

POSSIBILITY LAB

UNIVERSITY OF CALIFORNIA

Core Project Team



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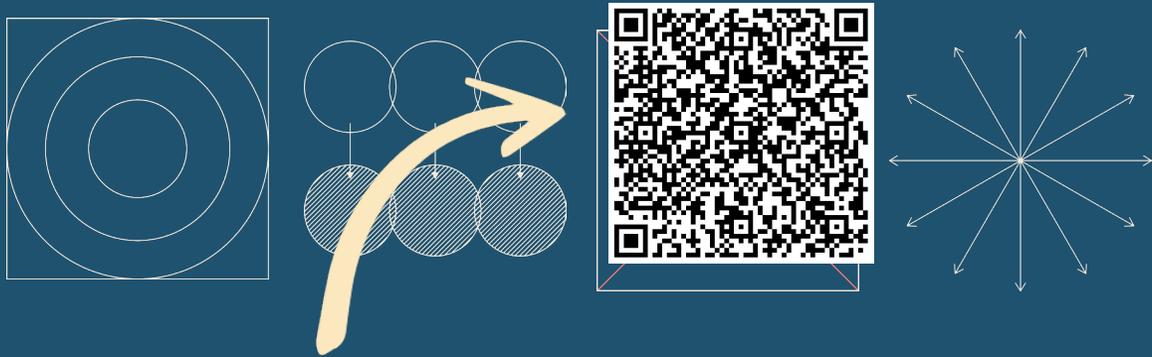
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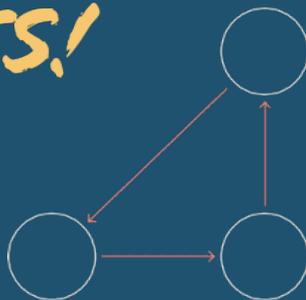
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**LOOK FOR THIS
DURING OUR
PRESENTATION TO
SCAN & SHARE YOUR
THOUGHTS!**



Overview

OUR CHARGE

THE FRAMEWORK

OUR APPROACH: UPDATING THE DASHBOARD

THE DATA: EXPANDING THE DASHBOARD

POTENTIAL DATA SOURCES

OUR CHARGE

*Updating and Expanding the
PH/PS Dashboard*



Aligning with the full framework



Capturing complexity



Optimizing for the user



Integrating research, practice, and experience

Updating the Dashboard

Ex: Crisis Response Domain

**COMMUNITY
ENVIRONMENT**

Socioeconomic Stability

Health

Community Safety

**COMMUNITY
SERVICES**

Availability

Access

Effectiveness

**CRISIS
RESPONSE**

Dispatch Options

Response Options

Effective Resolution

Let's Start Here



CRISIS RESPONSE

ALIGNING WITH THE FRAMEWORK

*by exploring metrics across
each focus area*

Dispatch Options

- % of 911/988 calls for BH services/support
- # of co-response teams per 100k people

Response Options

- % of 911/988 BH crisis calls resulting in arrest
- % resolved at the scene, etc.

Effective Resolution

- % of BH discharges contacted for follow-up care within 48 hours
- Rearrest/repeat crisis rates within 45 days



CRISIS RESPONSE

CAPTURING COMPLEXITY

using a systems approach

Individual Level

- Service uptake
- Treatment history

Provider Level

- Service/provider availability
- Caseloads

Community Level

- Resource allocation
- Social determinants of health

...and where are the intersections!



CRISIS RESPONSE

OPTIMIZING FOR THE USER

*with participatory design and
user testing*

Identifying Needs of Top Users

- Planners
- Service Providers, etc.

Supporting Specific Actions as Outcomes

- Community Planning (e.g., BHSA Plans, Community Correction Partnership Plans)
- Grant and Report Writing, etc.

