

## EXAMPLES OF COUNTY MOBILE CRISIS TEAMS

### Santa Clara County

#### **Mobile Crisis Response Teams**

1-800-704-0900

M-F 8am to 8pm

Clinician available 24/7 to assess and connect the caller to appropriate services

**Response method:** Mobile Crisis Response Teams screen and assess crisis situations over the phone and intervene wherever the crisis is occurring. These teams respond to individuals in crisis that exhibit mental health symptoms, may be suicidal or at-risk and need evaluation for psychiatric hospitalization.

**Team composition:** Teams are made up of licensed clinicians and therapists with training and expertise in crisis response.

**Collaboration:** Mobile Crisis Response Teams work closely with law enforcement, crisis hotlines, the community and family members.

**Services:** Services provided include crisis screening, intervention, de-escalation services, and connect or refer people to community resources.

**Language/Diversity:** Over 200 Languages are available through Language Service Line.

### Marin County

#### **Mobile Crisis Response Team (MCRT)**

1-415-473-6392

1-415-473-3344 TTY

M-F 8am-9pm

Sat 1pm-9pm

After Hours support from Crisis Stabilization Unit : 415-473-6666

**Response method:** MCRT will provide rapid crisis intervention in the field to address and de-escalate, as well as stabilize, an immediate crisis in the least restrictive environment possible.

**Team composition:** MCRT is a team staffed by two Mental Health Clinicians.

**Collaboration:** MCRT works collaboratively with the citizens of Marin County, community based mental health and substance abuse agencies, hospitals and local enforcement to increase the safety of individuals in crisis.

**Services:** Face-to-face crisis counseling and brief supportive interventions • Assessment of the individuals mental health and/or substance abuse needs • When necessary, facilitate transportation to Crisis Stabilization Unit (CSU) \*Formerly known as PES • Coordination of appropriate and available community-based services for on-going treatment and follow-up • Family support services • Available for phone consultation to law enforcement, first responders, community providers, families and other community members

**Language/Diversity:**

**Expansion:** A state grant has allowed Marin County to add a second mobile team to provide psychiatric crisis intervention, and officials may expand the program more if they can find the funding.

## Alameda County

### **Community Assessment and Treatment Team (CATT) Pilot Program**

M- Sun 7am-11pm

**Response method:** CATT will be dispatched through 911 calls and if necessary will work with local police officers and firefighters at the scene to assess people and get them treatment. The teams are planned to be based in Oakland, Hayward, San Leandro, Fremont and currently also serve Piedmont and unincorporated areas of the county served by the Alameda County Sheriff's Office.

**Team composition:** Teams will include an emergency medical technician and a licensed behavioral health clinician.

**Collaboration:** A collaboration among core Alameda County Health Care Services Agency programs - Behavioral Health Care Services, Emergency Medical Services, and Alameda Care Connect (Whole Person Care) – as well as other partners – 911 dispatch, the County Sheriff's Office, city police departments, city health and human services, Bonita House and other relevant services - to ensure the crisis response system is more agile and flexible.

**Services:** CATT will provide mental health assessment, crisis intervention, medical assessment, information, referral, and transportation to a variety of voluntary settings. CATT hopes to divert individuals who are not in need of involuntary hospitalization or an emergency department whenever possible and will be designated to write involuntary psychiatric holds (5150/5585) and transport to emergency departments as necessary.

**Language/Diversity:**

**Budget Info:** The county's behavioral health department, is paying for the program with funds raised in a sales tax measure residents of Alameda approved in 2004, specifically to provide healthcare to vulnerable residents. It is also using money that it receives from state via Mental Health Service Act.

\$9,878,082 over 5 years

**San Francisco County**

**Street Crisis Response Team (SCRT) Pilot Program**

M-F 9am-6pm

**Response method:** The team is dispatched to address calls for service by the 911 call center. Through pairing behavioral health specialists and medical professionals, the Street Crisis Response Team can begin to respond to some of the calls that the SFPD currently answers. The goal of the new program is to provide an appropriate non-law enforcement response to behavioral health emergencies in San Francisco and divert individuals in crisis away from emergency rooms and criminal legal settings into behavioral health treatment.

**Team composition:** Each team includes a community paramedic, a behavioral health clinician, and a behavioral health peer specialist. Plan is to have at least six teams by the end of March 2021, with the goal of enabling the SCRT to operate citywide, 7 days per week and up to 24 hours a day.

**Collaboration:** The SCRT pilot program is collaboration between the San Francisco Department of Public Health and the San Francisco Fire Department with significant support from the Department of Emergency Management. The San Francisco Police Department will also be a key partner in the transition of certain types of 911 calls to the new teams.

**Services:** The SCRT aims to provide trauma-informed clinical interventions and care coordination for people who experience behavioral health crises on the streets of San Francisco.

**Language/Diversity:**

**Budget: 17 million over two years for four, three person teams**

**Source:** News Releases

The latest news and announcements from Mayor London N. Breed  
San Francisco's New Street Crisis Response Team Launches Today

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Monday, November 30, 2020

## Eugene Oregon

### **Crisis Assistance Helping Out on the Streets**

Eugene police non-emergency dispatch: 541-682-5111

### **Available 24/7**

**Response method:** CAHOOTS (Crisis Assistance Helping Out On The Streets) is a mobile crisis intervention program providing free, confidential services in the Eugene and Springfield area 24 hours a day, 7 days a week. Free response is available for a broad range of non-criminal crises, including homelessness, intoxication, disorientation, substance abuse and mental illness problems, and dispute resolution.

**Team composition:** Each CAHOOTS team consists of a Mental Health Crisis Worker and an Emergency Medical Technician.

**Collaboration:** CAHOOTS is a collaboration between local police and a community service called the White Bird Clinic.

**Services:** CAHOOTS offers a broad range of services, including but not limited to:

- Crisis Counseling
- Suicide Prevention, Assessment, and Intervention
- Conflict Resolution and Mediation
- Grief and Loss
- Substance Use and Abuse
- Housing Crises
- First Aid and Non-Emergency Medical Care
- Resource Connection and Referrals
- Transportation to Services

### **Language/Diversity:**

**Budget:** Eugene and Springfield: 2.1 million/year