

Holistic Outreach Promoting Engagement

H O P E



Tacoma's Approach to Behavioral Health



Program Co-Managers and HOPE Introduction



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What is HOPE?

Holistic **O**utreach **P**romoting **E**ngagement

“Tacoma’s Response”



Holistic Outreach Promoting Engagement

Person centered, evidence based, trauma-informed, harm reduction model, aims to understand the need of the individual as well as how to collaborate with the first responder on scene.

City of Tacoma’s approach to behavioral health

An alternative response to traditional first responder models, because of the Matrix Alternative Response Study.

Goal of being a 911 dispatched first response unit in place of police and/or fire for those experiencing behavioral health crisis.

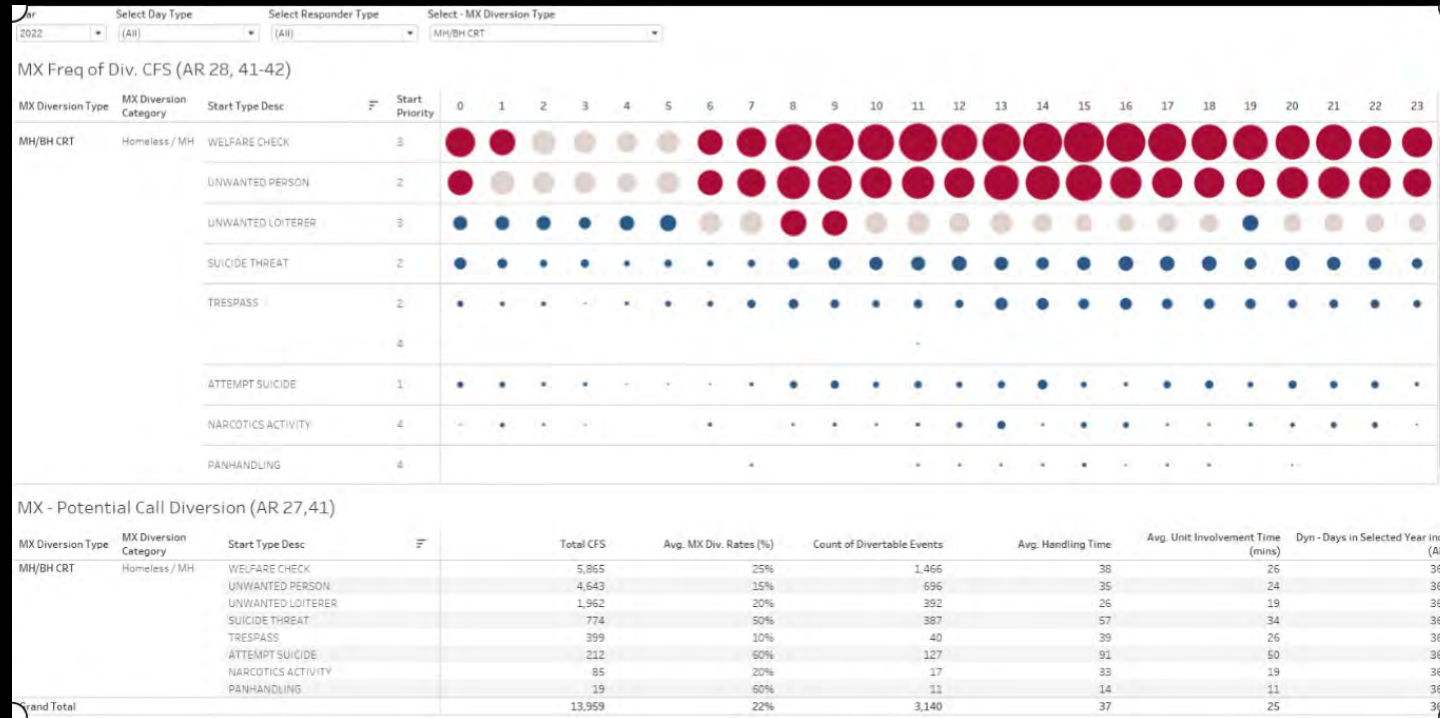
The advocacy of community members, namely An Intentional Response (AIR) Coalition, was instrumental in taking the program from an idea to a reality. AIR’s continued engagement with the HOPE program provides opportunity to ensure community needs drive the growth and development of the program.

The City of Tacoma’s Mayor and Council Members have prioritized the HOPE program within the 2023-2024 biennium budget as they acknowledge the need for alternative response.

Dispatched via 911

The HOPE team can provide preventative outreach, be dispatched as an independent response, tandem response or requested in the field by a first responder and can provide follow up to first responder referral. HOPE supports all areas that the Tacoma Fire Department serves which includes Tacoma, Fife, and Fircrest.

Matrix Study



In 2022 there were over 13,000 Calls for Service (CFS) that had a mental health/homeless component flagged by police and fire.

Examples of appropriate call types for an independent HOPE response or tandem response: welfare checks, SUIT, trespass, unwanted loiterer, unhoused, substance use, mental health, behavioral health symptomology, if a DCR is not available and involuntary detainment is not the primary support needed

Program Structure



Program Co-Managers

Aleesia Morales – Fire Liaison Cassie Hallstone – Police Liaison

Field Response Team (2)

Mobile Unit Registered Nurse: physical health assessment, basic health/wound care, etc.

Behavioral Health Crisis Responder: risk assessment, safety planning, de-escalation, etc.

