

LET'S TALK ABOUT...

Crisis Response Services in San Diego County

Register for a virtual input session in your community!

North County

📅 Tuesday, April 29, 2025

🕒 9:00AM - 10:30AM

🖥️ Zoom | bit.ly/4cuapxZ



South County

📅 Tuesday, April 29, 2025

🕒 1:00PM - 2:30PM

🖥️ Zoom | bit.ly/3XUIXU0



East County

📅 Wednesday, April 30, 2025

🕒 9:00AM - 10:30AM

🖥️ Zoom | bit.ly/4ilwfVz



**Visit the bit.ly links or scan the QR codes above to register.*

Please email Engage.BHS@sdcounty.ca.gov with any inquiries about the input session. To learn about other BHS stakeholder engagement activities, community meetings, and more, visit bit.ly/connectwithBHS.

The County of San Diego Behavioral Health Services (BHS) Department invites community members, stakeholders, and regional leadership teams to attend any of the three upcoming **virtual Public Messaging Input Sessions**. The sessions will include an overview of County behavioral health crisis response services and gather participant insights and recommendations to inform future public messaging of these services. Overview will specifically include information on [988](#), the [San Diego Access & Crisis Line](#), [Crisis Stabilization Units](#), and [Mobile Crisis Response Teams](#).



To support meeting participation, disability-related accommodations, language interpretation (including American Sign Language), and written materials in alternative languages and formats are available upon request. Please submit your request at least 72 hours in advance of the event to Engage.BHS@sdcounty.ca.gov.



UC San Diego

COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY, BEHAVIORAL HEALTH SERVICES (BHS)

Input Session on Behavioral Health Crisis Response Services

Community Leadership Teams

BHS Communication & Engagement (C&E) Unit

Melanie Briones, MPH, MBA

University of California, San Diego (Contract #566007)

Krystal Lira, PhD

- **Behavioral Health Crisis Response Services Overview – BHS**
 - Mobile Crisis Response Teams (MCRT)
 - Crisis Stabilization Units (CSU)
- **Input Discussion – UCSD Health Partnership**
- **Next Steps and Upcoming Opportunities – BHS**
 - Other Planned Discussions

Behavioral Health Crisis Response Services Overview



Behavioral Health Services

Mobile Crisis Response Team (MCRT)

and Crisis Stabilization Units (CSU)

April 2025

Alisha Eftekhari, LMFT, Assistant Medical Services Administrator

Kameka Smith, LPCC, Behavioral Health Program Coordinator

Irene Dominguez, LPCC, Behavioral Health Program Coordinator



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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, and connect individuals to services
- Connection to crisis stabilization units and behavioral health services



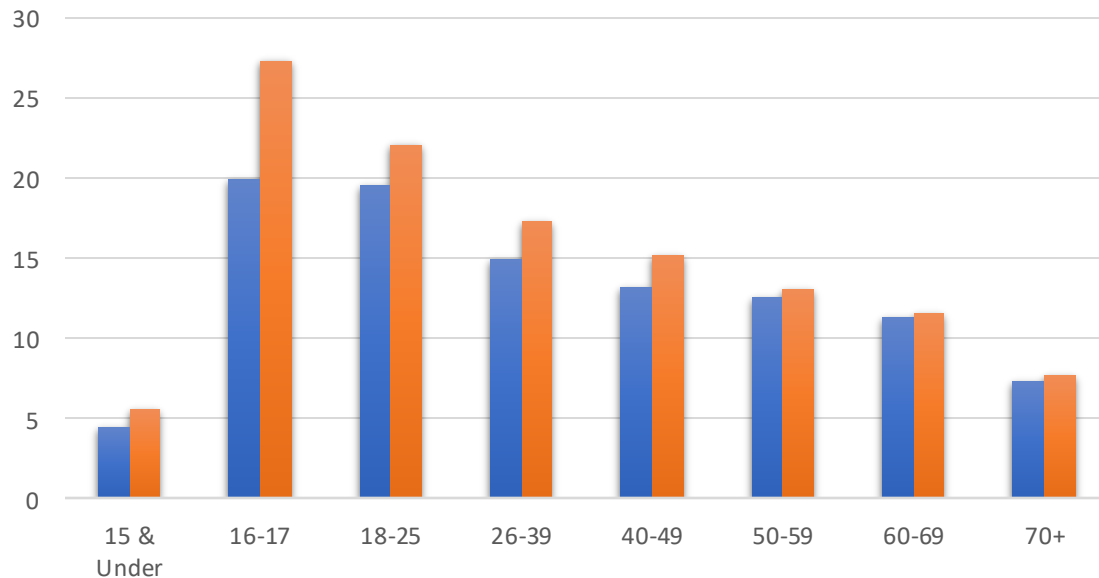
Exodus and Telecare MCRT

Who Does MCRT Serve?

