



PERT Quarterly Report



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

Psychiatric Emergency Response Team

CASE HIGHLIGHT

WEST SELBY

Deputies responded to a home in January 2020 for a welfare check call. The subject was paranoid and delusional, with a long history of mental illness and refusing treatment. The subject did not meet the criteria for W&I 5150, and the case was referred to PERT. PERT followed up with the subject’s mother and provided support. While fearful of the subject, the mother was unwilling to get a restraining order due to fears that the subject would become homeless. The mother was adamant that she would call 911 if the subject physically assaulted her.

In July 2020, the mother contacted PERT after the subject assaulted her. PERT encouraged the mother to call 911, which she did. Deputies responded to the home and placed the subject on a W&I 5150 hold. The mother was not willing to get a restraining order. The subject was hospitalized for a few days and was discharged home, where she refused outpatient treatment. PERT attempted to engage with the subject to connect her to services, which were declined. Adult Protective Services (APS) offered support to the mother, which the mother refused. PERT continued to follow up with the mother to provide support and options and eventually referred the mother for therapy.

In December 2022, deputies again referred the subject to PERT. PERT contacted the mother, who shared ongoing fear for her safety while living with the subject.

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PERT STAFF

- Sheriff’s Office**
- Captain Mark Myers
 - Sergeant Jerri Cosens
 - Detective Erik Rueppel
 - Detective Cole Armando
- Behavioral Health & Recovery Services**
- Shirley Chu, LCSW
Clinical Services Manager
 - Jessica Zamora, LMFT, LPCC
Program Specialist
 - Rachel Liebman, LCSW
Psychiatric Social Worker II

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The mother was still unwilling to get a restraining order due to fears for the subject's safety if she became homeless. Additionally, the mother had a very negative experience with her previous therapist and was unwilling to seek therapy again due to that experience. PERT clinician offered short-term therapy for the subject utilizing a modality of therapy called Eye Movement Desensitization and Reprocessing (EMDR). EMDR utilizes bilateral brain stimulation (often through eye movements or tapping) to reduce the symptoms of trauma memories. The mother was amenable to EMDR treatment to set boundaries with the subject.

The subject continued to call 911, reporting paranoid and delusional content. For context, Public Safety Communications received one service call from the home in 2021, five in 2022, and 49 calls thus far in 2023. Due to the frequency of calls, PERT placed a special flag on the residence to call the mother and decide if a patrol response was warranted. Generally, it was not. However, some deputies responding to the home had built rapport with the subject, who was often barricaded inside the home. Each time, it was deemed that she did not meet the criteria for a W&I 5150 hold.

In September 2023, after months of EMDR therapy from the PERT clinician and support from her friends, the mother felt ready to get the restraining order. PERT referred her to APS to assist with obtaining an elder abuse restraining order, which was granted.

ERT coordinated with the Civil Bureau, and the decision was made that PERT should serve the restraining order along with two deputies who had established rapport with the subject. Given the subject's history, current functioning, and the fact that she was about to lose her shelter, the decision was also made to place the subject on a W&I 5150 hold. The team coordinated their efforts and safely detained the subject, who was transported to San Mateo Medical Center (SMMC) Psychiatric Emergency Services (PES). As of this writing, the subject remains hospitalized. The mother has regained her independence and sense of safety and is slowly adjusting to her new life. The mother has shared her gratitude for the long-term support PERT and deputies have provided her over the years.

