Behavioral Health Services

MCRT School Update and Brief Crisis Service Line Overview

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LIVE WELL
SAN DIEGO

Mobile Crisis Response Team

OVERVIEW & SERVICE MODEL

- Mobile Crisis Response Team (MCRT) is a non-law enforcement, clinical response to behavioral health crises
- Teams include one licensed clinician, one peer support specialist, and one case manager
- Teams provide assessments, de-escalation, write 5150/5585 petitions and transport
- Connection to crisis stabilization units and behavioral health services



Exodus and Telecare MCRT

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Overview and Implementation

Eligibility

MCRT referrals must meet the safety criteria below:

1. No injuries requiring a medical response.
2. No weapons involved or known to be in possession of person.
3. The person is not involved in serious criminal activity, related to this call, that warrants law enforcement.
4. Person is not known to be wanted in connection with an ongoing law enforcement investigation.
5. No threat of immediate violence or reasonable potential for immediate violence or use of violence toward others or self.
6. Law enforcement was not specifically requested.

MCRT Outcomes

- **As of June 2025, MCRT has responded to over 25,000 calls, since the 2021 inception of services**

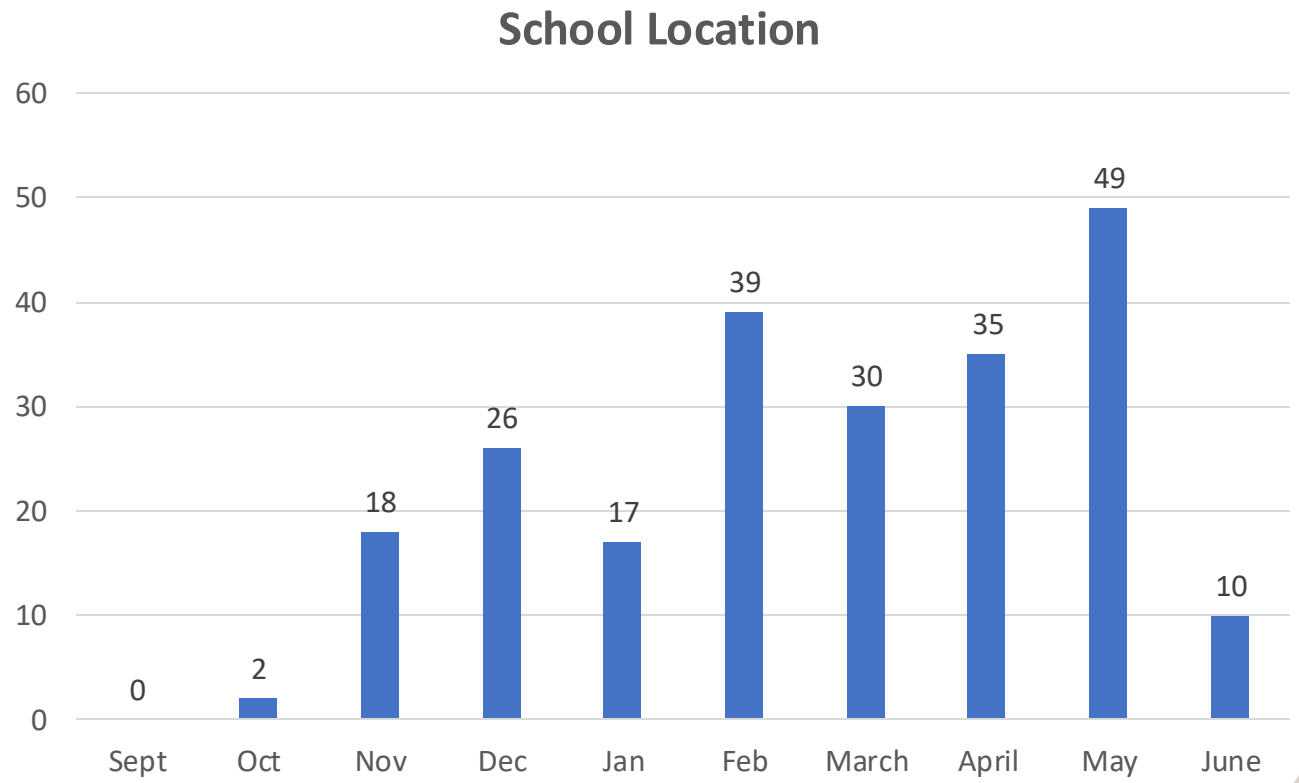
- **MCRT's goal is to provide response in under one hour**
  - In Fiscal Year 24-25, 98% of calls met this goal
  - Current average response time is 24 minutes, countywide