Field Response Schedule

Sunday – Saturday 7:00 AM – 5:00 PM

Behavioral Health Case Manager: in field and office-based case management, appointment coordination and attendance, referral management, etc.

Wednesday – Saturday 7 AM – 5:00 PM

How Can HOPE Help?



Motivational Interviewing
Solution Focused Approach

Crisis Intervention

De-escalation

Risk Assessment

Safety Planning

Mental Health Evaluation

Medication Management

Connection to and coordination of ongoing stabilization services and resources

Case management

Physical health assessment

Basic physical health and wound care

Additional Resources



For a non-life threatening and urgent behavioral health crisis please contact:

Suicide & Crisis Lifeline: Call or text 988 – Provides telephonic crisis intervention

Pierce County Crisis Line: Call 1-800-576-7764 – Provides coordination to MultiCare's Mobile Outreach Crisis Team aka MOCT for telephonic and/or in person crisis intervention

Suicide text line: 741-741 – Provides text crisis intervention

For a life threatening and emergent behavioral health crisis please contact:

911

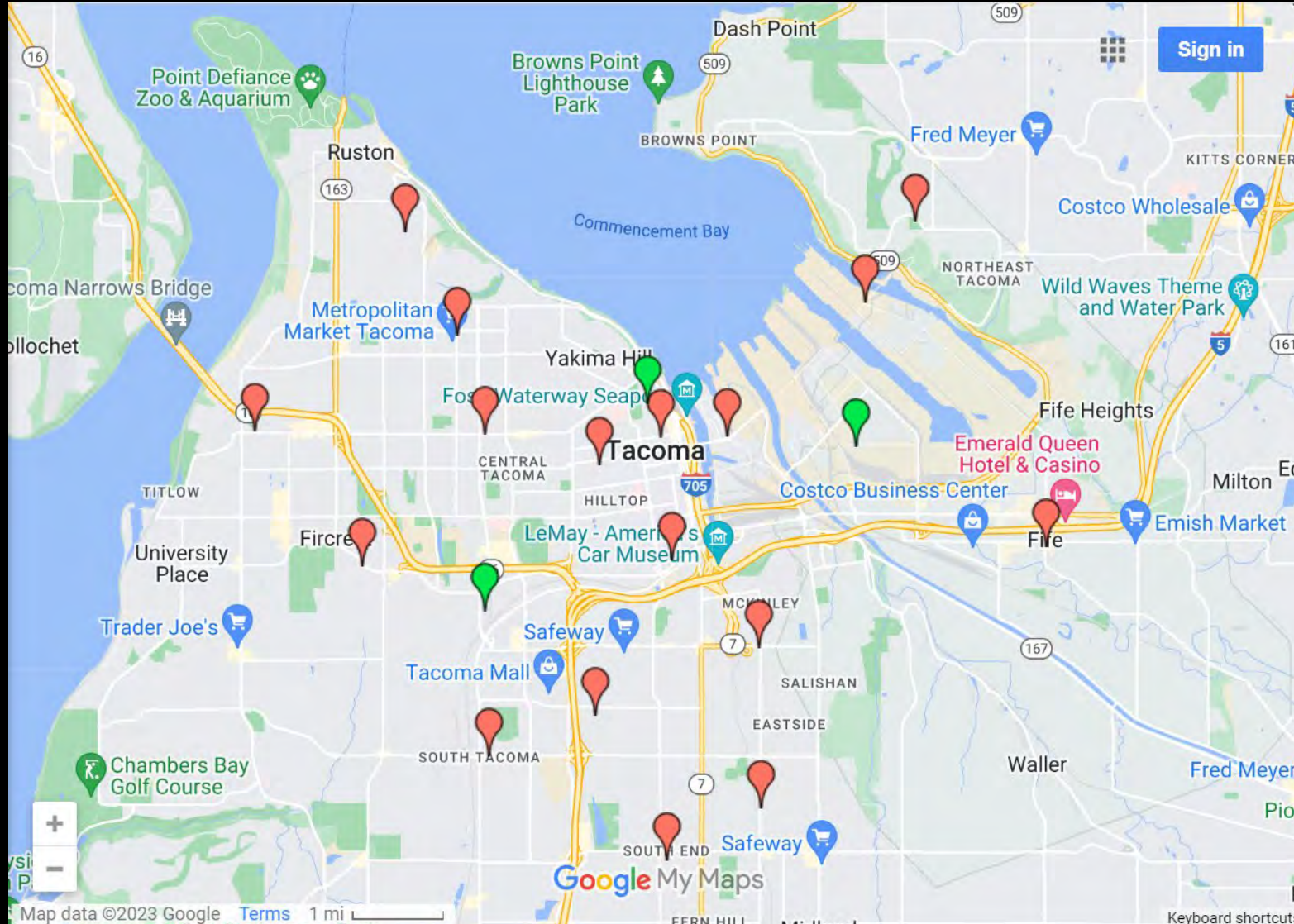
Provides emergency response by first responders and/or HOPE program staff, please provide dispatch with as much information as possible

For resource line/resource referral specialist support please contact:

211

Provides a free confidential community service and is your one-stop connection to the local services you need, from utility assistance, food, housing, health, childcare, after school programs, elder care, crisis intervention and much more.

Service Area



Questions?



Thank you for your time and interest in learning about the TFD HOPE program! You can learn more about HOPE and find community resources at:

www.cityoftacoma.org/hope

For additional information, questions about the program, and/or requests for partnership please reach out to:

tfdhope@cityoftacoma.org