Behavioral Health Services Crisis Response Overview

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COUNTY OF SAN DIEGO
BEHAVIORAL HEALTH SERVICES

Meet Jane



- In her 40s, single mother of 6 children, pregnant with her 7th
- Spanish-speaking preferred
- Lives in a multi-generational household in East County
- Currently unemployed
- Has behavioral health needs

ACL and 988

San Diego Access & Crisis Line (ACL) 1-888-724-7240



- Support and resources from trained clinicians on all behavioral health, mental health, and substance use topics
- Available 24/7 in over 200 different languages
- Calls to 988 are connected to the ACL as part of the national network of crisis call centers

Safety Criteria for MCRT

Candidates must meet the safety criteria to be referred to MCRT:

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.

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
- Connect to behavioral health services



Telecare and Exodus MCRT

Mobile Crisis Response Team

Prior to Arrival

- Notification Call to Law Enforcement
- Review collateral in the electronic health record
  - Previous treatment episodes
  - Previous contacts by PERT/MCRT

Upon Arrival

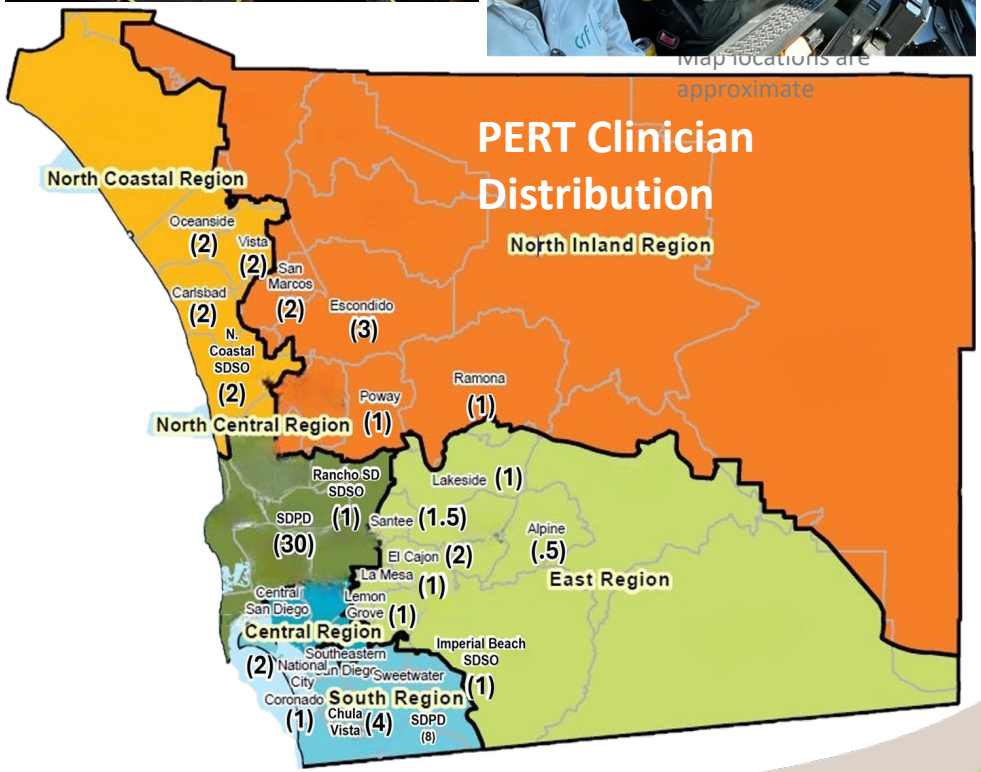
- MCRT:
  - Conducts a clinical assessment
  - Assesses the environment and identifies any safety concerns upon arrival
  - Speaks with others who may be involved (collateral)

Psychiatric Emergency Response Team (PERT)

- **Licensed Clinician** paired with a specially trained Law Enforcement Officer.
- **Funded for 70 teams** and partners with all 11 municipal law enforcement agencies in the County.
- Serves **all ages**
- Certified to initiate WIC 5150 involuntary holds
- PERT has **two peers** that assist with care coordination.
- FY 25-26, PERT provided **9,130** behavioral health interventions.







Crisis Stabilization Unit (CSU) Overview

PURPOSE

CSUs provide urgent treatment to individuals experiencing a behavioral health crisis.