- **In FY 24/25:**
  - MCRT responded to over 10,464 calls
    - Over 49% resulted in stabilization in the field (no transport needed)
    - Approximately 21% resulted in transport to lower level of care (such as a CSU)
    - Approximately 12% resulted in transport to higher level of care (such as Emergency Department)
    - Less than 2% of interventions resulted in police intervention
    - Approximately 15% have resulted in petitions for psychiatric holds (5150/5585)

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MCRT School Campus Response

- **May 2023 -** School District Steering Committee
- **September 2024** - Fallbrook Pilot
- **Since October 2024** - Hosted monthly webinars for School Personnel
- **November 2024 -** All District Roll out
- **March/April 2025** - SDCOE provided School Best Practices training for all MCRT staff
- **As of June 2025** - MCRT has responded to **229** referrals on school campuses since September 2024



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How Schools Access MCRT?

- Schools can access MCRT by calling a dedicated dispatch line for schools. Teams are trained to assess, de-escalate the behavioral health crises and coordinate care with the guardian and school personnel



School Point of Contact calls MCRT

Triage by MCRT Dispatcher

MCRT response team is dispatched

Community access is available through the Access and Crisis Line (888) 724-7240 , 9-8-8, or by calling Emergency Services- 9-1-1

When to Call MCRT

Safety Criteria:

- ✓ No weapons
- ✓ No threat of immediate violence to self or others
- ✓ No physical injuries /medical emergency

Other Criteria:

- ✓ The student is not involved in serious criminal activity
- ✓ The student is not known to be wanted in connection with an ongoing criminal investigation
- ✓ Law enforcement was not specifically requested

Consider MCRT when student has:

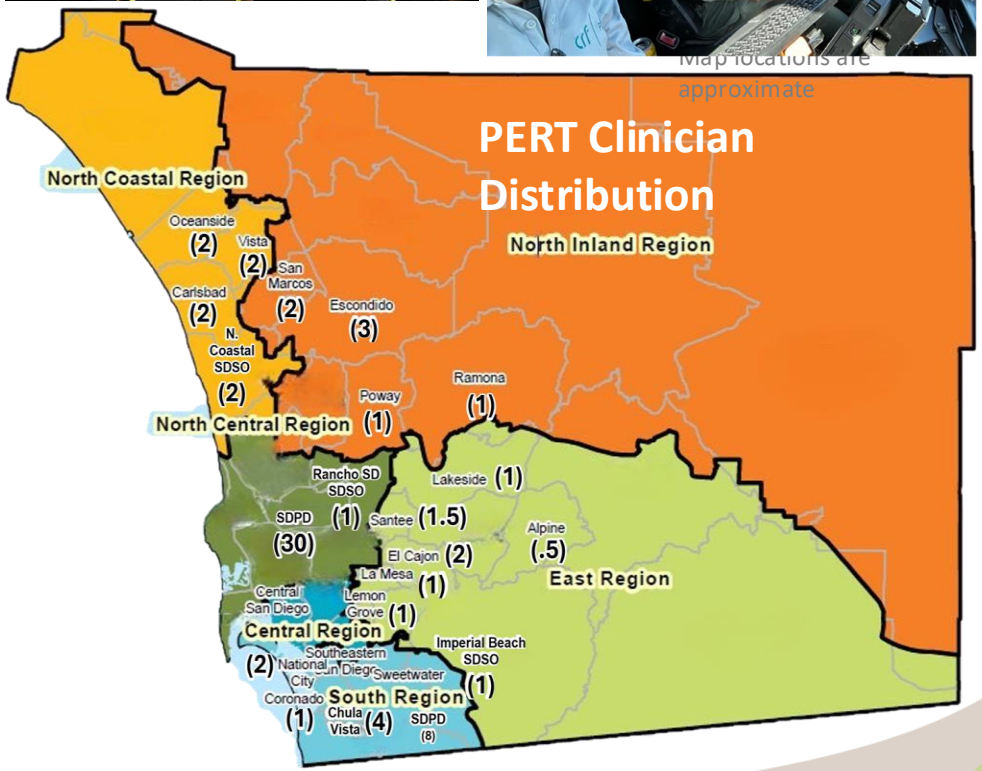
- Active Suicide Ideation
- Extreme Paranoia
- Dissociation
- Active Visual or Auditory Hallucinations

Psychiatric Emergency Response Team (PERT)

- PERT consists of a licensed mental health professional paired with a specially trained law enforcement officer. PERT assists individuals experiencing a behavioral health crisis, who contact 9-1-1 or their local law enforcement non-emergency number
- PERT is funded for 70 teams and partners with 11 municipal law enforcement agencies throughout the County of San Diego.
- PERT assists individuals of all ages who are voluntary or meet WIC 5150 criteria and will transport to the appropriate level of care as necessary as well as provide care coordination, resources and offer follow up via Peer Support services. PERT will coordinate with MCRT as appropriate.
- FY 24-25, PERT provided 8,900 behavioral health interventions.







