



THE VICKIE RICE MENTAL HEALTH DIVISION

ENGAGEMENT TEAM
DEPUTY CHIEF
ANGELA HEGGINS

ENGAGEMENT TEAM

- Our Engagement Team is a group of talented Mental Health Case Managers and Social Workers, generally with a Master's-level education in Social Work or a related field
- Case Managers are paired with attorneys in the Mental Health group to connect clients to mental health and social service supports, and to monitor progress on dismissal agreements. They meet with clients often and keep attorneys up-to-date on client progress in treatment plans and community engagement, as well as attending attorney-client meetings
- Licensed Social Workers work with the entire office, including on an on-call basis, to ensure that crisis support is readily available, as well as more long-term supportive service connections
- Case Managers and Social Workers develop supportive relationships with our clients, encouraging trust and fostering better attorney-client relationships with the holistic service supports they provide
- Case Managers and Social Workers create educational programming to meet client needs, designed and updated with evidence-based practices and principles. Current programming includes **Anti-Theft** and **Anger Management**

ENGAGEMENT TEAM HOLISTIC CLIENT SERVICES

MEET OUR TEAM:

CHIEF (OPEN)	
DEPUTY CHIEF Angela Heggins	
CASE MANAGERS	SOCIAL WORKERS
Maricela Canava	Darline Bustos
Anayeli Guillen	Amber Rosales
Richard Harrison	Caitlin Reeves
Brent Lewis	
La Juan McGowan	
Raina Smothers	





Public Safety & System Stabilization

- Frontline behavioral health services focused on individuals driving repeat 911 calls, ER use, and jail bookings
- Serves people experiencing homelessness with serious mental illness and substance use disorders
- Combines street outreach, psychiatric care, and shelter-based services to intervene where crises occur
- Directly reduces strain on police, fire, hospitals, and the courts
- Without this intervention, costs shift back to city-funded emergency and public safety system



Housing Stabilization, Outcomes & City Partnership

- Approximately 660 supportive and transitional housing units stabilize the highest-acuity, most visible cases
- 24/7 clinical and case management support prevents relapse, eviction, and neighborhood disruption
- Demonstrated reductions in ER visits, arrests, and repeated shelter stays
- Housing prioritized through Coordinated Access, ensuring accountability and transparency
- City partnership is essential to scale housing supply, clinical capacity, and system coordination to reduce visible homelessness and behavioral health-related crises