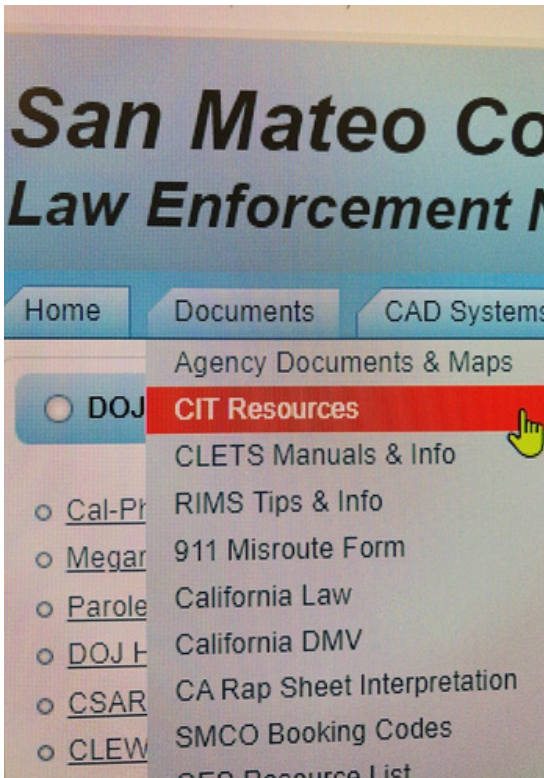
RESOURCES

24/7 ---

PERT facilitates both CIT and ECIT courses. A primary goal of both training courses is to provide resources and options to use during a mental health crisis call. PERT has been working on placing those resources in a place with 24/7 access for all San Mateo County law enforcement to access. These resources are now available wherever you can access LawNet and sRIMS and may help with your investigations and W&I 5150 holds.

To access these resources, please go to the [LawNet homepage](#).

LAWNET RELEASE - CIT RESOURCES



1

STEP 1

Hover over the **DOCUMENTS** tab at the top left corner, and you will see CIT RESOURCES second in the dropdown list.

2

STEP 2

Click on **CIT RESOURCES** and you will be taken to a new page with bullet points of resources separated by specific need. Hover over each line, and you will see VIEW LIST at the end. Click on VIEW LIST, and your options will appear below. Again, hover over each line, click VIEW LIST, then click on your selection. To close each line, click on View List again (Do not use the browser back arrow).

IN ADDITION

LawNet is not available on most cell phones. So, resources are also available 24/7 to those who use sRIMS on their cell phones. Look at the blue footer at the bottom of the page, and you will find a button that says CIT Docs. Here, you will find the same offering as LawNet.

310040067	08:06:25	ON SCENE	SUS
310040094	09:33:02	PENDING	BE
310040092	09:28:42	ENROUTE	CIT
310020204	14:19:04	PENDING	TAC

Skills	CIT Docs
APBnet	Real-Time I



Please take some time to explore this site and share it with your teams. A county-wide announcement will be made at a later date.

If you experience problems with the site or have suggestions about other needed resources, please provide feedback and suggested links to

PERT Detective **Erik Rueppel** erueppel@smcgov.org and

PERT Clinician **Rachel Liebman**, LCSW rliebman@smcgov.org.

PERT will be managing the website and make periodic requests to the webmaster for updates.

SAN CARLOS

In August, deputies responded to a call where a neighbor reported yelling coming from the subject's apartment where she lived with her mother. Deputies determined that she did not meet the criteria for a W&I 5150 hold, disengaged after she locked herself in a bathroom, and referred the case to PERT. PERT followed up with the subject's mother. The mother shared that the subject behaved erratically and reported hearing voices. The subject had been diagnosed with schizophrenia and was refusing to take medications. The mother shared that she recently tried to evict the subject, which the county rejected due to the subject's mental health.



PERT offered to connect the mother with the Family Assertive Support Team (FAST), which helps families with loved ones struggling with mental illness who are not connected to treatment. The mother was amenable, and PERT completed the referral to FAST, providing information about the family's needs. When PERT called the mother later in the week, she had already met with FAST and expressed gratitude for the referral.

MILLBRAE

Deputies received a welfare check call at the substation. An employer was concerned about an employee's dark web searches using a company computer. Nothing in the search history indicated an imminent threat toward a specific person or location.



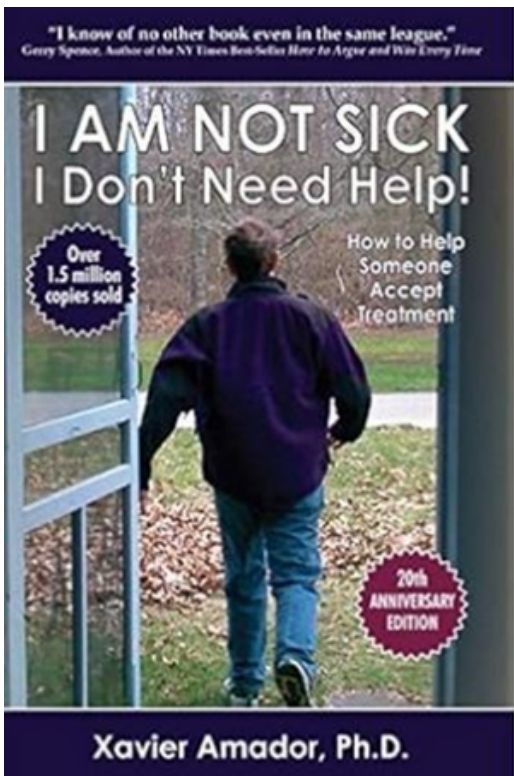
The deputy contacted PERT and determined that more information was needed to substantiate an "immediate or present danger" to obtain a Gun Violence Restraining Order (GVRO). An ex-girlfriend was contacted that day and initially did not want to provide a statement. PERT submitted a Suspicious Activity Report (SAR) with the Northern CA Regional Intelligence Center (NCRIC). The Sheriff's Detective assigned to NCRIC searched but found no information on the subject.

