

**County of San Luis Obispo
Behavioral Health Department
Mental Health Services Act**

Mental Health Advisory Committee (MAC) Stakeholder Group Meeting:

This document is proof of stakeholder involvement in decision making priorities and practices for the County of San Luis Obispo Mental Health Services Act programs.

The MAC Stakeholder Group asserts that they have fully understood and made a decision regarding the changes for the following program/service:

Central Coast Hotline	
Current Program/Service	New Changes/Updates to Program/Services
	Central Coast Hotline
Current Total Amount: \$147,462	New Total Amount: \$219,462 (49% increase) FY 22-23 ongoing CSS Expense Additional two staff (26 hours/wk) for Central Coast Hotline to increase shifts with staff coverage as TMHA adds texting feature = \$72,000
Justification:	
<ul style="list-style-type: none"> • Currently, CCH has paid staff on the line 4 days per week during the evening shift (4 p.m.-midnight) as well as paid shift coverage on the overnight shifts (midnight-8 a.m.). There is no paid staff coverage for three evenings/week and no paid staff coverage during day shifts. Evenings are the busiest call time at CCH. • While TMHA is currently able to cover this need with its wonderful volunteers, they anticipate an increase in contacts. CCH currently fields 1,000 calls per month and is finding that at times, callers have to leave a message requesting a call back. • Beginning this summer, Central Coast Hotline will be launching text services and moving to a web-based integrated system. TMHA anticipates significantly more contacts coming into CCH between phone calls and texts. Research on crisis text lines has shown that text contacts take significantly more time, in the 30-40 minute range, compared to traditional calls. • The additional funding will add two staff to establish paid staff coverage 24/7. This will provide knowledgeable staff to support volunteers on the shift, enable calls and texts to be taken simultaneously, eliminate or minimize the need for callers to leave a message requesting a call back, and enable to staff and volunteers to serve more callers and texters in our community. • This will also allow for paid shift coverage during the afternoons to ensure both calls and text messages can be answered in a timely manner; real-time oversight of volunteers providing crisis support on the Central Coast Hotline; monitoring calls, coaching, and reviewing call logs for quality and continuity of care; and allow for the CCH Program Manager to not need to be on call 24/7. 	
Outcomes:	
<ul style="list-style-type: none"> • One hundred percent (100%) of callers to Central Coast Hotline impacted by suicide crisis receive support needed and referrals, as needed. • Improved staff and volunteer retention. 	

On Wednesday, May 25, 2022: **Add additional staff capacity for Central Coast Hotline**

SLOBHD Staff recommends approval by the MAC Stakeholder Group as specified above.

SLOBHD Staff does not recommend approval by the MAC Stakeholder Group as specified above.

Notes:

