

STREET CRISIS RESPONSE TEAM (SCRT) PILOT

APRIL 2022

UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has six fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. As of April, all teams are supported by the Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients within 24 hours of the initial encounter.

OPERATIONS UPDATE

KEY PERFORMANCE INDICATORS



Crisis Calls Handled by SCRT

April

735

Cumulative*

9,260



800-B Calls that Received SCRT Response**

April

60%

Cumulative

47%



Average Response Time

April

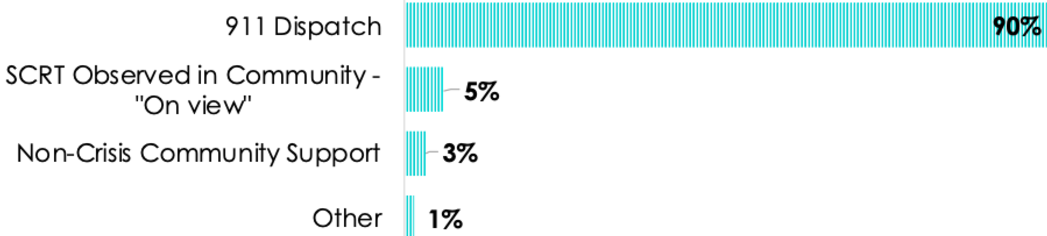
17min

Cumulative

16min



Referral Source: Cumulative



*Cumulative counts are on data since pilot launch (November 30, 2020 –April 30, 2022)

** 800-Bs are a type of call code from 911 emergency communications center which indicate an individual in behavioral health distress with no weapon involved. In 2019, SF 911 received over 10,000 of these calls. Percentage shown excludes "800-B On Views" and a small number of 800-Bs not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-Bs once fully launched.



Client Engagements

April

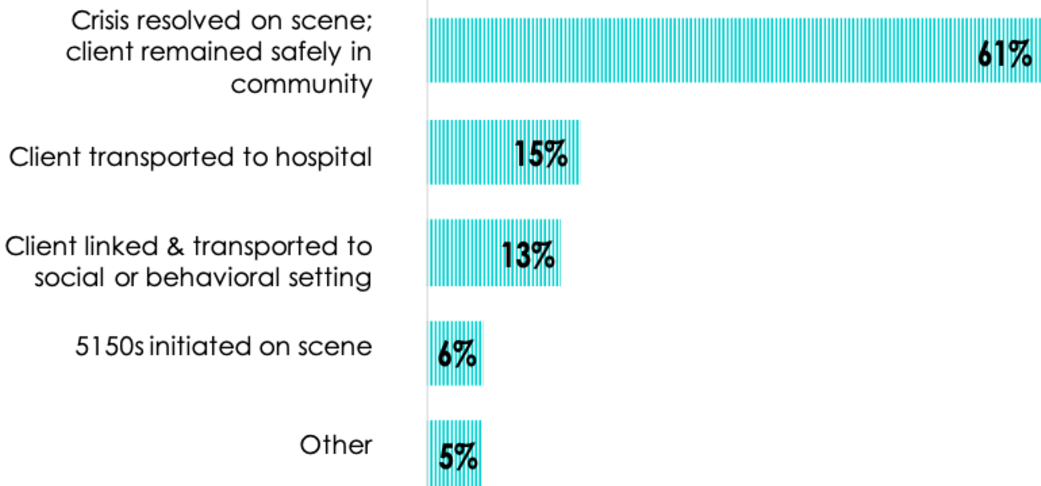
278

Cumulative

4,525



Engagement Outcomes: Cumulative



*A single client engagement may result in multiple outcomes.