OVERVIEW OF SERVICES

- Services provided up to 24 hours
- County of San Diego funded CSUs serve all individuals
- Individualized care provided in a calming environment
- Resources and connections to ongoing behavioral health services
- Provide care coordination, including a follow-up call within 48 hours.

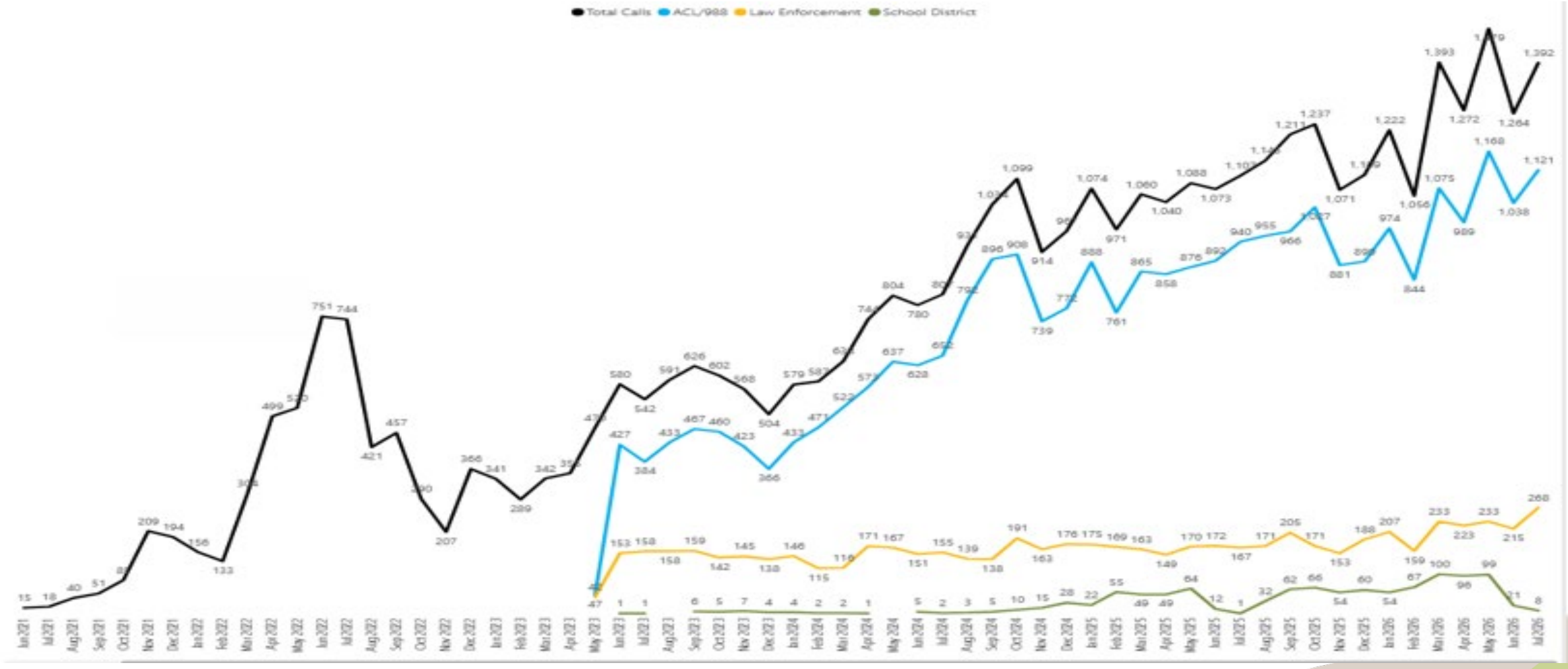


Oceanside CSU

Collaboration and Coordination of Care



Mobile Crisis Response Team
January 2021-July 2026 Call Data



MCRT Evaluation/BHAB Support

MCRT Evaluation

- Multi-year
  - Effectiveness
  - Client Outcomes
  - System Impact
  - Cost and System Value
  - Opportunities for Improvement
- Focus Groups

BHAB Support

- Advocate to State legislature for continuation of MCRT funding
- Educate the Community
- Provide input and feedback to BHS on crisis services

Q&A

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Visit the Website

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/crisis_services.html