



Health Care District OF PALM BEACH COUNTY

WE CARE FOR ALL

**Revolutionizing
Mental Health Care**

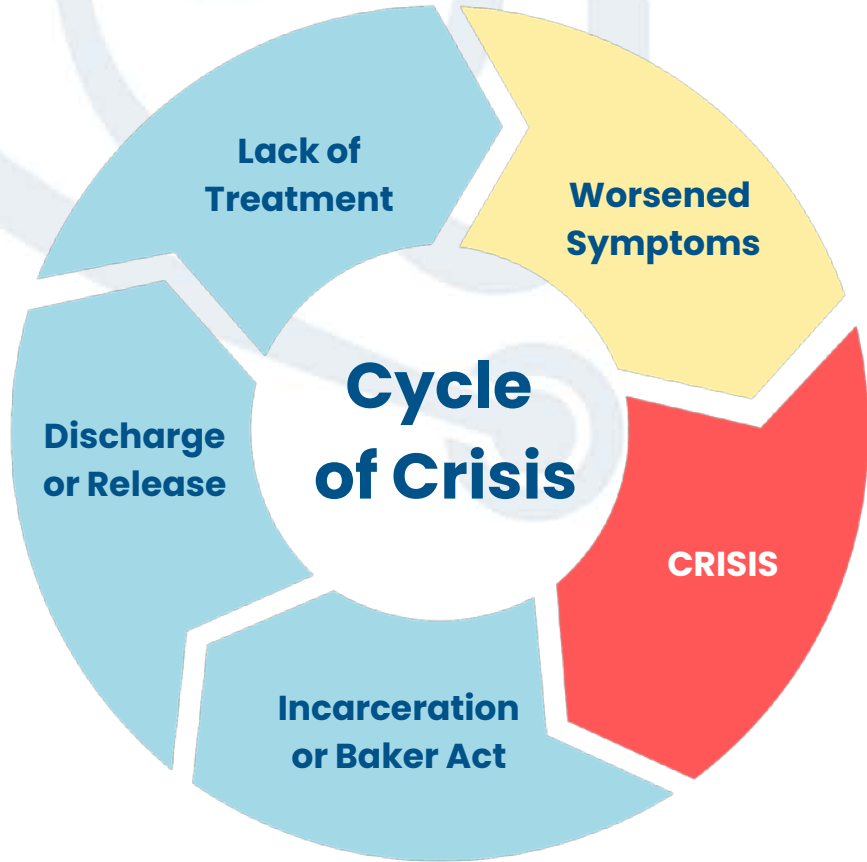
Dr. Courtney Phillips

June 8, 2026



The Problem in Palm Beach County

Together, the District and State have disrupted the revolving door of overdose.
It's time we do the same thing to the revolving door of mental health.



Behavioral Health: Palm Beach County, 2024⁽²⁾

| Healthcare Pressure – Mental Disorders | Count |
|---|---------------|
| Ed Visits for Mental Disorders (18+) | 13,068 |
| Hospitalizations for Mental Disorders (18+) | 10,956 |
| Pediatric ED Visits for Mental Disorder | 969 |
| Pediatric Hospitalizations for Mental Disorders | 1,792 |
| Total | 26,785 |

An Alternative to Baker Acts.

Baker Act Data, Palm Beach County
July 1, 2024 - June 30, 2025
(Provisional)(3)

Involuntary Baker Act
via Justice System:

 **7800**

Palm Beach County
Residents with 3 or
more Baker Acts:

 **408**

Breaking Down Silos in Mental Health

Physical Health Emergency



Behavioral Health Emergency



Operation C.O.A.S.T.



Police Pilot "Somewhere to Go"



Program Criteria for Same Day Encounters

Behavioral Health Pilot Program

Call before transporting/referring to our Community Health Center in Mangonia Park

561-642-1040

2051 45th Street, Suite 300 (Building A)
West Palm Beach, FL 33407



 **Health Care District**
OF PALM BEACH COUNTY

Criteria for Referral to Behavioral Health Pilot at our Community Health Center in Mangonia Park

- ✓ Does **NOT** meet criteria for Baker Act in the field
- ✓ Does **NOT** exhibit violent or aggressive behavior in the field
- ✓ Does **NOT** require handcuffs in the field
- ✓ Does **NOT** meet criteria for EMS call in the field
- ✓ **IS WILLING** and volunteering for transfer to Mangonia Park Community Health Center as a consensual encounter

If possible, please call ahead **561-642-1040** to provide ETA and Patient Name and Date of Birth.