PERT then contacted the subject's employer and learned more about their internal process, which included a threat assessment from a private contractor who found no threat to the company or its employees. PERT presented the subject to the countywide Threat Advisory Team.

PERT met with the subject, who was amenable to answering all questions. After a lengthy interview, there were no significant concerns about his mental health or behaviors,

though the subject did agree that seeing a therapist may be helpful. Mental health resources were provided, and the subject has retained his employment. During a follow up call, PERT learned that this subject scheduled a therapy appointment through his employee health insurance.

TRAINING



PERT attended **LEAP method, Anosognosia and Assisted Outpatient Treatment (AOT): Helping People with Mental Illness Engage & Recover**, provided by Dr. Xavier Amador, CEO of the Henry Amador Center on Anosognosia. Many people suffering from serious mental illnesses also suffer from anosognosia, which is a neurological condition where one has poor to no insight into the fact that they are ill. The training focused on engaging individuals with anosognosia and getting them into treatment through the LEAP method: Listen, Empathize, Agree, and Partner.

PERT Clinician attended the second annual 988 Virtual Conference: Practical Skills for Helpers in Every Role through Crisis Support Services (CSS) of Alameda County.

988, the Suicide and Crisis Lifeline, was rolled out last year. For more information about 988 and the success of this suicide and crisis lifeline, please visit [this website](#).



GET HELP LEARN GET INVOLVED PROVIDERS & PROFESSIONALS

988 **CHAT**

En Español | For Deaf & Hard of Hearing



988 Suicide & Crisis Lifeline

We can all help prevent suicide. The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



MEETINGS

- PERT facilitated the monthly **Field Crisis Consultation Committee (FCCC)**, collaborating with representatives from multiple agencies and programs. FCCC works together to develop strategies for dealing with high utilizers of services for living with mental illness in San Mateo County.

- PERT remains part of the **Threat Advisory Team (TAT)** task force. TAT comprises representatives from multiple law enforcement agencies, the DA's office, BHRS, and CORA. TAT meets twice monthly to strategize on managing individuals who have presented as a significant threat to specific individuals, law enforcement, or the community.
- PERT attended the monthly **LifeMoves Half Moon Bay and Millbrae Multidisciplinary Team (MDT) Meetings**. The MDTs are confidential meetings that allow community partners to discuss solutions to support unhoused clients.
- PERT attended a meeting at the newly opened **Navigation Center** to learn more about the various health and treatment teams involved with providing services onsite. The Navigation Center has a range of supportive services onsite, including:
 - BHRS: short-term therapy, case management, and connection to long-term mental health services
 - LifeMoves: Case Managers
 - Healthcare in Action: primary health care
 - University of the Pacific: dental care provided by dental students and their professors
 - El Centro de Libertad: substance abuse treatment
 - Human Services Agency: assistance with benefits and food stamps
- PERT attended a **Golden Gate Regional Center (GGRC) START Advisory Council** as part of PERT's partnership to support clients diagnosed with intellectual and developmental disorders. START, the crisis and case management arm of GGRC serves clients at their homes and/or in the field.

PRESENTATION

Crisis Intervention Training (CIT) #51 was held in September in San Carlos. The last CIT course for 2023 is December 4-7. CIT dates for 2024 are March 18-21, June 17-20, September 16-19, and December 2-5. Please contact the Sheriff's Office Training Coordinator, Detective Sarah Hathaway, at shathaway@smcgov.org if you are interested in attending.



WOODSIDE

In December 2022, deputies responded to a call for service at a residential property in Woodside where the subject had driven his car onto private property and it became stuck. The subject was completely mute, non-responsive, and staring into the sky. The subject's clothing was not appropriate for the weather. Deputies determined that the subject met the criteria for W&I 5150, and the subject was transported to SMMC. PERT contacted the subject's mother, who lives in South Carolina. After speaking with the subject's mother, PERT learned about potential medical concerns, including low blood sugar, which his mother believed contributed to his strange behavior.