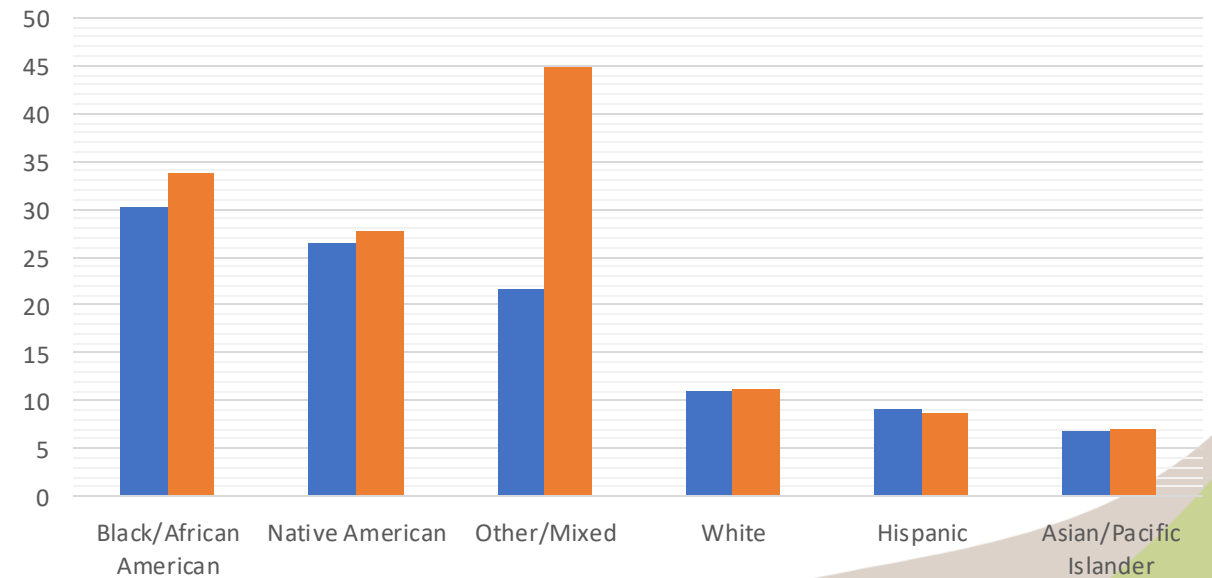


- **Anyone, Anytime, Anywhere**
- Higher rates of utilization across Other/Mixed, and Black/AA communities; age groups 16-39
- Lower utilization amongst Asian/PI and Hispanic communities; age groups 15 and under and 70+

Age per 10,000 Residents



Race/Ethnicity per 10,000 Residents



FY 23-24 FY 24-25

Referral Sources

Access and Crisis Line (ACL)/988

- Tribal communities
- Colleges/Universities
- Community members
- Treatment providers

Law Enforcement

- Dispatch and Field Officers
- Psychiatric Emergency Response Team (PERT)
- Campus Police
- Military Police
- Federal Bureau of Investigations (FBI)

K-12 Public School Districts

- Public charter schools
- Behavioral health providers on campus
- School Resource Officers (SROs)

Safety Criteria for MCRT



Candidates for referral must meet the safety criteria below to be accepted 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.

MCRT Overview Video



MCRT Outcomes



- **As of March 2025, MCRT has responded to over 20,000 calls, since the 2021 inception of services**
- **MCRT's goal is to provide response in under one hour**
 - In Fiscal Year 23-24, 98% of calls met this goal
 - Current average response time is 24 minutes, countywide
- **In FY 23/24:**
 - MCRT responded to over 6,300 calls
 - Over 50% resulted in stabilization in the field (no transport needed)
 - Approximately 30% resulted in transport to lower level of care (such as a CSU)
 - Approximately 13% resulted in transport to higher level of care (such as Emergency Department)
 - Less than 2% of interventions resulted in police intervention
 - Only 12% have resulted in petitions for psychiatric holds (5150/5585)

MCRT Service Connection



- MCRT provides timely **connection to crisis stabilization services** at time of response
 - CSUs
 - EDs
 - MH and SUD residential programs and services
- **72 hour follow up** calls for 100% of clients
- **Care Coordination up to 30 days**
 - Additional resources/benefits
 - Outpatient medical and MH treatment
 - Coordination across programs and referral sources for high utilizing clients

Crisis Stabilization Unit (CSU) Overview



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PURPOSE

Crisis Stabilization Units provides immediate urgent behavioral health treatment services to individuals with serious behavioral health needs.