Only bring an individual to the Magnolia Clinic if they meet the following criteria:

- Does **not** meet criteria for Baker Act
- Does **not** exhibit violent/aggressive behavior
- Does **not** meet criteria for EMS call
- Does **not** require handcuffs in the field

- Anxiety, panic, or behavior escalation in public
- Known mental illness with symptoms flare-up
- Frequent utilizer/system “revolving door” cases
- Family, friend, caregiver, calling for help
- **Is** willing and volunteering for transfer to the clinic as a consensual encounter

Unique Patients

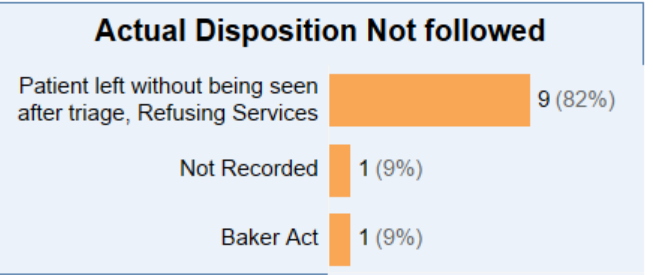
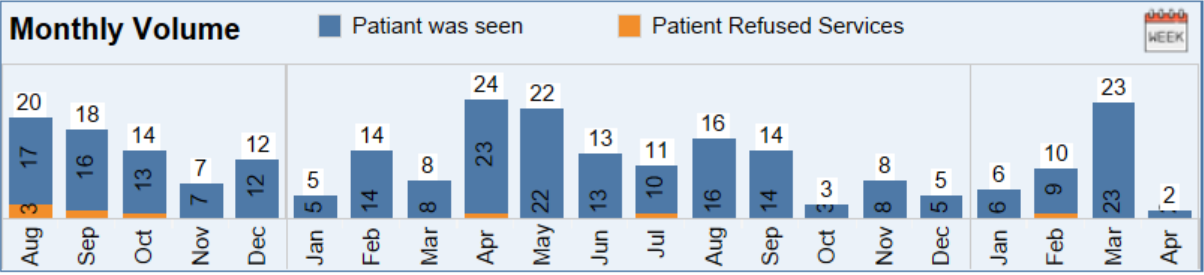
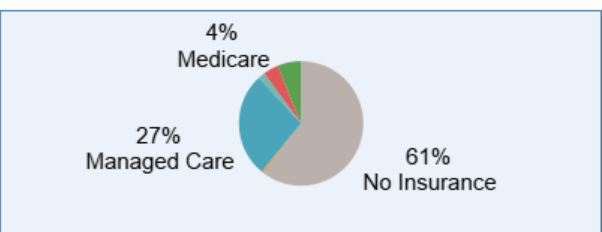
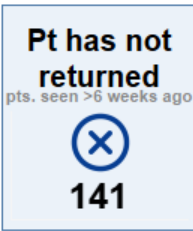
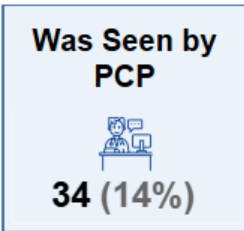
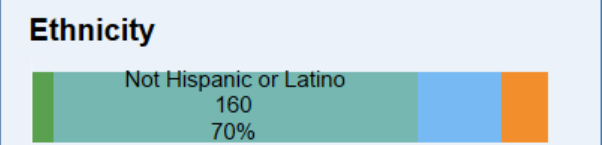
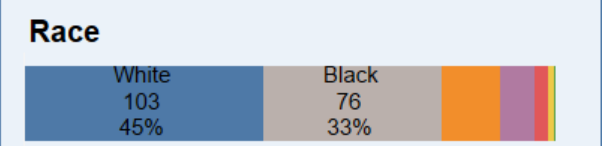
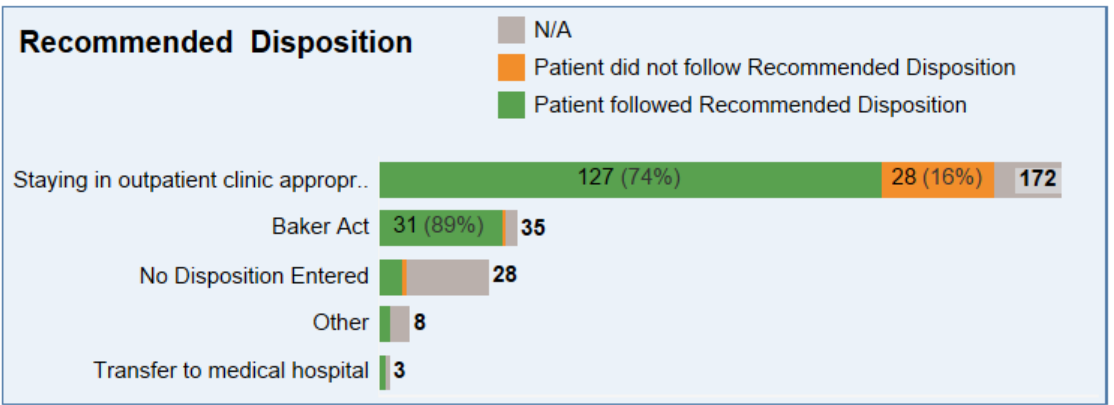
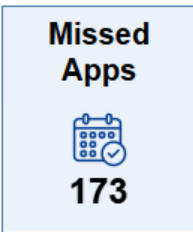
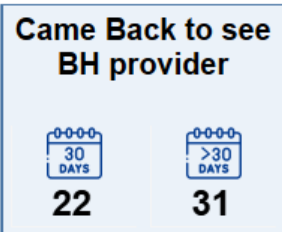
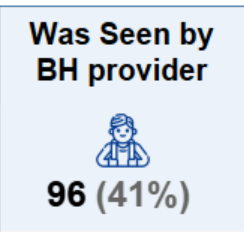
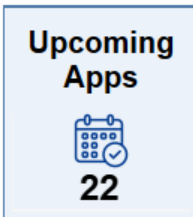
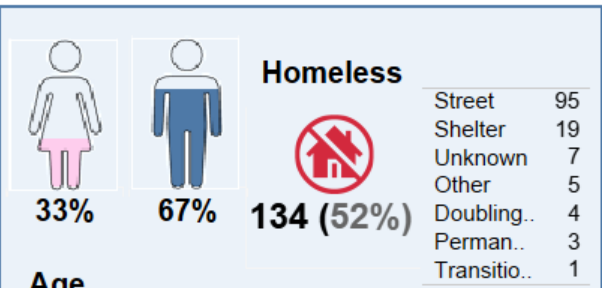
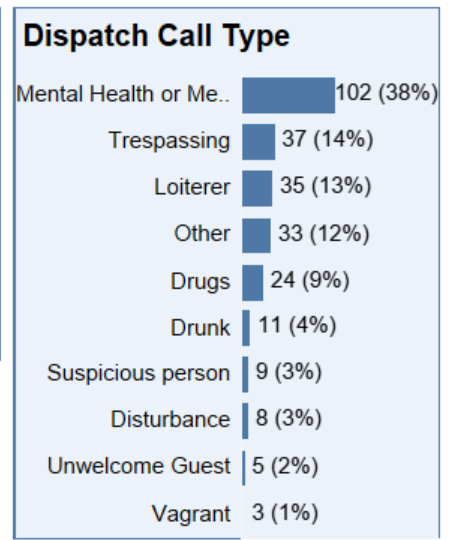
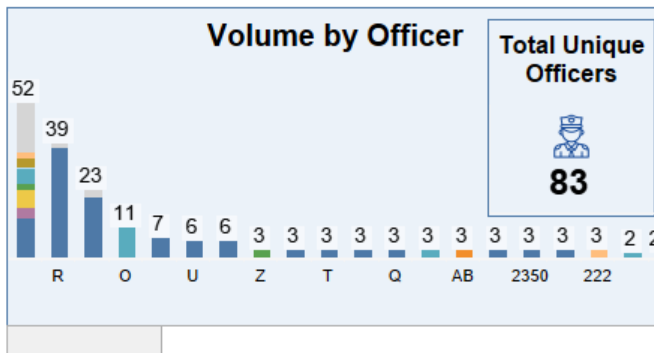
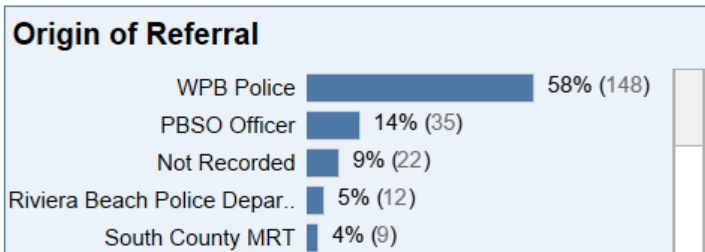
228

