

STREET CRISIS
RESPONSE TEAM (SCRT)
AUGUST 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 to reduce law enforcement encounters and unnecessary emergency room use.

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

In June 2022, SCRT entered Phase 2 of implementation with the transition from police dispatch to Emergency Medical Dispatch (EMD). This change allows teams to respond to a wider range of calls for service, including calls to indoor settings, and further separates behavioral health crisis response from law enforcement by going through medical dispatch.

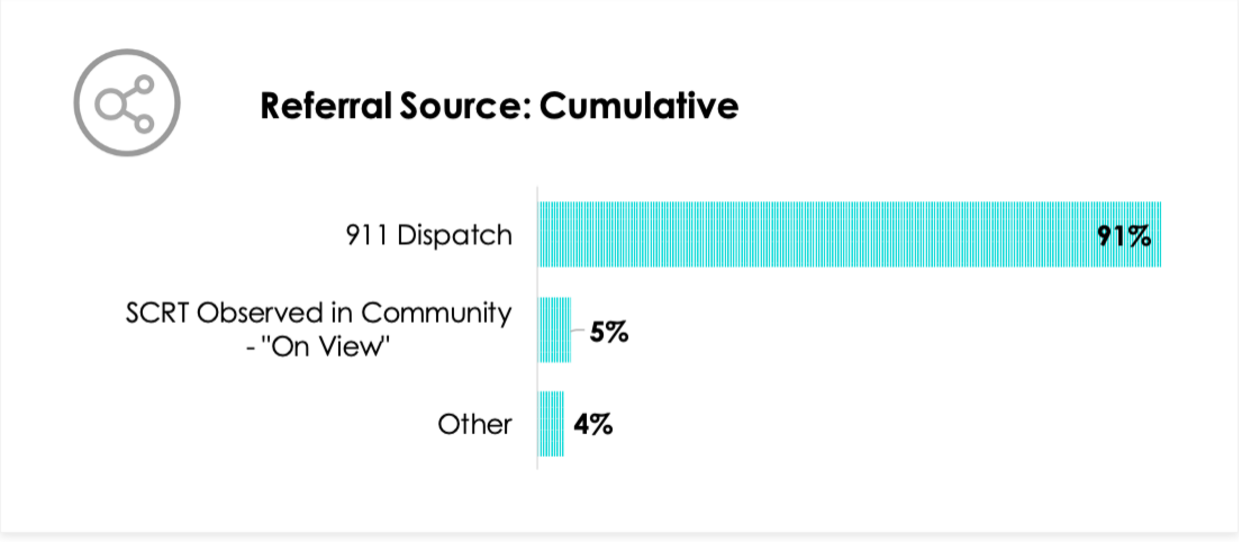
OPERATIONS
UPDATE

KEY PERFORMANCE INDICATORS

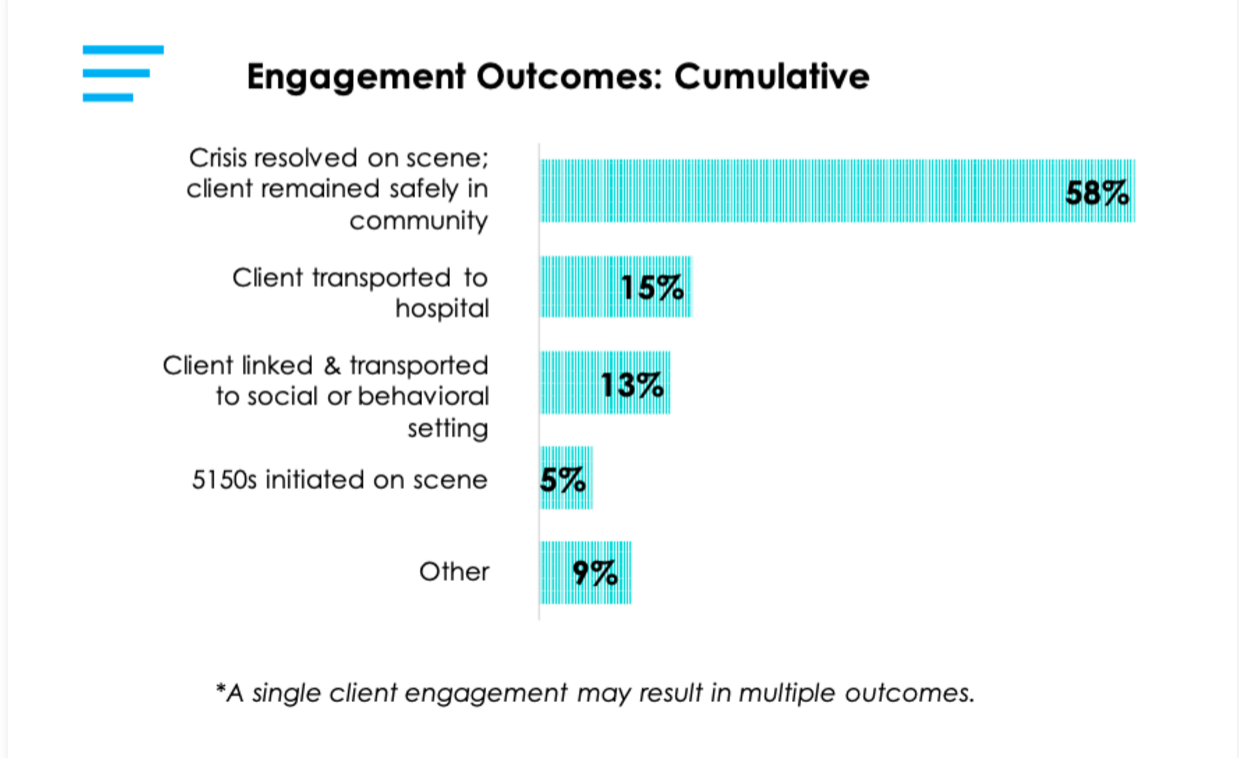
	Crisis Calls Handled by SCRT	August 761	Cumulative* 12,085
	SCRT-Eligible Calls that Received SCRT Response**	August 78%	Cumulative 78%
	Average Response Time	August 20min	Cumulative 17min


*Cumulative counts are on data since pilot launch (November 30, 2020 – August 31, 2022)

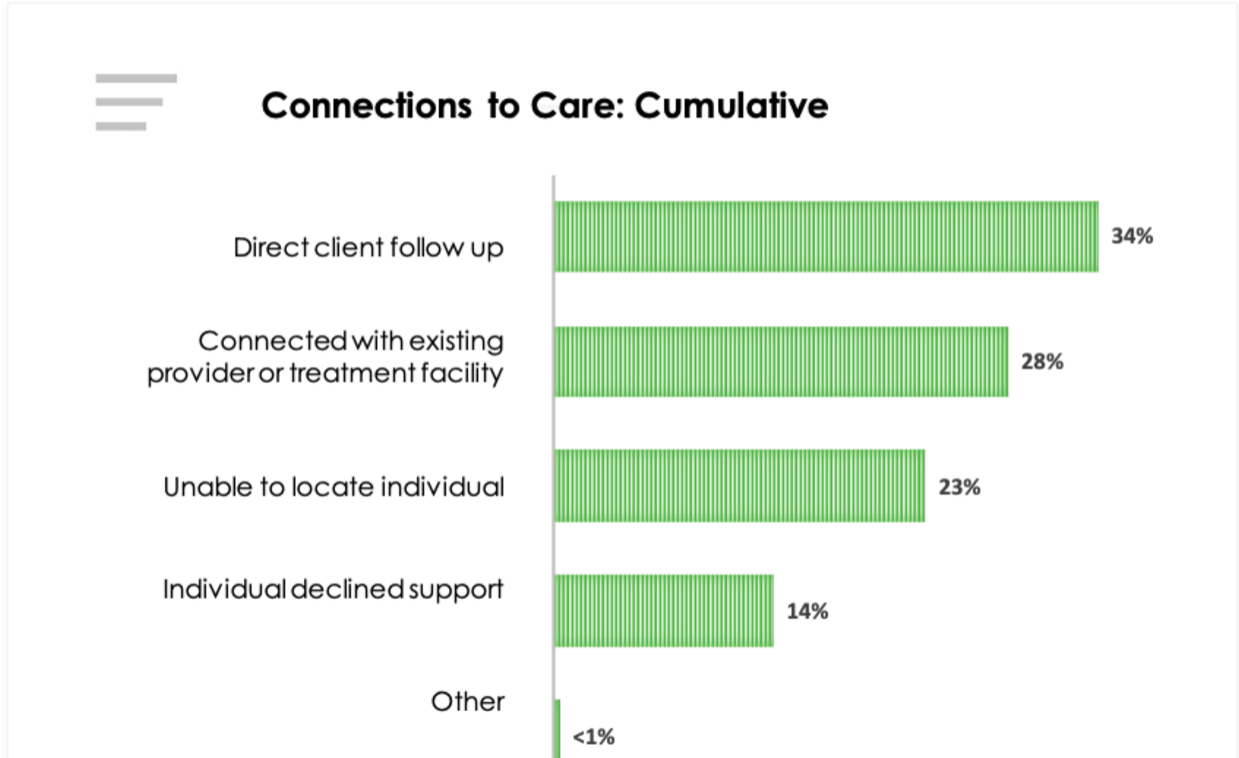
**During the pilot phase, SCRT responded to 800B calls under police dispatch. In Phase 2 (beginning June 22, 2022) SCRT responds to the same type of behavioral health crisis calls that are now coded and dispatched through Emergency Medical Dispatch (EMD). This allows SCRT to respond to calls for service indoors as well as outside, and further separates behavioral health crisis response from law enforcement response. Additionally, if SCRT is unable to respond to a call, they are now backed up by an ambulance instead of police. Cumulative counts for this metric are from beginning of Phase 2 forward.