In January 2023, deputies contacted the subject again after a staff member from the Woodside Public Library called for a welfare check. The staff member reported that the subject was staring blankly at people and children to the point of making them feel uncomfortable, was verbally non-responsive, and was seen walking around "in a daze." Deputies evaluated the subject for W&I 5150 criteria and contacted the subject's mother for collateral information. PERT reached out to the subject to offer resources.

The subject was amenable to speaking about resources. During a follow-up call, the subject declined to speak further and made several inappropriate statements.



In August 2023, deputies were called for a male subject lighting an article of clothing on fire along the roadway. When deputies located the subject in Woodside, they attempted to speak with him and conduct a welfare check. The subject was mute, and after determining that there was no risk to himself or others, the subject did not meet the criteria for W&I 5150. The subject then ran away, and deputies disengaged and referred the case to PERT. PERT reviewed the referral and decided not to contact the subject at this time due to previous inappropriate behavior. PERT remained available to patrol if needed on scene and brainstormed other potential interventions.

In September 2023, PERT received a call from the subject's mother, who asked why she could not receive information about the subject's car being held in a Palo Alto impound. The subject's mother shared that she and the subject's father had been renting a home for the subject in Palo Alto before the subject fled the residence due to his increasing paranoia and delusions. The subject's mother expressed concern as the subject turned off his phone. PERT humbly listened, and for the first time, she acknowledged the likelihood of the subject suffering from a mental illness. She also offered that her son was once told by an attorney to never talk to law enforcement during a contact.



[Read More](#)



PERT emailed the subject's mother the AB1424, also known as the Family Form, which provides a family member or concerned party a place to document an individual's mental health history. In the case of a mental health emergency, this form can accompany an individual in the ambulance or be sent to the hospital to provide information about their history to the treating psychiatrist or doctor. This information can be helpful for deputies when evaluating people for W&I 5150 holds and can help the probable cause for deciding if a hold is necessary under W&I 5150.05. The subject remains in the community and continues to decline treatment.

RESOURCES



ACCESS CALL CENTER

ACCESS Call Center is the gateway for mental health and/or substance use services for San Mateo County residents who have Medi-Cal, are Medi-Cal eligible, or are uninsured. Services are provided to children, youth, families, adults, and older adults for the prevention, early intervention, and treatment of mental illness and/or substance use conditions. To request services, contact ACCESS at **1-800-686-0101**.



NAMI SAN MATEO COUNTY

The National Alliance on Mental Illness (NAMI) San Mateo County offers support, education, compassion, and practical experience to anyone needing to educate themselves about mental illness and treatment for themselves or a loved one. NAMI provides education classes, presentations, and support groups to the community.

For more information, contact NAMI at www.namisanmateo.org or **650-638-0802**.



YOUTH STABILIZATION, OPPORTUNITY, AND SUPPORT (SOS) TEAM

The Youth SOS team is a specialized mobile crisis response service for youth. It is a program of StarVista's Crisis Center in partnership with BHRs.

To access the Youth SOS team, a community member will call StarVista's Crisis Hotline at **650-579-0350**.



