjunction with Lake FRC and its officers, employees, agents, or volunteers under this Agreement shall remain LPD employees, shall be compensated by the City of Lakeport, and shall not have any claim or right to employment, civil service protection, salary, benefits, compensation, or claims of any kind or nature from Lake FRC as a result of this Agreement.

C. Each Party shall be solely responsible for all salary, benefits, workers' compensation, and insurance for its employees performing duties under this Agreement, and each Party shall be solely responsible for all supervisory, disciplinary, and other employment related purposes for its employees performing duties under this Agreement. Neither Party shall be liable for the payment of any salaries, wages, overtime, vacation or other benefits or compensation to any personnel of the other Party performing duties under this Agreement.

D. The Crisis Responder is an employee of Lake FRC in all respects. The City shall have the right to reject for reasonable cause, including failure to be found suitable during required background check, any employee assigned by Lake FRC to serve as the Crisis Responder. Once hired as a Crisis Responder by Lake FRC, Lake FRC has the sole and exclusive right to terminate the assignment of any Crisis Responder. LPD may request Lake FRC remove a Crisis Responder from the position if LPD is not satisfied with his or her performance for any reason.

E. Lake FRC shall be considered for all purposes to be an independent contractor of LPD and nothing in this Agreement shall be construed to create a partnership, employment relationship, joint venture, or enterprise between Lake FRC and LPD.

F. LPD shall be considered for all purposes to be an independent contractor of Lake FRC and nothing in this Agreement shall be construed to create a partnership, employment relationship, joint venture, or enterprise between Lake FRC and LPD.

#### **5. INDEMNITY**

A. Each Party hereto (hereafter, "Indemnifying Party") shall indemnify, defend and hold harmless the other Party, its officers, agents, employees and volunteers against any loss, cost, damage, expense, claim, suit, demand, or liability of any kind or character, including but

not limited to reasonable attorney's fees, arising from or relating to any negligent or wrongful act or omission of the Indemnifying Party, its officers, agents or employees, which occurs in the performance of, or otherwise in connection with, this agreement, but only in proportion to and to the extent such loss, cost, damage, expense, claim, suit, demand, or liability of any kind or character, including reasonable attorney fees, is caused by or results from the negligent or wrongful act or omission of the Indemnifying Party, its officers, agents, or employees.

B. The parties agree that the covenants contained in this Section 5 shall survive the expiration or termination of this Agreement, subject to the provisions and limitations of this Agreement and all otherwise applicable statutes of limitations and repose.

## **6. INSURANCE**

A. During the term of this Agreement, each Party shall carry, maintain, and keep in full force and effect insurance or coverage through a governmental risk pool against claims for death or injuries to persons or damages to property that may arise from or in connection with each Party's performance of this Agreement.

B. Any available insurance proceeds broader than or in excess of the specified minimum Insurance coverage requirements or limits shall be available to the other Party as an Additional Insured as provided below. Furthermore, the requirements for coverage and limits shall be the greater of (1) the minimum coverage and limits specified in this Agreement, or (2) the broader coverage and maximum limits of coverage of any Insurance policy or proceeds available to the named Insured.

C. Insurance required under this Agreement shall be of the types set forth below, with minimum coverage as described:

i) Comprehensive General Liability Insurance with coverage limits of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) general aggregate, including products and operations hazard, contractual insurance, broad form property damage, independent consultants, personal injury, underground hazard, and explosion and collapse hazard where applicable.

ii) Automobile Liability Insurance for vehicles used in connection with the performance of this Agreement with minimum limits of One Million Dollars (\$1,000,000) per claimant and One Million dollars (\$1,000,000) per incident. iii) Worker's Compensation insurance if and as required by the laws of the State of California.

iv) Professional Errors and Omissions Insurance with coverage limits of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate.

D. Each Party shall require each of its subconsultants to maintain insurance coverage that meets all of the requirements of this Agreement provided however, that the other Party may waive the provision of Errors and Omissions Insurance by subconsultants in its sole discretion.

E. The policy or policies required by this Agreement shall be issued by an insurer admitted in the State of California and with a rating of at least A:VII in the latest edition of Best's Insurance Guide.

F. Lake FRC agrees that if it does not keep the insurance coverages required by this Agreement in full force and effect, City may either (i) immediately terminate this Agreement; or (ii) take out the necessary insurance and pay the premium(s) thereon at Lake FRC's expense.

