

**FOR IMMEDIATE RELEASE:**

November 15, 2022

Contact: Elyse Hwu

213-880-0782

ehwu@cscla.org

**San Gabriel Police Department Signed A Joint Agreement with Chinatown Service Center to Provide**

**“Behavioral Health Education and Support Line” Instant Virtual Clinician Service to Individuals**

San Gabriel, CA – Today, Chinatown Service Center (CSC Health) and the San Gabriel Police Department signed the “Behavioral Health Education and Support Line” joint agreement . CSC Health has provided 10 iPads to the San Gabriel Police and Fire Departments so that when the officers are on duty, they can start an immediate virtual clinician service to those needing behavioral health support in English, Chinese, Mandarin, and Cantonese.

During the pandemic, CSC Health kicked off a program that is designed to increase access and availability of behavioral health support to the community via a behavioral health education and support line. The service utilizes iPads that are distributed to law enforcement, who can use the installed MyCares app to instantly connect to one of CSC Health’s education and support clinicians virtually. This instant access allows the clinician to provide any education or support regarding behavioral health and other supportive services to the client in need, as well as provide referrals or even connect them with services. Tony Ding, Mayor of San Gabriel, showed appreciation to CSC Health for serving the community during the pandemic. He is amazed by the behavioral health program through a technology device that can improve the Police Department and Fire Department services.

San Gabriel Police Department received 8 iPads and San Gabriel Fire Department received 2 iPads that are connected via the first responder network for stability. The iPads are pre-loaded and app-locked onto the MyCares app. The primary goal of this service is to act as a means to increase access to behavioral health support in hopes of preventing any avoidable escalation of a behavioral health crisis. The additional therapeutic support from clinicians can also assist officers and first responders with the types of calls they are assigned to.

Peter Ng, CEO of Chinatown Service Center, said that CSC Health is honored to partner with San Gabriel Police and Fire Departments to provide more benefits to the city. We look forward to working with the city to serve the community.

Eugene Harris, San Gabriel Police Chief, indicated that the tool will be a welcomed additional resource for first responders when working with individuals who have mental health behavioral problems or language barriers. The department’s Community Engagement Bureau looks forward to using the new technology tool and receiving immediate mental health services support and analysis in the field. Nina Loc, Director of Behavioral Health Department of CSC Health, demonstrated that once a user presses the Home button, the app will show a single red button that will automatically ping a clinician. “Our clinicians will be on call 24/7 and can speak English, Mandarin, and Cantonese. “Behavioral Health Education and Support Line” can greatly help officers and first responders with field calls for this demographic. These clinicians are also well-versed in the behavioral health field and triage, so they can efficiently provide education to families with no prior experience with behavioral health issues. And we will have a Spanish-speaking clinician soon.” Nina added.