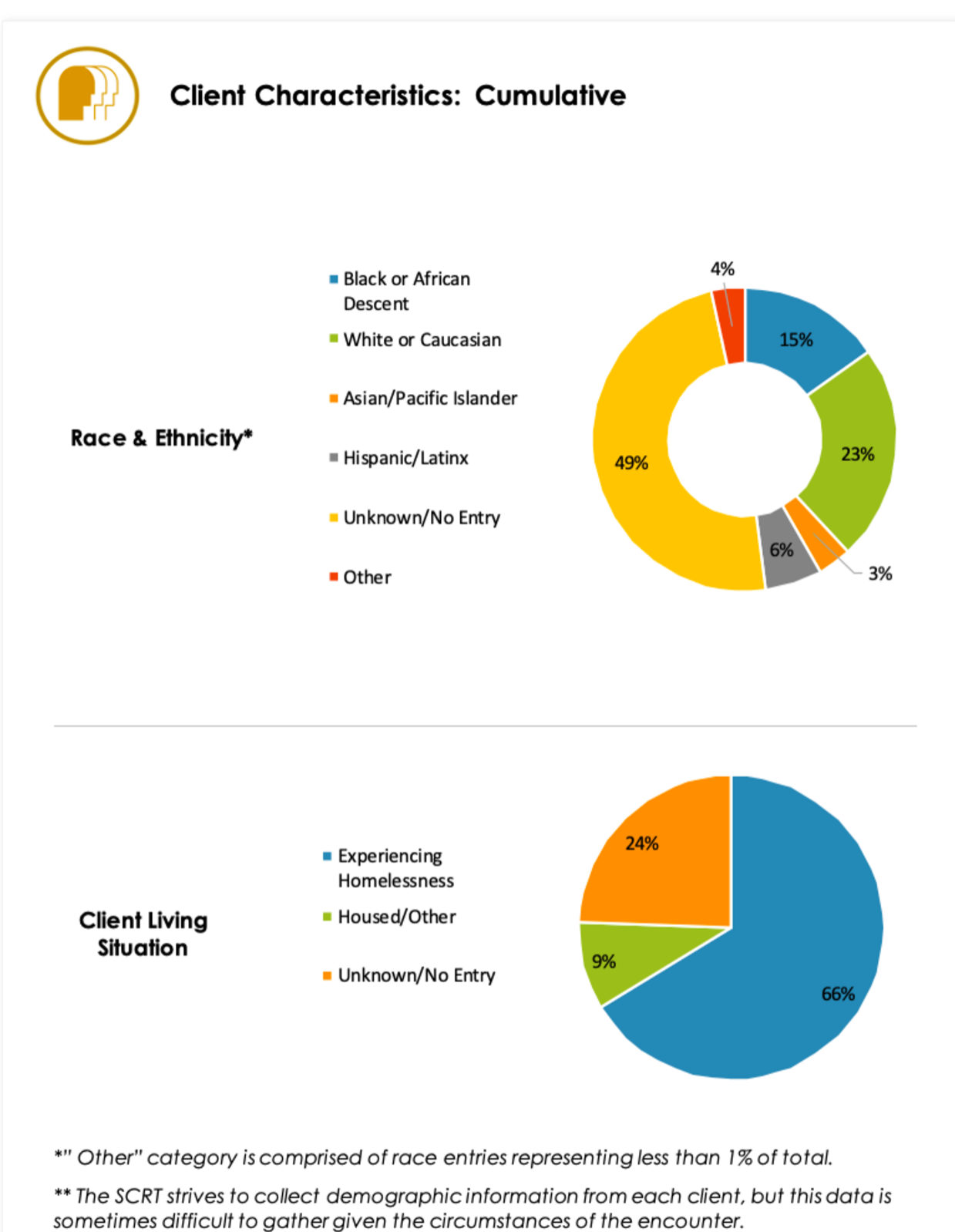
	Client Engagements	August 478	Cumulative 5,986
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	SCRT Office of Coordinated Care Follow Up Rate	August 84%	*Cumulative 55%
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*Cumulative counts are on data since SCRT Office of Coordinated Care launch (April 5th, 2021 – August 31, 2022)



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

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