



# Memorandum

**TO:** CITY COUNCIL

**FROM:** Mayor Matt Mahan

**SUBJECT:** SEE BELOW

**DATE:** 9/10/2024

Approved

Date

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**Subject: Memorandum of Agreement with the County of Santa Clara to Fund an Additional Trusted Response Urgent Support Team**

## RECOMMENDATION

Accept staff recommendation with the following amendments:

1. Amend Section 2.1(b) of the Memorandum of Agreement to change the deadline for establishing the dedicated phone number for contacting TRUST dispatchers without going through the County's 9-8-8 line from December 31, 2025 to April 1, 2025, to roughly coincide with onboarding of the 3 new FTE, and
2. Direct staff to work with the County to provide a detailed Annual Report with field response outcomes, such as the in-field stabilization, transportation to further care, 5150 initiations, MCRT activations, emergency or 911 response activations, and follow-up on resource connections and their success rates, and return to Council with each Annual Report update.

## BACKGROUND

In San José, we believe in exploring alternative responses to effectively address mental health crises. With a dedicated TRUST team now focused on our city, these amendments to our agreement will further enhance the health and safety of our community. A dedicated phone line for residents to connect with the TRUST team will allow for faster, more direct communication outside of the 988 system. We should ensure our new team has all the necessary tools, including this phone line, available to them as soon as they are onboarded.

Requiring detailed annual reports will also boost transparency and accountability to providing mental health services. By tracking clear outcomes, we can measure the success of the TRUST program, make improvements where needed, and help end the cycle of repeated mental health crises that many residents in our community face. Outcomes like in-field safety plans for stabilization, transportation for further care, and resource connection for housing, legal aid, food, along with their success rates, are already tracked by our County TRUST team. A detailed report

on these metrics will help our city ensure that the program is operating as intended, making our crisis response more effective and keeping San José a safe, supportive community for all.

I want to thank city staff for drafting this agreement and collaborating with the County to create a comprehensive response to mental health crises in San Jose.