G. City agrees that if it does not keep the coverages required by this Agreement in full force and effect, Lake FRC may either (i) immediately terminate this Agreement; or (ii) take out the necessary insurance and pay the premium(s) thereon at City's expense.

H. At all times during the term of this Agreement, Lake FRC shall maintain on file with City's Risk Manager a certificate or certificates of insurance showing that the required coverages are in effect and naming City and its officers, employees, agents and volunteers as Additional Insureds. Prior to commencement of work under this Agreement, Lake FRC shall file with City's Risk Manager such certificate(s) and Forms CG 20 10 07 04 and CG 20 37 07 04 or the substantial equivalent showing City as an Additional Insured.

I. At all times during the term of this Agreement, City shall maintain on file with Lake FRC a certificate or certificates of insurance showing that the required coverages are in effect and naming Lake FRC and its officers, employees, agents and volunteers as Additional Insureds. Prior to commencement of work under this Agreement, City shall file with Lake FRC such certificate(s) and Forms CG 20 10 07 04 and CG 20 37 07 04 or the substantial equivalent showing Lake FRC as an Additional Insured.

J. Each Party shall provide proof that policies of insurance required by this Agreement expiring during the term of this Agreement have been renewed or replaced with other policies providing at least the same coverage. Such proof will be furnished at least two weeks prior to the expiration of the coverages.

K. The general liability and automobile policies of insurance required of each Party by this Agreement shall contain an endorsement naming the other Party and its officers, employees, agents and volunteers as Additional Insureds. All of the policies required of each Party under this Agreement shall contain an endorsement providing that the policies cannot be canceled or reduced except on thirty days' prior written notice to the other Party. Each Party agrees to require its insurer to modify the certificates of insurance to delete any exculpatory

wording stating that failure of the insurer to mail written notice of cancellation imposes no obligation, and to delete the word "endeavor" with regard to any notice provisions.

L. The insurance provided by Lake FRC shall be primary to any other coverage available to City. Any insurance or self-insurance maintained by City and/or its officers, employees, agents or volunteers shall be in excess of Lake FRC's insurance and shall not contribute with it.

M. The insurance provided by City shall be primary to any other coverage available to Lake FRC. Any insurance or self-insurance maintained by Lake FRC and/or its officers, employees, agents or volunteers shall be in excess of City's insurance and shall not contribute with it.

N. All insurance coverage provided pursuant to this Agreement shall not prohibit Lake FRC, and Lake FRC's employees, agents or subcontractors, from waiving the right of subrogation prior to a loss. Lake FRC hereby waives all rights of subrogation against the City.

O. All insurance coverage provided pursuant to this Agreement shall not prohibit City, and City's employees, agents or subcontractors, from waiving the right of subrogation prior to a loss. City hereby waives all rights of subrogation against the Lake FRC.

P. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of City, Lake FRC shall either reduce or eliminate the deductibles or selfinsured retentions with respect to City, or Lake FRC shall procure a bond in the amount of the deductible or self-insured retention to guarantee payment of losses and expenses.

Q. Any deductibles or self-insured retentions must be declared to and approved by Lake FRC. At the option of Lake FRC, City shall either reduce or eliminate the deductibles or selfinsured retentions with respect to Lake FRC, or City shall procure a bond in the amount of the deductible or self-insured retention to guarantee payment of losses and expenses.

R. Procurement of insurance by each Party shall not be construed as a limitation of its liability or as full performance of its duties to indemnify, hold harmless and defend under Section 10 of this Agreement.

S. Lake FRC may be self-insured under the terms of this Agreement only with express written approval from the City. The City may be self-insured under the terms of this Agreement only with express written approval from Lake FRC.

i) All self-insured retentions (SIR) must be disclosed to the City and Lake FRC for approval and shall not reduce the limits of liability.

ii) Policies containing any SIR provision shall provide or be endorsed to provide that the SIR may be satisfied by either the named Insured or the City or Lake FRC. iii)

City hereby declares it maintains an SIR of \$10,000 and Lake FRC hereby

expressly approves this SIR.

T. Each Party reserves the right to obtain a full certified copy of any Insurance policy and endorsements. Failure to exercise this right shall not constitute a waiver of the right to exercise later.

