

## Target Population

Los Angeles County residents experiencing psychiatric crisis are placed on non-voluntary psychiatric holds by TT. These individuals must be medically stable, non-combative/violent and cooperative with the involuntary hold process. This team will also target the families of these individuals to provide support, information, and resources.



## Santa Monica Therapeutic Transportation

1444 7th Street  
Santa Monica, CA 90401

### Administrative Office

510 S. Vermont Ave., 21<sup>st</sup> Fl.  
Los Angeles, CA 90020  
(213) 738-4924

## LACDMH Values

**Integrity.** We conduct ourselves professionally according to the highest ethical standards.

**Respect.** We recognize the uniqueness of every individual and treat all people in a way that affirms their personal worth and dignity.

**Accountability.** We take responsibility for our choices and their outcomes.

**Collaboration.** We work together toward common goals by partnering with the whole community, sharing knowledge, building strong consensus, and sharing decision-making.

**Dedication.** We will do whatever it takes to improve the lives of our clients and communities.

**Transparency.** We openly convey our ideas, decisions, and outcomes to ensure trust in our organization.

**Quality and Excellence.** We identify the highest personal, organizational, professional, and clinical standards and commit ourselves to achieving those standards by continually improving every aspect of our performance.

**If you are in crisis and need help right away, call our 24/7 toll-free Help Line: 800.854.7771**

*Those with hearing or speech disabilities may [call 711](#) and ask the operator – who will serve as the interpreter between the caller and our staff – to call our Help Line.*

[dmh.lacounty.gov](http://dmh.lacounty.gov)



▶▶ **Santa Monica  
Therapeutic  
Transportation (TT)**



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.



## About

Therapeutic Transportation (TT) teams increase access and quality of mental health services to underserved groups by reducing long waiting periods for transport of individuals placed on involuntary holds, while also reducing the risk for further trauma caused by transportation via ambulance or law enforcement involving restraints. This project will also reduce stigma held by the community toward mental health clients. It will also lower anxiety associated with the transport experience by using County vehicles designed with stress-reducing features.

This is a collaborative effort between LACDMH, the City of Santa Monica, Santa Monica Fire Department, and Santa Monica Police Department.

## Operation

TT utilizes specialized vans that would provide supportive services to individuals in crisis, including immediate assessment, evaluation, and crisis stabilization services in addition to transport to a facility for additional mental health services. TT teams will be trained in multiple crisis scenarios, focused on engagement, therapeutic support and trained in de-escalation approaches. The van will also be equipped with technology so clients can receive tele-psychiatry services while enroute if needed.



## Goals

- Provide opportunity for team to remain with client until admission is complete.
- Provide services and supports throughout the transport process.
- Minimize trauma throughout the transport process.
- Improve collaboration across systems and efficiency in connection to supportive services.
- Decrease the average number of inpatient days for clients transported by the TT team, compared to other forms of emergency transport.
- Decrease wait time and improve response times.
- Provide opportunity for team to remain with client until admission is complete.