Visits

255

Existing HCD Patients

39 (17%)



| | | | | | | | |
|---|--|--|--|---|---|---|--|
| <p>Unique Patients</p> <p>228</p> | <p>Visits</p> <p>255</p> | <p>Existing HCD Patients</p> <p>39 (17%)</p> | <p>Was Seen by Psychiatrist</p> <p>123 (52%)</p> | <p>BHT Documentation</p> <p>89% 227/255</p> | <p>Initial Safety Triage</p> <p>84% 214/255</p> | <p>Secondary Triage</p> <p>164% 54/33</p> | <p>Arrival to Triage completion</p> <ul style="list-style-type: none"> <10 Minutes: 143 (56%) 10-15 Minutes: 37 (15%) 15-20 Minutes: 27 (11%) 20-30 Minutes: 12 (5%) >30 Minutes: 3 (1%) Not Recorded: 33 (13%) |
|---|--|--|--|---|---|---|--|

Screening Results on Initial Triage

| | | | | | |
|---|---|--|---|---|--|
| <p>Screened Positive for Suicide (C-SSRS)</p> <p>35/193 (18%)</p> | <p>C-SSRS Risk Score</p> <ul style="list-style-type: none"> High Risk: 27 (11%) Moderate Risk: 8 (3%) Not performed: 62 (24%) | <p>Screened Positive for Violence (Broset)</p> <p>3/193 (2%)</p> | <p>Screened Positive for Homicide Risk (Vrisk 10)</p> <p>20/127 (16%)</p> | <p>Screened Positive for Hallucination</p> <p>12/93 (13%)</p> | <p>Screened Positive for Confusion</p> <p>44/212 (21%)</p> |
|---|---|--|---|---|--|

Care Coordination Done: 162 (69%)

| | | | | |
|---|---|-------------------------------------|----------------------------------|------------------------------------|
| <p>Insurance needs or Disability Addressed</p> | <p>73% Housing Addressed</p> <p>Pt rejected housing solution offered: 22 (14%)</p> | <p>53% Transp. Addressed</p> | <p>53% Food Addressed</p> | <p>Employment Addressed</p> |
|---|---|-------------------------------------|----------------------------------|------------------------------------|

PBSO CRT – “Someone to Respond”



- MRT Team**
- Undercover Police Officer
 - HCD Peer
 - HCD Crisis Counselor (CC)

Not a Baker Act!
Mentally Disturbed or SUD

If the Baker Act is determined, police car or undercover police will transport the patient to the Baker Act facility

*** 4 Regions Covered**
Tuesday-Friday : 8am-6pm



Staying in the community (70% - 80% Estimated)

Transport to Mangonia Clinic (20% - 30% Estimated)

- for patients who need:**
- Deescalation
 - Outpatient appointment
 - SDOH, etc

- for patients who need:**
- Immediate attention and outpatient services
 - Cannot wait for outpatient appointment
 - Need medication right away