## **7. GENERAL PROVISIONS**

A. Neither Party shall delegate, transfer, subcontract or assign its duties or rights hereunder, either in whole or in part, without the other Party's prior written consent, and any attempt to do so shall be void and of no effect. City shall not be obligated or liable under this Agreement to any Party other than Lake FRC. Lake FRC shall not be obligated or liable under this Agreement to any Party other than LPD.

B. In the performance of this Agreement, Lake FRC or the City shall not discriminate against any employee, subcontractor, or applicant for employment, or any member of the public receiving crisis intervention services under this Agreement, because of race, color, creed, religion, sex, marital status, sexual orientation, national origin, ancestry, age, physical or mental disability, medical condition, or any other unlawful basis.

C. The waiver by City or Lake FRC of any breach of any term, covenant or condition herein contained shall not be deemed to be a waiver of any other term, covenant, or condition or of any subsequent breach of the same or any other term, covenant or condition herein contained. No term, covenant or condition of this Agreement shall be deemed to have been waived by City or Lake FRC unless in writing signed by one authorized to bind the Party to be charged with the waiver. Neither Party shall be liable for any failure to perform if that Party presents acceptable evidence, in the other Party's sole judgment, that such failure was due to causes beyond the control and without the fault or negligence of the Party seeking to avoid liability.

D. Each right, power and remedy provided for herein or now or hereafter existing at law, in equity, by statute, or otherwise shall be cumulative and shall be in addition to every other right, power, or remedy provided for herein or now or hereafter existing at law, in equity, by statute, or otherwise. The exercise, the commencement of the exercise, or the forbearance from the exercise by any Party of any one or more of such rights, powers or remedies shall not preclude the simultaneous or later exercise by such Party of any or all of such other rights, powers or remedies. If legal action shall be necessary to enforce any term, covenant or condition contained in this Agreement, the Party prevailing in such action, whether or not reduced to judgment, shall be entitled to its reasonable court costs, including any accountants' and attorneys' fees expended in the action. The venue for any litigation shall be Lake County,

California and the City and Lake FRC hereby consent to jurisdiction in Lake County for purposes of resolving any dispute or enforcing any obligation arising under this Agreement.

E. If any term or provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, then such term or provision shall be amended to, and solely to the extent necessary to, cure such invalidity or unenforceability, and in its amended form shall be enforceable. In such event, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby, and each term and provision of this Agreement shall be valid and be enforced to the fullest extent permitted by law.

F. This Agreement shall be governed and construed in accordance with the laws of the State of California.

G. All documents referenced as exhibits in this Agreement are hereby incorporated into this Agreement. In the event of any material discrepancy between the provisions of this Agreement and those of any document incorporated herein by reference, the provisions of this Agreement shall prevail. This instrument contains the entire Agreement between City and Lake FRC with respect to the transactions contemplated herein. No other prior oral or written agreements are binding upon the parties. Amendments hereto or deviations herefrom shall be effective and binding only if made in writing and executed on behalf of the City and Lake FRC.

H. This Agreement may be signed in one or more counterparts, each of which shall be deemed an original, but all of which together shall be deemed one and the same instrument. The Parties acknowledge and agree that this Agreement may be executed by electronic signature, which shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature. Without limitation, "electronic signature" shall include faxed or emailed versions of an original signature, electronically scanned and transmitted versions (e.g., via pdf) of an original signature, or a digital signature.

TO EFFECTUATE THIS AGREEMENT, the parties have caused their duly authorized representatives to execute this Agreement and the signatures below confirm agreement to the terms of this Memorandum by all parties concerned.

Lake Family Resource Center

Lakeport Police Department

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Lisa Morrow

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Brad Rasmussen



Executive Director

Chief of Police

City of Lakeport

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Kevin Ingram  
City Manager

APPROVED AS TO FORM

---

David Ruderman  
City Attorney

ATTEST

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Kelly Buendia  
City Clerk





## POSITION DESCRIPTION

**Position:**  
**Crisis Intervention Specialist Responder**

**Reports to:**  
Crisis Intervention Team Supervisors

**Position Location:** Lake Family Resource Center and Lakeport Police Department

### SUMMARY:

This position requires working as a member of a collaborative crisis team providing communitybased crisis prevention and intervention. The Crisis Responder (CR), in conjunction with Lakeport Police Department officers, will respond to persons in crisis incidents and working as a team, formulate a plan, establish rapport, and use de-escalation tactics. The goal is to safely resolve person in crisis incidents without the use of force, whenever possible, and to refer persons in crisis to community mental health service providers or other resources, as appropriate, and follow up whenever possible. The team will work collaboratively to impact interactions that will not require a higher level of care.