OVERVIEW OF SERVICES

Services provided on a short-term basis (up to 24 hours):

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



Oceanside CSU

CSU TEAM MEMBERS

- Program Director (Licensed)
- Program Manager(s)
- Psychiatrists
- Registered Nurses (RNs)
- LVNs/Psych Techs
- Licensed Clinicians
- Associate Level Clinicians
- Peer Support
- Administrative
- Security



Services & CSU Partners



ACCESSING SERVICES

- CSUs offer walk-in services 24/7
- CSUs work in partnership with:
 - Mobile Crisis Response Team (MCRT)
 - Psychiatric Emergency Response Team (PERT)
 - Law Enforcement
 - Crisis Residential Services

CRITERIA

- Not harming themselves or others
- Not experiencing a medical emergency
- Adult CSUs only see individuals 18+
- Children and Youth must be 17 and under to be seen at our children's CSU.

WHAT TO EXPECT

- CSUs can help to deescalate a person in distress or in crisis, in addition to reducing serious symptoms of a behavioral health condition.
- Services are tailored to each client on a short-term basis up to 24 hours and include:
 - Crisis intervention
 - Mental health assessments
 - Medication assistance
 - Therapy and peer support
 - Connection to Resources and Direct Referrals
 - Follow Up within 72hrs

Facility Information



- Currently, there are 6 County-funded CSUs, with an additional location expected to open in 2026.

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

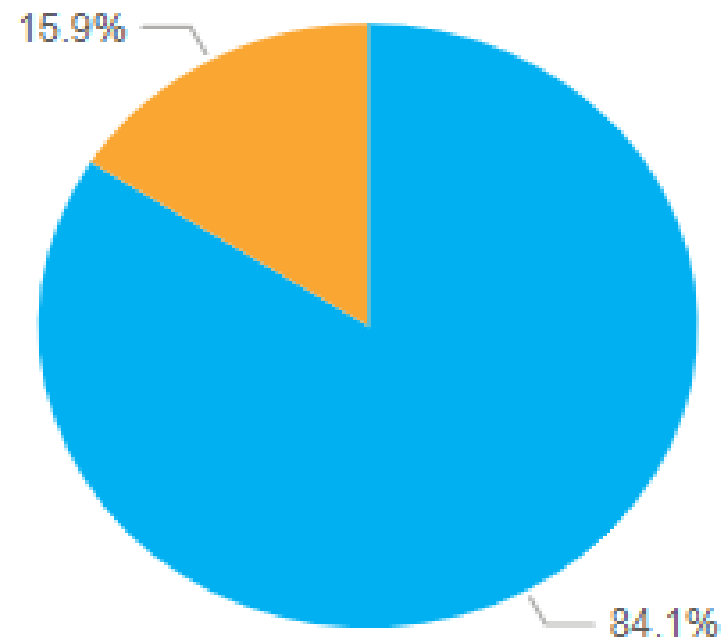
Fiscal Year (FY) 23-24

Total
Admissions
14,076



Total CSU Admissions FY 18/19 – Current: 66,975

Fiscal Year (FY) 23-24 Percentage Diverted from Inpatient



● Diverted ● Not Diverted

CSUs at a Glance



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Q&A



Input Discussion

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Discussion Questions

1. Before today, how familiar were you with the services shared?
2. What is something that is unclear or concerns you about the service/resource?
3. What would encourage you or someone you know to use this service/resource?
4. What channels (e.g., social media, schools, flyers, etc.) would be best in reaching people in your community about these services?
5. What other suggestions do you have that could help make outreach and messaging around these services more useful for your community?

Next Steps and Upcoming Opportunities



Other Planned Discussions



(estimated timing; subject to change)

- **May 2025:**
 - BHSA: Housing Interventions
 - Training/Technical Assistance for CBOs Interested in Medi-Cal Provider Certification
- **July 2025:**
 - BHSA: Community-Defined Evidence Practices