Employing Iterative Design

- Test > Adapt > Test
- UX/UI and Visual Communication Design Expertise



CRISIS RESPONSE

INTEGRATING

*research, practice, and
experience*

Research

- Consulting content experts
- Reviewing the literature

Practice

- Systems scan of current climate in CA
- Examples of evidence-based practices

Experience

- Interviews with county planners
- Listening in on key meetings

THE DATA

*Expanding the PH/PS
Dashboard*



Proposed Organization



Adding Information



Potential Data Sources

Proposed Organization

INDIVIDUAL

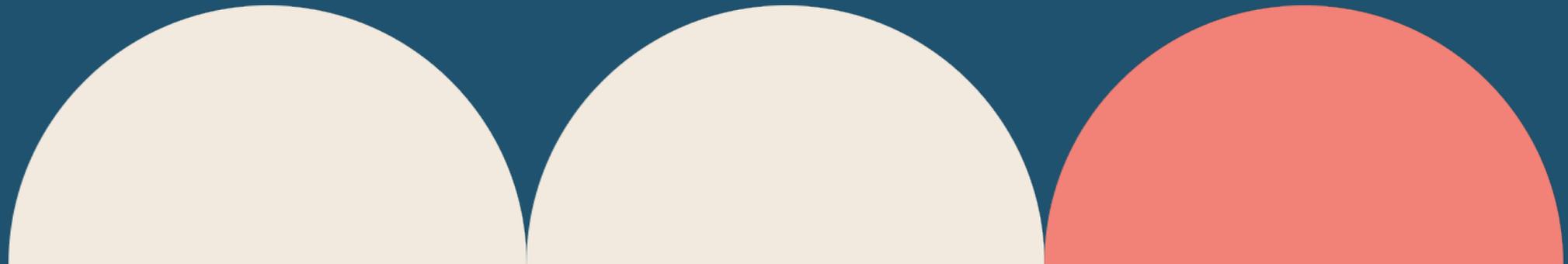
Who Experiences Crises?

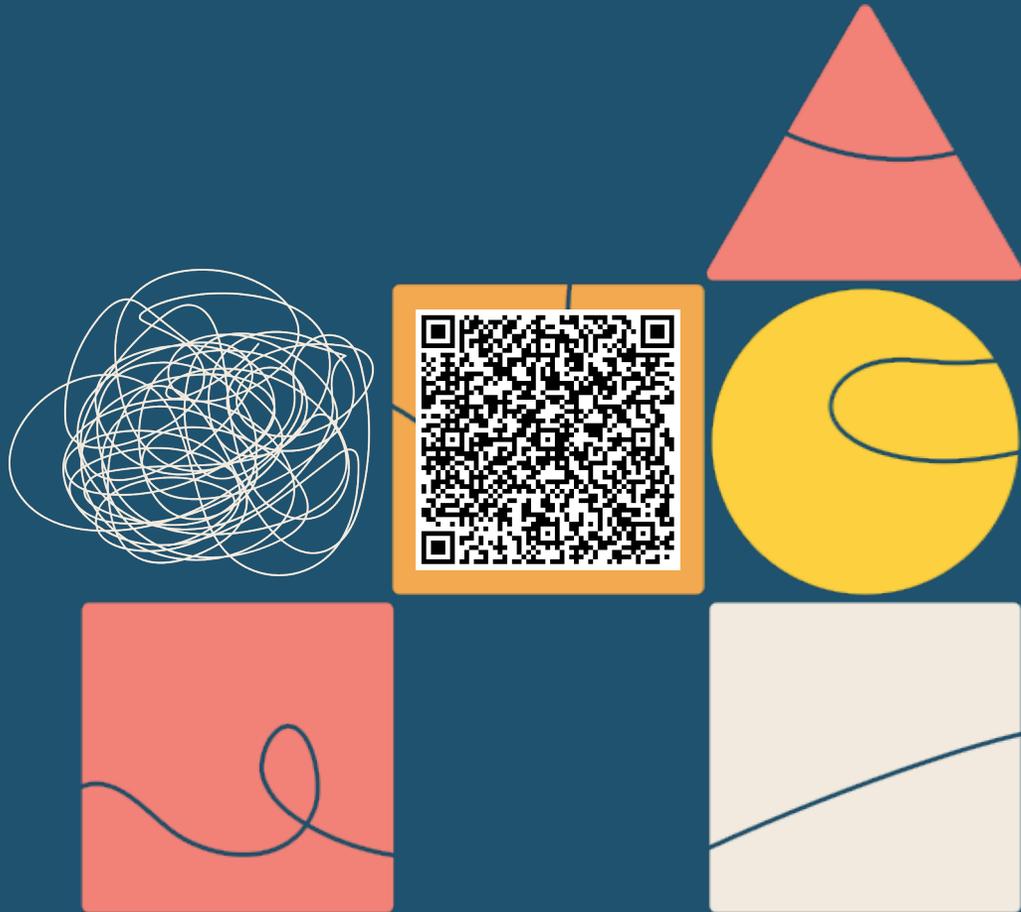
- Type of Crisis
- Demographics
- Information on Past Crises