All services will be provided under the general supervision of the Crisis Intervention Team Supervisors and be conducted in accordance with current agency policies and procedures relating to crisis and prescreening services. Staff will respond to all calls deemed necessary including but not limited to domestic violence, homelessness, sexual assault, human trafficking, etc. to provide crisis intervention, emotional support, and advocacy.

### ESSENTIAL FUNCTIONS:

- As part of a team, perform field work to proactively serve homelessness, domestic and family violence, and individuals with mental illness.
- Participate in social services-related outreach in the community.
- Provide and assist with emergency protective orders, inform of rights and options, and refer to available resources.
- Provide a variety of crisis prevention/intervention services in various community locations, including public locations, hospitals, and private residences. Services will include crisis counseling, crisis case management, consultation, transportation, and report writing.
- Provide counseling or treatment intervention, referral, and linkage services to individuals and/or family members, and short-term counseling to community members or others as appropriate.
- Provide follow up one on one counseling, case management, legal advocacy, resources in life skills, budget management, career/employment development, and communication skills.
- Foster an environment that embraces diversity, integrity, trust, and respect, by: Assisting in education/trainings provided to city government officials and staff on victimizations,



domestic violence, sexual assault, human trafficking, etc.; equity and inclusion; unconscious bias and other areas of social justice in policing.

- Collaborate and liaise with law enforcement officers, local hospitals staff, medical providers, and others in the planning, provision, and evaluation of these services.
- Receive on-going supervision and case consultation from the Crisis Intervention Team Supervisors.
- Provides support, education, and service coordination to significant others on behalf of individuals who are receiving services from the Crisis Intervention Team.
- Participate in regular meetings with other crisis intervention team personnel to coordinate cases and to review intervention outcomes as a means of enhancing the provision of future crisis intervention team services.
- Produce client-related service records and maintains accurate and up-to-date documentation consistent with agency policies and procedures. Compile and prepare technical and administrative reports and documentation on clinical activities; maintain records; prepare written correspondence and periodic reports.
- As part of a team, respond to calls for service and create resolution to field incidents with an assigned police officer. Serve as a liaison with other law enforcement agencies, school officials, social service agencies, and the public regarding difficult and/or complex situations related to mental health, domestic violence, and social services.
- Build and maintain positive working relationships with co-workers, other city employees and the public using principles of good customer service, including flexibility, cooperation, and communication.
- Perform related duties as assigned.

## **ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

- Adult, adolescent, and psychology in mental health, domestic violence, family violence and substance abuse areas; primary models and techniques for treatment of individuals for the purposes of crisis prevention and intervention; considerable working knowledge of community systems, resources, and inter-agency networking; method of sound case management and tracking; pertinent local state and federal laws, ordinances and rules, especially those related to confidentiality of information; modern office procedures, methods and personal computer use.
- Principals of trauma informed care.

### **Abilities:**

- Demonstrated ability to: be flexible regarding work assignments; work effectively as part of a team; collaborate, consult, and liaise with community agencies; work with individuals in non-traditional settings, assess needs and develop appropriate intervention or initial treatment strategies; remain calm and reassuring in crisis situations and intervene appropriately; assist in evaluating and accessing available resources and work effectively with community resources; communicate effectively both verbally and in



writing; accurately prepare and maintain client records and author reports and summaries; exercise professional judgment.

- Independently perform professional social services and counseling to the community.
- Measurably enhance the relationship between all residents of Lakeport and the Lakeport Police Department.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use a personal computer with proficiency and familiarity. Communicate clearly and concisely, both orally and in writing.
- Work with various cultures, and language or ethnic minority groups in a tactful and effective manner.
- Integrate and comply with legal, ethical, and clinical policies, practices, and procedures in accordance with state law.

**Required Experience and Training:**

- Two years' experience working in social work services, mental health rehabilitation or mental health peer counseling with strong emphasis on social services, resources and referrals using a collaborative and community framework.
- Preferred two-year degree, successful completion of substance abuse disorder certificate or specialized advocacy training.
- CPR/First aid certification.
- See Attachment B for a full list of training courses. (Required trainings may be completed after hire)

**PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit, stand; walk, use hands to handle, or feel object, tools, or controls; and to talk or hear. The employee frequently is required to reach with hands and arms, stoop, kneel and crouch. The employee is occasionally required to climb or balance; crawl; and taste or smell.
- The employee must regularly lift and/or move up to 10 pounds. The employee frequently lifts and/or moves up to 20 pounds, and occasionally lifts and/or moves up to 40 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Masks are required to be worn during your work shift.
- The Covid 19 vaccine is not required at time of hire but may become a future requirement of this position.



## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of their job. While performing the duties of this job, the employee frequently works in outside weather conditions. The noise level in the work environment is usually mild to moderate.

**WORK SCHEDULE:** 4 days per week, 10 hours per day. Shifts may be days/swings/nights and are subject to change.

**COMPENSATION:** \$21.00 to \$23.00/hr.

## **BENEFITS:**

Benefits for full time employees include:

Medical/Dental/Vision/Life Insurance/403b Retirement

2 weeks of paid time off plus 13 paid holidays

12 days of sick leave accrual

**Post Hire Requirements:** selected employee will be required to undergo a LPD background check which shall minimally include a fingerprint check of the California Department of Justice, Federal Bureau of Investigation, and Interstate Identification Index.

Lake Family Resource Center is an Equal Opportunity Employer

Training is consistent with staff roles, level of engagement, scope of work, skill set and expertise.

## **BASIC TRAINING TOPICS**

### **Overview of Mental Health, Illness and Wellness**

Compassion Fatigue/Vicarious Trauma and Officer Selfcare  
Trauma-Informed Responses  
Identifying Signs, Symptoms, and Behaviors of Mental Illness  
Suicide Intervention and Non-Suicidal Self Injury  
Cultural Sensitivity  
Substance-Related, Co-Occurring Mental Health and Addictive Disorders

### **On Scene Assessment and Response Protocols**

Active Listening, Nonverbal Communication  
Crisis De-Escalation, Stabilization Techniques, and Mediation Skills  
Crisis Intervention <https://www.getsafeusa.com/post>  
Officer safety for field crisis responder  
Fentanyl safety training  
Narcan training  
Bloodborne Pathogens (CAL-OSHA)  
CPR/First Aid  
Sexual Harassment Training  
Domestic Violence Response Training  
COVID-19 Training  
Courtroom Testimony  
L.E. Response to the Homeless Radio  
Procedures/10 Code

### **Disposition and Resource Options**

Community Resources and After Hours Referrals and Resources  
Homelessness and Housing Alternatives  
Understanding of PMHC Policies and Procedures  
Transportation of People Who Have Mental Health Disorders, Intellectual and Developmental Disorders (I/DD), and Physical Disabilities  
CLETS/NCIC - Less than Full Access Operator  
Mental Health Responder Guide  
[https://post.ca.gov/Portals/0/post\\_docs/publications/mental-health/Mental\\_Health.pdf](https://post.ca.gov/Portals/0/post_docs/publications/mental-health/Mental_Health.pdf)

## **PROCEDURES/PROTOCOL Crisis Responder**

Crisis Response Team (CRT) members will respond to persons in crisis incidents and, as a team, formulate a plan, establish rapport, and use de-escalation tactics (including tactical repositioning and creating time and distance), whenever possible. The goal is to safely resolve person in crisis incidents without the use of force, whenever possible, and to refer persons in crisis to community mental health service providers or other resources, as appropriate, and follow up whenever possible. Working collaboratively to impact interactions that will not require a higher level of care.

Working as a co-responder team, a specially trained officer and a crisis responder will respond together to mental health calls. Utilizing the combined expertise of the officer and crisis responder paraprofessional, the team will link individuals with a mental illness, victimization, and trauma to appropriate services and/or provide an array of effective and efficient responses. The officer and crisis responder predominantly respond to call for service together as a Coresponder Team. However, they may work independent of each other when rare instances dictate. The Co-responder team can be available for response throughout the entire jurisdiction or focus work in areas with the greatest number of mental health calls, as appropriate.

Additional intent of this program is to provide all officers with resources to assist subjects who are in mental health crisis, which includes individuals exhibiting signs of mental illness, emotional trauma, substance use disorder and those experiencing personal crises such as domestic violence or sexual assault.

