



STREET CRISIS RESPONSE TEAM

Durham Townhall on Crisis
Response

October 15, 2021



Background

- Mental Health SF legislation (Late 2019)
 - Includes “street crisis response team”
- San Francisco Mayor London Breed commitment to police reform (Summer 2020)
 - Includes call for behavioral health experts to respond to non-violent incidents on the street
- Based on several other models across the country as well as services and needs particular to San Francisco



Street Crisis Response Team Goal and Strategies

Goal: Provide rapid, trauma-informed response to calls for service to people experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.



1. Identify 9-1-1 calls that will receive behavioral health and medical response rather than law enforcement response.



2. Deliver therapeutic de-escalation and medically appropriate response to person in crisis through multi-disciplinary team (paramedic + behavioral health clinician + peer).



3. Provide appropriate linkages and follow up care for people in crisis, including mental health care, substance use treatment, and social services.

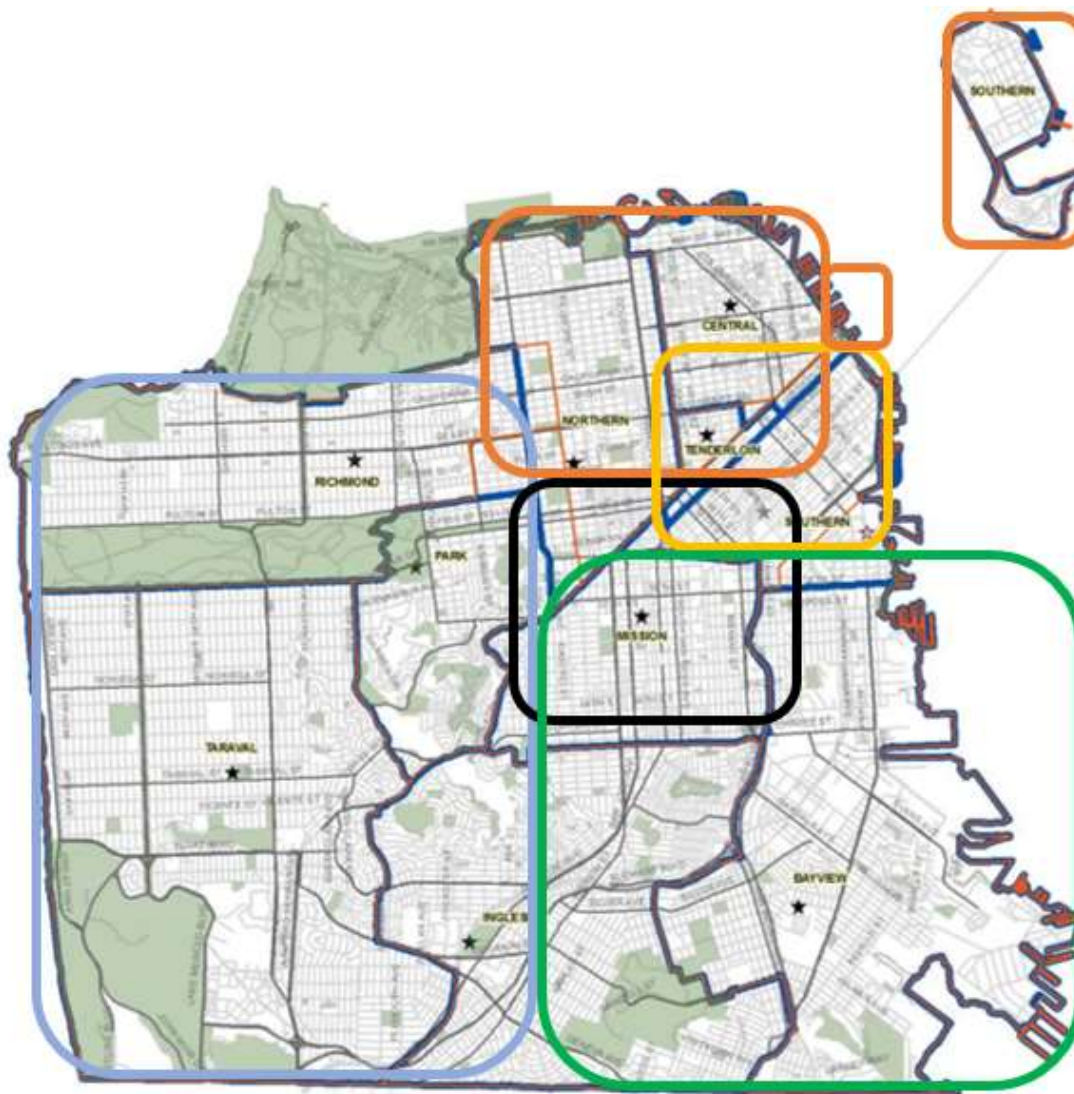


San Francisco SCRT Program Details

- Response
 - 911 calls that are classified as "800" codes, which indicate a call for service for a "mentally disturbed person," at a B-priority level (no violence or weapon)
 - "On-views"
- Team Staffing
 - Community paramedic (on rig)
 - Behavioral health clinician (on rig)
 - Peer health worker (on rig)
 - Multi-disciplinary team dedicated to linkages and follow up care coordination
- Vehicle
 - Fire Department Vehicle – no sirens
 - Able to transport individuals to voluntary treatment locations
- Community engagement and feedback

Current Coverage and Hours

Region	Hours	Launch Date
Tenderloin	0900-2100	Launched 11/30/2021
Mission/Castro	0700-1900	Launched 2/1/2021
Bayview	1100-2300	Launched 4/5/2021
Waterfront/Chinatown/North Beach	0700-1900	Launched 5/10/21
Park/Richmond/Sunset	0600-1800	Launched 6/14/21
Citywide Overnight	1900-0700	Launched 7/26/21
Team 7	TBD	TBD 2022





DATA THEMES

- Most crises are resolved in the community, 63% of SCRT clients remain safely in the community.
- There is a need for shelter and housing resources, 76% of SCRT clients are experiencing homelessness.
- There has been no violence or calls for arrest on SCRT calls.
- There is a low percentage of SCRT clients who need a 5150 hold (7%).
- Clients served by SCRT are diverse in race, ethnicity, age, and gender.



THANK YOU!

[HTTPS://SF.GOV/STREET-CRISIS-RESPONSE-TEAM](https://sf.gov/street-crisis-response-team)

