

# **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

## 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*

## Prior to Arrival

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

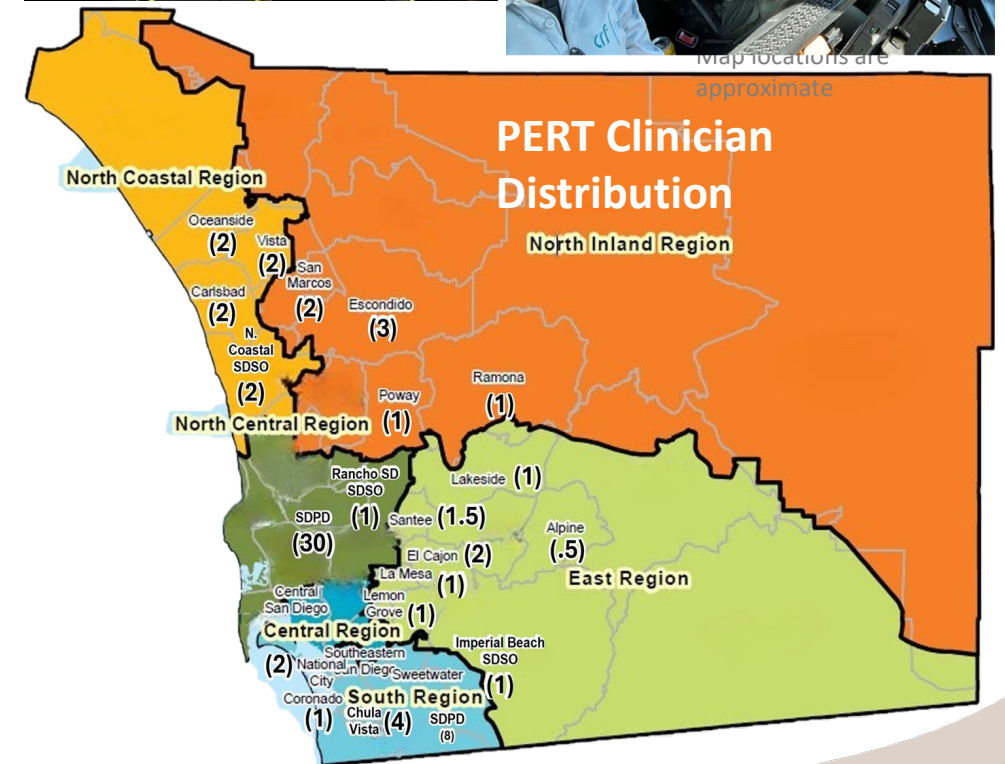
## Upon Arrival

- 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.

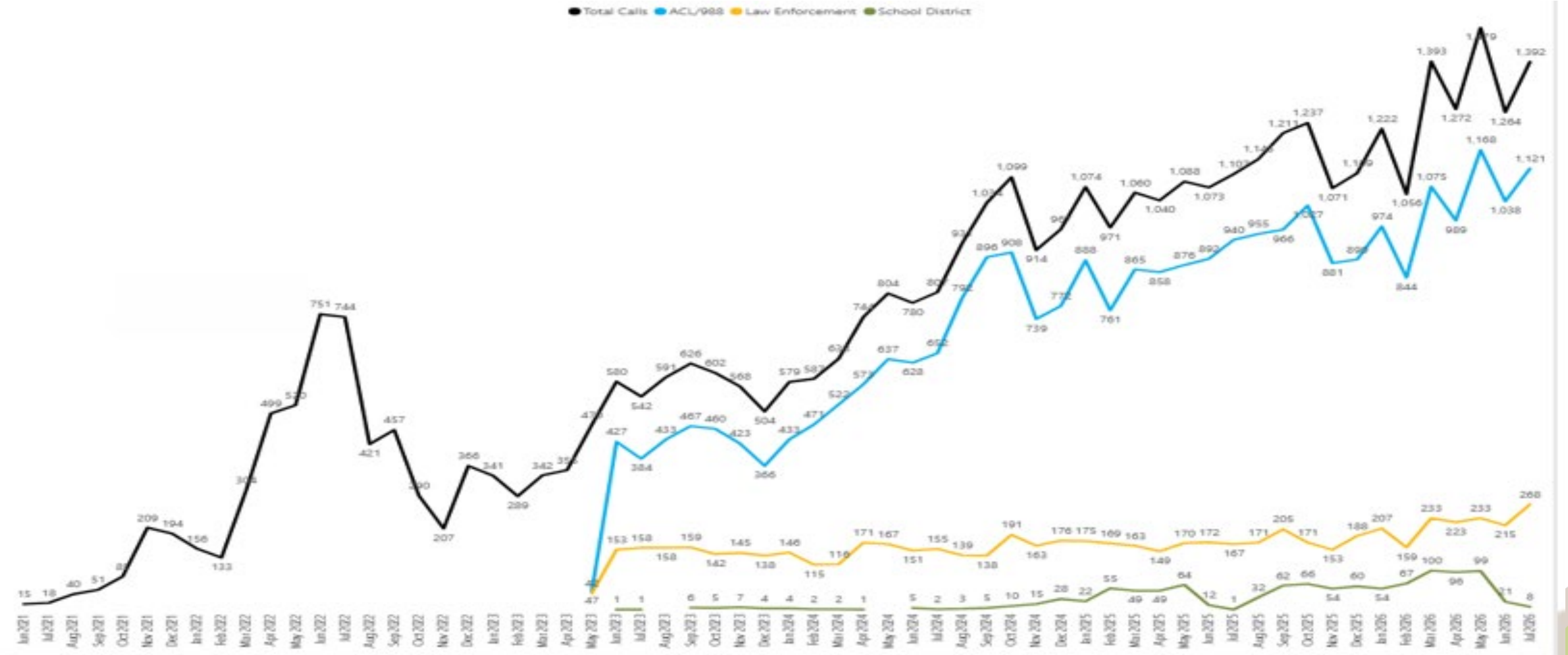


# Collaboration and Coordination of Care



# 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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