1. Crisis Responder (CR) Schedule
  - a. CR will partner ride with assigned Officer at four days a week on 10-hour shifts. Shifts may be days/swings/nights and can change.
  - b. Holidays and Overtime are possible.
2. Crisis Responder Program Procedures
  - a. Responder will be matched with the Lakeport Police Departments Homeless Outreach Officer (unit), or other uniformed LPD Officer.
  - b. Responder participating in the CRT:
    - i. Report to work at LPD
    - ii. May attend roll call and brief members about updates and/or the resources they provide.
  - c. While participating in the CRT, responder shall:
    - i. Carry a radio for needed communication.
    - ii. Carry a valid identification card.



- iii. Be attired in clothes that will identify them as a Lakeport PD Crisis Responder and not a law enforcement officer.
- 3. Examples of what CR should not do on a “regular” basis:
  - a. (Always exceptions such as emergencies in life threatening situations)
    - i. Drive the patrol car in non-emergency situations for a distance.
    - ii. Act as a cover partner in traffic stops/alarm calls etc.
    - iii. Foot pursuits with the officer.
    - iv. Assist with handcuffing or taking a subject into custody.
    - v. Use the Police Radio, except when the need for safety dictates.
- 4. Officer accompanied by responder shall go in-service and shall advise the dispatch that a Crisis Responder is present.
- 5. Officers may request that unit with CR respond and assist with mental health crisis/domestic violence/sexual assault calls where subjects wish to speak to an advocate or is requiring behavioral health services.
- 6. The CRT primarily responds to in-progress calls, when available, to support patrol, and conduct outreach with identified individuals. The CRT is also available to respond, at the request of the incident supervisor, to critical incidents that involve subjects who are in extreme states of behavioral crisis.
- 7. The Crisis Responder follows-up on cases involving behavioral crisis through intervention at the lowest-level, least-intrusive intercept point, to prevent and reduce harm. CR works to gain a subject’s behavioral self-control through engagement with communication.
- 8. The officer will assess the situation regarding safety for the officer, the CR, the subject, and bystanders. The officer will always provide safety on scene. The officer will evaluate the subject for any criminal behavior, as appropriately balanced with the best service to the subject and community.
- 9. The Crisis Responder will take the lead, when appropriate, in interacting with subjects in behavioral crisis. If Officer must assume responsibility for the scene out of a need for safety, he or she will seek the input of CR on strategies for resolving the crisis event when it is reasonable and practical to do so.
- 10. The Crisis Responder may assist the subject by completing a mental health screening, obtaining relevant psychiatric and substance abuse history, (may obtain information from family and other professionals providing care to the subject if appropriate) and will formulate and recommend a course of action for the individual.
  - i. The officer and CR will offer referrals or other assistance as the situation warrants, and if needed will assist the individual to the appropriate setting (either voluntarily or involuntarily).

- ii. CR is not obligated to serve as the primary officer during incidents that involve a subject in behavioral crisis. The LPD Officer (as designated by dispatch / beat assignment) shall handle the necessary Law Enforcement specific paperwork and provide communications with the final call disposition. 11. The Crisis Responder shall:
  - a. Act as Crisis Responder professional in police crisis situations
  - b. Conduct crisis assessments
  - c. Debrief individuals affected by a crisis
  - d. Provide consultation for victims
  - e. Other crisis response services
  - f. Respond to Field Visits with assigned LPD Officer
  - g. Refer to community services for Case Management/Follow up Case Management, if appropriate
  - h. Work with LPD to coordinate effective, de-escalated, and substantive engagement strategies for subjects in crisis

### **Assessment**

The Crisis Responder (CR) should address:

- Causes leading to the crisis event, including psychiatric, substance abuse, social, familial, legal factors, and substance use, domestic violence, or sexual assault.
- Safety and risk for the individual and others involved, including an explicit assessment of suicide risk.
- Strengths and resources of the person experiencing the crisis, as well as those of family members and other natural supports.
- Recent inpatient hospitalizations and/or any current relationship with a mental health provider.
- Medications prescribed as well as information on the individual's compliance with the medication regimen; and
- Medical history as it may relate to the crisis. De-Escalation and Resolution  
Communitybased mobile crisis teams engage individuals in counseling throughout the encounter and intervene to de-escalate the crisis. The goal is not just to determine a needed level of care to which the individual should be referred, but to resolve the situation so a higher level of care is not necessary.

### **Next steps**

- Call family members, therapists, Crisis line, California warm line?