ASSISTED OUTPATIENT TREATMENT

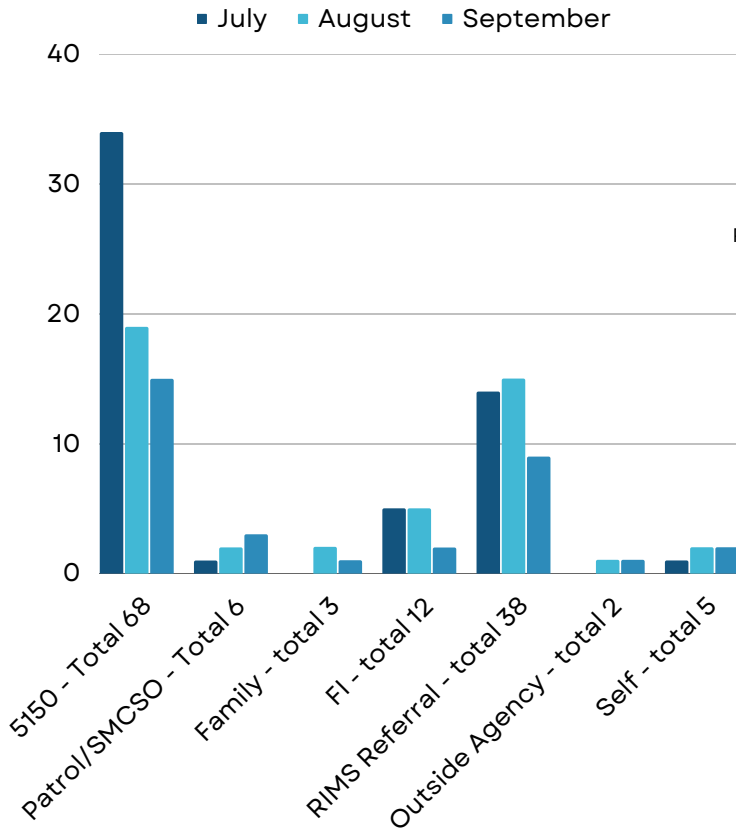
Assisted Outpatient Treatment (AOT) was developed in 2015 out of the County's adoption of Laura's Law (AB 1421). AOT works to engage people who are not connected to treatment

To contact AOT, call **650-372-6125** or email **AOT@smcgov.org**.