PBSO and HCD Crisis Response Team (CRT) Program

"Someone to Respond" Mental Health Crisis Co-Responding Unit Data

6/1/2024 - 4/7/2026



| | | | | | | | | |
|---|--|---|---|--|--------------------------------|--|---|--|
| Number of Visits 560 | Unique Patients 514 | Duplicated Patients 46 | Existing HCD Patients 62 (12%) | Homeless 54 (10%) | Arrests 1 | Pt. Agreed to Disposition 67% | Unit RealTime Response (In progress) 56% | % Follow Up at HCD after Sched. 56% |
|---|--|---|---|--|--------------------------------|--|---|--|

Payer

21% Managed Care
75% No Insurance

50% Female
50% Male

Recommended Disposition

| | | |
|-----------------------------------|-----|-----|
| HCD Scheduled | 123 | 157 |
| Involuntary Transfer | 136 | 137 |
| Other | 33 | 84 |
| Outpatient scheduled elsewhere | 31 | 40 |
| Higher level of Care (voluntary) | 23 | |
| Follow up with CRT team scheduled | 22 | 22 |
| Arrest | 1 | |

Unit Response Time to Scene

| | |
|---------------------------|-----------|
| <15 Minutes | 150 (27%) |
| 15-30 Minutes | 335 (60%) |
| 30-60 Minutes | 43 (8%) |
| Not Recorded | 29 (5%) |
| 15-30 Minutes;<15 Minutes | 1 (0%) |
| <15 Minutes;15-30 Minutes | 1 (0%) |

Call Origin (1/26/25)

| | |
|------------------------|-----------|
| 911 Dispatch | 225 (58%) |
| Ground officer request | 111 (28%) |
| Other | 54 (14%) |

Age

| | | | |
|-----|-------|-------|-----|
| <18 | 18-45 | 45-65 | >65 |
| 13% | 47% | 26% | 15% |

Race

| | | | |
|----------------------|-----------------|-------|---------|
| American I.. | Asian | Other | More th |
| Unreported 219 (43%) | White 170 (33%) | | |

CRT Members on Scene (1/26/25)

| | |
|-------------------------|-----------|
| Peer, MHP and Detective | 242 (43%) |
| Not Recorded | 172 (31%) |
| MHP and Detective | 96 (17%) |
| Peer and Detective | 50 (9%) |

Unit Intervention Location

| | |
|-------------------|-----------|
| Private residence | 374 (67%) |
| Street | 71 (13%) |
| Business Building | 50 (9%) |
| Not Recorded | 21 (4%) |
| Small Business | 15 (3%) |
| Hospital | 13 (2%) |
| Other | 12 (2%) |
| School | 4 (1%) |

Came Back to see an HCD provider

| | | |
|---------------|---------------|--------------|
| 129/229 (56%) | 104/229 (45%) | 26/229 (11%) |
|---------------|---------------|--------------|

PBSO Dispatch Code for Call (Signal)

| | |
|-------------------------------------|-----|
| Miscellaneous (68/14) | 281 |
| Mental illness/baker act (20) | 113 |
| Attempted suicide (32) | 89 |
| Welfare Check (84) | 52 |
| Domestic Dispute (38) | 19 |
| Suspicious Mental Health (79/22/13) | 11 |
| Other (76/51/39) | 10 |
| Other | 3 |
| Signal 73 OD drug overdose | 1 |

Unit Intervention Duration

| | |
|---------------|-----------|
| <15 Minutes | 17 (3%) |
| 15-30 Minutes | 125 (22%) |
| 30-60 Minutes | 256 (46%) |
| 1-2 Hours | 19 (3%) |
| >2 Hours | 3 (1%) |
| Not Recorded | 140 (25%) |

Monthly Volume (Unit operates 4 days per week 8:00AM - 6:00PM)

| | | | | | | | | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr |
| 2 | 13 | 11 | 21 | 24 | 18 | 22 | 37 | 24 | 29 | 29 | 20 | 12 | 23 | 23 | 30 | 20 | 20 | 24 | 48 | 62 | 39 | 9 |



Questions?