- If stabilization requires Emergency Care
  - Call nearest Emergency Room/Initiate crisis response
  - Collaborate on Transportation needs
    - Continue gathering demographics so that follow up contact/referral can be made
- If higher level of care is not needed
  - CS will continue to engage client
    - Build rapport
    - Discuss possible supports
    - Be prepared to offer referrals to homeless shelter, therapy, behavioral health assessment, Adventist Hospital ER for Substance Use Disorder evaluation, or to another safe location.

### **Stabilization and referral**

- If stabilization is successful:
  - Resolution occurs after de-escalation
  - Suicide Assessment completed
  - Safety Plan completed and shared with appropriate family members or support
    - Medical and/ or Behavioral Health Contact made if necessary

### **Follow Up**

Crisis Planning and Follow-Up SAMHSA's essential elements of responding to mental health crisis include prevention. "Appropriate crisis response works to ensure that crises will not be recurrent by evaluating and considering factors that contributed to the current episode and that will prevent future relapse. Hence, an adequate crisis response requires measures that address the person's unmet needs, both through individualized planning and by promoting systemic improvements" (SAMHSA, 2009: p. 7, emphasis in the original).

During a mobile crisis intervention, the CR should engage the individual in a crisis planning process.

resulting in the creation or update of a range of planning tools including a safety plan. When indicated, mobile crisis service providers should also follow up with individuals served to determine if the services to which they were referred were provided in a timely manner and are meeting their needs. This activity is typically completed through telephonic outreach but there may be times when further face-to-face engagement may be warranted or even necessary when the individual cannot be reached by phone.

#### ***a. Harmless symptomatic behavior***

- Non-criminal: Provide contact information for obtaining services/treatment/crisis intervention.

- Criminal: Verbal warning by CR or Officer as appropriate

**b. *Indication of mental-health needs***

- Non-criminal: Refer to appropriate service partner for outreach and services/crisis intervention.
- Criminal: Document crime, warn by CR or Officer as appropriate

**c. *Indication of urgent mental-health needs***

- Non-criminal: Contact subject's case manager, if available, CRT outreach, transport to voluntary services.
- Criminal: Document crime, warn Officer

**d. *Imminent risk of serious harm to self, others, or property***

- Non-criminal: Emergent detention, involuntary transport to hospital (w/Officer)
- Criminal: Request charges through Mental Health Court or refer

**e. *Escalation of harmful symptomatic behavior***

- Non-criminal: Coordinate with Officer, commit for involuntary treatment
- Criminal: Arrest and booking with referral to Mental Health (Officer)

**f. *Escalated risk of serious harm to others, resistant to all other interventions***

- Non-criminal: Coordinate with Officer, commit for involuntary treatment
- Criminal: Arrest and booking (Officer)

**8. Limitations to the Crisis Responder:**

- CR does not provide case management or individual treatment
- CR does not respond to calls for service without an officer
- CR does not prescribe, deliver, or administer medications
- CR is not available 24-hours for on call. If a CR is needed and there is not one currently on duty, the officer may submit Referral Form for later follow-up by the CR when they are available.
- CR does not perform emergency crisis negotiations – (They are not Emergency/Crisis Negotiators or Hostage Negotiators). These calls are volatile and dangerous and need to be handled by law enforcement until they are safely resolved. CR may be used to support ENT/CNT teams by accessing and providing mental health history and relevant information to the negotiators.

7. The Lake FRC Director shall:

- a. Meet with the CR for daily check –in, and bi-monthly for case conferencing
- b. Meet with Lakeport Chief of Police and Lieutenant monthly for program and staff review.
- c. Ensure CR reviews Mental Health Responder Guide and attends all required training. Training will occur at the beginning of tenure with the Lake FRC and LPD and continually throughout their service to make sure their skills reflect any changes in systems, policies, or evidence-based practices.

8. Data Collection Procedures

- CR will be responsible for collecting data to measure whether goals and objectives have been achieved. Data will include collecting individual demographics including sex, age, ethnicity, geographic location, services provided including first time and quantity of follow-up services, contact hours, referrals issued, treatment, arrests, and hospitalizations.
- CR will utilize a tracking form provided by Lake FRC to collect data. Data forms should be completed by the end of each working shift and provided to Lake FRC director weekly to be entered into data tracking system.
- CR will work with Lake FRC director and LPD to evaluate project measurements and performance. Collected data will help determine if people living with mental illness and their family members are satisfied with outcomes and the impact of program success.

## LAKE COUNTY HOMELESS ENCAMPMENTS - January 2024