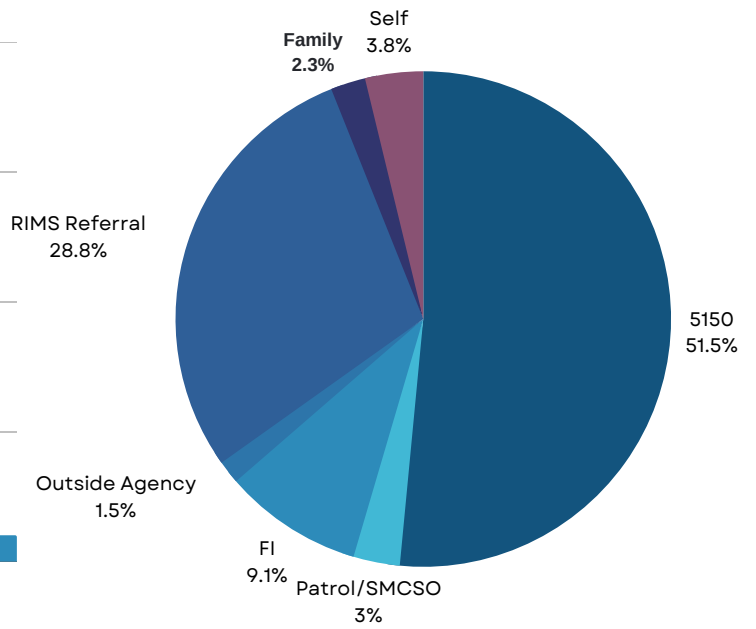
QUARTERLY STATISTICS

JULY - SEPTEMBER 2023

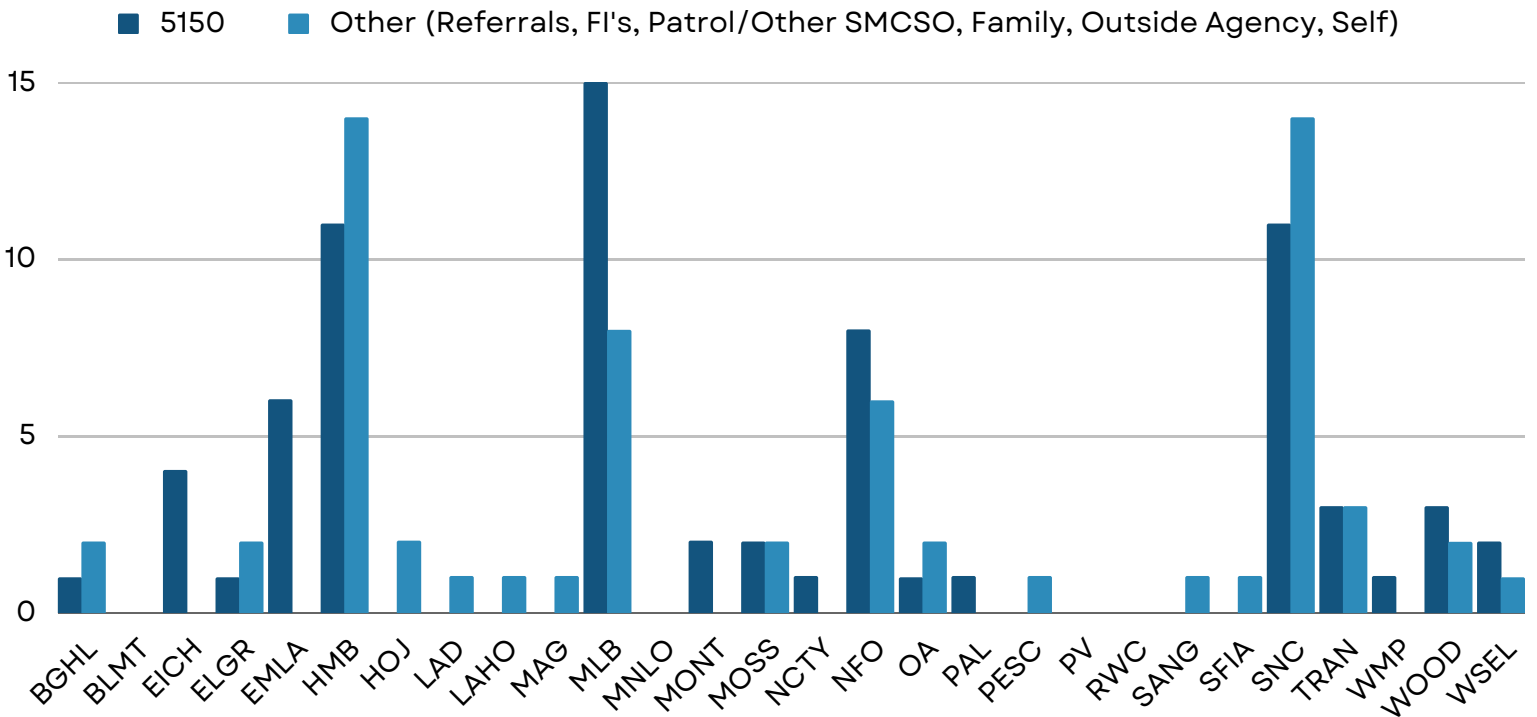
REFERRAL SOURCE



TOTAL REFERRAL SOURCE



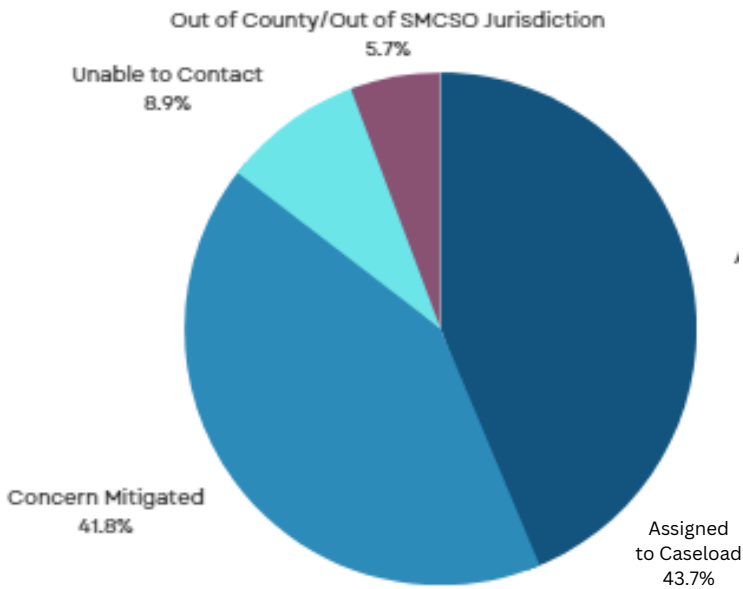
REFERRALS BY DIVISION



QUARTERLY CASELOAD STATISTICS

JULY - SEPTEMBER 2023

REFERRAL OUTCOME



In the third quarter of 2023, PERT received a total of 134 referrals. 69 of those cases, or 51%, were assigned to the PERT caseload. PERT followed up on each case to assess the needs of the individual and/or family. 49% of those cases were reviewed by PERT and were determined to be "concerned mitigated," which means that PERT follow-up was not needed after the investigation. This includes individuals who already have treatment teams, are in the process of connecting to services, and individuals who are admitted to an inpatient psychiatric hospital. The graph below, "PERT Actions Taken," reflects the disposition categories of cases that were assigned to the caseload.

PERT ACTION TAKEN