SYSTEM

Who Responds to Crises?

- Referral Source
- Contact Source
- Call Volume
- Co-Response Model
- Moving Between Systems





Adding Information

What does progress look like?

- Metrics related to process/outcomes
- Relevant, measurable, longitudinal
- Examples
 - Behavioral health outcomes
 - Criminal justice system outcomes
 - Lived experience outcomes

Potential Data Sources

What else can we add?

Long Beach Dashboard

- Data collected by Community Crisis Response Team
- Computer aided dispatch system

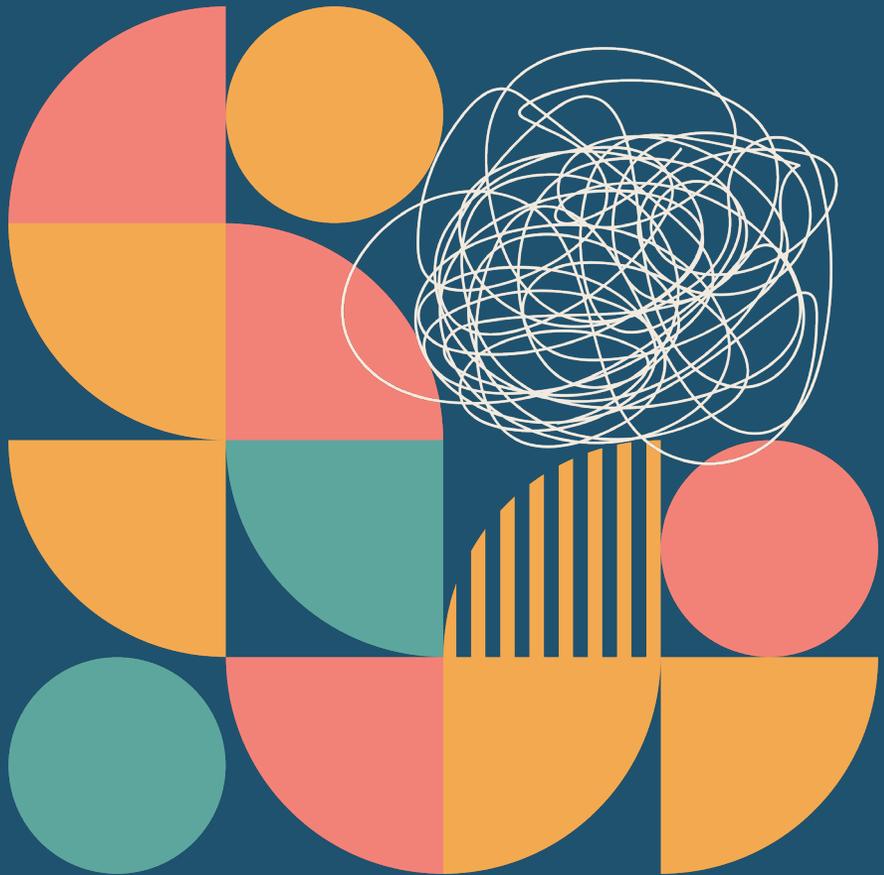
988 Call Reports

- 13 centers in California
- South Dakota dashboard
- Wisconsin dashboard (plus info from Family Services)

Restricted access data?

Where else should we look?





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*SCAN TO
SHARE YOUR
EMAIL WITH
US!*

Thank you!

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