

Mobile Crisis Response Team (MCRT)

Get Help for Alcohol, Drug, or Mental Health Crises



The Mobile Crisis Response Team (MCRT) program offers 24/7 mobile support to people experiencing a mental health or substance use-related crisis where they are, when they need it.

Available countywide and to people of all ages, MCRT is an alternative to law enforcement response with teams comprised of behavioral health experts who are trained to respond in the community and de-escalate crises related to alcohol, drugs, or mental health conditions.



Providers of the County's Mobile Crisis Response Team

How can MCRT help?

MCRT can respond to behavioral health crisis calls that do not involve medical emergencies, weapons, or known threats of violence. MCRT can help:

- Stabilize the crisis through intervention and de-escalation
- Provide transportation to other behavioral health services as needed
- Initiate and transport a 5150 hold when there is not a safety concern
- Connect to community resources and treatment
- Coordinate initial treatment services for up to 30 days



Scan for more
information on MCRT

How can I access MCRT?

MCRT is deployed through calls made to the [San Diego Access and Crisis Line \(ACL\)](https://www.sandiegocounty.gov/health/human-services/behavioral-health/san-diego-access-and-crisis-line) (888-724-7240) or emergency services. Trained dispatchers will assess the situation for risk and safety through a series of questions and will determine if MCRT or another crisis intervention or response service should be sent out.

If MCRT is deployed, a team will come to the requested location in a marked "MCRT" vehicle. A team including a licensed mental health clinician, case manager, and peer support specialist will talk to you and determine how to best assist and connect you with the right resources.



Community call is
received by ACL or
emergency services



Triage by an ACL or
emergency services
dispatcher



Appropriate
response team
is dispatched

If you are not sure what to do or what you need, call the ACL to talk to an experienced counselor. For more information on MCRT including [Frequently Asked Questions](https://www.sandiegocounty.gov/mcrt), visit www.sandiegocounty.gov/mcrt.

11/8/24

Connect to Resources

Call 888-724-7240 to connect to the **San Diego Access and Crisis Line** for free and confidential support and help navigating services, available 24/7 in over 200 languages.

Call 988 to connect to the national **Suicide & Crisis Lifeline** network of crisis call centers.