



Q&A

Frequently Asked Questions

What is Be Well OC in Garden Grove?

Be Well OC in Garden Grove is a mobile response program funded by the City of Garden Grove and staffed by Be Well OC to provide community-based assessment and stabilization of individuals experiencing psychological crisis, challenges related to substance abuse, and other non-medical emergencies. Each team will consist of two crisis counselors who will help de-escalate a situation and provide a compassionate first response model to get ***all*** Garden Grove residents – *regardless of income, background, or insurance status* - the right help at the right time.

Why is this needed?

This service is designed to deliver better outcomes for those suffering from mental illness crises in Garden Grove, while relieving law enforcement from a significant portion of these incidents which do not involve violence, weapons, or criminal conduct. Examples of the categories of incidents to be diverted to Be Well OC in Garden Grove include behavioral episodes, substance abuse, non-domestic violence, family issues, and public assistance including welfare checks. Every year in Garden Grove, there are 14,500 calls for these types of services, and it is estimated that a substantial portion of those could eventually be diverted to a program like Be Well OC in Garden Grove.

Where is the funding coming from?

This program is funded entirely by the City of Garden Grove. With that said, the Be Well OC in Garden Grove team will not only be able to improve outcomes and community satisfaction, but also optimize availability of first responders and community services.

When will Be Well OC in Garden Grove begin operating?

The program will begin operating on October 4, 2021, as a pilot program. Services are scheduled to begin with one team operating for 12 hours per day and will gradually ramp up to additional teams with an 18/7/365 model.

Why doesn't Be Well OC require crisis counselors to be a licensed Crisis Intervention Specialist?

Crisis work is centered on one's ability to connect with people in an impactful way. Good crisis intervention is built on the crisis worker's ability to form a meaningful, human connection with the individual in crisis. It triages crises with the goal of connecting individuals who need ongoing therapeutic care to licensed clinicians.



This optimizes the time of the clinicians who can focus on the higher levels of care that only they are legally capable of providing.

What situations will be covered by Be Well OC in Garden Grove?

The Be Well OC in Garden Grove team will be prepared to help with a variety of non-emergency and non-medical situations, which may include:

- Mental health / behavioral crisis
- Suicidal ideation
- Failure to conduct self-hygiene, failure to thrive
- Public assistance connecting people to services that provide for basic needs
- Non-domestic violence family issues / disputes
- Drug & alcohol abuse / addiction
- Welfare checks
- Death notifications
- Homelessness, in conjunction / collaboration with the Garden Grove Police Department's Special Resources Team homeless task force.

How is the Be Well OC in Garden Grove team dispatched?

When someone calls 911 or the non-emergency line for a mental health crisis that does not require public safety, medical evaluation or care, the dispatcher will triage, and when appropriate, deploy the Be Well OC in Garden Grove team rather than police or fire. Callers can also request the team, and the dispatcher will determine whether it is appropriate or not. Public safety personnel (police and fire) already involved in an incident can also request the team to respond via GGPD Communications.

What are the hours of Be Well OC in Garden Grove?

At launch, Be Well OC in Garden Grove will be available between 9am-9pm with the plan of expanding to 18-hour coverage by Winter 2021.

Who will staff the van?

All staff will be Be Well OC employees. Each team will include two crisis counselors who specialize in crisis management and are trained in de-escalation techniques.

After assessment of an individual in the field, where will the team take them?

The team will have the ability to transport clients to a variety of locations based on the individual's assessed needs. This can include the Be Well Orange Campus, alternative psychological care facility, an urgent care facility, and local emergency shelters.



How long do you anticipate each call to last?

It will depend on the situation. Some calls will be shorter, such as welfare calls that may take a few minutes; whereas domestic crisis calls may last up to a few hours.

How often will the team be dispatched?

Based upon data from the Garden Grove Police Department, we anticipate responding to approximately 30 calls a day with one van. Two vans can respond to approximately 60 calls per day. These statistics will vary depending on the situation and length of each call.

Will the van be used to treat people at the location?

The van is equipped with clothing, food, and a private, secure space where mental health support can be provided in a discreet setting. If medical aid is required, OCFA will be dispatched to provide immediate care and transport to the appropriate medical facility.

Will the van take homeless people off the street?

Homeless individuals will only be transported on a voluntary basis. Transport locations may include a shelter or other location where the individual's specific needs can best be met with the objective to identify a long-term solution and prevent future crisis incidents.

Is it dangerous to respond to a crisis without the police?

The Garden Grove Police Department will be triaging all calls and dispatching the team to only non-violent, non-criminal incidents that do not involve weapons. The team will be trained in de-escalation, to ensure people get the right care at the right time. Our teams will be equipped with police frequency radios in case of emergency, though this is rarely needed. For example, out of approximately 20,000 calls per year handled by CAHOOTS, a similar program in Oregon, only 24 or 0.1% required police to be called in for a safety concern.