

# Mobile Crisis Response Team (MCRT)

## *Behavioral Health Crisis Response in Schools*



Launched by the County of San Diego in January 2021, the **Mobile Crisis Response Team (MCRT) Program** is a countywide service that offers an alternative response option for people of any age experiencing a mental health or substance use-related crisis. Non-law enforcement MCRTs respond, assess, and de-escalate behavioral health crises in the community.

Beginning November 2024, MCRTs may be deployed to charter schools, adult schools, and public school districts in San Diego County (grades K-12) to respond to behavioral health crisis calls. MCRT cannot respond to private schools.

## How can schools access MCRT?

### During school hours:

- **For schools in Carlsbad, Oceanside, Pendleton, San Dieguito, and Vista:**  
School personnel should call the direct phone number for Exodus MCRT provided to them.
- **For schools in all other areas of San Diego County:**  
School personnel should call the direct phone number for Telecare MCRT provided to them.

### During after-school hours or for community response or emergency services:

- Call the **San Diego Access & Crisis Line (ACL)** at **888-724-7240** or **988**.



School call is received by MCRT dispatch center



Triage by MCRT dispatch center



Appropriate response team is dispatched

## How can MCRT help schools?

MCRTs can respond to behavioral health crisis calls in schools if there is no known threat of violence or medical emergency. Depending on the situation, MCRT can:

- Provide assessments
- Utilize crisis intervention and de-escalation techniques
- Initiate and transport a 5585\* (5150) hold when there is a not a safety concern
- Make connections to appropriate behavioral health services and resources, provide initial coordination for treatment services as needed, and follow-up for up to 30 days after initial service

\*A 72-hour psychiatric hold in a hospital when a minor is evaluated to be dangerous to themselves, others, or gravely disabled.

**If you are not sure what to do or what you need, call MCRT to consult a trained expert.**



Scan for more information  
or visit  
[sandiegocounty.gov/mcrt](https://sandiegocounty.gov/mcrt)

## 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.

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