Crisis Stabilization Unit (CSU) Overview

PURPOSE

Crisis Stabilization Units provides immediate urgent behavioral health treatment services to individuals experiencing a behavioral health crisis.

OVERVIEW OF SERVICES

Services provided on a short-term basis (up to 24 hours/7 days per week):

- Individualized care provided in a calming environment to support mental wellness and recovery.
- Resources and connections to ongoing behavioral health services
- County of San Diego funded CSUs serve all individuals including those who are Medi-Cal eligible or uninsured.



Oceanside CSU

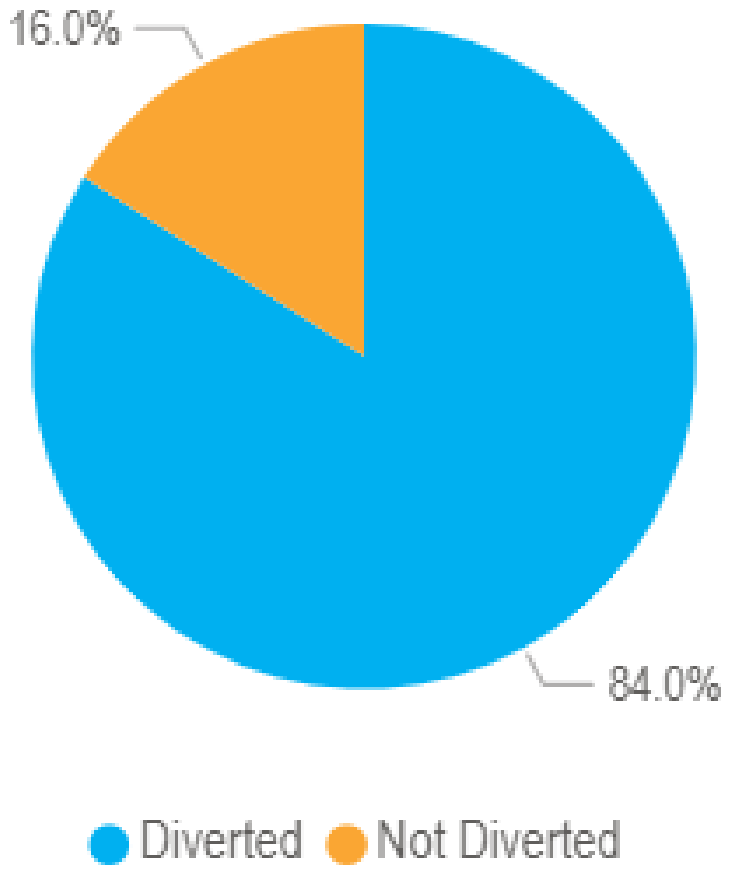
Facility Information

- Currently, there are 6 County-funded CSUs, with an additional 2 location expected to open by early-2026

Region	CSU	Address	Recliners/Beds #	Facility Type
North Coastal	**North Coastal Community-Based CSU**	*524 West Vista Way, Vista, CA 92083*	12	Community Based
	North Coastal Live Well Health Center Community-Based CSU	*1701 Mission Avenue, Oceanside, CA 92058*	12	Community Based
North Inland	**Palomar CSU**	*2185 Citracado Parkway, Escondido, CA 92029*	16	Hospital Based
North Central	**San Diego Psychiatric Hospital Emergency Psychiatric Unit (EPU)**	*3853 Rosecrans Street, San Diego, CA 92110*	18	Hospital Based
Central	**Children and Youth, CSU**	*4309 Third Ave, San Diego, CA 92103*	12	Community Based
South	**Bayview CSU**	*330 Moss Street, Chula Vista, CA 91911*	12	Hospital Based
	Sharp CSU	*Estimated late Fall 2025- 751 Medical Center Court, Chula Vista, CA 91911*	6	Hospital Based
East	**El Cajon CSU** ***(Coming in 2026)***	*Estimated early 2026 – 200 N Magnolia Avenue, El Cajon, CA 92020*	12	Community Based

Diversions

Fiscal Year (FY) 24-25



Q&A

Visit the Website

www.sandiegocounty.gov/mcrt

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