Office of Coordinated Care Follow Up Rate

April

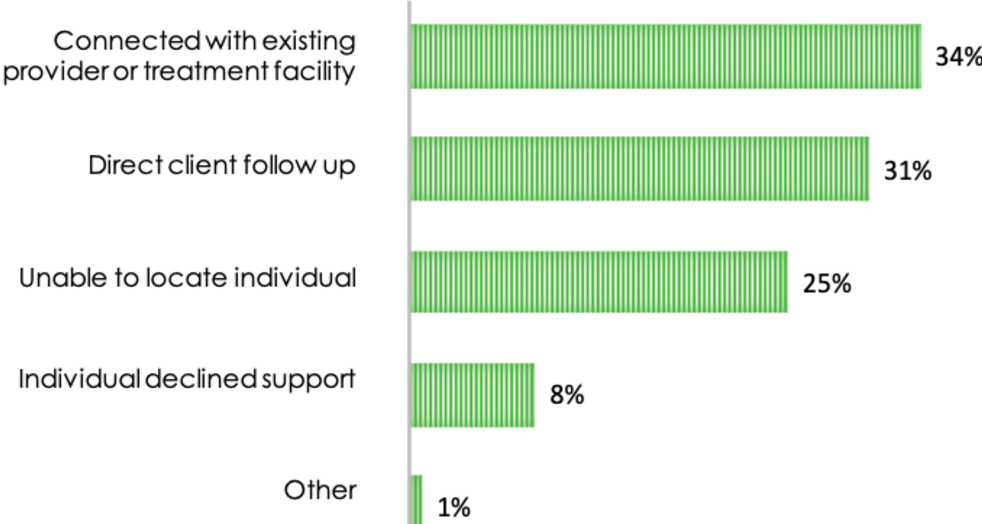
78%

*Cumulative

49%



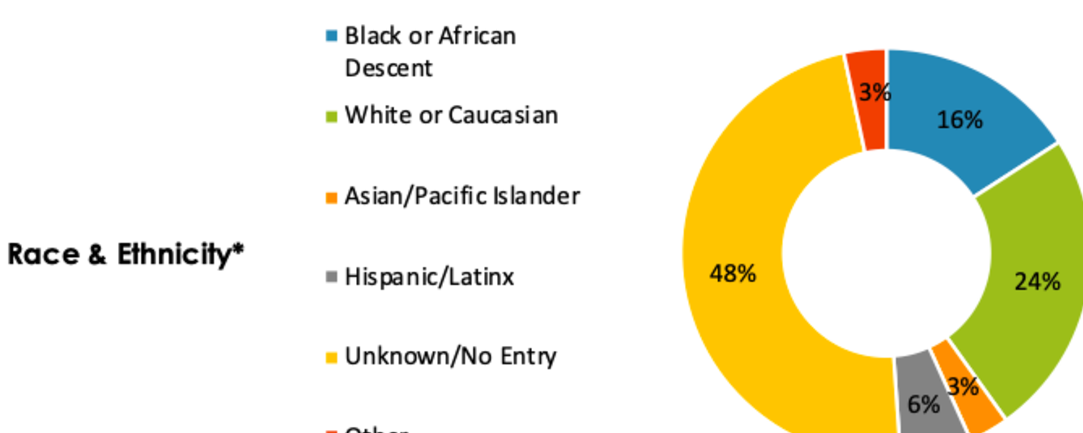
Connections to Care: Cumulative



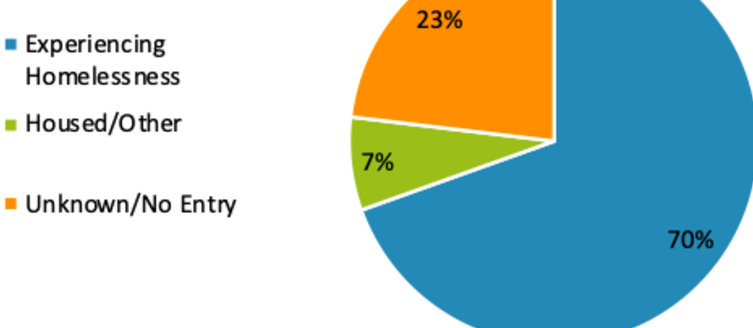
*Cumulative counts are on data since Office of Coordinated Care launch (April 5th, 2021 – April 30, 2022)



Client Characteristics: Cumulative



Client Living Situation



* "Other" category is comprised of race entries representing less than 1% of total.

** The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.

The Street Crisis Response Team now has a [website](#)! For more information on the SCRT please visit: [Street Crisis Response Team Background](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®
Got this as a forward? [Sign up](#) to receive our future emails.
[View this email online](#).

101 Grove St
San Francisco, CA | 94103 US

This email was sent to .
To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list.